

Summit 2026

April 19-22, Orlando, FL



Sessions at-a-Glance

Last updated: 2026/03/09

Here is a list of the sessions planned for Summit 2026.

All training classes (including hands-on labs) offer general, open seating on a first-come, first-served basis. Your Summit registration will once again include the option to book a virtual certification course to take place at a date of your choosing after Summit, helping you to maximize your time while onsite. Your registration confirmation email will include links and instructions for registering for one of these optional certifications. All classes are subject to change without notice.

Tracks

[Awareness](#)

[CJIS](#)

[Community](#)

[Critical Communications](#)

[CSR](#)

[Cybersecurity](#)

[Dispatch](#)

[Emergency Call Handling](#)

[Evidence](#)

[Fire](#)

[GIS & Mapping](#)

[Industry & Leadership](#)

[Innovation & New Functionality](#)

[Investigations](#)

[Jail](#)

[License Plate Recognition](#)

[Next-Gen Call Routing](#)

[Open Labs](#)

[Records](#)

[Reporting](#)

[Response](#)

[System Administration & IT](#)

[Virtual Certifications](#)

Awareness

Awareness: 1 + 1 > 2: Using License Plate Recognition with CommandCentral Aware

[AI inside](#) ✨

Products: VehicleManager, L6D, CommandCentral Aware

Presenters: Jared Baker, Chris Poe

License plate recognition technology plays a critical part in Motorola Solutions' broader public safety ecosystem. The data collected from LPR cameras provides real-time intelligence and aids post-incident investigation. When plugged into a real-time crime center with CommandCentral Aware, the impact is only amplified. This class will cover our LPR suite's integration with CommandCentral Aware, along with the M500 in-car video system, CAD and Unity VMS, for a modernized public safety program.

Expertise level: Any

Intended audience: Real-Time Intelligence Operator

Awareness: Best Practices for Unit Management in CommandCentral Aware

Products: CommandCentral Aware

Presenters: Sean Guthrie

Master Unit Management in CommandCentral Aware to enhance personnel safety and operator efficiency. This course covers configuring Agency Groups, device-to-unit consolidation, and naming conventions. Learn the critical differences between System and Customer Managed units while avoiding common provisioning oversights. You'll gain actionable strategies to align the platform with your agency's structure using custom icons, colors, and permission-based security for sensitive unit locations.

Expertise level: Intermediate

Intended audience: Real-Time Intelligence Operator

Awareness: Beyond the Beep: APX + CommandCentral Aware Tips from the Radio Geeks

Products: APX radios, CommandCentral Aware

Presenters: Alan Melvin, Scott Musgrove

Join self-proclaimed "radio geeks" Alan Melvin and Scott Musgrove for a deep dive into 2026.1 release upgrades for the APX radio integration with CommandCentral Aware. We're geeking out with live interactive demonstrations, showing how paired APX radios and body cams merge into one map icon in CommandCentral Aware and SmartMessaging 2.0 keeps critical intel at your fingertips with inter-agency chats and conversation pinning. Don't miss this high-paced, hands-on session from the experts!

Expertise level: Any

Intended audience: Real-Time Intelligence Supervisor

Awareness: Beyond the Login: Putting CommandCentral Aware Into Practice

Products: CommandCentral Aware

Presenters: Drew Sumpter, Lyle Waterworth

Turn your agency's goals into action with the CommandCentral Aware playbook you'll build in this course: Beyond the Login. Learn to effectively preplan events, special operations and GIS layers specific to your mission. Discover how to set up Unit Management to protect investigative integrity and boost staff morale. Use Patrol Checkpoints and the Historical Map to transform raw data into operational improvements. Don't just log in—start achieving your goals today.

Expertise level: Beginner

Intended audience: Real-Time Intelligence Operator

Awareness: Breaking Silos: The Power of Inter-Agency Data Sharing in CommandCentral Aware

Products: CommandCentral Aware

Presenters: Heidi Hendricks, Yury Konnikov

While many agencies utilize CommandCentral Aware for internal situational awareness, one of its most transformative—yet underused—capabilities is inter-agency data sharing. Using real-world wins from Phoenix, Cook County, and Broward County, we'll show how pioneering agencies have successfully bridged jurisdictional gaps to create a unified regional safety net. You'll leave this class inspired to rethink your data assets and with a concrete roadmap for collaborating with neighboring jurisdictions.

Expertise level: Any

Intended audience: Real-Time Intelligence Supervisor

Awareness: Collier County Real-Time Operations Center: A CommandCentral Aware Deep Dive
[Hear from your peers](#)

Products: CommandCentral Aware

Presenters: William (Billy) Gessner (Collier County Real-Time Operations Center, FL), Rebecca Maciques (Collier County Real-Time Operations Center, FL), Joseph Knox

Join the Collier County ROC for a look at their CommandCentral Aware evolution – from initial setup to a sophisticated, multi-layered operation. This session tracks their journey from "day one" to today's advanced capabilities. Learn how they've scaled via body camera livestreaming, Alta camera integration, CRG tactical mapping and their public partnership program. Whether you are just starting or looking to scale your existing operations, learn practical strategies for cross-platform integration and proactive decision-making.

Expertise level: Any

Intended audience: Real-Time Intelligence Operator

Awareness: Collier County ROC: How We Use Connected Ecosystem From Call to Case Closure
[Hear from your peers](#)

Products: CommandCentral Aware, PremierOne, VESTA 9-1-1

Presenters: William (Billy) Gessner (Collier County Real-Time Operations Center, FL), Rebecca Maciques (Collier County Real-Time Operations Center, FL)

The modern incident demands a unified response. Join the Collier County Real-Time Operations (ROC) team as they demonstrate a live, simulated scenario from call to case closure using VESTA 911, PremierOne CAD, unified intelligence in CommandCentral Aware (including LPR, video and DFR), field mobile applications and real-time subject work-ups. Learn how a connected ecosystem can ensure comprehensive evidence preservation and close complex cases in hours instead of months.

Expertise level: Any

Intended audience: Real-Time Intelligence Supervisor

Awareness: Driving Real-Time Outcomes: How Blount County Uses CommandCentral Aware

[Hear from your peers](#)

Products: CommandCentral Aware, VehicleManager

Presenters: Kevin Bailey (Blount County Sheriff's Office, TN), Joseph Maus (Blount County Sheriff's Office, TN)

Join Blount County for an in-depth demonstration of how they transform a flood of data into a tactical advantage using CommandCentral Aware. Witness how they integrate CAD, LPR, school floor plans and GIS layers to reduce guesswork during critical incidents. Through the lens of the Venezuelan gang ATM heist and rapid-response hit-and-runs, you'll see the exact workflows used to turn data into a unified, life-saving intelligence engine.

Expertise level: Any

Intended audience: Real-Time Intelligence Operator

Awareness: From Blue Dots to Beyond: Scaling Your Real-Time Response with CommandCentral Aware

[AI inside ✨](#)

Products: CommandCentral Aware

Presenters: Brian O'Neill, Katie Cousino

Think you need a large and complex RTCC to see value with CommandCentral Aware? Think again. Whether you're starting with officer radio location or ready for Drone as First Responder, we'll show you the real CommandCentral Aware: a solution that scales at your own pace. Using a real-world scenario, we'll demonstrate how each layer – from emergency buttons to SVX and fixed video – changes the outcome of a crisis. Solve today's coordination problems while building for tomorrow's innovations.

Expertise level: Any

Intended audience: Real-Time Intelligence Supervisor

Awareness: HANDS-ON LAB: Keys to the Kingdom: The CommandCentral Aware Administrator's Survival Guide

Products: CommandCentral Aware

Presenters: Nicole Izbicky, Sean Guthrie

So, you've been handed the keys to the kingdom—now, do you know which doors they open? In this hands-on lab, we're opening the hood of CommandCentral Aware to show you how to optimize your environment from the inside out. Whether you're adding map layers, working in Unit Management, or managing granular user access, you'll gain the skills to configure with confidence. Learn tips and tricks to keep your system as agile as your tactical teams. Don't just manage your system; make it perform.

Expertise level: Advanced

Intended audience: Real-Time Intelligence Operator

Awareness: HANDS-ON LAB: Leveraging the CommandCentral Aware Video Player for Expanded Awareness

Products: CommandCentral Aware

Presenters: Eda Beams, Robert Herrera, Bernie Meade

Join us for a one (1) hour hands-on lab to work with experts in the CommandCentral Aware web-based video player. We'll cover the basics of the video player and answer any questions regarding the current Video View module. We will discuss the advantages of the web-based video streaming experience and currently supported integrated video sources.

Expertise level: Beginner

Intended audience: Real-Time Intelligence Operator

Awareness: HANDS-ON LAB: Mastering the CommandCentral Aware Map

Products: CommandCentral Aware

Presenters: Eda Beams, Robert Herrera, Bernie Meade

In this one (1) hour hands-on lab, you'll work alongside experts to master the CommandCentral Aware map. Move beyond the basics to discover how to leverage Zones of Interest, Mark Ups, and Patrol Checkpoints for better resource management and reporting. Learn the "power of replay"—using the Historical Map to reconstruct incidents through a synchronized lens of past events and resource movements. Leave this session with the skills to turn mapped data into actionable intelligence.

Expertise level: Beginner

Intended audience: Real-Time Intelligence Operator

Awareness: HANDS-ON LAB: Optimizing Your Configurable CommandCentral Aware Event Monitor

Products: CommandCentral Aware

Presenters: Eda Beams, Lyle Waterworth, Kaitlin Morales

Transform your critical data feed into a focused operational view. In this one (1) hour hands-on lab, you will work with experts to master the CommandCentral Aware configurable Event Monitor. Learn the fundamentals, then discover how to create and customize specialized views to maximize efficiency for various roles and use cases across your agency. Walk away with the skills to ensure the most essential information is always visible for immediate action.

Expertise level: Beginner

Intended audience: Real-Time Intelligence Operator

Awareness: How We Built This: From Collier County's DFR Launch to Purpose-Built UAS

[Hear from your peers](#)

Products: CommandCentral Aware, BRINC

Presenters: Jamie Cunningham (Collier County Real-Time Operations Center, FL), William (Billy) Gessner (Collier County Real-Time Operations Center, FL), Alan Melvin

From early hurdles to one of the first DFR programs in the US, join the Collier County ROC to learn how they built their drone operation. This session traces their journey from ground zero to a sophisticated fleet, including lessons learned and slashed response times. Explore the future of the mission: using BRINC drones for call-type automation and deploying life-saving payloads for coastal response. Join us for a roadmap of where they started, the hurdles they overcame, and their vision for the next frontier of UAS.

Expertise level: Any

Intended audience: Real-Time Intelligence Supervisor

Awareness: Leading the Way: LPSO's Visionary Use of Livestreaming

[Hear from your peers](#)

Products: CommandCentral Aware

Presenters: Bobby Goodrich (Lafayette Parish Sheriff's Office, LA)

Learn how the Lafayette Parish Sheriff's Office (LPSO) Real-Time Crime Center enhances officer, student, and community safety with livestreaming in CommandCentral Aware. This one-hour session features a presentation showcasing real-world applications, including body camera and in-car video livestreaming, LPR integration, panic button alerts, and more. Don't miss this opportunity for immersive learning!

Expertise level: Any

Intended audience: Real-Time Intelligence Operator

Awareness: Mission Accomplished: Blount County's Powerhouse RTCC Blueprint

[Hear from your peers](#)

Products: CommandCentral Aware

Presenters: Joseph Maus (Blount County Sheriff's Office, TN), Kevin Bailey (Blount County Sheriff's Office, TN)

Learn how Blount County built a powerhouse RTCC from the ground up. This session covers the "how-to" of staffing and interagency partnerships along with early lessons learned. See the technology in action through real-world wins: from resolving hit-and-run and license plate theft to the high-profile capture of a Venezuelan gang involved in a multi-state ATM heist. Get the roadmap to move your agency from initial concept to proven community impact.

Expertise level: To be confirmed

Intended audience: Real-Time Intelligence Supervisor

Awareness: Navigating the Latest FAA Regulations for your Drone Program

Products: CAPE

Presenters: Norm Serrano

The landscape of FAA drone regulations is ever-changing. This session provides an essential update on the latest guidance for tactical and drone as first responder (DFR) UAS operations within our national airspace. We'll cover updates to the FR-BVLOS CA and the introduction of the new FAA Shielded Operations Waiver.

Expertise level: Any

Intended audience: Real-Time Intelligence Supervisor

Awareness: Small Agency, Big Impact: Real-Time Success with Southampton NY RTCC

[Hear from your peers](#)

Products: CommandCentral Aware, V700 Body Camera, BRINC

Presenters: Chris Wetter (Southampton, NY), Dean Politopoulos, Kelly Belardo

Sit down with Chris Wetter, Captain of Southampton NY RTCC, for a candid and PowerPoint-free conversation about scaling technology for maximum impact. This interactive Q&A explores how smaller agencies can use CommandCentral Aware as a force multiplier to execute their mission. See a live demo of Southampton's actual setup and hear real-world use cases from an agency who has been in your shoes. Bring your questions for this open session focused on information-sharing and live tech exploration.

Expertise level: Any

Intended audience: Real-Time Intelligence Supervisor

Awareness: Tactical Masterclass: Real-World Incident Response and Pre-Planning with CommandCentral Aware Expert

Products: CommandCentral Aware

Presenters: Jamey Moss (Evans Consoles)

Join Jamey Moss, former Columbia County Lieutenant who worked directly with Motorola Solutions to enhance the Markups tool, for an expert-led deep dive into tactical situational awareness using CommandCentral Aware. Moving beyond static whiteboards, Jamey will walk through real-world scenarios—from high-stakes burglary to large-scale parade planning—showing how to use digital annotations to save time and enhance safety. Experience how these field-proven strategies transform raw data into a clear, actionable tactical advantage.

Expertise level: Beginner

Intended audience: Real-Time Intelligence Operator

Awareness: The "Force Multiplier" Approach: Building a High-Impact RTCC on a Small-Agency Budget

[Hear from your peers](#)

Products: CommandCentral Aware, Flex, Avigilon Fixed Video

Presenters: Brandon Feldman (Nampa Police Department, ID), Christine (Chris) Krajsa (Nampa Police Department, ID)

Learn how the Nampa Police Department transformed a fast growing city's safety by building an Integrated Crime Center without massive resources. We'll dive into the Motorola Solutions ecosystem—from Flex CAD to Avigilon to CommandCentral Aware—and show how we use real-time intelligence to solve crimes, save hundreds of man-hours, and use advanced analytics to intercept dangerous activity in real time. Scale your impact, not your budget.

Expertise level: Any

Intended audience: Real-Time Intelligence Supervisor

Awareness: The Connected Community: Maximize Situational Awareness Through Private Sector Integration

Products: CommandCentral Aware

Presenters: Nicole Bell, Clint Goldenstein

Modern public safety requires more than just agency assets; it demands a unified community safety ecosystem. This session explores the Protected Places Program framework, a strategic approach to integrating community-owned video and facility data into command center operations without compromising privacy or trust. Learn how to build transparent partnerships with residents, businesses and organizations, streamline technical integration, and leverage critical data to enhance situational awareness.

Expertise level: Any

Intended audience: Real-Time Intelligence Supervisor

Awareness: The Peer Advantage: How CommandCentral Aware User Groups Elevate Your Agency

[Hear from your peers](#)

Products: CommandCentral Aware

Presenters: Jennifer Hagen (Maricopa County Sheriff's Office, AZ), Karen Sutherland (Scottsdale Police Department, AZ), William (Billy) Gessner (Collier County Real-Time Operations Center, FL), David Wilson

Hear from Arizona and Southeast User Group members about how they benefit from deep-dive expert sessions, direct feedback to product owners and peer networking. Learn how to break down silos and leverage collective wisdom to maximize your technology. Whether joining a group or starting your own, see why community value far outweighs the effort.

Expertise level: Any

Intended audience: Real-Time Intelligence Operator

Awareness: Virtual Response: Building and Scaling Real-Time Operations for Success

Products: CommandCentral Aware, All products

Presenters: Jamey Moss (Evans Consoles)

How do you build real-time operations that truly support the field? Jamey Moss shares the Columbia County GA Sheriff's Office blueprint, offering a roadmap for agencies looking to bridge the gap between dispatch and the field. He will share real-world case studies where virtual response directly influenced the outcome of critical incidents. Learn how real-time intelligence changes the profession by enhancing deputy safety and providing a tactical advantage before backup even arrives on the scene.

Expertise level: Any

Intended audience: Real-Time Intelligence Supervisor

Awareness: What Drone Operators Need to Know to Fly Effectively

Products: CAPE

Presenters: Norm Serrano

Equip your agency with the technical edge necessary for critical operations. This 101-level course provides a checklist of considerations to truly empower your pilots. We move beyond basic flight to explore high-impact capabilities like terrain following for precise AGL altitude, pin-drop navigation for tactical accuracy, and robust airspace deconfliction. You'll walk away with the knowledge you need to ensure every mission is a success.

Expertise level: Beginner

Intended audience: Real-Time Intelligence Operator

Awareness: Work Smarter, Not Harder: CommandCentral Aware Life Hacks

Products: CommandCentral Aware

Presenters: Nicole Izbicky

You don't need a specialized dev team to make CommandCentral Aware feel like a custom-built solution. This session is all about the "hidden gems"—those out-of-the-box features that make daily operations smoother and faster. We'll cover everything from the "one-button" tricks you didn't know existed to conceptual shifts like using camera groups to tame your video player navigation. We'll also include some 2025 updates, including Layer Sections, to ensure your workflow is as modern as your tech stack. Come learn how to make the system do the heavy lifting for you.

Expertise level: Intermediate

Intended audience: Real-Time Intelligence Operator

CJIS

CJIS: CJIS 101 - CJIS for Beginners

Products: Flex, ASTRO, PremierOne, VESTA 9-1-1, VESTA NXT

Presenters: Pete Fagan

Get started with CJIS in this beginner-friendly class! We'll provide an overview of CJIS policies and help you understand the key roles and responsibilities involved. Whether you're new to CJIS or need a refresher, this session will give you the foundational knowledge to navigate CJIS requirements with confidence. Perfect for those looking to build a strong understanding of CJIS policies and their impact.

Expertise level: Beginner

Intended audience: CJIS Compliance Officer

CJIS: CJIS Compliance - CJISSECPOL 6.0 Impacts and the Shared Responsibility Model

Products: Flex, ASTRO, PremierOne, VESTA 9-1-1, VESTA NXT

Presenters: Pete Fagan

Learn how to meet CJISSECPOL requirements and pass audits with flying colors. This session will cover key changes in version 6.0, the shared responsibility model and updates to the Motorola Solutions CJIS Compliance Team. No prior experience is needed, but those familiar with the CJIS audit process or CJISSECPOL product reviews will find it especially relevant. Join us to ensure your agency is fully prepared for audits.

Expertise level: Any

Intended audience: CJIS Compliance Officer

CJIS: CJIS Security Policy Updates

Products: Flex, ASTRO, PremierOne, VESTA 9-1-1, VESTA NXT

Presenters: Chris Weatherly (FBI), Pete Fagan

In this popular session, the FBI-CJIS ISO discusses CJIS Security Policy changes approved by the APB, plus updates and wrap up of the Policy Modernization project with publication of version 6.0 in Dec 2024. Topics include 2025 APB proposals and a review of ISO Program Office resources, including the FBI CJIS Resource Center and LEEP. This class helps both new and veteran attendees stay current on forthcoming policy changes. Open to all experience levels.

Expertise level: Any

Intended audience: CJIS Compliance Officer

CJIS: FBI-CJIS Panel Discussion

Products: Flex, ASTRO, PremierOne, VESTA 9-1-1, VESTA NXT

Presenters: Chris Weatherly (FBI), Sabrina Yow (FBI), Dale Smith (FBI), Pete Fagan

This is the perfect place to ask your questions of FBI-CJIS and Motorola Solutions CJIS staff. Attendees will enjoy a more detailed conversation about topics discussed in other CJIS classes or questions that may have been outside of the topic area. Don't miss this chance to get your questions answered by the experts.

Expertise level: Any

Intended audience: CJIS Compliance Officer

CJIS: How Customers Use Motorola Solutions to Meet Their Own CJIS Obligations

Products: Flex, ASTRO, PremierOne, VESTA 9-1-1, VESTA NXT

Presenters: Pete Fagan, Ryan Clancy

In this session, we'll discuss how the Motorola Solutions CJIS Compliance Team manages personnel screening and describe our internal product assessment process to map features and security mechanisms to CJISSECPOL requirements, including FBI Mapping to the NIST 800-53 rev 5 controls and modernization process. Learn about the requirements and shared responsibility model. No experience necessary, but those with exposure to CJIS audit processes or CJISSECPOL product reviews will benefit most.

Expertise level: Any

Intended audience: CJIS Compliance Officer

CJIS: National Instant Criminal Background Check System (NICS) Overview

Products: Flex, ASTRO, PremierOne, VESTA 9-1-1, VESTA NXT

Presenters: Sabrina Yow (FBI), Pete Fagan

This session will include a high-level overview of the National Instant Criminal Background Check System (NICS) and firearm prohibitions. The topic will provide information of interest to law enforcement agencies about the disposition of firearms, NICS Indices, under 21 background check processing and how the NICS Section shares denial information. Instructions for accessing NICS resources on the Law Enforcement Enterprise Portal (LEEP) will be provided.

Expertise level: Any

Intended audience: CJIS Compliance Officer

CJIS: The National Data Exchange (N-DEx) System Overview - Information Sharing

Products: Flex, ASTRO, PremierOne, VESTA 9-1-1, VESTA NXT

Presenters: Dale Smith (FBI), Pete Fagan

N-DEx offers agencies a free tool to share, search, link and analyze criminal investigative information across organizations. This session will demonstrate how to access unique data from incident reports, revealing an individual's complete story, including associates, locations, incarcerations and witnesses. By connecting seemingly unrelated data about people, places and things, N-DEx empowers users with situational awareness and investigative leads to help solve cases.

Expertise level: Any

Intended audience: CJIS Compliance Officer

Community

Community: Community Engagement for FIFA in Vancouver

[Hear from your peers](#)

Products: Rave Mobile Safety

Presenters: Don Chapman (Vancouver Police, BC), Matthew Kernerman

Join Vancouver's Deputy Chief for a strategic look at FIFA 2026 planning and the "why" behind their community engagement model. This session explores leadership strategies for large-scale safety, highlighting how Vancouver will leverage technology throughout the tournament.

Discover why the city trusts the Motorola Solutions ecosystem to deliver a secure, connected, and informed experience for both soccer fans and residents.

Expertise level: Any

Intended audience: Community Liaison

Community: Driving Community Participation in Your Safety Ecosystem

Products: Rave Mobile Safety

Presenters: Nicole Bell

Investing in public-facing safety tools is only the first step—the real value lies in a community that is engaged and informed. In this session, we move past basic implementation to explore proven strategies for scaling adoption. Learn how to turn your residents into active partners in public safety, ensure your critical alerts reach the right people at the right time, and maximize the life-saving potential of your technology tools.

Expertise level: Any

Intended audience: Community Liaison

Community: Enhancing School Safety with Unified Technology

Products: Rave Mobile Safety

Presenters: Matt Leicester

Move beyond the "why" of school safety and focus on the "how." See how the Rave Panic Button and Aware work together to create a more secure environment for students and staff. Learn how the Motorola Solutions ecosystem helps protect campuses, from medical calls to access control and more. Experience how these solutions deliver situational awareness that goes far beyond a standard 9-1-1 call.

Expertise level: Any

Intended audience: Community Liaison

Community: In the Blink of an Eye: Nampa's Proactive Approach to Preventing Impaired Driving

[Hear from your peers](#)

Products: Avigilon Fixed Video

Presenters: Christine Krajsa (Nampa Police Department, ID)

Join Nampa, ID, to see how they transform Avigilon video footage into a life-saving message. By pairing local traffic camera footage with real personal stories, they've created a moving film to discourage impaired driving at school and community events. This session explores how Real-Time Crime Centers can lead community policing by using their existing technologies. See how Nampa's imaginative and emotional approach turns this footage into a powerful voice for safety to help save lives.

Expertise level: Any

Community: Introducing Link: Beyond Boundaries. United in Action

Products: Rave Mobile Safety

Presenters: Shane Sledge

Stop switching screens and start saving seconds. Rave Link transforms your CAD into a powerful interoperability hub, allowing you to visualize partner data and automate mutual aid SOPs on a single map. From launching notifications to quickly creating incidents, Link handles the manual tasks so you can focus on the response. Learn how to trigger real-time actions across jurisdictions and turn complex workflows into a single, seamless click.

Expertise level: Any

Intended audience: Community Liaison

Community: Public Safety Interoperability: Real-World Lessons

[Hear from your peers](#)

Products: Rave Mobile Safety

Presenters: Cody Ashbaugh (Louisville Metro 911, KY), Kevin Rose (Weber Area Dispatch 911, UT), Shane Sledge

Join Kevin (Weber Area Dispatch - Flex) and Cody (Louisville Metro - P1) to learn how Rave Link automates parts of mutual aid and streamlines communications. From enhancing school safety to securing the Kentucky Derby, these leaders maintain connectivity beyond jurisdictional lines. Discover how Link simplifies your workflows and empowers your team to focus on the call, rather than the process. Your journey to improved interoperability starts here.

Expertise level: Any

Intended audience: Community Liaison

Critical Communications

Critical Communications: A Partnership Model: A P25 Regionalization Playbook for Large and Small Agencies

[Hear from your peers](#)

Products: ASTRO networks

Presenters: James Felton (Peel Regional Police, ON), Mike Page

Learn directly from Peel (Ontario) Regional Police as they outline their successful regionalization strategy for solving the classic funding dilemma: smaller agencies need modern, interoperable P25 radio systems but face prohibitive capital costs, while larger agencies have to maintain vast regional infrastructure. Peel will talk about how they fostered true strategic partnerships while establishing governance that is clear, transparent and robust.

Expertise level: Any

Intended audience: CIO / Radio System Leadership

Critical Communications: An Introduction to the New KVL 7000

Products: APX radios, ASTRO networks

Presenters: Shri Dawande, Martha Lora

Join us for an introduction to the new and next generation KVL 7000 Key Value Loader launching this year and replacing the KVL 5000. The KVL 7000 is based on the familiar APX radio platform with an intuitive and easy to use interface. Find out what's new in the KVL 7000 and what's been maintained from the KVL 5000. This session will also cover the KVL 7000's functionality as well as the cables and other related accessories.

Expertise level: Any

Intended audience: Radio Device Manager

Critical Communications: APX Radio Audio - How to Optimize the Audio for Your Environment

Products: APX radios

Presenters: James Barrus

This session provides a systemic approach to optimizing the APX audio experience for peak performance in challenging environments. We will begin by defining user-specific needs and exploring audio features designed for high-noise, mission-critical scenarios. Participants will learn how to fine-tune APX audio settings to achieve optimal performance for their environment.

Expertise level: Advanced

Intended audience: Radio Device Manager

Critical Communications: APX Radio Readiness: the Importance of Establishing Radio Training for First Responders

Products: APX radios

Presenters: Scott Musgrove, Alan Melvin

Mastering "eyes up" operation is critical for safety. This session covers APX standard and APX N line ergonomics, focusing on physical hardware, menu navigation, and the distinction between Trunked and Conventional P25 operation. Participants will learn PTT etiquette, emergency alert management and basic troubleshooting. We'll explore 3-dot ViQi button usage and SmartConnect transitions to ensure a constant lifeline. Leave with a framework to implement this training back at your department.

Expertise level: Beginner

Intended audience: Radio Device Manager

Critical Communications: APX Smart Applications Overview

[AI inside](#) ✦

Products: APX radios, SmartConnect, SmartIncident, SmartLocate, SmartMapping, SmartMessaging

Presenters: Michael Nadler, Corey Johnson

Discover how our next-generation P25 devices leverage LTE, the cloud, and the Motorola Solutions ecosystem to boost safety. We'll explore APX smart applications, including SmartConnect for extended coverage and SmartLocate and SmartMapping for real-time location data. Learn about SmartIncident, which delivers CAD details directly to responders and SVX applications that bring live video and audio streaming into AWARE.

Expertise level: Intermediate

Intended audience: Radio Device Manager

Critical Communications: Ask the Experts - Common Radio Programming Questions + Multi-code plug

Products: APX radios

Presenters: Eddie Yan

This session explores RadioCentral's latest capabilities to streamline APX radio fleet management. We'll cover diverse codeplug creation workflows, optimized job scheduling for maximum efficiency, and strategies to accelerate new radio deployments. Learn to manage mixed fleets—including APX standard and APX NEXT, while utilizing advanced partitioning, trusted agency sharing, and multi-codeplug management. Leave with best practices for an efficient, secure, and unified programming workflow.

Expertise level: Advanced

Intended audience: Radio Device Manager

Critical Communications: ASTRO (APX) Subscriber Radios with a Focus On Data Flow

Products: APX radios

Presenters: Rick Vogler

This training session provides an understanding of the ASTRO Subscriber Data Flow, focusing on how data is managed, programmed, and executed within the subscriber unit. As mission-critical networks evolve beyond simple voice, understanding the "under-the-hood" mechanics of data transmission—including GPS/Location Services (LRRP), Short Data Messages, and Over-the-Air Programming (OTAP)—is essential for maintaining peak system performance and ensuring reliable responder communications.

Expertise level: Intermediate

Intended audience: Radio Device Manager

Critical Communications: ASTRO Call Processing and Mobility

Products: APX radios, ASTRO networks

Presenters: Rich Jamison

To roam, or not to roam? That is the question! A brief discussion of how the subscriber radios find and choose which RF sites to connect with. We will cover some of the settings and criteria in the Customer Programming Software (CPS) and infrastructure applications that affect a radio's behavior when deciding to roam or not to roam between sites.

Expertise level: Any

Intended audience: Radio System Manager

Critical Communications: ASTRO D-Series Radio Sites: Theory of Operation and Portfolio Overview

Products: ASTRO networks

Presenters: Patrick Bearden

Discover the next generation of radio site equipment with the ASTRO D-Series. This session will explore the new portfolio's operation, highlighting the key differences from its predecessor and the underlying design rationale.

Expertise level: Intermediate

Intended audience: Radio System Manager

Critical Communications: ASTRO Data Overview, Data Path and Signal Flow

Products: APX radios, ASTRO networks

Presenters: David Ridgeway

Discussion of the devices and packet flow supporting the "D" element of IV&D in ASTRO 25 systems. Topics include the differences between a voice call and data call, the role of the Packet Data Gateway, GGSN Router and Border Router. Examples of common data programs will be discussed with a focus on the Intelligent Middleware (IMW) program.

Expertise level: Intermediate

Intended audience: Radio System Manager

Critical Communications: ASTRO Networking - Juniper Update

Products: ASTRO networks

Presenters: Dan Black, Kelly O'Rourke

Motorola selected the Juniper SRX as an extremely flexible, common networking platform across multiple service offerings. SRX networking services include integrated switching, routing, dynamic firewalls, and intrusion detection. We will discuss Juniper SRX roles in ASTRO networks. This presentation will also include a brief discussion of Juniper EX4100 switches.

Expertise level: Intermediate

Intended audience: Radio System Manager

Critical Communications: ASTRO Resiliency: Enabling P25 Mission Critical Availability

Products: ASTRO networks

Presenters: Jean-Bernard Flanagan

ASTRO 25 Radio infrastructure offers scalable levels of resiliency to meet specific mission-critical requirements and budgets. Gain a comprehensive understanding of how operational redundancy and fallback options function to maintain availability and impact your mission in the field.

Expertise level: Any

Intended audience: Radio System Manager

Critical Communications: ASTRO's Customer Enterprise Network (CEN) Overview

Products: ASTRO networks

Presenters: Dan Black, Kelly O'Rourke

Customer Enterprise Networking (CEN) creates both separation and continuity between the ASTRO Radio Network Infrastructure and external data applications. In this presentation we will discuss the role and scale of the CEN plus ASTRO networking techniques such as NAT, DHCP, etc.

Expertise level: Any

Intended audience: Radio System Manager

Critical Communications: Borderless Coordination: Scalable Broadband Push-to-Talk for Public Agencies

Products: WAVE PTX, Critical Connect

Presenters: Brent Kohman, Mariano Aguirre

Broadband PTT transforms public works and safety by providing high-speed communication wherever cellular or Wi-Fi signals reach. This session explores remote command via web-based dispatch, device fluidity using existing smartphones, and nationwide talkgroups that eliminate geographic boundaries for mutual aid. This session is designed for all expertise levels.

Expertise level: Any

Intended audience: CIO / Radio System Leadership

Critical Communications: Demystifying Outdoor Location Options for ASTRO Software

Products: APX radios, Flex, PremierOne, CommandCentral Aware, CommandCentral CAD, SmartLocate, SmartMapping, SmartConnect, SmartIncident, ASTRO networks

Presenters: Brian Wasielewski, Charlie Baltes, Daniel Simons

Keeping track of personnel in the field is critical for safety and coordination. This session demystifies the ASTRO 25 outdoor location solutions as well as newer, LTE-based SmartLocation and SmartMapping. We'll explore how these tools integrate with existing ASTRO based Outdoor Location reporting, CommandCentral Aware and PremierOne CAD to create a unified operational view, ensuring dispatchers always have the best optics on their team's position.

Expertise level: Advanced

Intended audience: CIO / Radio System Leadership

Critical Communications: Dispatching the Ecosystem: AXS, Aware, SVX user perspective, aka NextGen Dispatching

Products: To be confirmed

Presenters: Aimee Wesley, Eda Beams

Follow the journey of a 911 call from VESTA NXT, to CAD creating a call for service, to CommandCentral AXS console dispatching first responders, to CommandCentral Aware maps and video live streaming from an SVX body camera. Dispatching the ecosystem puts valuable tools at the fingertips of dispatchers allowing accurate information exchange, faster responses, and clear organized communication in calls for service.

Expertise level: To be confirmed

Intended audience: CIO / Radio System Leadership, Radio System Manager, Radio Device Manager

Critical Communications: DVR-LX mobile vehicle repeater use cases and best practices: making ASTRO reach farther

Products: Futurecom DVR-LX

Presenters: Mario Morales, Jennifer Price

In remote areas or inside large buildings, a DVR-LX mobile vehicle repeater extends your ASTRO network and keeps you connected. But do you know how to use it to its full potential? In this session, we'll share best practices related to planning, configuration, installation, training and operation of the DVR-LX. You'll also see how the DVR-LX can complement other technologies like SmartConnect and bi-directional amplifiers to deliver ASTRO coverage throughout your jurisdiction.

Expertise level: Any

Intended audience: CIO / Radio System Leadership, Radio Device Manager, Radio System Manager

Critical Communications: HANDS-ON LAB: CirrusCentral Management for ASTRO Radio Infrastructure Systems

[Hear from your peers](#)

[AI inside ✨](#)

Products: CirrusCentral Management

Presenters: James Felton (Peel Regional Police, ON), Ashley Mangano, Eden Auslander

Some say the best way to learn a new application is to play with it in a safe environment where you cannot break it. In this hands-on lab, you will login to CirrusCentral Management and perform tasks typical to managing an ASTRO radio system. You will learn how to see the radio system health, run reports, diagnose events, provision radios, and manage role-based access.

Expertise level: Any

Intended audience: Radio System Manager

Critical Communications: How Can You Benefit From Joining MTUG?

[Hear from your peers](#)

Products: All products

Presenters: Mike Ward (Cobb County, GA), Brian Wasielewski

The Motorola Trunked Users Group (MTUG), a 501c(3) incorporated entity with over 1,500 members using Motorola P25 radios, offers significant advantages for public safety agencies. MTUG promotes information and experience exchange among members and partners closely with Motorola. This cooperation provides early insight into future developments, fosters collaboration, and directly influences new and current product features. Learn more; your first year of membership is free!

Expertise level: Any

Intended audience: Radio System Manager, Radio Device Manager, CIO / Radio System Leadership

Critical Communications: How to Ensure Your ASTRO Radio Communications Are Secure

Products: APX radios, ASTRO networks

Presenters: Martha Lora, Chris Perrin

Do you need secure communications but not sure where to start? This session will review the case for adding secure communications to your ASTRO radio system and its everyday use. You will receive an overview of the need for end-to-end encryption and how to add secure capabilities as required. We will cover encryption algorithms, HSMS, key management tools, as well as its introduction and planning.

Expertise level: Any

Intended audience: CIO / Radio System Leadership, Radio System Manager, Radio Device Manager

Critical Communications: In-building Coverage: A Closer Look at DAS/BDA Technology

Products: DAS and BDA

Presenters: John Muench

Building on the introductory class, this presentation gives a more detailed, in-depth view of Distributed Antenna Systems and Bi-Directional Amplifiers (DAS/BDA). Learn about commonly encountered problems and best practices -- from selecting a reputable vendor to working with your administrative and code-enforcement authorities to ensure that these systems are installed the right way.

Expertise level: To be confirmed

Intended audience: CIO / Radio System Leadership

Critical Communications: In-building Coverage: DAS/BDA Technology, Building Codes and Best Practices

Products: DAS and BDA

Presenters: John Muench

A growing number of jurisdictions are legislating in-building coverage for first responders. To meet the legislation, Distributed Antenna Systems and Bi-Directional Amplifiers are deployed. Deploying a DAS/BDA system can be overwhelming for both agencies and the building owners. In this informative class we'll review the various codes that must be followed and how Motorola Solutions in-building DAS team provides expertise from start to finish in order to meet in-building legislation.

Expertise level: To be confirmed

Intended audience: CIO / Radio System Leadership

Critical Communications: Lone Star Resilience: Texas's Roadmap to Interoperable Statewide Communication

[Hear from your peers](#)

Products: Critical Connect, WAVE PTX

Presenters: Gary Wilks (Texas Division of Emergency Management , TX), Aaron Slaughter (Texas Department of Public Safety, TX), Brent Kohman

Interoperability and broadband push-to-talk are vital for Texas public safety. Discover the challenges state leaders faced while enhancing land mobile radio systems with LTE and the mission-critical solutions they implemented to stay connected when it matters most. This session is designed for all expertise levels.

Expertise level: Any

Intended audience: CIO / Radio System Leadership

Critical Communications: OPEN LAB: ASTRO and APX. Ask the Experts

Products: ASTRO networks, APX radios

Presenters: Dan Black, Rich Jamison, Kelly O'Rourke, Rick Vogler, David Ridgeway

Have questions about your P25 radio communication solutions but aren't sure who to contact? Join our open lab where experts are ready to answer your questions and may even provide a live walk-through on our training system.

Expertise level: Any

Intended audience: Radio System Manager, Radio Device Manager, CIO / Radio System Leadership

Critical Communications: Secure Key Management for Beginners

Products: APX radios, ASTRO networks

Presenters: Martha Lora, Shri Dawande

Find out how to use a Key Management Facility (ASTRO KMF) for operating securely with OTAR and other countermeasures that can be managed and tracked centrally. Learn how to manage a full key lifecycle, rotations and secure countermeasures from your KMF. Discover how to isolate and disable compromised units with centralized remote key management for your APX fleet and how to set your compliance and rotation cadence and respond centrally and efficiently.

Expertise level: Beginner

Intended audience: Radio Device Manager, Radio System Manager

Critical Communications: Silvus Technologies: Infrastructure-Free Resilient Communications

Products: Silvus MANET Communications

Presenters: Jason Tyre, Justin Swartz

Public safety agencies cannot always rely on fixed infrastructure during critical incidents. This session demonstrates how Silvus StreamCaster MANET radios powered by MN-MIMO waveform create a self-forming "Tactical Bubble" connecting officers, command staff, UAVs, and sensors into a unified network. Discover how we're empowering agencies with mission-critical voice, video, and data communications anywhere – improving coordination, safety, and operational effectiveness in dynamic environments.

Expertise level: Any

Intended audience: CIO / Radio System Leadership

Critical Communications: The Hunt for Rogue BDAs: Identifying and Mitigating Improperly Installed BDAs

Products: DAS and BDA

Presenters: John Muench

When Bidirectional Amplifiers (BDAs) go "rogue," they don't just fail – they can blind your network. Proper commissioning ensures optimal performance, preventing interference, dropped calls and network instability. A well-qualified installation lays the foundation for effective uplink and downlink optimization. Join us to explore real-world case studies and discover critical techniques to keep your wireless systems stable, secure and high-performing.

Expertise level: Any

Intended audience: CIO / Radio System Leadership

Critical Communications: Voice-Activated AI on APX Radios: Assist, ViQi and You

[AI inside](#) ✦

Products: APX radios

Presenters: Christopher Holmes, Anna Gretencord

The launch of Assist AI at Summit 2025 brought a number of exciting capabilities, including many new applications of ViQi, the APX NEXT and APX N-series public safety virtual assistant. Join this session to learn more about how you can save time and effort in the field by using ViQi for a variety of tasks, including the new ability to directly query your agency's policies and procedures. Providing helpful information with minimal distractions is why ViQi was created - she is here to Assist.

Expertise level: Any

Intended audience: Radio Device Manager

Critical Communications: What is FIPS and Why Does it Matter?

Products: APX radios, ASTRO networks

Presenters: Martha Lora, Chris Perrin

What is the FIPS 140 standard and why should you care? Learn about the history and purpose of FIPS 140 and the different versions such as 140-2 vs 140-3. Listen as we discuss the different levels of security and how to read a security policy. Finally, understand how to plan for ongoing updates to products to meet changing standards including post quantum algorithms, interim and new certifications and how these relate to Motorola Solutions products. Remember, FIPS is FUN.

Expertise level: Any

Intended audience: CIO / Radio System Leadership

Critical Communications: What's Next: ASTRO NEXT System Configurator (ANSC)

Products: ASTRO networks

Presenters: Michael Larson

Get insights on the upcoming ASTRO roadmap and how we're making operating a radio system easier for your team, starting with an updated system configurator.

Expertise level: Intermediate

Intended audience: Radio System Manager

Critical Communications: Which APX Radio is Right For You? A Portfolio Overview

Products: APX radios, Accessories

Presenters: Anna Gretencord

Which APX radio model is the perfect fit for your department's needs?

We'll review our entire APX radio fleet, from our standard line to our newest line of smart radios, the APX N line highlighting the unique features and capabilities of each model. Discover how specific models excel in different scenarios, to help you make an informed decision based on your team's requirements in the field.

Expertise level: Intermediate

Intended audience: Radio Device Manager, CIO / Radio System Leadership

CSR

CSR: AI Opportunities and Considerations: How AI is being used in your city?

Products: Customer Service Request (CSR)

Presenters: Tom Horbinski

Presentation or roundtable: AI is on the forefront. How is your city implementing AI? Is any work being done to incorporate it into your call handling or service request workflows? customers can share their experiences with live chat or chat bot and how the chats are integrated with CSR. Who is using it? What product are you using? When did you implement it? Where on your website do you have it available? Also consider a demo/video of an interaction from start to finish showing the use of all systems to complete the interaction.

Expertise level: Any

Intended audience: CSR Manager

CSR: Chat Bot / Live Chat: Who? What? When? Where?

Products: Customer Service Request (CSR)

Presenters: Tom Horbinski

Presentation or roundtable: customers can share their experiences with live chat or chat bot and how the chats are integrated with CSR. Who is using it? What product are you using? When did you implement it? Where on your website do you have it available? Also consider a demo/video of an interaction from start to finish showing the use of all systems to complete the interaction.

Expertise level: Any

Intended audience: CSR Manager

CSR: CSR Best Practices: Config, SLAs, KBs

Products: Customer Service Request (CSR)

Presenters: Tom Horbinski

Presentations or roundtable: CSR config best practices form the customer perspective. Have you done anything cool that you'd like to share? We can also talk about SR cataloging, SLA best practices, KBs.

Expertise level: Any

Intended audience: CSR Manager

CSR: CSR Citizen Mobile Apps New Features and Updates

Products: Customer Service Request (CSR)

Presenters: Dave Mitchell

Mobile technology has become a standard in delivering services to citizens. Come and learn about the most recent improvements to the PremierOne CSR Citizen Mobile Application.

Expertise level: Any

Intended audience: CSR Manager

CSR: CSR Introductions and Year in Review

Products: Customer Service Request (CSR)

Presenters: Tom Horbinski

A review of releases, deployments and accomplishments since last year's Summit.

Expertise level: Any

Intended audience: CSR Manager

CSR: CSR Mobile Application for Field Workers Update

Products: Customer Service Request (CSR)

Presenters: Dave Mitchell

Respond to service requests quicker, more efficiently, and improve your overall performance using mobile technology in the field. This session will explore the most recent developments of the PremierOne CSR Mobile Worker Application.

Expertise level: Any

Intended audience: CSR Manager

CSR: CSR System Tips and Tricks Part 1

Products: Customer Service Request (CSR)

Presenters: Bob McGuffey

Part 1: The session will explore what the Motorola team has discovered in 2025/2026 on how Motorola customers are using the system. Sharing Tips and Tricks of his exploration.

Expertise level: Any

Intended audience: CSR Manager

CSR: CSR System Tips and Tricks Part 2

Products: Customer Service Request (CSR)

Presenters: Bob McGuffey

Part 2: The session will explore what the Motorola team has discovered in 2025/2026 on how Motorola customers are using the system. Sharing Tips and Tricks of his exploration.

Expertise level: Any

Intended audience: CSR Manager

CSR: CSR Updates

Products: Customer Service Request (CSR)

Presenters: Tom Horbinski

Learn about the latest CSR features and solutions from the Public Service team.

Expertise level: Any

Intended audience: CSR Manager

CSR: CSR User Group Business Meeting

[Hear from your peers](#)

Products: Customer Service Request (CSR)

Presenters: James West (City of Fort Worth, TX)

Join your CSR Executive Committee and get involved by volunteering for vacant positions on the Executive Committee. This session will be led by the Executive Committee chairperson.

Expertise level: Any

Intended audience: CSR Manager

CSR: Growing CRM Usage in Municipal Government: Spreading the word and acquiring new 'customers'

Products: Customer Service Request (CSR)

Presenters: Tom Horbinski

Presentation or roundtable: how do you utilize CSR to improve municipal services? Do you use CSR to improve communication channels? Do you have any strategies you can share with the group? How do you promote the use of CSR internally in your city? Do you have any "superuser" groups or advisory committees? What integrations to other systems do you have and do you have any "lessons-learned" on how to implement them and maintain them?

Expertise level: Any

Intended audience: CSR Manager

CSR: High Volume Service Periods or Emergencies: Best Practices, Lessons Learned, Real Life Examples

Products: Customer Service Request (CSR)

Presenters: Tom Horbinski

Presentation or roundtable: Customers can discuss best practices for handling high volume service periods or emergencies. Can also discuss emergency planning SOPs (weathers, disasters, events).

Expertise level: Any

Intended audience: CSR Manager

CSR: Multi-Lingual Citizen App and CWP: Lessons Learned

Products: Customer Service Request (CSR)

Presenters: Tom Horbinski

Presentation: Lessons learned from launching multi-lingual on CWP and app. Current customers include Fort Worth and Austin.

Expertise level: Any

Intended audience: CSR Manager

CSR: Reporting Tips and Tricks

Products: Customer Service Request (CSR)

Presenters: Tom Horbinski

Presentation or roundtable: Show us your best tips and tricks for reporting! Have you done anything this year that might be considered "out of the box"? Do you have a report that your organization can't live without?

Expertise level: Any

Intended audience: CSR Manager

Cybersecurity

Cybersecurity: A Day in the Life of a Cybersecurity Analyst

Products: VESTA 9-1-1, VESTA NXT, PremierOne, Flex, ASTRO networks

Presenters: Deon Jackson

Step into the shoes of a SOC analyst in this engaging session! Join one of our experienced analysts as he walks you through a typical day, sharing insights into the cyberattacks we face and how they're tackled. Gain a behind-the-scenes look at the challenges, strategies and tools used to protect against evolving threats. This session offers a unique glimpse into how we help safeguard our customers every day.

Expertise level: Any

Cybersecurity: A Practical Demonstration of MDR and the ActiveEye Platform

Products: VESTA 9-1-1, VESTA NXT, PremierOne, Flex, ActiveEye

Presenters: Paul Soriano, Brian Roosevelt, Joseph Turner, Darian Stamper

Join us for a guided demonstration of the ActiveEye platform as we respond to a simulated cybersecurity incident and showcase how to maximize ActiveEye's capabilities. See Managed Detection and Response (MDR) in action as we walk through real-world scenarios and highlight the tools and strategies that make ActiveEye so effective. This session provides a unique look at how we help protect our customers from evolving cyber threats.

Expertise level: Any

Cybersecurity: Cyber Resilience for Public Safety: How PSTA Members Are Leading the Way (panel)

Products: VESTA 9-1-1, VESTA NXT, ASTRO networks, PremierOne, Flex

Presenters: Trey Smedley (Lake County Board of County Commissioners, FL), Tony Foster (Douglas County, KS), Gary Romine (Regional Emergency Dispatch Authority (REDA), NM), Jay Kaine, Tyler Brodbeck, Chris Mowthorpe

Cyber threats increasingly disrupt emergency communications systems and put communities at risk. Join public safety leaders in this PSTA-moderated, practitioner-led session packed with insights on securing these critical networks. Gain a current threat overview, explore real-world case studies and walk away with actionable strategies. Focused on the operational realities of cyberdefense, this session offers a unique opportunity to learn from field experts. Protect your community – don't miss it!

Expertise level: Any

Cybersecurity: Cybersecurity 101: A Beginner's Guide to Cybersecurity

Products: VESTA 9-1-1, VESTA NXT, ASTRO networks, PremierOne, Flex

Presenters: Ryan Clancy, Darian Stamper

This session provides an overview of cybersecurity – what it is, why it matters and how to get started. We'll cover the basics, including the key steps to protect yourself, the tools and strategies you need, and what to do if you're attacked. Gain a clear understanding of why cybersecurity is critical in today's digital world and how to build a strong foundation to stay safe. Perfect for anyone new to cybersecurity or looking to enhance their knowledge with practical actionable insights.

Expertise level: Beginner

Cybersecurity: Cybersecurity 201: Building on the Basics of Cybersecurity

Products: VESTA 9-1-1, VESTA NXT, ASTRO networks, PremierOne, Flex

Presenters: Ryan Clancy

Build on your Cybersecurity 101 knowledge by taking it to the next level. We will discuss specific cybersecurity controls and technical details of how they work including passwords, authentication mechanisms and network segmentation. We'll also cover common cyberattacks and the sequence of events they use to compromise data and systems and how to protect yourself against them.

Expertise level: Intermediate

Cybersecurity: Cybersecurity Services: What's New and What's Next in MDR?

Products: ASTRO networks, VESTA 9-1-1, VESTA NXT, PremierOne, Flex, ActiveEye

Presenters: Paul Soriano, Brian Roosevelt, Joseph Turner

Be part of shaping the future of ActiveEye in this interactive roadmap workshop. We'll dive into the latest updates, preview upcoming features and invite you to share your insights and feedback. Your operational challenges are at the heart of our innovation and this is your chance to help influence the direction of our Managed Security roadmap. Don't miss this opportunity to collaborate and make your voice heard!

Expertise level: Any

Cybersecurity: HANDS-ON LAB: Demos of Our ActiveEye MDR Platform

Products: ActiveEye

Presenters: Deon Jackson, Brian Roosevelt, Paul Soriano, Darian Stamper

Explore our powerful Managed Detection and Response (MDR) platform during this HANDS-ON LAB. This interactive experience is perfect for anyone curious about its capabilities or seeking answers to specific questions. Whether you're a new user or just want to see what ActiveEye can do, our experts can guide you through its features and help you maximize its potential. No appointment needed – stop by anytime and discover how ActiveEye can elevate your cybersecurity strategy.

Expertise level: Any

Cybersecurity: How I Break Into Your Building: Stories from a Physical Pen Tester

Products: VESTA 9-1-1, VESTA NXT, ASTRO networks, PremierOne, Flex

Presenters: Fausto Molinet, Andy Ayo, Eric Saenz

In this session we'll walk through scenarios of how an adversary can get physical access to your facilities to disrupt, intercept or manipulate your public safety systems. This is an interactive session with demonstrations of how an adversary can use easily attainable tactics, tools, social engineering and even forced entry. Delivered by an experienced physical penetration tester, we will explore ways you can reduce the risk of this very credible threat and protect your organization.

Expertise level: Intermediate

Cybersecurity: How to Protect Your ASTRO Radio System from Cyber Attacks

Products: ASTRO networks, ActiveEye

Presenters: Brian Roosevelt

Explore the threat landscape facing public safety organizations and ASTRO networks with insights from over 2,100 organizations participating in the Public Safety Threat Alliance (PSTA). In this session we'll discuss observed threats public safety network defenders are seeing today. We'll also cover threat detection and response challenges and solutions for mission critical networks, including ActiveEye's Managed Detection and Response (MDR) solution for 24x7 security monitoring.

Expertise level: Intermediate

Cybersecurity: How to Protect Your Flex System from Cyber Attacks

Products: Flex, ActiveEye

Presenters: Paul Soriano

With cyber threats against public safety becoming increasingly common, securing mission-critical infrastructure is a top priority. Guided by real-world intelligence from the Public Safety Threat Alliance (PSTA), this session examines the vulnerabilities facing Flex systems. We'll discuss essential proactive defense measures. Learn how ActiveEye Managed Detection and Response (MDR) provides 24/7 security monitoring, ensuring threats are neutralized before they can jeopardize emergency operations.

Expertise level: Intermediate

Cybersecurity: How to Protect Your PremierOne System from Cyber Attacks

Products: PremierOne, ActiveEye

Presenters: Paul Soriano

As cyber threats against public safety agencies continue to grow, securing mission-critical environments is a necessity. Drawing on the latest intelligence from the Public Safety Threat Alliance (PSTA), this session examines cyber threats targeting PremierOne systems. We'll discuss proactive defense strategies and explore how Managed Detection and Response (MDR) solutions like ActiveEye provide 24x7 security monitoring to detect and neutralize threats before they impact emergency services.

Expertise level: Intermediate

Cybersecurity: How to Protect Your VESTA Emergency Call Handling System from Cyber Attacks

Products: VESTA 9-1-1, VESTA NXT, ActiveEye

Presenters: Paul Soriano

This session delves into the critical cyber threats targeting VESTA 911 systems, drawing insights from the Public Safety Threat Alliance. It explores proactive defense strategies, including ActiveEye's managed detection and response (MDR) solution for 24x7 security monitoring, to fortify the security posture of your systems. By understanding and addressing these threats, public safety organizations can safeguard their VESTA environments, ensuring uninterrupted delivery of emergency services.

Expertise level: Intermediate

Cybersecurity: Knight Siren Cybersecurity Tabletop Exercise

Products: VESTA 9-1-1, VESTA NXT, ASTRO networks, PremierOne, Flex, ActiveEye

Presenters: Jay Kaine, Tyler Brodbeck, Chris Mowthorpe, Fausto Molinet, Ryan Clancy

The third annual KNIGHT SIREN cyber tabletop exercise brings together federal, state and local leaders to improve the resilience of public safety emergency communications. Through a realistic scenario, participants will learn how to strengthen collaboration, enhance response plans and increase awareness of cybersecurity threats to maintain the availability and security of their mission-critical systems.

Expertise level: Any

Cybersecurity: See How We Break Into Your IT and OT Systems: Penetration Testing Demonstration

Products: VESTA 9-1-1, VESTA NXT, ASTRO networks, PremierOne, Flex

Presenters: Andy Ayo, Eric Saenz

This session provides a tactical demonstration of network penetration testing and red teaming. We will trace the attack lifecycle from reconnaissance to lateral movement, mapping TTPs to the MITRE ATT&CK® Matrix. Key topics include exploiting misconfigurations, credential access and C2 infrastructure. Attendees will gain a ground-truth perspective on adversarial operations to better inform defensive strategies.

Expertise level: Intermediate

Cybersecurity: The Public Safety Threat Alliance (PSTA): Tracking and Defending Against Public Safety Cyber Threats

Products: VESTA 9-1-1, VESTA NXT, ASTRO networks, PremierOne, Flex, ActiveEye

Presenters: Tyler Brodbeck, Chris Mowthorpe

The cyber threat landscape targeting mission-critical public safety systems is evolving quickly. Join us for a timely briefing that will provide insights into the cyber threats targeting emergency communications systems. Learn how the Public Safety Threat Alliance (PSTA) aggregates actionable intelligence from Motorola Solutions and partners. Find out what the PSTA is, the benefits of membership and how to leverage this no-cost resource to help detect and prevent disruptions.

Expertise level: Any

Dispatch

Dispatch: Advanced PremierOne CAD Provisioning

Products: PremierOne

Presenters: David Harvey, James Cummings

Maximize your agency's efficiency by mastering the advanced provisioning tools within PremierOne CAD. This session moves beyond the basics to cover essential operations such as Manual Address Points, Purge Operations, and the configuration of Run Card sets A and B. Whether you are looking to streamline workflows or implement the latest tips and tricks, this overview provides the technical knowledge necessary to harness the full power of your CAD system.

Expertise level: Intermediate

Intended audience: Dispatch Supervisor - PremierOne, Sys Admin - PremierOne

Dispatch: ASAP to PSAP - Today and into Tomorrow!

Products: PremierOne, Flex, CommandCentral CAD

Presenters: Adam Brandfass

Seconds matter during alarm events. Motorola Solutions speeds up community response with ASAP to PSAP integration in CAD, cutting notification times from minutes to seconds. But we're going further. Join this session to explore how ASAP to PSAP is already transforming response times and how our evolving workflows are expanding these life-saving benefits to other emergency events. Discover the future of automated, data-driven dispatch—saving time when it matters most.

Expertise level: Any

Intended audience: Dispatch Supervisor - PremierOne, Dispatch Supervisor - Flex, Leadership - Flex, Leadership - PremierOne

Dispatch: CAD-to-CAD in PremierOne: What you Need to Know

[Hear from your peers](#)

Products: PremierOne

Presenters: James Grant (Metro Washington Airports Authority, DC), Tony Kahn

When "standard" recommendations just aren't working, you need a deeper toolkit. This session moves beyond basic setup to tackle the most frustrating hurdles in dispatch logic. We will dive into the technical relationship between response cards and run cards, showing you exactly how descriptors and response classes dictate your results. Bring your agency's most difficult examples—the recommendations that keep you up at night—and let's solve them together. You'll leave with a clearer understanding of your system's architecture and the skills to fix recommendations that once seemed broken. This session will be geared towards those with advanced provisioning knowledge and attendees should be comfortable with building recommendations.

Expertise level: Intermediate

Intended audience: Sys Admin - PremierOne, Dispatch Supervisor - PremierOne

Dispatch: CommandCentral AXS Administrator Training

Products: CommandCentral AXS

Presenters: Matthew Hintz, Aimee Wesley

This training session is specifically designed for those assigned the CommandCentral AXS Administrator role within their agency. Administrators will learn how to set up, configure and tailor CommandCentral AXS to align with their agency's operational workflows.

Expertise level: Any

Intended audience: Radio System Manager, Dispatch Supervisor - PremierOne, Dispatch Supervisor - Flex

Dispatch: Dispatching With Flex's Newest Capabilities

Products: Flex

Presenters: Tammy Shiers

Discover the newest functionalities now available in Flex CAD. Join this session for a discussion of the latest updates, alongside a review of the basics. Whether you are new to Flex CAD or an experienced user, this class will cover various aspects of dispatching on the CAD Incident screen, offering tips and best practices to enhance dispatch efficiency.

Expertise level: Any

Intended audience: Dispatch Supervisor - Flex, Dispatcher - Flex

Dispatch: Enhancing Incident Management: PremierOne CAD and ASTRO Integrations for Dispatch

Products: PremierOne, APX radios, CommandCentral AXS

Presenters: Harrison Wilson

With ever increasing workloads, public safety dispatch centers need automations and integrations that accelerate their tasks while improving situational awareness. This session will review the power of integration PremierOne CAD and ASTRO Critical Communications to accomplish just that.

Expertise level: Any

Intended audience: Dispatcher - PremierOne, Leadership - PremierOne

Dispatch: Flex CAD Setup & Administration Capabilities Part 1

Products: Flex

Presenters: Lila Nealand, Donna Cupp

Come Investigate the workings of CAD. This is a 2 part discovery. Don't miss out on digging into the clues of bad parameters and settings. During our first of two sessions, we will investigate some of the parameters and settings that can cause a CAD to act suspiciously. Come help us follow the clues to build a solid CAD case. Lead Investigator Donna Cupp with sidekick Lila Nealand welcomes all CAD sleuths to join!

Expertise level: Intermediate

Intended audience: Dispatch Supervisor - Flex, Sys Admin or SAA - Flex

Dispatch: Flex CAD Setup & Administration Capabilities Part 2

Products: Flex

Presenters: Lila Nealand, Donna Cupp

Part 2 of our Flex CAD investigation is here! Join Inspector Donna Cupp and Dr. Lila Nealand to solve the mystery of "BAD CAD." We're diving deep into the settings, parameters and code tables that safeguard your system's integrity. Don't let misconfigured tables cause chaos in your dispatch center. Calling all CAD super-sleuths: help us hunt down the "criminal" settings sabotaging your agency. The case isn't closed yet – join us to ensure your system's success!

Expertise level: Intermediate

Intended audience: Dispatch Supervisor - Flex, Sys Admin or SAA - Flex

Dispatch: Flex Command Line Warrior: Ditch the Mouse and Master the Keyboard

Products: Flex

Presenters: Will Santiago

When it comes to dispatching in Flex CAD, there are many variables to consider. While the system's "FLEX"-ibility with clicking and dragging is convenient, relying solely on the mouse can slow you down when the pressure is high. This class takes the scariness out of the command line by guiding you through how to use it simply and effectively. Join Will on the "Command Line battlefield" to move beyond the mouse, sharpen your workflow and become a true Flex CAD Command Line Warrior!

Expertise level: To be confirmed

Intended audience: Dispatcher - Flex

Dispatch: Flex Games for CAD

Products: Flex

Presenters: Kelci Bryan

It's a battle of knowledge to see who knows the most about the Flex CAD system. This friendly competition will enhance your current knowledge of the system and may reveal answers to questions you never thought to ask.

Expertise level: Beginner

Intended audience: Dispatcher - Flex, Dispatch Supervisor - Flex

Dispatch: Getting to Know the CommandCentral AXS Radio Dispatch Console

Products: CommandCentral AXS

Presenters: Matthew Hintz

CommandCentral AXS is our newest radio dispatch console for ASTRO P25 radio systems. This session will demonstrate how AXS achieves a balance between a modern, streamlined user experience and the familiar workflows of MCC 7500 consoles.

Expertise level: Any

Intended audience: Dispatch Supervisor - Flex, Dispatch Supervisor - PremierOne

Dispatch: HANDS-ON LAB: How to Build PremierOne Status Monitors

Products: PremierOne

Presenters: Jason Rusch, Kevin Gipson, Patrick Warren

Status monitors are more than just icons, colors, and fonts. They are the window to your live data. Let's build status monitors that give you the information you need, your way. In this hands on lab we will build out common status monitors together and see how the information can change based on the available options. We will also discuss thinking "outside the box" to utilize status monitors in new ways. This class is designed for all experience levels who want a better understanding of the possibilities of custom status monitors.

Expertise level: Beginner

Intended audience: Dispatch Supervisor - PremierOne, Dispatcher - PremierOne, Sys Admin - PremierOne

Dispatch: HANDS-ON LAB: Journey through PremierOne CAD & Mobile - An instructor-led lab

Products: PremierOne

Presenters: Stephanie Blevins, Devyn Thompson, Jason Gentry, Katherine McClellan, Patrick Warren

This hands-on lab delivers an immersive, in-depth training experience on the PremierOne CAD and Mobile system, led by expert instructors. Participants engage in interactive, scenario-based simulations that reflect real-world public safety challenges, strengthening both technical skills and operational understanding. Designed for users of all experience levels—from new staff to seasoned professionals—this comprehensive training provides practical knowledge and direct hands-on practice to build confidence and mastery of PremierOne CAD and Mobile.

Expertise level: Any

Intended audience: Sys Admin - PremierOne, Dispatch Supervisor - PremierOne, Dispatcher - PremierOne

Dispatch: HANDS-ON LAB: PremierOne CAD Provisioning - How to Provision New Features

Products: PremierOne

Presenters: DeeDee Wilson, Tony Kahn, Brian Gordon

This interactive, hands-on lab is designed for PremierOne CAD administrators and technical staff responsible for provisioning. Attendees will dive into the practical steps required to provision and deploy new features within PremierOne CAD environments. We will walk through various real-world scenarios, focusing on provisioning, understanding feature dependencies, and ensuring a smooth rollout to end-users. Bring your questions and be ready to provision!

Expertise level: Intermediate

Intended audience: Sys Admin - PremierOne, Dispatcher - PremierOne, Dispatch Supervisor - PremierOne

Dispatch: HANDS-ON LAB: PremierOne CAD Recommendations Troubleshooting

Products: PremierOne

Presenters: Chris Collins, Jason Rusch

When "standard" recommendations just aren't working, you need a deeper toolkit. This session moves beyond basic setup to tackle the most frustrating hurdles in dispatch logic. We will dive into the technical relationship between response cards and run cards, showing you exactly how descriptors and response classes dictate your results. Bring your agency's most difficult examples—the recommendations that keep you up at night—and let's solve them together. You'll leave with a clearer understanding of your system's architecture and the skills to fix recommendations that once seemed broken. This session will be geared towards those with advanced provisioning knowledge and attendees should be comfortable with building recommendations.

Expertise level: Intermediate

Intended audience: Dispatch Supervisor - PremierOne, Dispatcher - PremierOne

Dispatch: HANDS-ON LAB: PremierOne CAD Unit and ARL Recommendations

Products: PremierOne

Presenters: Jason Rusch, Chris Collins, David Harvey, Garry Nesbit

Fixed recommendations are never truly fixed; they must evolve alongside your agency. Whether you are managing station-based assignments or implementing dynamic Automated Resource Location (ARL), this session provides the blueprint for success. We will walk through the setup of both fixed and ARL-driven recommendations, starting with the basics and building toward advanced, multi-layered configurations. This course is a must for new CAD Administrators or anyone looking to master the nuances of effective, modern unit recommendations in PremierOne.

Expertise level: Any

Intended audience: Dispatch Supervisor - PremierOne, Dispatcher - PremierOne, Sys Admin - PremierOne

Dispatch: HANDS-ON LAB: PremierOne Suite - Provisioning and Query Crossover (+ Formatting!)

Products: PremierOne

Presenters: Jason Rusch, Chris Collins, Sarah Rieman, Catherine Hill

Integration between PremierOne CAD and PremierOne RMS can significantly enhance the efficiency and accuracy of public safety agencies. To achieve maximum benefits, it's vital to follow some best practices and ensure that all end users are well-trained. Understanding GIS plan management, properly provisioning shared fields, queries, and Smart Copy are essential components of this integration. By following these practices and providing thorough end-user training, agencies can guarantee successful CAD-to-RMS integration and enjoy all the benefits it has to offer all while avoiding unnecessary pitfalls! We will take a deeper look into queries to understand response sorting, formatting, and design to display your information clearly.

Expertise level: Intermediate

Intended audience: Sys Admin - PremierOne, Dispatcher - PremierOne, Dispatch Supervisor - PremierOne

Dispatch: HANDS-ON LAB: Unlock Your Scout Console's Hidden Power – A Hands-On Guide to ResourcePro

Products: Avtec Scout

Presenters: Michael Caston

A streamlined, high-efficiency user interface is now included with your Avtec Scout console. Join this interactive lab to discover ResourcePro, the ultimate solution for decluttering screens and accelerating workflows. In this hands-on session, you'll move beyond static buttons to configure dynamic workspaces with "Active Views" and "Drag-and-Drop." See how this empowers dispatchers to prioritize critical calls, reduce visual fatigue, and respond with fewer clicks.

Expertise level: Any

Dispatch: Mastering PremierOne CAD: Comprehensive Training Strategies for User Success

Products: PremierOne

Presenters: Stephanie Blevins, Katherine McClellan

Whether you are new to PremierOne CAD & Mobile or a long-time user seeking fresh training insights, this course is for you. Join our expert instructors to learn best practices for training new users, effective review and testing techniques, and how to create comprehensive lesson plans for both online and instructor-led environments. This class is designed for CAD users of all experience levels who want to master effective training methods and confidently guide new users.

Expertise level: Advanced

Intended audience: Dispatcher - PremierOne, Dispatch Supervisor - PremierOne

Dispatch: Optimizing ProQA with Flex CAD

Products: Flex

Presenters: Donna Cupp

Come join us while we demonstrate ways to maximize your agency's efficiency by mastering the ProQA and Flex CAD interface. Whether you're a current user or evaluating a future deployment, this intermediate session covers the essential configurations needed to streamline 911 call taking.

Expertise level: Any

Intended audience: Dispatch Supervisor - Flex

Dispatch: Optimizing ProQA with PremierOne CAD

Products: PremierOne

Presenters: Jason Rusch, David Harvey, Ryan Sanderson

This course provides a comprehensive overview of the administrative interface between PremierOne CAD and ProQA. Students will evaluate provisioning options and administrative tools to streamline the flow of information between programs. Through a combination of technical instruction and peer feedback, the session aims to refine ProQA settings and minimize operational friction. Content is scaled to accommodate both introductory and advanced technical backgrounds.

Expertise level: Beginner

Intended audience: Dispatch Supervisor - PremierOne

Dispatch: PremierOne CAD Continuity Services

Products: PremierOne

Presenters: Volodymyr Rybalkin, Ryan Sanderson

Are you concerned about how unforeseen events could impact your organization's dispatch operations? Join us to explore how CAD Web Client's Continuity Services enable your organization to quickly resume CAD operations with minimal downtime. Experience firsthand the simplicity and efficiency of enhancing your CAD experience with cloud technology

Expertise level: Any

Intended audience: Dispatch Supervisor - PremierOne, Leadership - PremierOne

Dispatch: PremierOne CAD Customer Configuration Showcase

[Hear from your peers](#)

Products: PremierOne

Presenters: Cody Ashbaugh (Louisville Metro 911, KY), Zach Beckner (City of Roanoke, VA), Kevin Gipson

Psst... Yeah, You! Get in here and join this exciting discussion! We will be talking about all of the different ways to make your P1 CAD system work for you and your agency! From discussion of the various standard features to getting creative with provisioning of these standard features to make them accomplish other things you may not have thought possible! Zach Beckner, from Roanoke City, and Cody Ashbaugh, from Louisville Metro, will be leading this exciting adventure. Bring your "how can we" questions along with any examples of creative provisioning that your agency may have done! We want to hear them all and hope to see you there!

Expertise level: Any

Intended audience: Sys Admin - PremierOne, Dispatch Supervisor - PremierOne, Dispatcher - PremierOne

Dispatch: PremierOne CAD Game Day!

[Hear from your peers](#)

Products: PremierOne

Presenters: Zach Beckner (City of Roanoke, VA), DeeDee Wilson, Tony Kahn, Ryan Sanderson

Ready to prove you're a PremierOne CAD expert? Join us for an exhilarating, game-show-style session where participants will test their knowledge of PremierOne CAD in a fun and fast-paced environment. Compete against your peers for bragging rights and fabulous prizes! This isn't just a learning session—it's a chance to put your expertise to the ultimate test in a super fun atmosphere. Get ready to jump in and win!

Expertise level: Any

Intended audience: Dispatch Supervisor - PremierOne, Dispatcher - PremierOne

Dispatch: PremierOne CAD Provisioning Refresher

Products: PremierOne

Presenters: Devyn Thompson, Constance Palmore

Whether you are a newly appointed CAD Administrator, need to refresh your best practices for managing personnel in PremierOne, or plan to implement new ORIs or Mnemonics, this class is for you. Join us for the PremierOne CAD Provisioning Refresher, which covers essential topics and some popular favorites. Learn about: Creating Custom Commands, Understanding the differences between Coverage Groups and Controlling Users; Unit Status Transactions and Easy-to-provision new features. This class is designed for users who are out-of-practice or vaguely familiar with the system, but all skill levels are welcome.

Expertise level: Any

Intended audience: Sys Admin - PremierOne, Dispatch Supervisor - PremierOne

Dispatch: PremierOne for New CAD Administrators

Products: PremierOne

Presenters: Jason Gentry, Stephanie Blevins, Garry Nesbit

This session equips new CAD Administrators with a comprehensive understanding of their role and responsibilities. Participants will explore core duties, common challenges, and proven strategies for maintaining smooth operations, along with key pitfalls to avoid and lessons learned from real-world experience. The session also outlines the cadence of daily, weekly, and annual tasks, providing a practical roadmap for effective workflow management. Special emphasis is placed on long-term data integrity, with actionable guidance for maintaining accuracy and system cleanliness.

Expertise level: Beginner

Intended audience: Dispatch Supervisor - PremierOne, Dispatcher - PremierOne

Dispatch: Radio Transcription in CAD for Flex and PremierOne

[AI inside ✨](#)

Products: PremierOne, Flex

Presenters: Volodymyr Rybalkin, Ryan Sanderson

Never miss a word when it matters most. We're diving into the latest Radio Transcription features for Flex and PremierOne, designed to help dispatchers manage high-volume radio traffic with ease. Discover how live transcriptions provide a safety net for busy dispatchers and create a searchable record of field communications. We'll demonstrate the interface in action and show you how to leverage this tool for a faster, more precise response.

Expertise level: Any

Intended audience: Leadership - PremierOne, Dispatch Supervisor - PremierOne, Dispatcher - PremierOne, Dispatch Supervisor - Flex, Dispatcher - Flex, Sys Admin or SAA - Flex

Dispatch: Tips for Training Dispatchers on Flex CAD

Products: Flex

Presenters: Kim Steiner

Are you a Communications Training Officer and looking for a fresh approach at training new employees on Flex CAD? Are you a current Flex user and interested in learning some handy shortcuts or new ideas? Then this is the class for you! Join us to collaborate on the tips and tricks we've all learned along the way! Making this class a big group discussion would be mutually beneficial for everyone, so come join us!

Expertise level: Any

Intended audience: Dispatch Supervisor - Flex

Dispatch: Unified Dispatch: Streamlining Workflows with PremierOne and AXS

[Hear from your peers](#)

Products: PremierOne, CommandCentral AXS

Presenters: John Sawyer (Spartanburg 911 Communications, SC), Harrison Wilson

Discover how to bridge the gap between your CAD and your console. We'll take a high-level look at the seamless connection between PremierOne CAD and CommandCentral AXS, showing you how to leverage their shared capabilities for a more intuitive dispatch experience. Join us to learn best practices for maximizing these tools together, ensuring your team has the right information at the right time.

Expertise level: Any

Intended audience: Dispatcher - PremierOne

Dispatch: What's New & What's Next: The Avtec Scout Roadmap

[AI inside](#) ✦

Products: Avtec Scout

Presenters: Dan O'Brien, Lauren Eastwood

Get the inside scoop on the evolution of your Avtec Scout™ console. We'll review high-impact releases like direct ASTRO® P25 connectivity with console priority and enhanced failover. Discover how upcoming AI-enabled transcription and translation will modernize your command center, reducing dispatchers' cognitive load. Join us to see how we are investing in the future of mission-critical dispatch to streamline your operations.

Expertise level: Any

Emergency Call Handling

Emergency Call Handling: AI in the Call Handling Workflow: the Impact on Efficiency, Confidence and Morale

[Hear from your peers](#)

[AI inside ✦](#)

Products: Assist AI for 9-1-1

Presenters: Karen Sutherland (Scottsdale Police Department, AZ), Austin Despain (St. George Consolidated Communications Center, UT), Sarah Sellers (Tarrant 9-1-1 District, TX), Shane Smith (Highlands County Sheriff Office, FL), Jeff Freeland, Andre Williams

What are the outcomes of AI for call handling? How does real-time transcription of the 9-1-1 call along with keywords affect efficiency? What does it mean to have all the 9-1-1 caller locations, spoken and transcribed, collected in one place? Does AI boost morale and confidence? Join us for a candid discussion with your peers and gain new information on what the outcomes of AI truly are for the call handling workflow.

Expertise level: Any

Emergency Call Handling: Focus on the Tools: Mapping, AI, Analytics: A Unified Roadmap for Smarter Call Handling

[Hear from your peers](#)

[AI inside ✦](#)

Products: Assist AI for 9-1-1, VESTA 9-1-1, VESTA NXT, Radius Mapping, Eclipse Analytics

Presenters: Karen Sutherland (Scottsdale Police Department, AZ), Jeff Freeland, Ron Wilson

Managing multiple systems, screens and data sources drains time, clarity and focus. Join us for the latest update on the integration of Radius Mapping, Assist AI and Eclipse Analytics to transform the complexities of call handling toward a more unified and intelligent workflow. See for yourself what the combination of the Next Gen map, enhanced AI tools and powerful analytics can mean for your PSAP.

Expertise level: Any

Emergency Call Handling: From On-Premise to Cloud: a PSAP's Practical Guide to Next-Gen Call Handling

[AI inside ✦](#)

Products: VESTA 9-1-1, VESTA NXT, CallWorks

Presenters: Jim Duran, Krista Dowler, Chantal Levert, Andre Williams

Get a practical blueprint detailing the essential process, technical elements, and best practices for successfully migrating your PSAP from on-premise to cloud call handling. You will gain clarity on key deployment steps, including crucial network and bandwidth requirements. Walk away with an actionable checklist and the confidence to recognize and plan for every critical consideration before you deploy.

Expertise level: Any

Emergency Call Handling: Gaining acceptance of new technology – best practices, and what you need to know

[Hear from your peers](#)

[AI inside ✦](#)

Products: VESTA NXT, VESTA 9-1-1

Presenters: Mark Noble (Peel Regional Police Communications Center, ON), Jenn Reidy-Hall (Montgomery County Police Dept, MD), Karen Weir

Along with budgetary approval, user adoption is one of the top challenges in implementing new technology. In this session, PSAP leaders discuss their proven best practices for overcoming both of these hurdles. Discover actionable strategies to secure funding, drive user engagement, and gain true, lasting benefits from your new technology investments.

Expertise level: Any

Emergency Call Handling: Managing PSAP and RTCC Data in Real-time - Updates on Eclipse Analytics

[AI inside](#) ✦

Products: Eclipse Analytics

Presenters: Lidia Finn, Ron Wilson, Andre Williams, Lee Anne Storey

Join us and explore the evolution of Eclipse Analytics, the intelligence platform that transforms data into actionable insights for improved operations and continuous improvement. Discover the key features of Eclipse, including reporting and analytics for VESTA NXT Router and VESTA NXT. See how Eclipse empowers your PSAP with real-time analytics, on-demand reporting, and smarter decision-making to optimize data management, resource allocation, budgeting, and performance.

Expertise level: Any

Emergency Call Handling: OPEN LAB: Test Drive & Shape: Unified Call Handling Workflows Lab

Products: Assist AI for 9-1-1, VESTA 9-1-1, VESTA NXT, Radius Mapping, Eclipse Analytics

Presenters: Kim Siepert, Jeff Freeland, Ron Wilson, Jim Duran, Krista Dowler, Pascal Maheu, Wayne Lockhart, Lee Anne Storey

This is your chance to get hands-on experience and directly influence the future of call handling. Test drive integrated workflows that take you from managing the 9-1-1 call all the way through CAD and digital storage. Work through different use cases and provide real-time feedback on key functionality, including caller location, real-time transcription/translation, analytics, and non-emergency call management. It's your turn to build the Next Gen call handling workflow.

Expertise level: Beginner

Evidence

Evidence: Assisted Evidence Management with AI

[AI inside ✨](#)

Products: CommandCentral DEMS

Presenters: Michael Sellner (White Bear Lake Police Department, MN), David Wilson, Carrie Varco

Gain real-world insight into how evidence management AI tools can help streamline your workflows and assist in your digital evidence management. Learn from both current and previous law enforcement personnel about how Assist features save time and improve agency morale, along with some best practices.

Expertise level: Any

Intended audience: Evidence Technician

Evidence: End-to-End Evidence Management with VideoManager EL and DEMS

[AI inside ✨](#)

Products: CommandCentral DEMS, VideoManager EL (formerly Evidence Library)

Presenters: Nealy Adams

Learn how to get the most out of your evidence management solutions. Hone your workflows while having both VideoManager EL and CommandCentral DEMS at your disposal. This course covers exporting events, utilizing incident IDs, performing case tasks, managing administrative settings and accessing support resources.

Expertise level: Any

Intended audience: Evidence Technician

Evidence: Evidence Exporting 101: Securely Share Case Files

Products: CommandCentral DEMS, VideoManager EL (formerly Evidence Library)

Presenters: Choey Lin, Nealy Adams

This course will cover all your options for getting your digital evidence out of VideoManager EL and CommandCentral DEMS. This will include the various methods available for sharing to external partners, including but not limited to your local DA's and Prosecutor's office. In addition, we will review the different methods available for download or export to external storage (e.g., flash drive, DVD).

Expertise level: Any

Intended audience: Evidence Technician

Evidence: HANDS-ON LAB: Body Camera Functional Overview (SVX, V700)

Products: SVX Video Speaker Mic, V700 Body Camera

Presenters: Nicole Rudy, John Jungers

Dive into the driver's seat with this high-impact, hands-on body camera training session. Join our experts to master the SVX and V700. Tackle everything from shift operations and firmware management to advanced evidence transfer and troubleshooting. Whether you're a pro or a novice, you'll leave field-ready and fully equipped. Space is limited—first come, first served!

Expertise level: Any

Evidence: HANDS-ON LAB: Everything You Need to Know About the M500 & M500E In-Car Video Systems

Products: M500 In-Car Video System, M500E In-Car Video System

Presenters: Nicole Rudy, Nealy Adams

Join us for an engaging, hands-on training session on the M500 and M500E in car video systems! Learn about their powerful features, from intuitive interface and tactile buttons to advanced video capture. Topics include system components, key operations, daily user tasks, special features, USB/SD management, DVR permissions, configuration, updates, evidence transfer, and troubleshooting. Space is limited, and the class is offered on a first-come, first-served basis - don't miss out!

Expertise level: To be confirmed

Evidence: HANDS-ON LAB: Maximize the Value of Your Digital Evidence with CommandCentral DEMS

Products: CommandCentral DEMS

Presenters: Nicole Rudy, Joey Knichel

This course provides practical training for CommandCentral DEMS users and administrators. Explore different software versions, master user skills, and learn to leverage Community features (CityProtect, Public Links, Tip Manager) and Responder mobile app functionalities. Hands-on exercises will reinforce understanding of user roles, permissions, and administrative tasks including retention policies and tag management. Space is limited and will be offered on a first-come first-served basis.

Expertise level: Any

Intended audience: Evidence Technician

Evidence: HANDS-ON LAB: VideoManager EL Overview

Products: VideoManager EL (formerly Evidence Library)

Presenters: Nicole Rudy, Stephanie Mack

Get hands-on training for VideoManager EL user skills. This class will go over device configuration and deployment, user/group management (including roles and permissions) and establishing effective retention policies. This class is helpful for VideoManager EL users and administrators. Space is limited and will be offered on a first-come first-served basis.

Expertise level: Any

Intended audience: Evidence Technician

Evidence: How CommandCentral DEMS works with your Motorola Solutions Ecosystem

Products: CommandCentral DEMS

Presenters: Hanna Babbs, Nicole Izbicky

Learn how CommandCentral DEMS can help you efficiently manage your digital evidence by integrating with your entire Motorola Solutions ecosystem. See how DEMS integrates with our other products such as Smart Transcription, Flex Records, and CommandCentral Responder, to help you efficiently manage a case from the 9-1-1 call to case closure.

Expertise level: Any

Intended audience: Evidence Technician

Evidence: Narrative Assist Tips and Tricks

[AI inside ✨](#)

Products: CommandCentral DEMS

Presenters: Michelle Schoenebeck, Veronica Neal, Kaitlin Morales

Streamline your narrative creation process with AI features that help you generate drafts, proofread, polish and verify narratives. This class will walk through the feature, how to use it, tips and tricks and a demo.

Expertise level: Any

Intended audience: Evidence Technician

Evidence: Redaction Assist Tips and Tricks

[AI inside](#) ✦

Products: CommandCentral DEMS, VideoManager EL (formerly Evidence Library)

Presenters: Nicole Rudy

This course will cover how to get the most out of Redaction Assist in CommandCentral DEMS.

Explore the latest functionality of the feature and learn about tips and tricks from the experts.

Expertise level: Any

Intended audience: Evidence Technician

Fire

Fire: PremierOne CAD for Fire and EMS

[Hear from your peers](#)

Products: PremierOne

Presenters: Cody Ashbaugh (Louisville Metro 911, KY), Zach Beckner (City of Roanoke, VA), Garry Nesbit

This session focuses on PremierOne functionality tailored for Fire and EMS agencies. Although the session is not hands-on, it will showcase specific features and real-world implementations used by customers to support Fire and EMS operations. Highlights include capabilities within CAD and Mobile, as well as SSRS and IDD reports and dashboards. This is an excellent opportunity to strengthen your role as a technology leader and maximize the value of your PremierOne system

Expertise level: Any

Intended audience: Fire - PremierOne, Dispatcher - PremierOne, Dispatch Supervisor - PremierOne

Fire: Understanding Fire Dispatch and GIS in Flex

Products: Flex

Presenters: Matt Grady, Evan Crooker

Explore how Geographic Information Systems (GIS) empower Fire Dispatch within Flex. This session provides a high-level overview of how spatial data validates incident locations and automatically determines response strategies. Learn how accurate mapping supports "Run Card" logic, hydrant tracking and hazard identification to enhance decision-making during critical events. See how the right data ensures safety and precision for your fire response team!

Expertise level: To be confirmed

Intended audience: GIS specialist - Flex, Dispatch Supervisor - Flex, Dispatcher - Flex

GIS & Mapping

GIS & Mapping: A Clearer Picture: Navigating GIS Data Types and Sources in Motorola Systems

Products: Flex, PremierOne, CommandCentral Aware

Presenters: Ashleigh Malko, Garrett Hopkins, Nicole Izbicky

Let's take a practical look at the 'where' behind our maps by exploring the GIS data types and sources that keep Flex, PremierOne, and CommandCentral running smoothly. We will break down the different types of map data you need and the best places to find them, so you can be sure your responders are seeing the most accurate information possible. Whether you're a GIS pro or just getting started, you'll walk away with a better understanding of how to pull everything together to give your agency a clearer, more reliable picture of the area they serve.

Expertise level: Any

GIS & Mapping: Cached in the Act: Why Your GIS and GBADDR Need Address Maintenance Therapy

Products: Flex

Presenters: Evan Crooker, Scott Lounsbury

Is your agency plagued by inconsistent addresses or outdated zone information in Flex? Discover the crucial, often misunderstood relationship between your GIS data and the Flex GBADDR table!

OR

Has your agency seen inconsistent addresses or outdated zone information in Flex? Discover the crucial, often misunderstood relationship between your GIS data and the Flex GBADDR table! Join our essential, in-depth class where we pull back the curtain on Flex. We'll explore the complex connection between your GIS data and the GBADDR table, equipping you with the knowledge to ensure this relationship remains accurate and robust. The single most important factor for success? Address Maintenance! If you're ready to master the secrets of address maintenance and unlock the full potential and accuracy of your Flex deployment, this is the must-attend session for you! Secure your spot now and transform your agency's data reliability.

Expertise level: Intermediate

GIS & Mapping: Connecting the Dots: Routing Basics

Products: PremierOne, Flex

Presenters: Corey Shamy

Flex, PremierOne users, and GIS Administrators are encouraged to attend this entry level class to learn the basics of routing. We will explore data requirements, creating networks, best practices, and testing scenarios. How routing datasets integrate with other aspects of CAD will be discussed as well. Whether you are a first responder, or seasoned GIS Administrator, you will walk away with a better understanding of what it takes to create, manage, and test a routing dataset for your agency.

Expertise level: Beginner

GIS & Mapping: Discover and Discuss what GIS Managed Services has to Offer

Products: Flex, PremierOne

Presenters: Luke Behling, Kris Bourgeois

Do you struggle with finding (or keeping) a GIS administrator to update or manage the GIS requirements of your Flex or PremierOne system? This session will have an overview of the services we offer, a brief demo of the Motorola GIS Managed Services (MGMS) WebApp used for managing specific data sets and will conclude with a discussion with current and prospective customers. Discussion topics include but are not limited to - New updates in 2026 for MGMS customers, keeping current with ESRI version upgrades. Why do customers choose a GIS Managed Services offer? How has it improved your experience with Motorola's products? What are some frequently asked questions and scenarios that MGMS can help with? Come and learn more about Motorola GIS Managed Services!

Expertise level: Any

GIS & Mapping: From Floorplan to Function: Workflows for Indoor Mapping Integration

Products: PremierOne, Flex

Presenters: Adam Litecky, Evan Crooker

Join us to explore how Flex and PremierOne users can enhance their CAD maps with indoor floor plans and elements. This session will cover the integration of PremierOne's floor picker functionality and options for incorporating indoor mapping into Flex CAD systems. Discover how indoor mapping can optimize your CAD system and discuss its role in current and future applications. Don't miss this opportunity to learn and share insights on advancing CAD technology.

Expertise level: Intermediate

GIS & Mapping: Get Your Route On - Advanced Routing Tactics

Products: PremierOne, Flex

Presenters: Jay Bohac, Corey Shamy

Are you looking to take your routing network to the next level? This session explores topics using ArcGIS Pro for improving routing and troubleshooting routing issues related to data quality. This session is welcome to all level users. Understanding of network datasets and editing of network data sources is recommended.

Expertise level: Advanced

GIS & Mapping: GIS Customer Showcase

Products: Flex, PremierOne, CommandCentral Aware, Next-Gen Call Routing Service

Presenters: McKenzie Wright, Luke Behling

Join us for one of the conference's favorite GIS sessions—the GIS Customer Showcase! This collaborative event is an excellent opportunity to share knowledge and learn together. Whether you're presenting a unique solution, sharing best practices, or simply eager to learn from other GIS gurus, this session provides a dedicated time for our customers to showcase their work and insights. Come and be part of this valuable exchange!

Expertise level: Any

GIS & Mapping: Going Pro: Migrating ArcGIS Desktop Workflows for PremierOne

Products: PremierOne

Presenters: Garrett Hopkins, Todd Almon

Looking to transition your PremierOne Desktop build into Pro? Please join us as we discuss the PremierOne Pro Tools and the steps taken in order to migrate your Desktop workflows into Pro. This class is intended for PremierOne GIS Administrators and discusses the differences between the Desktop and Pro tools, considerations to make as you move over, and review the current iteration of the Pro project template which is being deployed for newer PremierOne customers.

Expertise level: Intermediate

GIS & Mapping: HANDS-ON LAB: Exploring the PremierOne Map

Products: To be confirmed

Presenters: Corey Shamy, Kevin Gipson

This session introduces PremierOne customers to the latest mapping experience, unlocking enhanced situational awareness and operational efficiency. Participants will explore new features, gain insights into the product roadmap, and learn practical strategies for integrating the updated map into their dispatch operations. Join us to optimize your organization's response capabilities with PremierOne's advanced mapping technology.

Expertise level: Any

GIS & Mapping: Layers of Intelligence: Mastering GIS Map Layers and Floor Plans in CommandCentral Aware

Products: CommandCentral Aware

Presenters: Nicole Izbicky, McKenzie Wright

If you're only using the default map in CommandCentral Aware, you might as well be using a smartphone as a paperweight. This session dives into the "missing links" of situational awareness: custom GIS layers and integrated floor plans. We'll break down the technical basics (types of layers and supported data) and share real-world examples of how agencies are turning maps into intelligence hubs. Plus, we'll provide a roadmap for collaborating with your GIS counterparts to unlock hidden data silos. Let's go beyond putting "dots on a map."

Expertise level: Any

GIS & Mapping: Mapped Out: The End-User's Guide to GIS

Products: Flex, PremierOne

Presenters: Evan Crooker, Garrett Hopkins

Bridge the gap between public safety end-users and GIS professionals. Participants will learn common GIS vocabulary and tools needed to communicate their visual mapping or address-validation needs effectively. Confidently provide actionable feedback to GIS teams to better streamline communications and reduce response times. Our goal is to empower non-GIS staff to improve mission-critical outcomes by strengthening their relationships and workflows with their GIS administrators.

Expertise level: Any

GIS & Mapping: Network Analyst - Where GIS Meets the Road

Products: PremierOne, Flex

Presenters: Jay Bohac, Corey Shamy, Thomas Huttner

For GIS users who have not used Network Analyst to create or provision a network dataset, join us for an immersive walkthrough of these activities. We will use ArcGIS Pro to build and provision a network dataset and leverage existing tools to test and discover potential issues.

This session is welcome to all levels of users.

Expertise level: Intermediate

GIS & Mapping: Pro Moves: Leveling Up Your Flex GIS Workflows from Desktop to ArcGIS Pro

Products: Flex

Presenters: Ashleigh Malko, Thomas Huttner

In Pro Moves: Leveling Up Your Flex GIS Workflows, we're stripping away the intimidation of migrating to ArcGIS Pro. We'll show you how to trade your Desktop workflows for the speed and precision of ArcGIS Pro, ensuring your data remains perfectly tuned for Motorola Flex CAD requirements. You'll walk away with the "Pro moves" needed to migrate your projects seamlessly, ensuring your CAD maps and dispatch data remain as reliable and mission-ready as ever.

Expertise level: Intermediate

GIS & Mapping: The Human Element: The Key to Successful GIS Integrations into CAD and RMS.

[Hear from your peers](#)

Products: PremierOne, Flex

Presenters: Patrick Pence (City of Tallahassee, FL), Fredrick Smith (City of Tallahassee, FL), Todd Almon

Come join us for a discussion as we explore and share techniques and best practices on how to maintain and expand GIS and mapping data for 911 CAD workflows. Rather than a technical focus, we will be focusing on the operational strategies which lead to successful GIS implementations. This class is intended for all users including agency GIS Administrators, dispatch staff who use this data daily and executive leadership with an interest in learning and participating in the conversation.

Expertise level: Any

GIS & Mapping: There is No Data Like Clean Data - Tactics for Data Quality

Products: Flex, PremierOne

Presenters: Jay Bohac, Garrett Hopkins

Garbage in, garbage out. An old adage that describes the quality GIS data and its usage. Join us for a session on topics to help improve the quality of GIS data. We will be using the functionality of ArcGIS Pro to identify data quality issues in both geometry and attributes that compose GIS data. This session is welcome to all levels of GIS users.

Expertise level: Beginner

GIS & Mapping: Unified GIS for NCGS, CAD and RMS

Products: Next-Gen Call Routing Service, Flex, PremierOne

Presenters: Ashley Jenkins, Adam Litecky

Motorola Solutions' Enterprise Spatial Interface (Unified GIS) service enables the automation, transformation, validation, aggregation, and provisioning of data required for Next Generation 9-1-1 call routing and other systems, such as CAD, GCS, and more. This solution reduces the time required to maintain & distribute GIS data across your public safety enterprise. Join us to consolidate and automate the maintenance of your GIS data across your public safety systems; making Unified GIS (UGIS) your 'one-stop-shop' for all your GIS needs.

Expertise level: Any

GIS & Mapping: What in the World is GIS?

Products: PremierOne, Flex

Presenters: McKenzie Wright, Ashleigh Malko

This course is designed for non-GIS professionals who want to demystify Geographic Information Systems (GIS). If you're new to GIS or have no idea what GIS even is, this is the perfect class for you. You will learn exactly how spatial data powers the Motorola Solutions software you use daily in life-saving operations. Come prepared to explore what GIS is, how it works, and how to better leverage it to enhance your solutions.

Expertise level: Any

Industry & Leadership

Industry & Leadership: AI Agents: Here to Assist You

[AI inside](#) ✨

Products: All products

Presenters: Christopher Holmes

The next level of the Motorola Solutions Assist AI portfolio is here: autonomous Assist Agents that proactively perceive, reason and act to accelerate workflows while maintaining a "human in the loop" to ensure all automated actions occur within established agency guardrails. Join this session with Assist product manager Chris Holmes to discover how these force multipliers can help your call handling and dispatch workflows be faster, more efficient and less stressful for your personnel.

Expertise level: Any

Industry & Leadership: Applying the Fundamentals: Practical AI Governance in Public Safety

[AI inside](#) ✨

Products: All products

Presenters: Chantal Levert, David Marcos

Is your agency being challenged to quickly and responsibly adopt AI? Join this session to learn more about the practical steps your organization can take to create (or strengthen) your responsible AI governance program while building the AI literacy of your personnel and those they serve. Attendees will better understand key focus areas like transparency and control, and take away guidance on keeping pace with testing and validation as AI systems and best practices continue to evolve.

Expertise level: Any

Industry & Leadership: Becoming a Conference Presenter

Products: All products

Presenters: DeeDee Wilson, Danah Palmer

Join experienced presenters DeeDee Wilson and Danah Palmer to demystify the path to becoming a successful conference speaker. This session covers the landscape of public safety speaking opportunities and the mechanics of the abstract submission process. You will learn to craft compelling proposals, master the timing of "Calls for Papers," and gain practical presentation techniques to engage your audience, ensuring you have the tools and confidence to take the stage at any level.

Expertise level: Any

Industry & Leadership: Building Engagement: Creative Solutions for Connecting Users with Technology

[Hear from your peers](#)

Products: All products

Presenters: Megan Heiss (Glendale Police Department, AZ), Gregory Edlund (Broward's Sheriff's Office, FL), Julie McDillon

Join this session for an update on last year's popular panel driven by two experts in driving technology success—internally, externally, and within the community. By sharing their strategies for building trust and transparency - and setting realistic expectations - you can take away actionable tips for relationships with vendors, with neighboring agencies and even between teams within your own walls.

Expertise level: Any

Industry & Leadership: Cultivating a Proactive Services Relationship between PSAPs and Suppliers: What You Need to Know

[Hear from your peers](#)

Products: To be confirmed

Presenters: Dawn Peterson (Philadelphia Office of Innovation and Technology for Public Safety, PA), Tara Vann (Jefferson County Sheriff's Office, WV), Kelsey Proctor, Angie Reynolds

Managed services are the backbone of PSAP operations, making the PSAP-supplier relationship critical for security and efficiency. Hear PSAP leaders share best practices for building collaborative relationships that maximize the safeguarding of emergency communications. Discover the elements that contribute to proactive relationships and continuous improvement.

Expertise level: Any

Industry & Leadership: Enhancing Campus Safety - Everyone's Top Priority

Products: All products

Presenters: Matt Leicester, Lashinda Stair

From K-12 to higher education, campus safety is a top priority for everyone - students, staff, and communities. This session explores proactive safety measures and the vital role of effective communication in emergencies. Understanding the circumstances of previous events highlights how integrated technology and communication solutions can enhance incident preparedness, response, and recovery. Attendees will take away strategies and best practices to create a safer learning environment for all.

Expertise level: To be confirmed

Industry & Leadership: Four Lenses: Understand the People You Interact With

Products: All products

Presenters: Andy Lueck, Jonelle Hanson

Do you need some shortcuts to understand the values of your teammates? Have you ever wondered about the motivations behind someone's actions or behavior? This course shares some tools and techniques to help crack this code. Join Jonelle Hanson and Andy Lueck for a bit of personal discovery and walk away with more skills for dealing with others - personally and professionally. Note that class size will be capped at 60 participants on a first-come, first-served basis.

Expertise level: Any

Industry & Leadership: Here to Assist: AI Advancements In 2025 and Beyond

[AI inside](#) ✨

Products: All products

Presenters: Christopher Holmes

Few technologies have advanced more rapidly than artificial intelligence. Join this session with Assist product manager Chris Holmes for a review of the exciting Assist capabilities launched since Summit 2025. You will also learn more about the new Assist elements launching at Summit 2026, and what to expect between now and Summit 2027. Whether your agency is an early adopter or a late bloomer, you won't want to miss this session to see how AI can Assist your personnel.

Expertise level: To be confirmed

Industry & Leadership: Managing Major Changes to your Systems

Products: All products

Presenters: SheyeAnne Powell

Join Senior Customer Service Manager SheyeAnne Powell as she draws on her previous experiences as a customer to share helpful guidance on rolling out software releases, hardware refreshes or a completely new CAD or RMS implementation. Coming from a blended agency (police department, sheriff's office and PSAP), SheyeAnne offers insights about rolling out new capabilities to multiple internal stakeholder groups. You will take away tips and tricks to help smooth your next technology leap.

Expertise level: To be confirmed

Industry & Leadership: PremierOne Business Meeting

Products: PremierOne

Presenters: Julie McDillon

This is the Annual Business Meeting of the PremierOne Users' Executive Committee and the PremierOne General Membership. All PremierOne users are invited to attend. In addition to the regular business meeting, approved applicants for the Executive Committee will be introduced and voted upon by the members present at the meeting.

Expertise level: Any

Industry & Leadership: Protecting Those Who Protect Us: Prioritizing Mental Health & Wellness Among First Responders

Products: All products

Presenters: Wesley Anne Barden

This panel discussion will be an open conversation featuring Motorola Solutions Foundation partner organizations that specialize in the critical service of helping agencies address mental health and wellness. Join this session to learn more about how your agency can take steps to address this silent struggle that far too many responders try to face alone. Sponsored by the Motorola Solutions Foundation, the panel will be facilitated by Wesley Anne Barden, Executive Director.

Expertise level: To be confirmed

Industry & Leadership: So You Want To Be Promoted?

Products: All products

Presenters: DeeDee Wilson, Danah Palmer

In public safety, limited promotions and tight budgets mean career advancement depends on your own initiative. This session empowers you to take charge of your professional growth by exploring the characteristics of effective supervisors and providing actionable ways to prepare for promotional interviews. By identifying the specific qualities that make a candidate stand out, you will gain the ingenuity and drive needed to position yourself as the right choice for leadership.

Expertise level: Any

Industry & Leadership: Successful Collaboration Across Host and Client Agencies

Products: PremierOne

Presenters: Adam Amsden, SheyeAnne Powell

One of the more challenging relationships to manage is the dynamic between a host and client agency. Attend this session to hear perspectives from Customer Service experts within Motorola Solutions as well as customers in PremierOne host/client scenarios. You'll take away a better understanding of how to navigate these partnerships and communicate effectively in good times and challenging circumstances.

Expertise level: Any

Industry & Leadership: The Female Force - Women Powering Public Safety

Products: All products

Presenters: Chrisha Elmer

Despite making up more than half of the U.S. population, women hold substantially less than half of the leadership positions in most industries in the USA. Public safety is no exception. Join this panel discussion to hear from women in public safety leadership positions as they share their experiences and challenges. Whether you are a woman in the midst of your own climb or an ally wondering how you can help, this class will highlight the power of the female perspective in public safety.

Expertise level: Any

Intended audience: Everyone

Industry & Leadership: The Fundamentals of Responsible AI Governance

[AI inside](#) ✦

Products: All products

Presenters: David Marcos, Chantal Levert

Understanding responsible AI governance - the rules and processes an organization puts in place to manage, direct and take ownership of using AI responsibly - is critical for any industry, and particularly for public safety. At this session, we'll demystify AI governance for public safety agencies, including weighing considerations and needs across AI safety, AI security and AI privacy.

Expertise level: Any

Innovation & New Functionality

Innovation & New Functionality: Introducing CommandCentral RMS

Products: CommandCentral RMS

Presenters: Matthew Jolly, Veronica Neal

Join us for an overview of how different methods are changing the way agencies manage records. This session covers ways to simplify the reporting process, reduce errors, and keep information organized in one place. We will look at how a coordinated process can help your team work more efficiently across different tasks. See how these resources can help your agency stay up to date and improve your daily workflows.

Expertise level: Any

Innovation & New Functionality: Current State of the Flex CAD Web Client

Products: Flex

Presenters: Alan Harker

The future of the Flex CAD client is in the cloud! This session provides an in-depth look at the CAD web client, highlighting components already deployed and the immediate benefits users are experiencing, such as enhanced accessibility and simplified maintenance. We will also discuss the current development path and architectural changes designed to leverage cloud computing. Join us to understand how the web client helps future-proof your CAD environment and increase organizational agility!

Expertise level: Any

Innovation & New Functionality: Enabling Single Sign-On with Unified Identity

Products: All products

Presenters: Chad Esplin

Frustrated with managing separate credentials for every Motorola product? This session introduces the Unified Identity framework, providing a single secure login across Flex and PremierOne. Learn how this solution reduces "password fatigue" and lightens the IT load. We'll also discuss why MFA and Passwordless logins are essential for modern defense and show how this platform keeps your agency CJIS-compliant. Simplify your access while meeting strict mandates for sensitive data protection!

Expertise level: Any

Innovation & New Functionality: PremierOne CAD Web Client

[AI inside ✨](#)

Products: PremierOne

Presenters: Scott Keason, Ryan Sanderson

We're excited to share the latest updates on the PremierOne CAD Web Client! Join us for a deep dive into the current capabilities of this modern, browser-based CAD experience. We will explore recent advancements in native real-time radio transcription and Assist, while also demonstrating how Continuity Services provide your agency with seamless cloud failover. Come see the newest features in action and learn what's next on the product roadmap.

Expertise level: Any

Innovation & New Functionality: Rethinking LMR Coverage: Exploring Sectorized Radio Site Design

Products: ASTRO

Presenters: Lakshmi Goteti, Patrick Bearden

The Land Mobile Radio (LMR) industry traditionally relies exclusively on omnidirectional antennas for coverage design, a contrast to the sectorization approach common in cellular networks. This session will explore a new perspective on LMR coverage design utilizing specially designed sectorized antennas, discussing potential advantages and practical use cases for this alternative methodology.

Expertise level: Intermediate

Innovation & New Functionality: The Integrated Field Response Workflow with CommandCentral

[AI inside ✨](#)

Products: To be confirmed

Presenters: Matthew Jolly, Volodymyr Rybalkin, Ryan Seick

Discover how a truly integrated workflow transforms the response experience. This session showcases how cloud-based dispatch, response, and records applications work with your current systems and each other to drive agency efficiency. We'll walk through the end-to-end lifecycle of an incident, highlighting how CommandCentral tools eliminate data silos and streamline the field responder's day. Join us to see the unified ecosystem in action.

Expertise level: To be confirmed

Innovation & New Functionality: What's New in CommandCentral Aware: Transforming Real-Time Operations with AI-Driven Missions

[AI inside](#) ✦

Products: CommandCentral Aware

Presenters: Jonathan Solomon, Katie Cousino

Traditional incident monitoring and investigative work is often fragmented. This session will introduce "Missions", a workflow breakthrough in CommandCentral Aware designed to unify operational intelligence. Explore how an integrated, AI-driven engine formalizes intelligence work, bringing together tools, DFR and logging communication into one interface. Attendees will learn how Missions streamlines real-time work and enables tracking to improve and inform efficiencies.

Expertise level: Any

Innovation & New Functionality: What's New: Body Cameras

Products: SVX Video Speaker Mic, V700 Body Camera, CommandCentral DEMS, Accessories

Presenters: Lubo Harizanov

Capture more than just video. Join our product experts to see how the SVX uses public safety-grade AI to transform collaboration with radio communication into actionable intelligence. We will also demonstrate the latest features and enhancements for the V700 body camera. Learn how to leverage these integrated solutions to streamline evidence management with automated narratives, improve situational awareness, and build safer communities.

Expertise level: Any

Innovation & New Functionality: What's New: CommandCentral Admin

Products: CommandCentral Aware, CommandCentral CAD, CommandCentral DEMS, CommandCentral Responder, Flex, PremierOne

Presenters: Ameya Shastri Pothukuchi, Gaurav Gulrajani

Explore the latest enhancements designed to slash administrative overhead. We'll review new health metrics for on-premise hardware, updated user management tools and the refreshed Audit Viewer. Preview our new dashboard landing page for faster decision-making and see the future roadmap, including multi-agency support and enhanced security governance. We will also demo how AI is being integrated into core workflows and session management to build a more resilient foundation for your agency!

Expertise level: Any

Innovation & New Functionality: What's New: CommandCentral AXS

Products: CommandCentral AXS

Presenters: Matthew Hintz

Come and learn all about the new features that were made to CommandCentral AXS in 2025 and take a look at what's coming in the near future. With two major releases in 2025 and two planned in 2026, there is a lot to talk about.

Expertise level: Any

Innovation & New Functionality: What's New: CommandCentral CAD

[AI inside ✨](#)

Products: CommandCentral CAD

Presenters: Volodymyr Rybalkin

Discover the latest advancements in CommandCentral CAD! We'll dive into new features designed to streamline your workflow, specifically highlighting native Radio Transcription and seamless CAD Continuity for ultimate system reliability. This session is perfect for all attendees, offering a clear introduction to the platform alongside technical updates. Join us to explore our upcoming 2026 roadmap and see how we're building the future of dispatch.

Expertise level: Any

Innovation & New Functionality: What's New: CommandCentral DEMS

Products: CommandCentral DEMS

Presenters: Michelle Schoenebeck

This session will take a deep dive into all the exciting features made to CommandCentral DEMS in 2025, including our newest Assist features. You will also get a first look at where we're taking the product in the near future.

Expertise level: Any

Innovation & New Functionality: What's New: Flex CAD and GIS

Products: Flex

Presenters: Alan Harker

This presentation will provide an overview of the Flex CAD and GIS enhancements released in the past year, with a live demonstration of how these improvements can help further optimize your communication center. Attendees will have the opportunity to ask questions and get a peek into future developments and upcoming features.

Expertise level: Any

Innovation & New Functionality: What's New: Flex Platform

Products: Flex

Presenters: Jeremy Balls, Cody Irby

Join us to explore the latest evolution of the Flex platform. This session is designed for both end-users and admins, focusing on how the newest features will keep your system modern, secure and efficient. We will review recent updates to the core platform, specifically the database migration and other core refinements, to improve performance, system stability, security and the overall health of your Flex system.

Expertise level: Any

Innovation & New Functionality: What's New: Flex Records

Products: Flex

Presenters: Andrew Calvo

This session demonstrates how AI Assist simplifies narrative writing while exploring deeper integrations with DEMS, Dashboards and Collections to streamline your investigations. We will conclude with a definitive look at the roadmap for CC RMS – our cloud-based Records Management System that all Flex Subscription customers are entitled to as part of their evolving toolkit.

Expertise level: Any

Innovation & New Functionality: What's New: In Car Video (M500, M500E) and Interview Recording System

[AI inside](#) ✨

Products: M500 In-Car Video System, M500E In-Car Video System, M500 Interview Recording System

Presenters: Michael Tsao

Get ready to explore the groundbreaking impact of the M500 portfolio on public safety! This session will showcase how the M500 in car video system, M500 interview room, and the new M500E in car video system are increasing situational awareness, accountability, and evidence capture with new features and upcoming enhancements. Don't miss out on learning how the M500 portfolio will empower your agency to capture smarter evidence and build a safer community.

Expertise level: To be confirmed

Innovation & New Functionality: What's New: License Plate Recognition Hardware - L6D Dual-Purpose LPR Camera

Products: L6D

Presenters: Sam Palmer, Daniel Wilburn

Consolidate your hardware and sharpen your intelligence. The L6D dual-purpose LPR camera combines high-accuracy license plate recognition and HD video into one seamless platform. Integrated directly with VehicleManager and CommandCentral Aware, it delivers two-lane coverage with real-time vehicle intelligence, so you can turn raw data into actionable leads. Ready to see it in person? Join our live demo.

Expertise level: Any

Innovation & New Functionality: What's New: License Plate Recognition Software

[AI inside](#) ✨

Products: VehicleManager

Presenters: Sam Palmer, Joseph Menoni, John Hawley

Empower your agency with the next generation of vehicle intelligence. Join us for a first look at the evolved Vehicle Intelligence suite, featuring the new VehicleManager Mobile app and AI-powered cloud platform. Explore enhancements like multi-jurisdictional data sharing, convoy analysis and non-plate descriptors that generate leads even when plates are hidden. From real-time dispatch to case closure, this session highlights the future of proactive policing.

Expertise level: Any

Innovation & New Functionality: What's New: Next-Gen Call Routing Service

[AI inside](#) ✦

Products: Next-Gen Call Routing Service

Presenters: Sam Bard

Join us as we review the evolution of our Next Gen call routing service over the past year. You'll learn about key efforts we undertook in 2025, such as VESTA NXT Router migration and the FCC R&O compliance update, and get a sneak peek into our roadmap for 2026 -- including our vision for AI-powered call routing.

Expertise level: Any

Innovation & New Functionality: What's New: PremierOne CAD

[AI inside](#) ✦

Products: PremierOne

Presenters: Scott Keason, Ryan Sanderson

What's new with PremierOne CAD? Join us for a comprehensive review of the features launched in the past year and a first look at our 2026 development goals. We will give a quick update on the latest enhancements for the CAD Web Client. This is your chance to see the newest capabilities in action, explore the upcoming roadmap, and understand the future of the PremierOne ecosystem.

Expertise level: Any

Innovation & New Functionality: What's New: PremierOne CAD and Mobile Map

Products: PremierOne

Presenters: Alan Harker, McKenzie Wright

Join us to explore the latest enhancements and features within the PremierOne Map. Learn how to leverage these mapping tools to gain better situational awareness and streamline your agency's daily operations.

Expertise level: Any

Innovation & New Functionality: What's New: PremierOne Mobile

[AI inside](#) ✦

Products: PremierOne

Presenters: Ryan Seick

Explore a year's worth of innovation in PremierOne Mobile. This session recaps the latest feature releases for Windows, iOS, and Android, giving you a clear look at how our mobile tools are evolving to better support the frontline.

Expertise level: Any

Innovation & New Functionality: What's New: PremierOne Platform & Tools

Products: PremierOne

Presenters: Kevin Decker

Get an inside look at the latest advancements powering the PremierOne platform. This session covers critical updates, including the transition to OpenShift, MDT Manager enhancements, and the implementation of Single Sign-On (SSO) for a more secure, streamlined login experience. We'll also discuss how new observability tools provide deeper system insights for your IT teams. Wrap up with a look at our future roadmap and share your feedback directly with our product team.

Expertise level: Any

Innovation & New Functionality: What's New: PremierOne Records

Products: PremierOne

Presenters: Danah Palmer

This class is for ALL PremierOne RMS users, administrators, trainers, supervisors, or for those who are just curious about the product. This session will provide an update on the PremierOne RMS functionality that has been added to the product in the last year. It will also discuss the stability improvements and hybrid integration work that has been completed. Finally, it will provide some insight into the upcoming roadmap, allowing for an opportunity for customer feedback.

Expertise level: Any

Innovation & New Functionality: What's New: SmartConnect - Evolving P25 Capabilities

Products: SmartConnect, ASTRO networks

Presenters: Jean-Bernard Flanagan

SmartConnect extends mission-critical P25 Voice communications to radios outside of LMR coverage by automatically switching to available broadband networks while maintaining their P25 identity and the standard trunking features. Learn how new and future SmartConnect capabilities extend Mission Capability and Availability of ASTRO 25.

Expertise level: To be confirmed

Innovation & New Functionality: What's New: VESTA 9-1-1

[AI inside](#) ✨

Products: VESTA 9-1-1

Presenters: Kim Siefert, Krista Dowler, Wayne Lockhart

Join us as we review the enhancements made to VESTA 9-1-1 over the past year. You'll learn about key features we introduced in 2025, such as Assist Text to 9-1-1, and get a sneak peek into our roadmap for 2026.

Expertise level: Any

Innovation & New Functionality: What's New: VESTA NXT

[AI inside](#) ✨

Products: VESTA NXT

Presenters: Jim Duran, Krista Dowler

Join us as we review the enhancements made to VESTA NXT over the past year. You'll learn about key features we introduced in 2025, and get a sneak peek into our roadmap for 2026.

Expertise level: Any

Innovation & New Functionality: What's Next for RapidDeploy: Roadmap Highlights and Motorola Solutions Integration

[AI inside](#) ✦

Products: Radius Mapping, Eclipse Analytics, Lightning

Presenters: Jackson Neff, Ron Wilson, Lidia Finn

Join us as we review the enhancements made to RapidDeploy products (Radius Mapping, Eclipse Analytics and the Lightning app) over the past year. You'll learn about key features we introduced in 2025, and get a sneak peek into our roadmap for 2026.

Expertise level: Any

Investigations

Investigations: Dialed in with Virtual Phone Lines, from Initial Contact to Case Closure

Products: 10-21 Police Phone, Callyo

Presenters: David Redus

This session will explore the benefits of virtual phone lines in law enforcement investigations, showcasing how they protect officer privacy while streamlining communications and evidence collection from initial contact to case closure. We'll demonstrate how integrating Motorola Solutions' 10-21 Police Phone and Callyo Investigative apps creates a unified platform for comprehensive evidence management.

Expertise level: Any

Investigations: Revolutionizing Social Media Investigations with License Plate and Facial Recognition

[AI inside](#) ✦

Products: VehicleManager, ComparisonManager Pro

Presenters: Sam Palmer

In the fight against modern crime, raw data is like scattered stardust—powerful, but only when harnessed. Join this session to master the force of data by seamlessly blending Open Source Intelligence (OSINT) with high-tech "force data" sources. Together, we'll sense the digital field, synthesize public leads, and predict the path forward. Do not just find the Dark Side — anticipate it. Join us and learn to see the connections that others might have missed.

Expertise level: Intermediate

Investigations: The Connected Investigation: Bridging the Gap Between Field Ops and Command

Products: Callyo

Presenters: Kurt Thomas

Experience Callyo's secure investigative tools in action with a live interactive demo. See how our mobile apps empower overt and covert missions, including a new CommandCentral Aware integration that creates a unified view with pinpoint map accuracy and "covert eyes" in the command center for a coordinated response. Join us to explore recent security enhancements, streamlined communication, and a look at exciting things to come for the future of investigations.

Expertise level: Any

Jail

Jail: Flex-Lympics Jail

Products: Flex

Presenters: Sam Kurtze

Immerse yourself with the Flex Training team for a fun, interactive game show where you can show off your amazing knowledge of the Flex Jail software. Attendees will compete for Bronze, Silver and a Gold Medal with amazing prizes and some Motorola gear. Be sure to take plenty of notes throughout the week and come put those newfound tips and tricks to the test!

Expertise level: Any

Intended audience: Jail officer - Flex, Sys Admin or SAA - Flex

Jail: Generating and Exporting Jail Reports

Products: Flex

Presenters: Sam Kurtze

Did you know that there are hundreds of pre-loaded reports living inside Flex Jail? PDF, EXCEL or Hardcopy... Which do you prefer? This presentation will show you how to unlock the data you already have at your fingertips and put it into a format that makes sense for your agency. We will show you how to customize reports and generate them into media that you can use. We will also cover how to make those reports printable or able to be sent by email.

Expertise level: Any

Intended audience: Jail officer - Flex

Jail: HANDS-ON LAB: A Flex Jail Administrative Overview

Products: Flex

Presenters: Bill Barber, Mark Cantrell

Come along with Bill and Mark as they guide you on how to optimize your jail setup in this hands-on lab. Learn how to configure Booking and Release checklists, along with medical and booking assessment setups. Find out how Admin Manager can be used to customize screens by modifying or hiding fields, and to use Adminutil to manage jail settings and maintain code tables, along with other tips and tricks.

Expertise level: To be confirmed

Intended audience: Sys Admin or SAA - Flex, Jail officer - Flex

Jail: Jail Workflow Automation: Events, Medication and Visitation

Products: Flex

Presenters: Joshua Stephenson

Stop managing your jail through manual checks and let Flex do the work for you. This session dives into the Jail Events engine to automate critical workflows, such as medication passes and visitation schedules. We will show you how to configure automated notifications to reduce administrative overhead and improve staff efficiency. The class concludes with an interactive discussion to gather your feedback on how the Events engine can better serve your agency's unique operational needs.

Expertise level: Beginner

Intended audience: Jail officer - Flex

Jail: Managing Jail Code Tables

Products: Flex

Presenters: Bill Barber

While Flex Jail includes 85 basic code tables, your correctional facility's needs are always evolving. To keep your data clean and efficient, you need to be able to refine these tables beyond initial setup. This session provides an in-depth exploration, showing you how to add, remove and repurpose code tables to fit your specific agency needs, including how to repurpose default code tables to collect additional data. Note: You'll need administrative privileges to practice these tasks.

Expertise level: Intermediate

Intended audience: Jail officer - Flex, Sys Admin or SAA - Flex

Jail: Setting Up Jail Workflows and Assessments

Products: Flex

Presenters: Mark Cantrell

Join us as we discuss how to set up the Jail Workflow and how to build and modify assessments. The workflow management feature allows your users to track the status of records from initial creation to final approval status. Since adding assessments or changing previous questions on older assessments can be necessary, we'll also cover how to build and maintain assessments. Prior knowledge of the Flex Jail module and accessing apparams and adminutil is recommended.

Expertise level: Intermediate

Intended audience: Jail officer - Flex, Sys Admin or SAA - Flex

Jail: The New and Improved Flex Jail App

Products: Flex

Presenters: Randy Hammontree

Make your jail run smoother with the Flex Jail app. This class shows you how to install the latest updates and use the scanner for cell checks, rounds, and moving inmates.

Learn how to keep your records accurate in real-time while moving around the facility – no more being stuck behind a desk. We will also preview new features that save officers time and make daily tasks easier. Join us to see how going mobile can improve your facility's workflow.

Expertise level: Any

Intended audience: Jail officer - Flex

License Plate Recognition

License Plate Recognition: HANDS-ON LAB: Generate Critical Investigative Leads with License Plate Recognition

Products: VehicleManager

Presenters: Joseph Menoni, Lee Yonemura, Chris Poe, Chantell Tice

In this lab, you'll get hands-on experience working step-by-step on how to effectively use VehicleManager, with its patented, powerful vehicle location analytics, as a lead generator. Practice tricks of the trade, discover hidden features and master advanced techniques to maximize the potential of this tool, whether you're new to LPR technology or a seasoned pro. Expertise level: Intermediate

License Plate Recognition: Intercept Before They Act: Criminal Interdiction with License Plate Recognition Technology

[Hear from your peers](#)

Products: VehicleManager

Presenters: Christopher Wademan (Florida Highway Patrol, FL), Lane Thompson, David Rivera

Discover the power of advanced LPR tools and gain the skills to identify criminal activity on everything from local roads to major interstates. We are honored to be joined by the Florida Highway Patrol, who will share their frontline expertise on using this technology to disrupt narcotics and human trafficking. See firsthand how these tools can empower your agency to take a more proactive stance on interdiction.

Expertise level: Beginner

License Plate Recognition: License Plate Recognition: Tips and Tricks for Camera Deployment

Products: VehicleManager

Presenters: Kyle Hoertsch, Jonathan Blair

Learn to select and deploy the right LPR solutions for your agency. This expert-led course covers hardware installation, camera placement, site surveys, and design best practices. We'll dive into Motorola's new health monitoring features and the setup of the new L6D camera. Gain practical insights for effectively deploying fixed, mobile, solar, and trailer LPR solutions to ensure long-term success.

Expertise level: Intermediate

License Plate Recognition: Public Private Partnership: License Plate Recognition with Greece PD and Wilmorite Security

[Hear from your peers](#)

[AI inside](#) ✦

Products: VehicleManager, Avigilon Fixed Video

Presenters: David Lute (Greece PD , NY), Joshua Spearman (Greece PD , NY), James Reed (Wilmorite Security, Mall at Greece Ridge , NY), Kyle Hoertsch

Join the Greece Police Department (NY) and The Mall at Greece Ridge (Wilmorite Security) for a detailed exploration into the success of their Private-Public Partnership (PPP). This presentation showcases the strategic deployment of Motorola Solutions' license plate recognition technology and Avigilon Fixed Video to bridge operational gaps, serving as a force multiplier for Greece PD while providing Wilmorite Security with a robust tool that protects patrons and tenants alike.

Expertise level: Any

License Plate Recognition: Solving Real-Life Cases Using License Plate Recognition with a Former Detective

[AI inside](#) ✦

Products: VehicleManager

Presenters: Lee Yonemura, Chris Poe

Unlock the full potential of VehicleManager 8. Led by former detectives, this course moves beyond theory to show you how to use plate, convoy, and associate analytics in real-world investigations. We will walk through actual case studies where these tools developed the leads necessary to solve crimes. Learn to navigate plate and multi-location searches with confidence and turn your LPR data into a proactive investigative powerhouse.

Expertise level: Any

License Plate Recognition: Successful License Plate Recognition: How to Win City Council Support and Earn Public Trust

Products: VehicleManager

Presenters: Lane Thompson, Chris Poe

LPR is a foundational element of modern law enforcement, but can be a difficult space to navigate with local government policies. To be effective, agencies must prioritize public trust through transparent governance and stringent policies. Key focus areas include data security, defined retention periods, and regulated sharing. By aligning LPR use with privacy legislation and operational transparency, agencies can enhance community safety while strengthening public relations.

Expertise level: Beginner

License Plate Recognition: Tabletop Exercise - Tackle Criminal Interdiction with Industry Experts

[Hear from your peers](#)

Products: VehicleManager

Presenters: Christopher Wademan (Florida Highway Patrol, FL), Geoffrey Pubillones (Florida Highway Patrol, FL), David Rivera, Lane Thompson, Jay Kaine, John Mueller, Chantell Tice

Crime does not stop at the county line, and neither should your intelligence. Led by industry professionals and representatives from the Florida Highway Patrol, this immersive class guides attendees through "Exercise UNIFIED PURSUIT," a multi-jurisdictional simulation tracking high-velocity targets across state lines. Participants will move collaboratively through the full operational lifecycle of an interdiction event, from the first alert to post-incident data management.

Expertise level: Intermediate

Next-Gen Call Routing

Next-Gen Call Routing: Join the Dialogue: How to Achieve Transparency, Visibility and Continuity in Call Routing Operations

[Hear from your peers](#)

[AI inside](#) ✨

Products: Next-Gen Call Routing Service

Presenters: Stephen Weinkauff (State of New Mexico, NM), Sarah Sellers (Tarrant 9-1-1 District, TX), Bob Finney (Collier County Sheriff's Office, FL), Sam Bard

With NG9-1-1, PSAPs now own the responsibility to manage their call routing operations. To assist with this Motorola Solutions offers a simple, web-based tool, tailored to the needs and permissions of each user. This session offers feedback, lessons learned and recommendations from your peers using the portal. Gain a fresh understanding of how you can gain consistent visibility and continuity for your call routing and call handling operations.

Expertise level: Any

Intended audience: PSAP Director, IT Director, Communications Supervisor, Procurement,

Next-Gen Call Routing: Next Gen Network 101: Building the Foundation for Mission Critical Networks for NG911 and Beyond

[Hear from your peers](#)

[AI inside](#) ✨

Products: Next-Gen Call Routing Service

Presenters: Stephen Weinkauff (State of New Mexico, NM), Laura White (Monroe County Sheriff's Office, FL), Sam Bard

Can PSAPs operate entirely off internet-based technologies and still have a scalable model to fulfill the promise of Next Gen, especially in predominantly rural and/or difficult-to-reach areas? Join this session for new insights on how public safety agencies need to rethink how we architect successful Next Gen networks for rural and difficult to reach areas. Discover how we are addressing these challenges so PSAPs have greater reliability, resilience and seamless operational continuity.

Expertise level: Any

Next-Gen Call Routing: Next-Generation Multi-Cloud 911 Call Routing: Weighing the Benefits of Multi-Cloud Architecture

[Hear from your peers](#)

[AI inside](#) ✨

Products: Next-Gen Call Routing Service

Presenters: Stephen Weinkauff (State of New Mexico, NM), Bob Finney (Collier County Sheriff's Office, FL), Tara Vann (Jefferson County Sheriff's Office, WV), Laura White (Monroe County Sheriff's Office, FL), Mark Carter (Escambia County Sheriff's Office, FL), Sam Bard, Andre Williams

Is your agency looking at moving beyond the constraints of traditional data center models? This session offers a candid discussion from your peers on the evolution of 9-1-1 call routing. We'll explore how a multi-cloud, microservices-based call routing service, VESTA NXT Router, challenges the traditional data center and on premise models. Hear firsthand from your colleagues about the benefits and recommendations re: transitioning from physical data centers to distributed cloud services.

Expertise level: Any

Next-Gen Call Routing: Unifying the Public Safety Workflow: Extending the ESInet for Greater Resilience and Protection

[AI inside](#) ✨

Products: Next-Gen Call Routing Service, VESTA 9-1-1, VESTA NXT, PremierOne, Flex, CommandCentral CAD

Presenters: Jeff Gillan

The Emergency Services IP Network (ESInet) is the core of NG9-1-1, yet its full potential is untapped. This session showcases the strategic advantages of extending the ESInet beyond call routing/call handling to critical workflows like CAD. Find out how the ESInet can deliver superior security, best-in-class redundancy, and significant economies of scale. Learn more about maximizing your investment with a high-performance network foundation for your entire public safety ecosystem.

Expertise level: Intermediate

Next-Gen Call Routing: VESTA NXT Cloud Networking: Choosing the Right Network for Your PSAP

Products: Next-Gen Call Routing Service

Presenters: Sam Bard, Jim Duran, Scott Pappas, Andre Williams

As PSAPs transition from on-premise or traditional hosted systems to VESTA NXT Cloud, understanding your network options is essential. In this session, we demystify the technical requirements of cloud migration. We'll compare different network strategies in everyday terms, focusing on reliability, cost, and performance. Whether you are just starting your cloud journey or are ready to make the switch, you will gain the insights needed to choose the best connectivity model for your agency's future with VESTA NXT Cloud call handling.

Expertise level: Any

Open Labs

Open Labs: Open Labs

Your opportunity to meet with experts and solve your problems hands-on!

Expertise level: Any

Records

Records: Advanced PremierOne Records Admin

Products: PremierOne

Presenters: Catherine Hill, Sarah Rieman

PremierOne Administrators play a vital role in helping agencies get the most from the PremierOne Records system. This advanced session covers key configuration concepts, offers detailed examples, and highlights features you may not have used yet. This session is aimed at users who already have a solid understanding of the PremierOne Records application, the environments available to their Agency, and have intermediate to advanced experience with the Advanced Configuration Tool (ACT).

Expertise level: Advanced

Intended audience: Records Specialist or Supervisor - PremierOne

Records: Advanced Searching Techniques in Flex Records

Products: Flex

Presenters: Debra Kolosh

Become a searching Flexpert. Search multiple records and have them tied into one list of results. Search across multiple records in multiple tables. Do you need to query an address range or identify unvalidated addresses? Can you search a time frame of dates, and also incorporate criteria based on days of the week or a specific shift within a given week? Join us in exploring the advanced search capabilities, tips and tricks within Flex.

Expertise level: Any

Intended audience: Records Supervisor - Flex, Records Specialist - Flex

Records: Advanced Troubleshooting for IBR in Flex

[Hear from your peers](#)

Products: Flex

Presenters: Chris Raia (Lakewood Police Department, NJ)

NIBRS... a love/hate relationship. This session helps you navigate the complexities of incident-based reporting. We'll dive into problem-solving for missing audits, translation table errors and "ghost records" that stall your submissions. Learn how to handle FBI vs. state compliance, manage arrest updates and ensure property or vehicle status changes don't trigger validation errors. We will also preview new features under development to simplify your validation process!

Expertise level: Advanced

Intended audience: Records Supervisor - Flex, Records Specialist - Flex

Records: Development and Management of PremierOne Records Workflow

Products: PremierOne

Presenters: Kristen Grega, Christopher Taubert, Ociel Munoz

Welcome to our workflow optimization class! This session will explore various strategies, best practices, and effective development techniques to enhance your agency's efficiency and productivity.

Expertise level: Any

Intended audience: Records Specialist or Supervisor - PremierOne

Records: Flex Games for Records

Products: Flex

Presenters: Joshua Stephenson

Are you a records technician or records person who wants to test your knowledge of Flex Records? Join us for a fun-filled game where you compete head-to-head with others in the class. Whether you have been using Flex for less than a year or more than 20 years, it is sure to test your knowledge. Let's see how much knowledge you've 'recorded' by participating in this game.

Expertise level: Any

Intended audience: Records Supervisor - Flex, Records Specialist - Flex, Sys Admin or SAA - Flex

Records: Getting Started as New PremierOne Records Admin

Products: PremierOne

Presenters: Kristen Grega, Ashley Tamayo, Pam Schaffer-Hampton

Ready to take the driver's seat of maintaining your agency's PremierOne Records? This introductory course is designed to transition new admins from "users" to "system owners." Attendees will learn the "where, what, and how" for PremierOne Records configurations, ensuring you can provide immediate support to your personnel and keep operations running without a hitch. Join us to enhance your expertise and contribute to the success of your agency's record management!

Expertise level: Beginner

Intended audience: Records Specialist or Supervisor - PremierOne

Records: HANDS-ON LAB: Deep Dive Into PremierOne Advanced Configuration Tool and New Capabilities

Products: PremierOne

Presenters: Catherine Hill, Sarah Rieman

Join us for a Deep Dive session on PremierOne's Advanced Configuration Tool (ACT). This workshop is ideal for intermediate and advanced users looking to strengthen their understanding of ACT and enhance their Records Management System. Explore key features, terminology, and new enhancements, then apply what you learn in a hands-on lab. Don't miss this chance to improve your agency's efficiency and overall effectiveness.

Expertise level: Intermediate

Intended audience: Records Specialist or Supervisor - PremierOne

Records: HANDS-ON LAB: Introduction to RTF Building for PremierOne RMS

Products: PremierOne

Presenters: Joshua Whiting, Catherine Hill, Sarah Rieman

RTF (Rich Text Format) Building is the core skill required to transform data from the PremierOne Records Management System (RMS) into agency-standard printed documents, such as Case Reports, Officer Narratives, and Field Interviews. This hands-on workshop moves beyond theory, putting participants directly into the PremierOne Advanced Configuration environment. Students will learn how to map data fields to Word-based templates, creating documents that automatically populate with accurate, real-time information.

Expertise level: Intermediate

Intended audience: Records Specialist or Supervisor - PremierOne

Records: HANDS-ON LAB: Journey through PremierOne RMS - An Instructor-Led Lab

Products: PremierOne

Presenters: Ashley Tamayo, Ociel Munoz, Pam Schaffer-Hampton

Understanding how different roles interact with PremierOne Records is key to effective system management. This hands-on lab will provide users the opportunity to switch hats and perform essential tasks in several different roles. You will have the chance to explore some new features and functionalities of the system while using PremierOne RMS in a practical, real-world setting. This experience will equip you with a holistic understanding of the system, enhancing your proficiency and overall effectiveness with PremierOne RMS.

Expertise level: Any

Intended audience: Records Specialist or Supervisor - PremierOne

Records: Introduction to PremierOne Records Advanced Configuration Tool

Products: PremierOne

Presenters: Ashley Tamayo, Christopher Taubert

Ready to take the wheel of your PremierOne Records system? Don't let the "Advanced" in Advanced Configuration Tool (ACT) slow you down! In this session we will break down the steps of ACT into simple, manageable "ah-ha!" moments, showing you exactly how to power up your agency's daily operations. Whether you are a new administrator or just need a refresher, please join us for this informative session. Bring your curiosity, your best questions, and get ready to leave with the confidence to configure like a pro!

Expertise level: Beginner

Intended audience: Records Specialist or Supervisor - PremierOne

Records: Jackpot! How Nevada Gaming Wins at IBR Compliance, and You Can Too

[Hear from your peers](#)

Products: Flex

Presenters: Chris Whitton (Nevada Gaming Commission, NV), Michael Noworyta (Nevada Gaming Commission, NV)

If you thought IBR compliance was tricky at your agency, try adding cheating and gambling into the mix. The Nevada Gaming Control Board Enforcement Division knows a thing or two about best practices for NIBRS reporting in Flex. Come join us as they share their experience, lessons learned, and some fun examples along the way. If you've been feeling the stress of NIBRS reporting, then this class is for you.

Expertise level: Any

Intended audience: Records Supervisor - Flex, Records Specialist - Flex

Records: Managing Sensitive Data in Flex Records

Products: Flex

Presenters: Debra Kolosh

This session will take you one step further into Flex Records management with a review of hot topics. Join us to learn redaction techniques for narratives, how to add warnings to sensitive records using the miscellaneous involvement table and take a look at the new expungement tool. We'll also cover the Incident Summary narrative and how to flag records using a name alert, critical notice and the geobase address maintenance table.

Expertise level: Intermediate

Intended audience: Records Supervisor - Flex, Records Specialist - Flex

Records: PremierOne RMS Provisioning Refresher

Products: PremierOne

Presenters: Joshua Whiting, Ociel Munoz

The PremierOne RMS Provisioning Refresher course is a deep dive into advanced provisioning strategies designed for system administrators. We will discuss how user permissions and system settings affect day-to-day workflows, report completion, case management, and system functionality. Participants will review common access-related issues, understand how provisioning impacts what they can see and do in the system, and learn best practices. The course helps users operate more efficiently, recognize when access changes are needed, and reduce disruptions caused by provisioning errors.

Expertise level: Any

Intended audience: Records Specialist or Supervisor - PremierOne

Records: Using Demographic Summary in Flex

Products: Flex

Presenters: Debra Kolosh

Demographic information regarding individuals involved in a Traffic Stop continue to be studied. Optimize your agency's ability to add and extract the necessary information. Demographic Summary records can be entered by Dispatch, Officers and Records utilizing the Flex Demographic table, Citation table, CAD and Mobile.

Expertise level: Any

Intended audience: Records Supervisor - Flex, Records Specialist - Flex

Records: Using Multi-Agency Search: Going beyond what InSight can do

Products: Flex

Presenters: Kate Ness

Moving from the on-premise Flex Insight Broker to the cloud-native Multi-Agency Search (MAS) is a force multiplier for investigators. This session explores how to leverage the Motorola Solutions Cloud to search participating agencies nationwide in real time. We'll focus on the "Governance of Sharing"—managing who can access your data, which datasets are shared and how to handle secure cloud permissions. Transition your agency from a local data silo to a national intelligence partner!

Expertise level: Any

Intended audience: Records Supervisor - Flex, Records Specialist - Flex, Field responder - Flex

Reporting

Reporting: An Introduction to PowerBI and Flex

[Hear from your peers](#)

Products: Flex

Presenters: Holli Dapp (Washington Department of Fish and Wildlife PD, WA)

Need customizable reports and don't have Crystal Reports? Power BI is the perfect tool for you. In this class, we'll go over the basics of connecting your Flex server to Power BI, build a report, and a dashboard. No prior knowledge of Power BI or Crystal Reports needed. If you know the basics of Excel, Power BI is the next tool to add to your arsenal!

Expertise level: Beginner

Intended audience: Sys Admin or SAA - Flex, Records Supervisor - Flex

Reporting: An Introduction to SSRS & IDD for PremierOne Reporting

Products: PremierOne

Presenters: Chase Norris

This session will provide an overview of SSRS and IDD Reporting for PremierOne Records and PremierOne CAD. SQL Server Reporting Services is a part of the SQL server deployment. With this tool and Microsoft's Report Builder application, agencies can easily manage operational reports and/or dashboards. SSRS is standard for PremierOne CAD and Records. IDD is an optional extension.

Expertise level: Beginner

Intended audience: Reports or reporting specialist - PremierOne

Reporting: An Update on the New Reporting Dashboards in Flex

Products: Flex

Presenters: Andrew Calvo

Experience the new era of agency insights as we move reporting away from legacy systems and into the cloud. We will explore how these new cloud-native dashboards provide real-time visibility into officer productivity, CAD operations and critical citation and incident data. Learn how these cloud tools simplify complex data, making it easier than ever to monitor performance and make informed decisions on the fly.

Expertise level: Any

Intended audience: Records Supervisor - Flex, Leadership - Flex

Reporting: HANDS-ON LAB: Advanced Level SQL for PremierOne Reporting

Products: PremierOne

Presenters: Hope Grubb

This lab will provide instruction on some of the more advanced SQL concepts used in reporting and dashboard creation. This lab will be hands-on and will walk you through writing and understanding the code. This lab is intended for those with some basic SQL language knowledge and will only cover more advanced concepts. For more basic SQL concepts there is another lab called Introduction to SQL for PremierOne Reporting we invite you to attend.

Expertise level: Advanced

Intended audience: Reports or reporting specialist - PremierOne

Reporting: HANDS-ON LAB: Advanced Reporting Concepts for PremierOne

Products: PremierOne

Presenters: Christopher Shotwell, John Randazzo

SQL Server Reporting Services (SSRS) is part of the SQL Server suite, offering tools like Report Builder and a web interface for designing, viewing, and administering reports. There are many advanced reporting concepts you may or may not be familiar with. This 2-hour hands-on session will familiarize you with some of these concepts such as shared data sets, go to url and linked reports to name a few. It is recommended that you have completed the SSRS Training for PremierOne CAD and/or Records before attending this session.

Expertise level: Advanced

Intended audience: Reports or reporting specialist - PremierOne

Reporting: HANDS-ON LAB: Crystal Reports Refresher for Flex

Products: Flex

Presenters: Douglas Ashmore

The objective of the Crystal Reports Refresher course is to review with students the features and functions of the software and how it interacts with Flex. The content is designed to combine in one class the fundamentals of the Basic and Advanced Crystal Reports classes that have been given at past conferences. Target audience are those who have Crystal Reports software currently, but need some helpful reminders on some of the concepts.

Expertise level: Intermediate

Intended audience: Records Supervisor - Flex, Sys Admin or SAA - Flex

Reporting: HANDS-ON LAB: Data-Driven Subscriptions for PremierOne Reporting

Products: PremierOne

Presenters: John Randazzo

Data-driven subscriptions are a powerful function of SQL Server Reporting Services (SSRS) and can be used to send reports triggered by a change in PremierOne reporting data via email or file share. In this two-hour hands-on lab, you will learn the concepts of data-driven subscriptions and step-by-step instructions will be provided to create your own on a virtual system.

Data-driven subscriptions are only available with a SQL Server Enterprise license.

Expertise level: Advanced

Intended audience: Reports or reporting specialist - PremierOne

Reporting: HANDS-ON LAB: Introductory Level SQL For PremierOne Reporting

Products: PremierOne

Presenters: Hope Grubb

This Lab will teach the fundamentals of SSMS (SQL Server Management Studio) and basic SQL (Structured Query Language) that can be used to query the relational reporting databases as well as be used to build out more complex reports in SSRS. This lab is intended for those with little to no SQL language knowledge and will only cover basic concepts. For more advanced SQL concepts there is another lab called Advanced Level SQL for PremierOne Reporting we invite you to attend.

Expertise level: Beginner

Intended audience: Reports or reporting specialist - PremierOne

Reporting: HANDS-ON LAB: PremierOne SSRS Report Builder for Flex Jail Reporting

Products: Flex

Presenters: Christopher Shotwell

This session will provide an overview of SSRS for Flex Jail. SQL Server Reporting Services is a part of the SQL server deployment for Suite Customers. Through this tool and Microsoft's Report Builder agencies can easily run, manage or create their own operational reports or dashboards. SSRS is standard for PremierOne CAD and Records and can be used with Flex Jail when it is part of a PremierOne deployment.

Expertise level: Advanced

Intended audience: Reports or reporting specialist - PremierOne

Reporting: HANDS-ON LAB: SSRS Report Builder Expressions for PremierOne Reporting

Products: PremierOne

Presenters: Hope Grubb

This session will provide a basic look into the use of expressions in Report Builder. Expressions are used to control the content (data) and the appearance of a report. Expressions can be applied to numerous objects within a report- date/time fields, numeric and varchar data, fonts, report titles, etc. This lab is intended for those that have basic Report Builder knowledge and are looking to expand their skill set to better format reports.

Expertise level: Advanced

Intended audience: Reports or reporting specialist - PremierOne

Reporting: IDD Dashboard Design Concepts for PremierOne

Products: PremierOne

Presenters: John Randazzo

Using PremierOne, more law enforcement agencies are becoming data-driven to better understand the issues they face and improve their ability to respond to incidents effectively. This one-hour session will explore the concepts and best practices of combining this data beyond tables and spreadsheets, displaying key performance indicators through graphic representation and visualization.

Expertise level: Advanced

Intended audience: Reports or reporting specialist - PremierOne

Reporting: PremierOne SSRS vs RTF vs RDLC for Printouts: Pros, Cons and Gotchas!

Products: PremierOne

Presenters: Christopher Shotwell

Reports and Printouts in PremierOne Records come in a variety of formats with all sorts of Pros, Cons, and Gotchas for each. If you're struggling to figure out just how all these formats work together with Records, which to use, and when each is your best option, you'll find those answers here. We'll talk about all the processes, perks, and pain points of taking your data and getting it ready for presentation!

Expertise level: Advanced

Intended audience: Reports or reporting specialist - PremierOne

Response

Response: Designing a Flex Workflow Optimized for Your Department

Products: Flex

Presenters: Jay Liggins, Dan Adams

Are you a new agency utilizing Flex and need to set up Workflow? Are you an existing agency looking to customize your department's workflow and allow for optimal usage? Join us as we cover all things Workflow and how your agency can tailor it for the best experience. From setup to implementation, we will cover all of the required steps to allow the workflow process implementation to flow smoothly for your agency. We'll even cover a "thing or two" new!

Expertise level: Any

Intended audience: Field responder - Flex, Records Supervisor - Flex

Response: Flex and CommandCentral Responder: Your New Companion for Mobile Dispatch

Products: Flex, CommandCentral Responder

Presenters: Ryan Seick, Andrew Calvo

Prepare to transition your field operations to the next level with CommandCentral Responder, the official cloud-based replacement for Flex Touch. This session demonstrates how officers can seamlessly issue citations, view live dispatches, and access reports directly from their mobile devices. Discover how adopting Responder today streamlines your field experience.

Expertise level: Any

Intended audience: Field responder - Flex, Leadership - Flex

Response: Flex Games for Mobile

Products: Flex

Presenters: Nicky Schmelter

Let's test your knowledge in Flex! Join us for an exciting game where you can test your knowledge in Flex Mobile. Who knows, you might even win a prize!! Let's go!

Expertise level: Any

Intended audience: Field responder - Flex, Sys Admin or SAA - Flex

Response: Getting the Most Out of Your Flex Mobile Forms and Field Reports

Products: Flex

Presenters: Bill Barber

Elevate your patrol efficiency by transforming how your agency handles field documentation. This intermediate session dives deep into Flex Mobile Forms and Field Reports, exploring new features like the Summary and Demographics fields, plus optimization strategies for Field Interviews and Mobile Warnings. Experience with Mobile Forms and some Mobile Field Manager/code table admin knowledge is recommended.

Expertise level: Intermediate

Intended audience: Sys Admin or SAA - Flex, Field responder - Flex

Response: HANDS-ON LAB: IBR Validation for Officers in Flex Mobile

Products: Flex

Presenters: Kelci Bryan

This presentation and hands-on lab will demonstrate to the daily user what is required for IBR validation in mobile forms. After this class, you will be able to effectively complete and save your report, meet the necessary IBR validation requirements and ease the monthly submission report process overall.

Expertise level: Beginner

Intended audience: Field responder - Flex

Response: HANDS-ON LAB: PremierOne Mobile Provisioning

Products: PremierOne

Presenters: Jason Gentry, James Cummings, Patrick Warren

New provisioners and experienced alike join us in a hands-on learning experience with our PremierOne Mobile Provisioning lab. This specialized session provides participants with practical insights into the provisioning aspects of PremierOne Mobile for Police and Fire agency use. Guided by expert instructors, participants explore the intricacies of setting up and optimizing PremierOne Mobile to maximize its potential. Enhance your provisioning skills in a dynamic and interactive environment, gaining valuable expertise in leveraging PremierOne Mobile effectively.

Expertise level: Any

Intended audience: Dispatch Supervisor - PremierOne, Field responder - PremierOne, Sys Admin - PremierOne

Response: HANDS-ON LAB: Seamless Mobile Dispatch with CommandCentral Responder

Products: CommandCentral Responder, PremierOne, Flex

Presenters: Ryan Seick

Explore CommandCentral Responder Dispatch in an interactive, hands-on lab designed for a small group. Participants will step into different roles to experience mobile dispatch firsthand and learn more about how information flows between dispatch and field users.

Expertise level: Beginner

Intended audience: Field responder - PremierOne, Field responder - Flex

Response: Optimizing First Responder Situational Awareness

[AI inside](#) ✦

Products: Lightning, Radius Mapping

Presenters: Jackson Neff

This session provides an overview of how Lightning empowers field responders with actionable NG911 intelligence and situational awareness directly on their smartphones and tablets. We will examine how responders gain a comprehensive view of event details, responder locations, map layers, live incident boards, video feeds, and more. Participants will learn how this integrated solution provides a 360-degree view to inform response and maximize officer safety and collaboration in the field.

Expertise level: Any

Response: Protecting Officer Privacy while Building Community Trust with 10-21 Police Phone

Products: 10-21 Police Phone, CommandCentral DEMS, CommandCentral Responder

Presenters: Kurt Thomas, Jackson Neff

Join us to learn how 10-21 Police Phone improves citizen communication without exposing officers' personal phone numbers. Attendees will participate in a live demo and learn how inbound and outbound calling, automated evidence integration and AI-powered call intelligence support better documentation, reporting and case follow up.

Expertise level: Any

Response: Solutions Overview: CommandCentral Responder

Products: CommandCentral Responder, PremierOne, Flex, CommandCentral CAD, CommandCentral RMS

Presenters: Ryan Seick

CommandCentral Responder, mobile companion app for our command center technology, provides critical information and on-the-go resources directly to officers' mobile devices. Integrate mobile dispatch with Apple CarPlay, run local, state and national queries, capture digital evidence, input field reporting and issue citations directly into agency defined workflows – from initial response to incident resolution. See firsthand how Responder operates within your agency workflow from start to finish.

Expertise level: Any

Response: The Flex Mobile Tips and Tricks Your Officers Need to Know

[Hear from your peers](#)

Products: Flex

Presenters: Mike Schutz (Portage Police Department, WI)

This class is for beginning to intermediate Flex Mobile end users and is tailored to patrol units. This class will demonstrate to users the ability to customize their Flex mobile profile to best meet their needs on patrol. Some of the items discussed will include adding/removing/changing the appearance of toolbar items, creating buttons/customized buttons, using hyperlink tools, using shortcuts/shortkeys, self-initiated use of the radio log, and font size.

Expertise level: Beginner

System Administration & IT

System Administration & IT: 2026 Flex-lympics - Final Game

Products: Flex

Presenters: Sydney Stephenson

Get your game face on – the 2026 Flex-lympics are here! This is a high-stakes battle for glory where everyone has a shot at the podium. The journey starts with a pulse-pounding Kahoot Gauntlet; only the elite Top 10 will survive the trivia fire to reach the final arena. Compete for Gold, Silver and Bronze to win exclusive prizes and bragging rights. Don't just watch from the sidelines – step into the arena, outsmart the crowd and make 2026 your year. The quest for the medal begins now!

Expertise level: Any

Intended audience: Sys Admin or SAA - Flex, Dispatcher - Flex, Dispatch Supervisor - Flex

System Administration & IT: An SAA Review for Flex Users

Products: Flex

Presenters: Jay Liggins

Whether you are a new Flex SAA starting your journey or a seasoned pro looking to brush up on your skills, this session is for you! Join us as we dive into the "ins and outs" of being a rock star admin. We'll highlight key responsibilities, from basic principles and system backups to proven maintenance tips and tricks. You will leave with a better understanding of how to be more effective in your role and keep your agency's system running at its best. Join us for a fun, deep dive!

Expertise level: Any

Intended audience: Sys Admin or SAA - Flex

System Administration & IT: Connecting with PremierOne Support to troubleshoot your issues faster

Products: PremierOne

Presenters: Adam Amsden

Spend less time troubleshooting and more time serving your community. This session provides a practical guide to engaging with PremierOne Support for faster resolutions. Learn how to gather essential diagnostic data, navigate the support portal, and use the best tools to expedite your requests.

Expertise level: Any

Intended audience: Sys Admin - PremierOne

System Administration & IT: Diving Into Your New Flex SAA Role

Products: Flex

Presenters: Elisabeth Schutz

“They made me our Flex administrator. Now what?” Come join us as we dive into some aspects of Flex administration and best practices for newer SAA members to help you better manage your new role. We will be discussing user management, application and system parameters, Adminutil settings, various logs and Flex webapps to help leverage your system.

Expertise level: Intermediate

Intended audience: Sys Admin or SAA - Flex

System Administration & IT: Dude, Where's My Car? - PremierOne Mobile GPS Set up

Products: PremierOne

Presenters: Jason Rusch, Chris Collins, David Harvey

Join us for an overview of GPS configuration for the PremierOne Mobile environment, focusing on navigating the GPS tab in the Configuration Tool. We'll cover various aspects of GPS sentences and GPS theory while providing a step by step overview of how to enable verbose logging for enhanced troubleshooting and how to navigate many common roadblocks that stand in the way of predictable location reporting. Regardless of your experience level you're sure to find something new and helpful in this focused session.

Expertise level: Any

Intended audience: Sys Admin - PremierOne

System Administration & IT: Exploring the Possibilities of Custom Flex Mobile Field Reports

Products: Flex

Presenters: Bill Barber

Modifying default settings can be a critical function when it comes to data integrity and streamlining data entry. Learn how to repurpose, hide, and enforce mandatory fields across several core modules, including: Mobile Field Reports, Mobile Names, Vehicles, and Flex Jail screens. We will discuss customizing at the world and agency level so you can customize fields specifically for your agency. Note: administrative privileges are required to utilize the Field Manager tool.

Expertise level: Intermediate

Intended audience: Sys Admin or SAA - Flex

System Administration & IT: Flex Circle - A Customer-Led Tips Exchange

[Hear from your peers](#)

Products: Flex

Presenters: Cody Scheuermann (Boone County, IA), Dan Adams, Jay Liggins

Learn and share tips and tricks in this interactive class! We'll start by presenting some of our own experiences, and then you can all help each other out. Topics include CAD, Jail, Records, and Mobile.

Expertise level: Any

Intended audience: Sys Admin or SAA - Flex

System Administration & IT: Flex Partitioning Deep Dive

Products: Flex

Presenters: Mark Cantrell

Want to learn all there is to partitioning Flex tables? This class will cover everything you need to know about Agency and Non-Agency partitioning, along with how to use multiple fields on a table to change the agency partition without having to use Non-Agency partitioning (often called "dual-layer" partitioning). The class includes a lecture and live demos of partition creation and management.

Expertise level: Advanced

Intended audience: Sys Admin or SAA - Flex

System Administration & IT: Flex Rapid Notification Setup and Pre-Alert

Products: Flex

Presenters: Mike Vicchrilli

If your agency is looking for ways to automate messages to outside recipients, Flex Rapid Notifications may be a solution. In this session, we will present various types of notifications and how to configure them. Join us to see if there are opportunities to make your agency's notification methods more efficient.

Expertise level: Intermediate

Intended audience: Sys Admin or SAA - Flex

System Administration & IT: Force Multipliers: Mastering Your CAD/RMS Through Managed Services

Products: PremierOne, Flex, CommandCentral Aware

Presenters: Kelsey Proctor, Joe Grube

Stop technical maintenance from bogging down your mission. Discover how Managed Services for Flex or PremierOne and a dedicated CSM act as a force multiplier, offloading the heavy lifting so your staff can focus on the mission. Learn to supplement your team with experts, gain the system mastery needed when the going gets rough, and hear from customers on how these services "leveled up" their internal capabilities. Move beyond troubleshooting to a partnership that ensures total system resilience.

Expertise level: Any

Intended audience: Sys Admin - PremierOne, Sys Admin or SAA - Flex

System Administration & IT: HANDS-ON LAB: A Guided Tour of Flex Administration

Products: Flex

Presenters: Dan Adams

Have you recently been appointed as your agency's Flex administrator? Have you been an administrator for years but are looking for some tips and tricks to better manage your system? In this hands-on lab, we'll take a look at the finer points of system administration, including user management, privileges, partitioning, webapps and more! Attendees should have some prior experience with Flex administration.

Expertise level: Advanced

Intended audience: Sys Admin or SAA - Flex

System Administration & IT: HANDS-ON LAB: Basics of OpenShift Administration for PremierOne

Products: PremierOne

Presenters: Anirudh Boda, Kevin Decker, Rakesh Pendyala

Take a deep dive into the backend of your dispatch system in this practical, hands-on session. We will walk you through the essential administrative tasks for Red Hat OpenShift within the PremierOne ecosystem. From understanding pod status to basic troubleshooting and system checks, you will gain the foundational knowledge required to manage your modern CAD infrastructure effectively. Join us to turn technical concepts into practical skills.

Expertise level: Intermediate

Intended audience: Sys Admin - PremierOne

System Administration & IT: HANDS-ON LAB: Mastering the trickiest tables for CAD system administrators

Products: Flex

Presenters: Lila Nealand, Mark Cantrell

This hands-on lab is designed for beginner to intermediate level SAAs and will assist you in understanding and setting up two of the trickiest tables to master in Flex CAD administration: CDSTATSE and TB10CODE. Join Lila and Mark as they guide you in their set up and demonstrate how these two tables link and work together.

Expertise level: Intermediate

Intended audience: Sys Admin or SAA - Flex, Dispatch Supervisor - Flex

System Administration & IT: How to Set Up the Newest Features in Flex CAD, Mobile and Records

Products: Flex

Presenters: Lila Nealand

Get a high-level overview of the new features and functions added to Flex since Summit 2025. This session covers how these updates work and the steps to configure them for your team. Designed for anyone wanting to stay current on Flex CAD, Records and Mobile, Lila Nealand will walk through updates from versions 2025.2 through 2026.2. Join us to learn how to enable these enhancements and ensure your agency is taking full advantage of the latest tools available!

Expertise level: Intermediate

Intended audience: Sys Admin or SAA - Flex

System Administration & IT: Keeping Flex Clean: Best Practices for SAAs

Products: Flex

Presenters: Elisabeth Schutz

This class will review best practices to keep your database system clean and well-maintained. It will cover topics such as reviewing permissions, code tables and archiving logs, as well as routine maintenance and spot checks.

Expertise level: Intermediate

Intended audience: Sys Admin or SAA - Flex

System Administration & IT: MDT Manager for PremierOne

Products: PremierOne

Presenters: Kevin Decker

CommandCentral MDT Manager, the replacement for the existing All-In-One Tool, is rolling out to our existing PremierOne customers now! Come learn about what the tool has to offer, and get additional details about the rollout process, technical details, and a brief look into what the short term roadmap looks like.

Expertise level: Any

Intended audience: Sys Admin - PremierOne

System Administration & IT: Multi-Factor Authentication and Single-Sign on for PremierOne

Products: PremierOne

Presenters: Brian Benson, Brian Gardner

Explore the PremierOne Suite Advanced Authentication feature, which enables multi-factor authentication (MFA) for PremierOne applications leveraging Keycloak. This presentation will cover the fundamentals of Advanced Authentication, including changes to application login, high-level implementation requirements, and common usage scenarios. This includes an overview of integrating CommandCentral Single Sign-On (SSO). This introductory session is ideal for anyone looking to understand the basics of multi-factor authentication.

Expertise level: Any

Intended audience: Sys Admin - PremierOne

System Administration & IT: New to CommandCentral Admin?

Products: CommandCentral CAD, CommandCentral Aware, CommandCentral DEMS, CommandCentral Responder, Flex, PremierOne

Presenters: Ameya Shastri Pothukuchi, Gaurav Gulrajani

Step into your new role with confidence! Whether you are a first-time CC Admin or a hybrid Flex customer, this session is your roadmap to success. We'll cover the essentials: mastering user groups, roles and permissions, to ensure your environment is secure from day one. Then, we'll fast-track your expertise with new innovations such as Agentic AI, automated notifications and hardware health metrics. We'll conclude with a tour of the new Audit Viewer. Leave ready to command your system!

Expertise level: Beginner

Intended audience: Sys Admin or SAA - Flex, Sys Admin - PremierOne

System Administration & IT: Overview of Accessing and Troubleshooting Flex Interfaces and Webapps

Products: Flex

Presenters: Nick Dziewa, Adam McCartney

In this advanced-level class, we will cover the use of Flex interfaces, methods for navigating and interacting with Flex interfaces and practical troubleshooting strategies to resolve common issues. Attendees will experience real-world troubleshooting scenarios. This will ensure you leave with the confidence and skills needed to manage and maintain Flex interfaces/webapps effectively.

Expertise level: Advanced

Intended audience: Sys Admin or SAA - Flex

System Administration & IT: PremierOne Observability: From Monitoring to Insight

Products: PremierOne

Presenters: Brian Benson, Brian Gardner, Kevin Decker

In the mission-critical domain of public safety, "monitoring" is no longer sufficient; the requirement has shifted to "observability." Join us as we explore the PremierOne Observability solution and its tiered visibility model for CAD and RMS. This session is geared toward both Customer IT personnel requiring granular data for root cause analysis and Administrative Staff seeking simplified executive views. We will demonstrate how to separate technical operations from health metrics using a hybrid-cloud architecture. Topics of focus include local and cloud Prometheus/Grafana instances for remote monitoring, long-term trend analysis, and the On-Prem Health Metrics (OPHM) feature within CCAAdmin for non-technical leadership.

Expertise level: Any

Intended audience: Sys Admin - PremierOne

System Administration & IT: Preparing for Your Flex Server Replacement

Products: Flex

Presenters: Adam McCartney, Mike Vicchilli

Join us for "Preparing for Your Flex Server Replacement," where you'll learn the end-to-end requirements for a successful project. We will discuss new server preparation, migration schedules, and useful maintenance tips to assist your agency in preparing for the cut-over date. This class is especially useful for Flex Administrators of any level and IT professionals.

Expertise level: Any

Intended audience: Sys Admin or SAA - Flex

System Administration & IT: Red Hat - Intro to OpenShift for PremierOne and VESTA NXT

Products: PremierOne, VESTA NXT

Presenters: Anirudh Boda, Kevin Decker, Rakesh Pendyala

Join us for an introductory look at Red Hat OpenShift and its vital role in the PremierOne and VESTA NXT ecosystems. We will strip away the complexity to explain how this technology improves day-to-day management and system resiliency. Learn how OpenShift streamlines software delivery and creates a more agile environment for your dispatch and 9-1-1 teams. Leave with a clear understanding of the benefits and where to find further support.

Expertise level: Any

Intended audience: Sys Admin - PremierOne, VESTA NXT Sys Admin

System Administration & IT: Top 10 things to know as a PremierOne System Administrator

Products: PremierOne

Presenters: Lauren Lawlor, Aaron Denn

PremierOne relies on System Administrators like you to coordinate efficient operations. This course covers essential topics including server management, system monitoring, performance optimization, and support services. Let us empower you with the knowledge and tools to maintain a healthy, happy PremierOne environment. This course is designed for the new CAD or RMS system administrators. Experienced administrators who would like to refresh their understanding of operations and best practices are also welcome!

Expertise level: Advanced

Intended audience: Sys Admin - PremierOne

System Administration & IT: Top Flex CAD Support Questions From the Past Year SOLVED

Products: Flex

Presenters: David Knoll-Korver

Ever wonder what your peers are calling support about? Whether you're a new administrator or a seasoned S.A.A., this session reveals the most common issues Flex customers report. We'll dive into practical troubleshooting for system privileges, partitions and Rapid Notification configuration. You will also learn the best ways to manage units, perform syslog and log cleanup and handle reporting hurdles. Get the solutions you need to solve these problems before they slow your agency down!

Expertise level: Any

Intended audience: Sys Admin or SAA - Flex

System Administration & IT: Top Flex Jail Support Questions From Flex Customers Over the Past Year SOLVED

Products: Flex

Presenters: Austen Willes

This course will give you insight into the most common topics we encounter in supporting Flex Jail users. Whether you are a newer Flex SAA looking to build a strong foundation or a seasoned SAA looking to remember something you might have forgotten over time, this course is for you! We will review various methods of troubleshooting these common Jail topics and gain insight into how Flex Jail works.

Expertise level: Any

Intended audience: Sys Admin or SAA - Flex

System Administration & IT: Top Flex Mobile Support Questions From the Past Year SOLVED

Products: Flex

Presenters: Brian Cannon

This session dives into the most common questions our Support Technicians faced regarding Flex Mobile over the past year. We will address and provide definitive solutions for the top five issues that users and support teams have encountered. Attendees will gain actionable insights and common troubleshooting techniques to help understand Flex Mobile and enhance user experience. Learn to quickly resolve the issues agencies face and ensure the smooth operation of Flex Mobile when it matters most.

Expertise level: Any

Intended audience: Sys Admin or SAA - Flex

System Administration & IT: Top Flex Records Support Questions From the Past Year SOLVED

Products: Flex

Presenters: Austen Willes

This course will give you insight into the most common topics we encounter in supporting Flex Records users. Whether you are a newer Flex SAA looking to build a strong foundation or a seasoned SAA looking to remember something you might have forgotten over time, this course is for you! We will review various methods of troubleshooting these common Records topics and gain insight into how Flex Records works.

Expertise level: Any

Intended audience: Sys Admin or SAA - Flex

System Administration & IT: Unified ID and TOTP for Flex Users

Products: Flex

Presenters: Mike Vicchilli, Jeremy Balls

Boost your agency's security by mastering Multi-Factor Authentication (MFA) and Motorola Solutions' Unified Identity. This session covers how to implement Time-Based One-Time Passwords (TOTP) for Flex and how to integrate with Unified Identity for a single sign-on experience across Flex and CommandCentral. If you are looking to use FIDO keys, USB dongles or third-party tools like Cisco Duo and Microsoft Entra ID, this is the class for you. Simplify your login process today!

Expertise level: Any

Intended audience: Sys Admin or SAA - Flex

System Administration & IT: What You Need to Know About the Flex DataExchange API

Products: Flex

Presenters: Jesus Quiroz

Thinking of granting a third-party vendor access to your agency's data via DataExchange? Is the vendor you are working with already a part of the Motorola Solutions Developer Program? Learn the ins and outs of granting DataExchange access to new vendors, including an overview of the interface, best practices, and benefits of using the DataExchange API.

Expertise level: Intermediate

Intended audience: Sys Admin or SAA - Flex

Subject to change without notice. Last updated: 2026/03/09

All training classes (including hands-on labs) offer general, open seating on a first-come, first-served basis.

Virtual Certifications

Your Summit registration once again includes the option to book a **virtual certification course** scheduled for a date of your choosing after Summit, allowing you to maximize your time onsite. Your registration confirmation email will include links and instructions for selecting one of these optional certifications.

Each customer attendee may register for **one** virtual certification. Certifications are **first come, first served, non-transferable**, and must be completed **within the 2026 calendar year**.

Flex Certifications

To register for a Flex virtual certification, you must have a **Learning Experience Account**. If your agency has a subscription, we recommend that your administrator create a linked account on your behalf.

If you need to create a new account, please visit learning.motorolasolutions.com and click **"REGISTER"** under **"NEW USER?"** Please allow **48–72 hours** for account activation.

For assistance, contact the **Learning Helpdesk** at **800.247.2346** or portal.support@motorolasolutions.com

System Application Administration Set-up & Management - (SAA)

https://learningcenter.motorolasolutions.com/Saba/Web_spf/NA7P2PRD025/common/ledetail/PSA0169

05/26/26 - 05/28/26 - 9:00 AM - 5:00 PM - Eastern Time

07/07/26 - 07/09/26 - 9:00 AM - 5:00 PM - Central Time

08/18/26 - 08/20/26 - 9:00 AM - 5:00 PM - Pacific Time

10/06/26 - 10/08/26 - 9:00 AM - 5:00 PM - Pacific Time

Advanced System Application Administration

https://learningcenter.motorolasolutions.com/Saba/Web_spf/NA7P2PRD025/common/ledetail/0000021881

07/14/26 - 07/16/26 - 9:00 AM - 5:00 PM - Pacific Time

11/03/26 - 11/05/26 - 9:00 AM - 5:00 PM - EasternTime

Records Management Set-up and Administration

https://learningcenter.motorolasolutions.com/Saba/Web_spf/NA7P2PRD025/common/ledetail/PSA0172

06/02/26 - 06/03/26 - 9:00 AM - 5:00 PM - EasternTime

07/15/26 - 07/16/26 - 9:00 AM - 5:00 PM - Pacific Time

10/05/26 - 10/06/26 - 9:00 AM - 5:00 PM - Central Time

Computer-Aided Dispatch Set-up and Management

https://learningcenter.motorolasolutions.com/Saba/Web_spf/NA7P2PRD025/common/ledetail/PSA0170

06/23/26 - 06/24/26 - 9:00 AM - 5:00 PM - Pacific Time

08/17/26 - 08/18/26 - 9:00 AM - 5:00 PM - Eastern Time

11/04/26 - 11/05/26 - 9:00 AM - 5:00 PM - Central Time

Corrections Administration Set-up and Management

https://learningcenter.motorolasolutions.com/Saba/Web_spf/NA7P2PRD025/common/ledetail/PSA0157

06/30/26 - 07/01/26 - 9:00 AM - 5:00 PM - Pacific Time

10/26/26 - 10/27/26 - 9:00 AM - 5:00 PM - EasternTime

<END OF DOCUMENT>