

Versaterm Users Conference

September 28 - October 1, 2026
Ottawa, ON

Detailed Agenda

Legend

(R) = Repeat Session (BYOD) = Bring Your Own Device (AMA) = Ask Me Anything	Records Management	Community Engagement	Field Response & Reporting	Dispatch/Call Handling
Mobile	Health & Wellness	Investigations & Analysis	General Interest	Drone Programs

Sunday, September 27

3:00 PM-6:00 PM	Attendee Onsite Check-in	
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Monday, September 28

2:00 PM-8:00 PM	Attendee Onsite Check-in	
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7:00 PM-10:00 PM	Welcome Reception	
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Description:	Join us at our Welcome Reception to enjoy light appetizers & refreshments with fellow attendees and Versaterm staff, it's a great opportunity to begin building connections before the conference gets underway.
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Tuesday, September 29

7:30 AM-8:30 AM	Breakfast	
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7:30 AM-4:30 PM	Delegate Services Desk	
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8:30 AM-10:30 AM	Welcome, Opening Ceremonies & Plenary Presentations	
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10:30 AM-11:00 AM	Break & Move to Session Rooms	
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11:00 AM-12:00 PM	CAD Roadmap: A Look Ahead with the Versaterm Product Team	1A.01
Description:	This workshop offers a unique opportunity to hear directly from the Versaterm product team as they present the upcoming feature roadmap for Versaterm CAD. Gain insight into planned enhancements, future development priorities and the direction of the platform. Attendees will also have the chance to ask questions and provide input, helping to align product evolution with real-world agency needs.	
Session Type: <i>Information Session</i>	Stream: <i>Dispatch/Call Handling</i>	

11:00 AM-12:00 PM	What's New in US RMS & MRE: Feature Highlights and Operational Enhancements	1A.02
Description:	Explore the latest advancements in US RMS in this informative session. We'll highlight new features, functionality updates and performance improvements designed to streamline workflows and support your agency's evolving needs. Stay current and learn how to get the most out of your US RMS system.	
Session Type: <i>Information Session</i>	Stream: <i>Records Management</i>	

11:00 AM-12:00 PM	What's New in CDN vRMS: Latest Advancements and Enhancements	1A.03
Description:	Explore the most recent advancements in CDN RMS during this informative session. We'll highlight new features, functionality improvements and performance enhancements designed to streamline workflows and support your agency's evolving needs. Stay up to date and learn how to make the most of the latest CDN RMS capabilities.	
Session Type: <i>Information Session</i>	Stream: <i>Records Management</i>	

11:00 AM-12:00 PM	What's New and What's Coming for MDT/vMobile: Latest Enhancements and a Look Ahead	1A.04
Description:	<p>Explore the latest advancements in MDT and vMobile in this informative session. We'll highlight new features and enhancements designed to improve usability and overall performance, and show how to get the most out of current mobile capabilities.</p> <p>We'll also look ahead at planned MDT and vMobile updates, including upcoming features and improvements. You'll gain insight into how these changes may impact your workflow and have an opportunity to share feedback to help shape the future of our mobile products.</p>	
Session Type: <i>Information Session</i>	Stream: <i>Mobile</i>	

11:00 AM-12:00 PM	Versaterm Forensics: Innovation in Action – Product Feature Showcase	1A.05
Description:	Join the Versaterm Forensics team for an exclusive showcase of the latest features, enhancements, and bug fixes across our Forensic Product Line. See firsthand the tools, updates, and improvements that make the current versions of LIMS-plus, Portal, CIMS and LIMS-plus DNA more powerful and efficient for your lab operations.	
Session Type: Information Session	Stream: Investigations & Analysis	

11:00 AM-12:00 PM	Use Cases in Action: Real-Time Response	1A.06
Description:	Explore how agencies are using DroneSense in real-world scenarios. From disaster response to patrol support and tactical operations, this session highlights practical applications and how tools like OpsHub enable real-time coordination - including working alongside crewed aviation during active incidents.	
Session Type: Information Session	Stream: Drone Programs	

11:00 AM-12:00 PM	The Program Manager's Playbook: DroneSense Administration for US & Canadian Agencies	1A.07
Description:	Built for the public safety administrator responsible for making a DroneSense program work, not just fly. This 12-hour course covers org configuration, regulatory compliance across US and Canadian frameworks, hardware and personnel management, and the platform depth experienced users have been asking for. Whether you're standing up a new program or auditing an existing one, you'll leave with a personalized action plan and the administrative foundation to back it up.	
Session Type: Information Session	Stream: Drone Programs	

12:00 PM-1:00 PM	Lunch	
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1:00 PM-2:00 PM	Exploring CAD 8: New User Interface & Features	1B.01
Description:	Get an exclusive look at the new User Interface and features of Versaterm CAD 8 in this interactive session. We'll walk through the latest enhancements, discuss how they improve usability and efficiency and explore key updates that impact daily operations. Join us in this discussion to see what's new and share insights on how these changes can optimize your workflow.	
Session Type: Information Session	Stream: Dispatch/Call Handling	

1:00 PM-2:00 PM	US vRMS Roadmap: A Look Ahead with the Versaterm Product Team	1B.02
Description:	This workshop offers a unique opportunity to hear directly from the Versaterm product team as they present the upcoming feature roadmap for US RMS. Gain insight into planned enhancements, future development priorities, and the direction of the platform. Attendees will also have the chance to ask questions and provide input, helping to align product evolution with real-world agency needs.	
Session Type: Information Session	Stream: Records Management	

1:00 PM-2:00 PM	MDT: Mastering the Essentials Part 1 (2 hour Class)	1B.03
Description:	<p>This MDT Designer course helps users build skills from beginner to builder. Training and demonstrations will include both Fire and Police MDTs. The first hour focuses on core skills needed to add, modify, and deploy your agency's MDT. In the second hour, topics expand based on attendee needs and time, including specific configurations, deeper work in the MDT Map Controller, and more.</p> <p>Versaterm will provide 20 workstations for this session. Additional seating is available for those who prefer a hands-off experience or who bring their own device and connect to their network. Please note that class time will not be used to troubleshoot connectivity issues on personal devices.</p>	
Session Type: Hands-On Training	Stream: Mobile	

1:00 PM-2:00 PM	CDN RMS Roadmap: A Look Ahead with the Versaterm Product Team	1B.04
Description:	This workshop offers a unique opportunity to hear directly from the Versaterm product team as they present the upcoming feature roadmap for CDN RMS. Gain insight into planned enhancements, future development priorities, and the direction of the platform. Attendees will also have the chance to ask questions and provide input, helping to align product evolution with real-world agency needs.	
Session Type: Information Session	Stream: Records Management	

1:00 PM-2:00 PM	Versaterm Forensics: Cataloging Crime Scenes in LIMS-plus	1B.05
Description:	Crime Scene Response is one of the most challenging disciplines in the forensic lab to transition to a paperless environment. Learn from our former Crime Scene Response implementation staff, who understand the complexities of building an optimized electronic workflow for even the most demanding scenes. This workshop demonstrates how to convert traditional paper forms - such as crime scene diagrams, latent print processing notes, and photography logs - into real-time, customized digital entry models within LIMS-plus.	
Session Type: Information Session	Stream: Investigations & Analysis	

1:00 PM-2:00 PM	DS Remote (DFR): From Concept to Operations	1B.06
Description:	What does it take to launch a Drone as First Responder program? This session breaks down the operational, technical, and organizational components required to move from concept to live deployment. Topics include staffing, infrastructure, dispatch integration, and selecting the right hardware to support DFR workflows.	
Session Type: Information Session	Stream: Drone Programs	

1:00 PM-2:00 PM	The Program Manager's Playbook: DroneSense Administration for US & Canadian Agencies (Continued)	1B.07
Description:	Built for the public safety administrator responsible for making a DroneSense program work, not just fly. This 12-hour course covers org configuration, regulatory compliance across US and Canadian frameworks, hardware and personnel management, and the platform depth experienced users have been asking for. Whether you're standing up a new program or auditing an existing one, you'll leave with a personalized action plan and the administrative foundation to back it up.	
Session Type: Information Session	Stream: Drone Programs	

2:00 PM-2:10 PM	Change Session Rooms	
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2:10 PM-3:10 PM	Map Configuration & GIS Workshop: Tips, Tools and Transitions	1C.01
Description:	Coming Soon.	
Session Type: Classroom Training	Stream: Dispatch/Call Handling	

2:10 PM-3:10 PM	US vRMS Auto-Transcription Improvements: Increasing Efficiency Through Better Entity Management	1C.02
Description:	2026 Entity Update Patch unlocked features to enhance US RMS auto-transcription making name management much easier. Selecting the proper level and features to increase efficiency allowing personnel to focus on other aspects of police record administration	
Session Type: Information Session	Stream: Records Management	

2:10 PM-3:10 PM	MDT: Mastering the Essentials Part 2 (2-hour Class)	1C.03
Description:	<p>This MDT Designer course helps users build skills from beginner to builder. Training and demonstrations will include both Fire and Police MDTs. The first hour focuses on core skills needed to add, modify, and deploy your agency's MDT. In the second hour, topics expand based on attendee needs and time, including specific configurations, deeper work in the MDT Map Controller, and more.</p> <p>Versaterm will provide 20 workstations for this session. Additional seating is available for those who prefer a hands-off experience or who bring their own device and connect to their network. Please note that class time will not be used to troubleshoot connectivity issues on personal devices.</p>	
Session Type: <i>Hands-On Training</i>	Stream: <i>Mobile</i>	

2:10 PM-3:10 PM	Supporting First Responder Wellness with Mindbase	1C.04
Description:	<p>This session will provide an introduction to Mindbase and how agencies can use the platform to support employee wellness, peer support programs, and proactive check-ins. We will walk through key functionality, discuss how Mindbase helps identify opportunities for support, and share how agencies can use the platform to better care for their personnel while maintaining privacy and trust.</p>	
Session Type: <i>Information Session</i>	Stream: <i>Health & Wellness</i>	

2:10 PM-3:10 PM	Versaterm Forensics: Operational Excellence through Advanced Reporting	1C.05
Description:	<p>This course focuses on advanced SAP Crystal Reports techniques and data analysis to help forensic laboratories drive operational decisions and monitor daily activities. Our Crystal Reports experts will showcase practical reports designed to support lab management, such as turnaround times, backlog tracking, case imports and Portal monitoring, incomplete cases, missing data points, and more. Attendees will also receive take-home copies of the reports demonstrated during the session.</p>	
Session Type: <i>Information Session</i>	Stream: <i>Investigations & Analysis</i>	

2:10 PM-3:10 PM	Versaterm DroneSense Platform Overview: Airbase, Pilot, OpsHub, DS Remote	1C.06
Description:	<p>Get a comprehensive look at the DroneSense platform and how each component supports your program from planning to response. Learn how Airbase, Pilot, OpsHub, and DS Remote work together to enable safe, efficient, and scalable drone operations, with insights into integrations across video, airspace, and public safety systems.</p>	
Session Type: <i>Information Session</i>	Stream: <i>Drone Programs</i>	

2:10 PM-3:10 PM	The Program Manager's Playbook: DroneSense Administration for US & Canadian Agencies (Continued)	1C.07
Description:	Built for the public safety administrator responsible for making a DroneSense program work, not just fly. This 12-hour course covers org configuration, regulatory compliance across US and Canadian frameworks, hardware and personnel management, and the platform depth experienced users have been asking for. Whether you're standing up a new program or auditing an existing one, you'll leave with a personalized action plan and the administrative foundation to back it up.	
Session Type: <i>Information Session</i>	Stream: <i>Drone Programs</i>	

3:10 PM-3:30 PM	Break	
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3:30 PM-4:30 PM	Fire & EMS Roundtable: Addressing Operational Challenges in vCAD & Mobile	1D.01
Description:	This focused roundtable brings together fire and EMS representatives to share challenges, compare approaches, and explore solutions within the vCAD and mobile environment. The discussion will focus on how agencies are adapting to changing community demands. Attendees are encouraged to come prepared with topics or specific issues to discuss and contribute to a practical, solutions-oriented conversation.	
Session Type: <i>Roundtable</i>	Stream: <i>Dispatch/Call Handling</i>	

3:30 PM-4:30 PM	US & CDN vRMS and MRE Wordforms	1D.02
Description:	Agencies often have unique requirements when completing reports, including documentation that falls outside of Versaterm products. This workshop will show how to use Microsoft Word to create custom documents prefilled with Versaterm RMS and MRE data, which can then be attached to an occurrence.	
Session Type: <i>Information Session</i>	Stream: <i>Records Management</i>	

3:30 PM-4:30 PM	MDT: (AMA) Ask Me Anything & (BYOD) Bring Your Own Device	1D.03
Description:	Tell us what you want to accomplish with the MDT Designer application, and our Partner Success team will guide you through it. This session focuses on the MDT functionality available today to support your operational needs. It's designed for users who bring their own device and connect to their own environment, as well as those who prefer to observe. Workstations will not be provided.	
Session Type: <i>Open Discussion/BYOD</i>	Stream: <i>Mobile</i>	

3:30 PM-4:30 PM	Building and Sustaining Impactful Peer Support Programs	1D.04
Description:	Coming Soon.	
Session Type: <i>Information Session</i>	Stream: <i>Health & Wellness</i>	

3:30 PM-4:30 PM	Versaterm Forensics: Customer Resource Power-Hour	1D.05
Description:	Discover the full range of Versaterm Forensics Customer Resources in this session. Learn how to engage with your Customer Success Manager, navigate the new Zendesk platform, utilize the new features of Versaterm Academy and gain insight into Bulk Support Hours to support workflow expansion. We'll also review best practices and key considerations for refreshing your test environment with production data to maintain validation-ready environments.	
Session Type: <i>Information Session</i>	Stream: <i>Investigations & Analysis</i>	

3:30 PM-4:30 PM	Versaterm DroneSense: The Connected Public Safety Platform	1D.06
Description:	Discover how DroneSense and Versaterm come together to create a unified, real-time public safety platform. This session will explore DS + VCAD integration and how drone data flows seamlessly into dispatch, response and command workflows enhancing situational awareness and decision-making across agencies.	
Session Type: <i>Information Session</i>	Stream: <i>Drone Programs</i>	

3:30 PM-4:30 PM	The Program Manager's Playbook: DroneSense Administration for US & Canadian Agencies (Continued)	1D.07
Description:	Built for the public safety administrator responsible for making a DroneSense program work, not just fly. This 12-hour course covers org configuration, regulatory compliance across US and Canadian frameworks, hardware and personnel management, and the platform depth experienced users have been asking for. Whether you're standing up a new program or auditing an existing one, you'll leave with a personalized action plan and the administrative foundation to back it up.	
Session Type: <i>Information Session</i>	Stream: <i>Drone Programs</i>	

4:30 PM-5:30 PM	Free Time	
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5:30 PM-11:00 PM	Technology & Services Showcase followed by Evening Social	
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Wednesday, September 30

7:30 AM-8:30 AM	Breakfast	
7:30 AM-4:30 PM	Delegate Services Desk	
8:30 AM-10:00 AM	Plenary Presentations	
10:00 AM-10:20 AM	Break & Move to Session Rooms	
10:20 AM-11:20 AM	CAD Tips and Tricks: Boost Your Skills and Efficiency	2A.01
Description:	Whether you're new to Versaterm CAD or a seasoned user looking to sharpen your skills, this workshop offers practical tips, expert guidance and hidden features to help you make the most of the system. From mastering the basics to exploring advanced capabilities, you'll leave with valuable insights to enhance your workflow and confidence using Versaterm CAD.	
Session Type: <i>Classroom Training</i>	Stream: <i>Dispatch/Call Handling</i>	
10:20 AM-11:20 AM	NIBRS Refresher: Improving Accuracy, Compliance, and Data Quality	2A.02
Description:	This session provides a practical refresher on NIBRS reporting with a focus on common challenges and recent FBI updates. We will review key data elements, reporting rules and frequent errors that impact data quality and compliance. Attendees will also learn about the latest FBI guidance, changes and what they mean for your agency's reporting processes. This workshop is designed to help both new and experienced users strengthen accuracy, improve consistency and stay aligned with current NIBRS standards.	
Session Type: <i>Information Session</i>	Stream: <i>Records Management</i>	

10:20 AM-11:20 AM	Moving Canadian vCAD & vRMS to the Cloud: What Agencies Need to Know	2A.03
Description:	Join us for an interactive discussion on cloud migration options for Canadian vCAD and vRMS environments. With cloud migration services now available in Canada, this session will cover what agencies can expect during the transition process, key planning considerations, security and operational impacts, lessons learned, and common questions surrounding cloud deployments. The workshop will include an open Q&A session designed to help agencies better understand timelines, requirements, and best practices for a successful migration.	
Session Type: Information Session	Stream: General Interest	

10:20 AM-11:20 AM	Unlocking the Core Skills of MCA Part 1 (2 hour class)	2A.04
Description:	This MDT Designer course helps users build skills from beginner to builder. Training and demonstrations will include both Fire and Police MDTs. With focuses on core skills needed to add, modify, and deploy your agency's MDT. Followed by topics expanded based on attendee needs and time, including specific configurations, deeper work in the MDT Map Controller and more.	
Session Type: Hands-On Training	Stream: Mobile	

10:20 AM-11:20 AM	Versaterm Forensics: Paperless Latent Print Processes in LIMS-plus	2A.05
Description:	Learn how to leverage advanced Custom Forms (DUIs), dynamic grids, SQL queries, notifications and standardized Crystal Reports to streamline your lab's Latent Print Processing, Analysis, Comparison and AFIS Workflows. From deciding whether to itemize individual lifts to capturing sequential chemical processing results, this workshop focuses on rapid, accurate, and real-time data entry - helping you build a more effective and fully optimized latent print workflow within LIMS-plus.	
Session Type: Information Session	Stream: Investigations & Analysis	

10:20 AM-11:20 AM	Zendesk: Improving the User Experience through Unified Support and Help Desk	2A.06
Description:	This class introduces Zendesk, our new support platform for submitting and managing your support requests. You'll learn how to create tickets, track their status and communicate with our team so you can optimize workflows, improve response times and get faster resolutions. We will also cover upcoming capability initiatives and feature enhancements within the support platform.	
Session Type: Information Session	Stream: General Interest	

10:20 AM-11:20 AM	The Program Manager's Playbook: DroneSense Administration for US & Canadian Agencies (Continued)	2A.07
Description:	Built for the public safety administrator responsible for making a DroneSense program work, not just fly. This 12-hour course covers org configuration, regulatory compliance across US and Canadian frameworks, hardware and personnel management, and the platform depth experienced users have been asking for. Whether you're standing up a new program or auditing an existing one, you'll leave with a personalized action plan and the administrative foundation to back it up.	
Session Type: Information Session	Stream: Drone Programs	

11:20 AM-11:30 AM	Change Session Rooms	
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11:30 AM-12:30 PM	From Information to Intelligence: Introducing OpsIntel for Criminal Intelligence	2B.01
Description:	Discover how OpsIntel for Criminal Intelligence helps agencies transform information into actionable intelligence. Explore capabilities designed to support intelligence submissions, dissemination tracking, retention management, auditability, and secure collaboration across investigative teams while safeguarding privacy and data integrity.	
Session Type: Information Session	Stream: Field Response & Reporting	

11:30 AM-12:30 PM	Using vRMS for Clery Act Compliance: Accurate Reporting Starts Here	2B.02
Description:	This workshop provides a hands-on overview of how to use vRMS to support accurate, consistent, and compliant Clery Act reporting. Designed for campus public safety, records teams, and administrators, the session focuses on configuring and using Versaterm RMS as a reliable source of truth for Clery data. Participants will learn how to align RMS workflows with Clery requirements, including proper incident classification, data capture, and reporting processes.	
Session Type: Information Session	Stream: Records Management	

11:30 AM-12:30 PM	Hands On Training - Advanced vCAD Configurations: Unlocking Powerful Features	2B.03
Description:	Join us for an interactive deep dive into advanced Versaterm CAD configurations that improve functionality and efficiency. This session will cover features such as hyperlinks in itineraries, custom fields, triage protocols, custom paging formats, macros, and more. You'll learn how to use these tools to streamline workflows, optimize system performance, and get more out of your CAD environment.	
Session Type: Hands-On Training	Stream: Dispatch/Call Handling	

11:30 AM-12:30 PM	Unlocking the Core Skills of MCA Part 2 (2 hour class)	2B.04
Description:	This MDT Designer course helps users build skills from beginner to builder. Training and demonstrations will include both Fire and Police MDTs. With focuses on core skills needed to add, modify, and deploy your agency's MDT. Followed by topics expanded based on attendee needs and time, including specific configurations, deeper work in the MDT Map Controller and more.	
Session Type: <i>Hands-On Training</i>	Stream: <i>Mobile</i>	

11:30 AM-12:30 PM	Customer Showcase	2B.05
Description:	Coming Soon.	
Session Type: <i>Information Session</i>	Stream: <i>Investigations & Analysis</i>	

11:30 AM-12:30 PM	DS Remote (DFR): From Concept to Operations	2B.06
Description:	What does it take to launch a Drone as First Responder program? This session breaks down the operational, technical, and organizational components required to move from concept to live deployment. Topics include staffing, infrastructure, dispatch integration, and selecting the right hardware to support DFR workflows.	
Session Type: <i>Information Session</i>	Stream: <i>Drone Programs</i>	

11:30 AM-12:30 PM	The Program Manager's Playbook: DroneSense Administration for US & Canadian Agencies (Continued)	2B.07
Description:	Built for the public safety administrator responsible for making a DroneSense program work, not just fly. This 12-hour course covers org configuration, regulatory compliance across US and Canadian frameworks, hardware and personnel management, and the platform depth experienced users have been asking for. Whether you're standing up a new program or auditing an existing one, you'll leave with a personalized action plan and the administrative foundation to back it up.	
Session Type: <i>Information Session</i>	Stream: <i>Drone Programs</i>	

12:30 PM-1:30 PM	Lunch	
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1:30 PM-2:30 PM	From Call to Response: Optimizing Fire & EMS with CAD	2C.01
Description:	In this Fire and EMS-focused session, Versaterm will showcase key CAD capabilities built to support fire and EMS operations. We'll walk through recent updates to fire recommendation screens, call triage and other features designed to improve response efficiency and situational awareness. Join us to see how these tools can better support your teams in the field.	
Session Type: <i>Classroom Training</i>	Stream: <i>Dispatch/Call Handling</i>	

1:30 PM-2:30 PM	Getting Property Right: Managing NCIC Values and Article Types	2C.02
Description:	This session looks at the steps necessary to update general NCIC Values and pays special attention to the process and benefits of updating your NCIC Article_Type Descriptions that are used for proper item selection when using the SEARCH feature when adding Property to a Property Report. "	
Session Type: <i>Information Session</i>	Stream: <i>Records Management</i>	

1:30 PM-2:30 PM	CCJS Reporting Updates	2C.03
Description:	This workshop provides an overview of changes to reporting requirements from Canadian Centre for Justice Statistics (CCJS).	
Session Type: <i>Information Session</i>	Stream: <i>Records Management</i>	

1:30 PM-2:30 PM	MCA: (AMA) Ask Me Anything & (BYOD) Bring Your Own Device	2C.04
Description:	Tell us what you want to accomplish with MCA, and our Partner Success team will guide you through it. This session focuses on the MRE functionality available today to support your operational needs. It's designed for users who bring their own device and connect to their own environment, as well as those who prefer to observe. Workstations will not be provided.	
Session Type: <i>Open Discussion/BYOD</i>	Stream: <i>Mobile</i>	

1:30 PM-2:30 PM	Versaterm Forensics: LIMS-plus v3 Breakout	2C.05-V3
Description:	This workshop will dive deep into specific topics and practical applications of LIMS-plus v3.8.	
Session Type: <i>Classroom Training</i>	Stream: <i>Investigations & Analysis</i>	

1:30 PM-2:30 PM	Versaterm Forensics: LIMS-plus v5 Breakout	2C.05-V5
Description:	This workshop will dive deep into specific topics and practical applications of LIMS-plus v5.	
Session Type: <i>Classroom Training</i>	Stream: <i>Investigations & Analysis</i>	

1:30 PM-2:30 PM	DEMS: Digital Evidence Management System	2C.06
Description:	This one-hour introductory session provides an overview of the Digital Evidence Management System (DEMS) and its role in streamlining how digital evidence is captured, stored, and accessed. Participants will be introduced to the core features of the platform, including how to upload and organize evidence, maintain chain of custody, and retrieve files securely. By the end of this session, attendees will have a foundational understanding of this software solution.	
Session Type: <i>Information Session</i>	Stream: <i>Field Response & Reporting</i>	

1:30 PM-2:30 PM	The Program Manager's Playbook: DroneSense Administration for US & Canadian Agencies (Continued)	2C.07
Description:	Built for the public safety administrator responsible for making a DroneSense program work, not just fly. This 12-hour course covers org configuration, regulatory compliance across US and Canadian frameworks, hardware and personnel management, and the platform depth experienced users have been asking for. Whether you're standing up a new program or auditing an existing one, you'll leave with a personalized action plan and the administrative foundation to back it up.	
Session Type: <i>Information Session</i>	Stream: <i>Drone Programs</i>	

2:30 PM-3:00 PM	Break	
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3:00 PM-4:00 PM	Enhanced Fire recommendation Logic explained	2D.01
Description:	This class focuses on the logic behind fire recommendations. It covers how rules operate between station order and AVRR, how to build modifiers efficiently using left-to-right order or closest unit, and when to use capabilities versus unit types. We'll also walk through how penalties work within the proper hierarchy to ensure units are selected correctly, and how to apply them within the CAD system. The goal of the course is to help you understand how these rules work together to build accurate and effective recommendations.	
Session Type: <i>Information Session</i>	Stream: <i>Dispatch/Call Handling</i>	

3:00 PM-4:00 PM	AI for RMS/MRE StyleSheets	2D.02
Description:	This session would be a one-hour discussion on the process to provide needed samples and appropriate prompts to create style sheets for your printing needs. This discussion will also include a review of best-practices when making the decision to use StyleSheets or WordForms for your needed business processes.	
Session Type: Information Session	Stream: Records Management	

3:00 PM-4:00 PM	The Connected Officer: How Body Cameras Elevate School Safety and Modern Policing	2D.03
Description:	This session focuses on the operational advantages of equipping officers with body-worn cameras during school-related calls, patrols, and special assignments. It demonstrates how video evidence improves situational awareness, supports de-escalation, and provides clarity during high-stress incidents. Attendees will see how using Visual Labs body cameras helps create a complete, real-time operational picture that enhances decision-making and strengthens partnerships with school administrators and the community.	
Session Type: Information Session	Stream: Field Response & Reporting	

3:00 PM-4:00 PM	People First: How Public Safety Agencies are Using CommunityConnect to Change the Conversation	2D.04
Description:	In an era of rising community expectations, public safety agencies must find new ways to keep residents informed, heard, and confident in the services they receive. This session explores how CommunityConnect enables agencies to automatically send personalized text messages, emails, and mobile-friendly surveys to crime victims, reporting parties, and other community members — triggered directly by CAD and RMS data. Hear firsthand from live Versaterm partner on how they've leveraged the platform to strengthen community relationships and drive measurable improvements in public trust.	
Session Type: Information Session	Stream: Community Engagement	

3:00 PM-4:00 PM	Versaterm Forensics: LIMS-plus v3 Breakout (Continued)	2D.05-V3
Description:	This workshop will dive deep into specific topics and practical applications of LIMS-plus v3.8.	
Session Type: Classroom Training	Stream: Investigations & Analysis	

3:00 PM-4:00 PM	Versaterm Forensics: LIMS-plus v5 Breakout (Continued)	2D.05-V5
Description:	This workshop will dive deep into specific topics and practical applications of LIMS-plus v5.	
Session Type: <i>Classroom Training</i>	Stream: <i>Investigations & Analysis</i>	

3:00 PM-4:00 PM	Smarter by Design: Using AI and Peer Support to Build a Wellness-Forward Communications Center	2D.06
Description:	Public safety call centers are under increasing pressure from rising non-emergency call volumes and persistent staffing shortages and AI is emerging as a critical force multiplier. CallTriage uses conversational AI to triage non-emergency calls, categorize and route requests to the right resource without using staff's time, and provide immediate service to community members who reach out for support. This session will examine real-world deployment outcomes, lessons learned from early adopters, and how agencies can responsibly integrate AI assistants to improve both operational efficiency and community experience.	
Session Type: <i>Information Session</i>	Stream: <i>Health & Wellness/Community Engagement</i>	

3:00 PM-4:00 PM	The Program Manager's Playbook: DroneSense Administration for US & Canadian Agencies (Continued)	2D.07
Description:	Built for the public safety administrator responsible for making a DroneSense program work, not just fly. This 12-hour course covers org configuration, regulatory compliance across US and Canadian frameworks, hardware and personnel management, and the platform depth experienced users have been asking for. Whether you're standing up a new program or auditing an existing one, you'll leave with a personalized action plan and the administrative foundation to back it up.	
Session Type: <i>Information Session</i>	Stream: <i>Drone Programs</i>	

4:00 PM-8:30 PM	Free Time/Explore the City on your own	
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8:30 PM-11:00 PM	Offsite Evening Social	
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Thursday, October 1

7:30 AM-8:30 AM	Breakfast	
7:30 AM-1:00 PM	Delegate Services Desk	
8:30 AM-9:15 AM	Plenary Presentations	
9:15 AM-9:30 AM	Break & Move to Session Rooms	
9:30 AM-10:30 AM	Navigating Support with Confidence: vCAD/vRMS Support Explained	3A.01
Description:	Many agencies have questions about what Versaterm support includes and how to access help when it matters most. This session explains standard, close, and after-hours support in clear, practical terms. We'll set expectations, walk through common response scenarios, and help you understand how to get the right support at the right time.	
Session Type:	<i>Information Session</i>	Stream: <i>General Interest</i>
9:30 AM-10:30 AM	Maximizing Property System Enhancements & Automated Disposal in US vRMS	3A.02
Description:	Agencies are faced with 2 choices when it comes to long term property storage... continue to build new storage facilities, or dispose of the property that you can safely dispose of. This session will present options within the RMS to effectively identify, authorize and dispose of that property.	
Session Type:	<i>Information Session</i>	Stream: <i>Records Management</i>
9:30 AM-10:30 AM	eJust Electronic Charge Submission and Court Disclosure Overview – Current and Future Integration with Criminal eIntake and SCOPE Crown Case Management System	3A.03
Description:	This workshop will include a walkthrough of current initiatives in the eJust-CMS as well as a look at anticipated development related to integration with our Criminal eIntake and SCOPE partners. We will cover electronic swearing of Court Informations and Subpoenas, redaction of disclosure and electronic submission of disclosure to the Prosecution. This workshop will be of specific interest to our Ontario user agencies. However, users from other provinces may find this of interest as it relates to possibilities for the future.	
Session Type:	<i>Information Session</i>	Stream:

	Records Management
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9:30 AM-10:30 AM	MRE Report Types and RTHelp Files	3A.04
Description:	Agencies have the ability to build out customized report types for different crimes in the MCA which can either hide fields or contain custom fields for that report type. The RTHelp files can also be configured to give very specific instructions on what to cover in those reports. Only very minimal web page skills are needed and can be explained.	
Session Type: Information Session	Stream: Mobile	

9:30 AM-10:30 AM	Versaterm Forensics: Achieving Accreditation with the help of LIMS-plus	3A.05
Description:	Join us for an informative session on ways to meet common ISO/IEC 17025 and 17020 accreditation requirements through the use and configuration of LIMS-plus. Learn how to effectively document and track changes during Administrative and Technical Reviews, support auditing processes, and manage amended reports within a digital environment. Led by the Versaterm Forensics team who have worked within and implemented accredited laboratories - this session draws on real-world expertise and proven approaches that have helped hundreds of organizations achieve and maintain their accreditation goals.	
Session Type: Information Session	Stream: Investigations & Analysis	

9:30 AM-10:30 AM	Scaling a Drone Program & Multi-Agency Collaboration	3A.06
Description:	Hear from agencies that have expanded their programs and are working across jurisdictions. This panel will explore how teams scale operations, collaborate regionally, and integrate drones into broader public safety systems - sharing lessons learned and strategies for success.	
Session Type: Information Session	Stream: Drone Programs	

9:30 AM-10:30 AM	The Program Manager's Playbook: DroneSense Administration for US & Canadian Agencies (Continued)	3A.07
Description:	Built for the public safety administrator responsible for making a DroneSense program work, not just fly. This 12-hour course covers org configuration, regulatory compliance across US and Canadian frameworks, hardware and personnel management, and the platform depth experienced users have been asking for. Whether you're standing up a new program or auditing an existing one, you'll leave with a personalized action plan and the administrative foundation to back it up.	
Session Type: Information Session	Stream: Drone Programs	

10:30 AM-11:00 AM	Break & Change Session Rooms	
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11:00 AM-12:00 PM	vCAD User Feedback Forum: Collaborative Discussion & Insight Exchange	3B.01
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Description:	This interactive session is designed for Versaterm CAD users and features facilitated small group discussions that encourage open dialogue, collaboration and idea sharing. It offers a direct opportunity for users to share real-world challenges and provide feedback, while giving Versaterm staff deeper insight into partner needs and potential solution approaches. Your input will help guide future enhancements and ensure the platform continues to evolve in line with your operations.	
Session Type: <i>Feedback Session</i>	Stream: <i>Dispatch/Call Handling</i>	

11:00 AM-12:00 PM	Hands-On Training vRMS: Build Confidence and Master the Fundamentals	3B.02
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Description:	This hands-on workshop is designed to strengthen your knowledge and use of US RMS. Whether you're new and learning the basics or an experienced user looking to refine your skills, this session provides practical guidance, interactive exercises, and real-world tips. You'll leave with greater confidence and the tools to use RMS more effectively in your daily work.	
Session Type: <i>Hands-On Training</i>	Stream: <i>Records Management</i>	

11:00 AM-12:00 PM	MDT User Feedback Forum: Collaborative Discussion & Insight Exchange	3B.03
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Description:	This interactive session is designed for Versaterm MDT users and features facilitated small group discussions that encourage open dialogue, collaboration and idea sharing. It gives users a chance to share real-world challenges and feedback, while helping Versaterm staff better understand partner needs and potential solution paths. Your input will help guide future enhancements and ensure MDT continues to evolve with your operations.	
Session Type: <i>Feedback Session</i>	Stream: <i>Mobile</i>	

11:00 AM-12:00 PM	Smarter by Design: Using AI and Peer Support to Build a Wellness-Forward Communications Center (REPEAT)	3B.04
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Description:	Public safety call centers are under increasing pressure from rising non-emergency call volumes and persistent staffing shortages and AI is emerging as a critical force multiplier. CallTriage uses conversational AI to triage non-emergency calls, categorize and route requests to the right resource without using staff's time, and provide immediate service to community members who reach out for support. This session will examine real-world deployment outcomes, lessons learned from early adopters, and how agencies can responsibly integrate AI assistants to improve both operational efficiency and community experience.	
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Session Type: Information Session	Stream: Health & Wellness/Community Engagement
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11:00 AM-12:00 PM	Versaterm Forensics: Firearms Analysis Frameworking in LIMS-plus	3B.05
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Description:	<p>This workshop explores the design, development, and implementation of a fully paperless Firearms Analysis workflow within LIMS-plus. Using customized forms (DUIs) and supporting reports, attendees will learn how to enhance or redesign their laboratory's existing firearms workflow by leveraging proven features utilized by accredited organizations.</p> <p>Key focus areas include efficient data entry models for Firearms Analysis and Comparison, management of NIBIN notifications and hits, Serial Number Restoration processes, Test Fire documentation, and additional best practices to streamline operations and improve overall workflow performance.</p>
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Session Type: Information Session	Stream: Investigations & Analysis
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11:00 AM-12:00 PM	Versaterm DroneSense Platform Overview: Airbase, Pilot, OpsHub, DS Remote (REPEAT)	3B.06
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Description:	<p>Get a comprehensive look at the DroneSense platform and how each component supports your program from planning to response. Learn how Airbase, Pilot, OpsHub, and DS Remote work together to enable safe, efficient, and scalable drone operations, with insights into integrations across video, airspace, and public safety systems.</p>
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Session Type: Information Session	Stream: Drone Programs
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11:00 AM-12:00 PM	The Program Manager's Playbook: DroneSense Administration for US & Canadian Agencies (Continued)	3B.07
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Description:	<p>Built for the public safety administrator responsible for making a DroneSense program work, not just fly. This 12-hour course covers org configuration, regulatory compliance across US and Canadian frameworks, hardware and personnel management, and the platform depth experienced users have been asking for. Whether you're standing up a new program or auditing an existing one, you'll leave with a personalized action plan and the administrative foundation to back it up.</p>
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Session Type: Information Session	Stream: Drone Programs
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12:00 PM-1:00 PM	Lunch	
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1:00 PM-2:00 PM	NG911 in Action: NRPS's End-to-End NG911 Implementation Journey	3C.01
Description:	Join the Niagara Regional Police Service (NRPS) as they present on NRPS's NG911 Implementation Project. With full end-to-end integration and support for EIDO conveyance, this was a Canadian first.	
Session Type: <i>Information Session</i>	Stream: <i>Dispatch/Call Handling</i>	

1:00 PM-2:00 PM	US vRMS Feedback Forum: Collaborative Discussion & Partner Insights	3C.02
Description:	This interactive session is designed for US RMS users and features a facilitated small group discussion to encourage open dialogue, idea sharing, and collaboration. It provides a valuable opportunity for Versaterm staff to hear directly from users—gaining a deeper understanding of real-world challenges and gathering feedback on potential solution elements. Your input will help shape future enhancements and ensure the US RMS continues to meet your evolving needs.	
Session Type: <i>Feedback Session</i>	Stream: <i>Records Management</i>	

1:00 PM-2:00 PM	CDN RMS User Feedback Forum: Collaborative Discussion & Insight Exchange	3C.03
Description:	This interactive session is designed for CDN RMS users and features a facilitated small group discussion to encourage open dialogue, idea sharing, and collaboration. It provides a valuable opportunity for Versaterm staff to hear directly from users—gaining a deeper understanding of real-world challenges and gathering feedback on potential solution elements. Your input will help shape future enhancements and ensure the CDN RMS continues to meet your evolving needs.	
Session Type: <i>Feedback Session</i>	Stream: <i>Records Management</i>	

1:00 PM-2:00 PM	Building Trust on Campus: Using Body-Worn Video to Strengthen School Relationships	3C.04
Description:	This talk emphasizes the human and community-impact side of body-camera adoption. It explores how transparent video documentation helps reduce conflict, supports student-officer interactions, and reassures parents and school leaders that safety is being handled with professionalism and accountability. The presentation connects these benefits directly to the agency's current technology stack, showing how body-camera footage integrates with Versaterm's many solutions to create a unified, trusted source of truth.	
Session Type: <i>Information Session</i>	Stream: <i>Field Response & Reporting</i>	

1:00 PM-2:00 PM	Versaterm Forensics: (AMA) Ask Me Anything	3C.05
Description:	<p>Have a specific forensic challenge, question, or casework consideration you'd like to explore? Curious as to how other labs perform certain functions? This interactive session is designed for forensic laboratory professionals to bring forward their own topics - ranging from evidence handling and documentation practices to validation, quality assurance, and workflow optimization.</p> <p>Attendees will collaborate with peers and subject matter experts in a discussion-driven environment focused on real-world forensic challenges. This flexible format encourages the exchange of best practices, lessons learned, and practical solutions to complex laboratory scenarios.</p>	
Session Type: Open Discussion	Stream: Investigations & Analysis	
1:00 PM-2:00 PM	Versaterm DroneSense Product R&D and What's Next	3C.06
Description:	<p>Get a look at what's ahead for DroneSense. This session will cover the product roadmap across Airbase, Pilot, OpsHub, and DS Remote, along with emerging innovations in automation, autonomy, and integrated public safety Platforms. Attendees will also have the opportunity to provide feedback and engage with the product team.</p>	
Session Type: Information Session	Stream: Drone Programs	
1:00 PM-2:00 PM	The Program Manager's Playbook: DroneSense Administration for US & Canadian Agencies (Continued)	3C.07
Description:	<p>Built for the public safety administrator responsible for making a DroneSense program work, not just fly. This 12-hour course covers org configuration, regulatory compliance across US and Canadian frameworks, hardware and personnel management, and the platform depth experienced users have been asking for. Whether you're standing up a new program or auditing an existing one, you'll leave with a personalized action plan and the administrative foundation to back it up.</p>	
Session Type: Information Session	Stream: Drone Programs	
2:00 PM-2:30 PM	Break	

2:30 PM-3:30 PM	What's New in CAD Call Triage: Exploring the Latest Enhancements and Workflow Improvements	3D.01
Description:	Join us for an interactive walkthrough of the latest enhancements to the CAD Triage application. This session will highlight new features introduced over the past year and demonstrate how they can improve efficiency, streamline workflows, and enhance call processing. Topics will include Anchor Points, Resume Functionality, the Additional Comment Box, Instruction-Based Routing, and other recent updates. Attendees will gain a practical understanding of these features, learn best practices for their use, and have an opportunity to ask questions and discuss real-world applications.	
Session Type: Information Session	Stream: Dispatch/Call Handling	

2:30 PM-3:30 PM	2026 Entity Schema Enhancement Update	3D.02
Description:	The 2026 Entity Schema Enhancement Update represents one of the most significant improvements to the Versaterm RMS platform in recent years. Drawing from more than 100 customer-submitted product suggestions, this update introduces enhancements designed to improve usability, streamline workflows, and provide greater flexibility for agencies. Join Versaterm for an in-depth review of the new Entity Schema enhancements. We will walk through the key changes, demonstrate new functionality, discuss the benefits to your agency, and answer questions about implementation and usage. Don't miss this opportunity to see how customer feedback has directly shaped the future of the platform.	
Session Type: Information Session	Stream: Records Management	

2:30 PM-3:30 PM	Coming Soon	3D.03
Description:	Coming Soon.	
Session Type: Information Session	Stream: General Interest	

2:30 PM-3:30 PM	Go Live and Grow: Maximizing CommunityConnect Adoption Across Your Agency	3D.04
Description:	A successful CommunityConnect implementation goes beyond technical setup — it requires deliberate change management, staff engagement, and a clear strategy for driving adoption from day one. CommunityConnect ensures the entire report-to-clearance process works for all parties, from patrol to investigators, leadership to community members, streamlining processes and fostering collaboration for efficient case resolution. This session will walk through proven implementation frameworks, common adoption pitfalls, and practical strategies for getting your team fully engaged with the platform so your agency can realize its full value quickly.	
Session Type: Information Session	Stream: Community Engagement	

2:30 PM-3:30 PM	Versaterm Forensics: (AMA) Ask Me Anything Continued	3D.05
Description:	<p>Have a specific forensic challenge, question, or casework consideration you'd like to explore? Curious as to how other labs perform certain functions? This interactive session is designed for forensic laboratory professionals to bring forward their own topics - ranging from evidence handling and documentation practices to validation, quality assurance, and workflow optimization.</p> <p>Attendees will collaborate with peers and subject matter experts in a discussion-driven environment focused on real-world forensic challenges. This flexible format encourages the exchange of best practices, lessons learned, and practical solutions to complex laboratory scenarios.</p>	
Session Type: <i>Open Discussion</i>	Stream: <i>Investigations & Analysis</i>	

2:30 PM-3:30 PM	From Dispatch to Classroom: Extending Your Versaterm platform solutions to Protect Schools	3D.06
Description:	<p>This presentation shows how agencies already using solutions from Versaterm's platform can seamlessly extend their existing ecosystem into school safety operations by adopting the Visual Labs body-camera solution. It highlights how real-time video, automated evidence workflows, and unified reporting strengthen response, reduce administrative burden, and create a safer environment for students and staff. The session emphasizes continuity: agencies don't need a separate system, they can simply unlock more value from the one they already trust.</p>	
Session Type: <i>Information Session</i>	Stream: <i>Field Response & Reporting</i>	

2:30 PM-3:30 PM	The Program Manager's Playbook: DroneSense Administration for US & Canadian Agencies (Continued)	3D.07
Description:	<p>Built for the public safety administrator responsible for making a DroneSense program work, not just fly. This 12-hour course covers org configuration, regulatory compliance across US and Canadian frameworks, hardware and personnel management, and the platform depth experienced users have been asking for. Whether you're standing up a new program or auditing an existing one, you'll leave with a personalized action plan and the administrative foundation to back it up.</p>	
Session Type: <i>Information Session</i>	Stream: <i>Drone Programs</i>	

3:30 PM-3:40 PM	Move to Ballroom	
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3:40 PM-4:00 PM	Closing Ceremonies	
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5:30 PM-11:00 PM	Client Appreciation Night	
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