



TEXAS Public Safety Conference Schedule APRIL 2025



Wednesday April 2, 2025

IP Hall Move In (2pm-5pm)

PRE-CONFERENCE	101-A	101-B	101-C	102-A	102-B/C	103-A/B	103-C/D (Big Room)
8:00am - 12:00pm	TXGIS UG Meeting	PETS MEETING (9AM-12PM)	Texas Border Coalition	TX NENA Presents: 9-1-1 Customer Service: Takes Seconds, Saves Minutes Kevin Diluia	TEXAS 9-1-1 ALLIANCE MEETING	TX APCO Presents: Choose Your Respose: A Guide to Effective Communication with 5 Chairs, 5 Choices Shantelle Oliver	PROTECT 9-1-1 <i>DR. LILLY</i>
Lunch Break (Not Provided) 12:00pm-1:00pm							
1:00pm-5:00pm	TXGIS UG Meeting	TNT MEETING (1PM-4PM)		TX NENA Presents: 9-1-1 Customer Service: Takes Seconds, Saves Minutes Kevin Diluia		TX APCO Presents: Choose Your Respose: A Guide to Effective Communication with 5 Chairs, 5 Choices Shantelle Oliver	PROTECT 9-1-1 <i>DR. LILLY</i>

Border Buttermilk Reception @ 5:30pm-6:30pm Outside of 103

Awards Gala 7:00pm -10:00pm in Ballroom (Doors open at 6:45)

Thursday April 3, 2025

Breakfast 7:00am-8:15am (On Your Own, Provided by Hotels)

OPENING SESSION 8:30AM - 10:00 AM (Big Tex Sponsor) Ballroom

IP HALL OPENS 10:00am - 3:00 PM

Conference Day 1	101 - A	101-B	101-C	102-A	102-B/C	103-A/B	103-C/D (Big Room)
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Coffee Break 10:00am-10:15am

11:00a-12:00p

IP POWER HOUR - VISIT OUR IP HALL AND SPEAK WITH OUR VENDORS - THEY ARE HERE FOR YOU

Lunch Break (Ball Room) 12:00pm-1:00pm

1:00pm - 2:00pm	LEADERSHIP THROUGH SERVICE NECCO JOHNSON	ARE YOU KILLING YOUR ECC SOFTLY? WHY LANGUAGE MATTERS SAMANTHA HAWKINS	DEFENSE IN DEPTH CYBERSECURITY: IS IT ENOUGH? SEAN SCOTT	ArcGIS: HUB FOR PUBLIC SAFETY ERIC LOMELI	MASS CASUALTY EVENTS: COMMUNICATION AND DATA SHARING THAT WORKS DUANE KIETZMAN	ELEVATING AND CONNECTING QA, FEEDBACK AND TRAINING IN 9-1-1 SCOTT MACDONALD	ANSWERING THE CALL - MENTORSHIP IN THE COMM CENTER KRIS INMAN
2:10pm-3:10pm	NAVIGATING CHANGE: STRATEGIES FOR MANAGING DIFFICULT EMPLOYEES JENNIFER MARTINEZ	ALLEVIATING THE HEALTH CHALLENGES OF TELECOMMUNICATORS PETER GOLDSTEIN	REAL-TIME DATA FOR REAL-TIME DECISIONS: NEXTGEN 911'S ROLE IN ENSURING OFFICER SAFETY DUSTIN BECKER	GIS FOR THE FRONTLINE TELECOMMUNICATORS JUSTIN WHIPPLE	TEXAS APCO: HELP US TO HELP YOU TAMARA BELL	DIFFICULT CONVERSATIONS- GIVING FEEDBACK IN POSITIVE WAYS JC FERGUSON	WE LISTEN, WE DON'T JUDGE - THE TEAM BUILDING CULTURE WORKSHOP BRANDI POWELL

Snack Break 3:10pm - 3:20pm

3:20pm- 4:20pm	THE SILENT STRUGGLE: WHAT EVERY 911 LEADER SHOULD KNOW KRIS INMAN	OVERCOMING MENTAL HEALTH STIGMA JOSEPHINE RIOS	AI'S IMPACT ON PUBLIC SAFETY: FRIEND OR FOE? SEAN SCOTT	LET'S UNITE: TACKLE THE BIG "F" IN PUBLIC SAFETY MICHAEL DEROSE	STUCK IN MY CIRCUMSTANCE KRISTI FOGLEMAN	NO BAD TEACHERS: WHAT WE CAN LEARN FROM BAD BOSSES, LAZY LEADERS, AND TOUCHY TRAINERS SAMANTHA HAWKINS	JUST THE TWO OF US: THE MENTORSHIP APPROACH BRANDI POWELL
4:30pm-5:30pm					APCO BUSINESS MEETING		

FIRST TIME ATTENDEE SOCIAL 5:45PM - 6:30PM

IP EVENT 6:30pm-10:00pm (Ballroom tentative)

Friday April 4, 2025

Yoga - Kris Inman 7:00am - 7:45am

Breakfast 7:00am-8:30am (On Your Own, Provided by Hotels)

IP HALL OPEN 9am - 1pm

CONFERENCE DAY 2	101-A	101-B	101-C	102-A	102-B/C	103-A/B	103-C/D (Big Room)
8:30am - 9:30am	WEDNESDAYS WE WEAR PINK: BULLIES IN THE COMM CENTER CHRISTINA DELEON	TEXAS LAW ENFORCEMENT PEER NETWORK CHRISTINA O'REAR	ArcGIS: HOW FLOOR- AWARE INDOOR MAPS CAN IMPROVE PUBLIC SAFETY & RESPONSE ANA RODRIGUEZ	CYBER STRONG: A TRAINING FRAMEWORK FOR 911 CENTERS DEVIN LUKOMSKI	PREPARING FOR A PROMOTION - AN EVERYDAY EVENT ROBBIE MCCORMICK	FOUNDATIONS: A FINANCIAL IQ WORKSHOP JOHN JONES	LEADERSHIP LESSONS FROM THE PAST, PRESENT AND FUTURE DOUG SHOWALTER
Coffee Break 9:30am - 9:40am							
9:45am - 10:45am	EXTENDED REALITY IN THE ECC D. JEREMY DEMAR	LIGHTS, CAMERA, CONFLICT RESOLUTION! BRANDI POWELL	PHISHING: INSIDE THE HACKERS TACKLE BOX SEAN SCOTT	DIGITAL RADIO STANDARDS: HOW TO DECIDE TO LOOK BEYOND THE STANDARD NEIL HORDEN	FILLING YOUR MIND WITH FIRE KNOWLEDGE ELIZABETH PICKETT	PUBLIC EDUCATION FOR NEWCOMERS KIMBERLY RODGERS	THE PSYCHOLOGY OF DOMESTIC VIOLENCE AND THE ROLE OF THE TELECOMMUNICATOR JASON LONG
11:00am - 12:00pm	REDEFINING 9-1-1: HOW TO TRANSFORM JOB DESCRIPTIONS FOR FIRST RESPONDER RECOGNITION BRITTNEY BURROSS	THE ART OF CALLTAKING ELIAS MARTINEZ	ALTERNATIVE 911 RESPONSE: BEST PRACTICES FOR INCREASING STAFF CAPACITY & DISPATCH EFFECTIVENESS ZACH VAN FLEET	THE MODERN CLOUD: NOT ALL CLOUDS ARE EQUAL SHAWN BARNES	STRANGULATION RECOGNITION FOR 9-1-1 SOFIA BRABHAM	BASIC NETWORKING SKILLS: BUILDING MEANINGFUL CONNECTIONS CHRISTINA O'REAR	CARING UNDER PRESSURE: HOW WE TREAT EACH OTHER IN THE COMM CENTER KRIS INMAN

Lunch Break (Ball Room) 12:00pm-1:00pm

1:10pm - 2:10pm	VERY DEMURE, VERY MINDFUL - HOW TO EFFECTIVELY MANAGE AND ENGAGE GEN Z STAFF BRANDI POWELL	BREAKING THE CYCLE: GENERATIONAL TRAUMA IN THE ECC ALENA BROWN	CYBERSECURITY IN MISSION CRITICAL COMMUNICATION SYSTEMS NEIL HORDEN	GET AHEAD OF TECHNOLOGIES: QA FOR SMARTER 911 CENTERS ROGER BRICENO	DISCOVER TEXAS NENA: ADVOCATING FOR YOU AND HOW TO BECOME INVOLVED RAY PHERIS & TX NENA BOARD	THE SECRET TO SUCCESSFUL TRAINING DOUG SHOWALTER	MENTAL HEALTH 911: IDENTIFYING AND RESPONDING TO CRISIS JASON LONG
2:20pm - 3:20pm	HARD WORK WHEN IT'S EASY: STEP OVER NOW AND BRAVE THE RAPIDS ROBBIE MCCORMICK	ANSWERING THE CALL: TRANSFORMATIONAL TRAINING STRATEGIES FOR PUBLIC SAFETY TRAINERS ANTONIO ZARZOZA (INSTRUCTOR Z)	NEW CJIS SECURITY REQUIREMENTS: WHAT YOU NEED TO KNOW SEAN SCOTT	BRIDGING THE SILENCE: TRANSFORMING EMERGENCY RESPONSE FOR THE DEAF EARL KARCHER	LEVELING UP: CREDENTIALS TO HELP YOU GROW IN 9-1-1 KELLE HALL	THOUGHTFUL CURRICULUM - APPLYING BLOOMS TAXONOMY JC FERGUSON	HOW TO TRAIN LIKE SOMEONE'S LIFE DEPENDS ON IT SAMANTHA HAWKINS
Snack Break 3:20pm-3:30pm							
3:30pm - 4:30pm	YOUR NETWORK IS YOUR NETWORTH: A MASTERCLASS IN GETTING INVOLVED, BUILDING CONNECTIONS, & COLLABORATING IN PUBLIC SAFETY TO COMBAT BURNOUT JACOREY GLAUDE	GRACE UNDER FIRE: BEING KIND IN AN UNKIND ENVIRONMENT BRANDI POWELL	UNIFYING RESPONSE: THE POWER OF INTEROPERABILITY IN MODERN EMERGENCY MANAGEMENT DUSTIN BECKER	POTENTIAL OR PERIL? PUBLIC SAFETY IN THE AGE OF AI, NG AND MORE CHRISTOPHER CARVER	CPR STARTS WITH YOU: LIFESAVING SKILLS FOR 911 TELECOMMUNICATORS ALBERTO VALBUENA	MULTI-GENERATIONAL WORKFORCE - THE MYTHS AND MISUNDERSTANDINGS DOUG SHOWALTER	DISPATCH STRONG - RESILIENCE AND RECOVERY IN THE COMM CENTER KRIS INMAN
4:40pm-5:40pm					NENA BUSINESS MEETING		

Community Block Party- 7:00pm-10:00pm at the Oval Park (Back-up Ballroom for weather)

Saturday April 5, 2025

Yoga - Kris Inman - 7:00am - 7:45am

Breakfast 7:00am-8:00am (On Your Own, Provided by Hotels)

CONFERENCE DAY 3	101-A	101-B	101-C	102-A	102-B/C	103-A/B	103-C/D (Big Room)
8:00a-10:00a	FROM CALL TO RESOLUTION; TELECOMMUNICATOR'S RESPONSE TO DISTURBANCE CALLS JASON LONG	BEHIND THE HEADSET: UNDERSTANDING AND MITIGATING SECONDARY TRAUMATIC STRESS IN 911 DISPATCHERS ALISSA BRIGHT	9-1-1'S DIGITAL DISPATCH: YOUR PSAP'S JOURNEY TO THE CLOUD SAI GANESA	WHAT'S YOUR POINT? TIPS TO BE A BETTER TRAINER WHITNEY MOORE	CONFLICT RESOLUTION JACOB WALKER	LISTENING AS A SKILL JC FERGUSON	TRAGEDY AT SANDY HOOK: LESSONS LEARNED FOR DISPATCH DANIEL JEWISS
10:10a-12:10p	EFFECTIVE STRATEGIES FOR DEALING WITH WORKPLACE CONFLICT JASON LONG	TRIGGERS, TRAUMA, AND TELECOMMUNICATORS BRANDI POWELL	STREAMLINE NON- EMERGENCY REPORTING WITH AI MICHAEL CAMP	MAKING A DIFFERENCE ON AND OFF THE JOB AND INTO RETIREMENT JOHN JONES	WILDLAND DISPATCHING SIDNEY JORDAN	COURTROOM TESTIMONY FOR 9-1-1 FIRST RESPONDERS ROBBIE MCCORMICK	UNCONVENTIONAL LEADERSHIP FOR UNCONVENTIONAL TIMES JACOREY GLAUDE

CONFERENCE CONCLUDED