

NEWSLETTER



Member & Chapter Services Committee

July 2019

APCO Institute Schedule and Upcoming APCO Institute Courses



The APCO Institute offers a variety of certification and CDE courses online and at agencies around the country. All are taught by the Institute's adjunct instructor corps, who bring a wealth of real-world experience to the classroom. See which [live courses](#) are coming to your area or view the upcoming [online course](#) listing. For more information, [contact](#) the Institute.

Manage Your Training Records Online

All your training information, all in one place, and accessible 24/7!

Register for courses, track your training and recertify online using [APCO's Training Central](#).

2019 Upcoming Webinars



APCO Webinars are presented as live events and then made available as recordings. Most webinars are one-hour and many offer CEUs. Unless otherwise indicated, APCO webinars are free to APCO members. Registration is required in order to provide your personalized access link.

MISSED A WEBINAR?

CHECK OUT THE AVAILABLE **Recorded Webinars** <https://www.apcointl.org/webinars>

APCO “Teammates in Action”

Teammates in Action

A recognition program for all public safety communication professionals.

To view those who have been recognized or nominate someone: [Teammates In Action](#)

In our profession, we often see examples of dedicated professionals going above and beyond the call of duty and the ProCHRT committee wants to recognize these teammates on a national level. This program allows anyone to nominate a teammate and tell us about how they went into action. Overlooked far too often are the heroic actions taken daily by telecommunicators. This program hopes to bring these to light and give everyone a chance to recognize these daily actions.

June 6, 2019 Recognition - #TeammatesInAction: Pam Crandall, Tamee Foldy, Hera Novak and Mike Sokup, Chippewa County (WI) Sheriff's Office

Calls involving children and young adults are hands down some of the toughest calls a telecommunicator has to handle. Regardless of being police, fire or EMS related, child related calls tax not only the call taker, but the dispatcher and everyone in the center. On November 3, 2018, four telecommunicators from the Chippewa County (WI) Sheriff's Office dealt with the unthinkable when a call of an accident involving several children came into the center. [Read more](#)

WANT TO LEARN HOW YOU CAN NOMINATE A TEAMMATE IN ACTION?

Teammates in Action will recognize a public safety communications center or answering point employee for:

- Providing exceptional customer service
- Performing above and beyond their normal realm of responsibilities
- Initiating a productivity, process, or quality improvement
- Having the desire to take a job well above completion to produce the best possible results
- Having a positive attitude toward workplace and all tasks assigned
- Or to highlight a specific event or call for service that the teammate did an excellent job with.

[Click here to complete a nomination form to recognize your Teammate in Action.](#)

Membership Information

Member Type	7/1/2018	7/1/2019
Associate	2817	2660
Full Member	4958	4627
Full Group Members	5975	6504
Online Group Members	16,385	18,796
Commercial	577	480
Commercial Group Members	167	213
Total Number of Members	30,879	33,280
Total Number of Group Agencies	1011	1103
Commercial Group	38	48

Commercial Members Corner

Partnering with APCO has its benefits.

APCO International's Corporate Partner Program increases corporate visibility and provides networking opportunities for companies in the public safety industry.

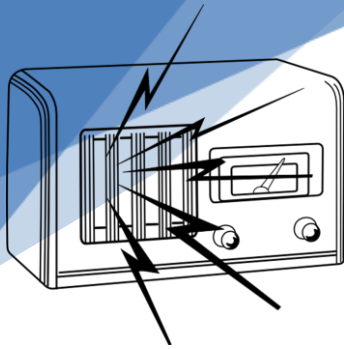
Through the program, companies are given exclusive benefits and recognition that are commensurate with their annual level of participation.

The Corporate Partner levels are Bronze, Silver, Gold and Platinum and can be tailored to fit budgets and specific marketing goals.

To qualify, partners must commit to participate in three or more association projects and/or activities. [Learn more](#)



APCO Historical Committee



Can History Be Exciting?

In most of our casual conversations, a reoccurring phrase can be heard, “remember when....”. Generally, this phrase is followed by a story, a recollection of an event, or a time and place of significance at the moment. Often when an object brings back a memory there can be a remembrance of “the good old days” which we remember fondly but do not want to live through again. Our society likes to remember and this can be affirmed by the numerous museums we have throughout the country. Just visit Washington D.C. and you can easily fill a week with a variety of museum visits. Museums of American history filled with physical objects and printed articles marking places in time and events to remember.

The APCO Historical Committee invites you to join them in celebrating history. The APCO Virtual Museum is accepting submissions. This is exciting for all APCO membership. Each chapter within the APCO organization should have a Chapter Historian. The Chapter historian is tasked with keeping record of the organizational meetings, the charter issued by the organization, records of conferences hosted and memorabilia of special occasions including photographs of the event. What to do with it all can be the big question.

The solution to this question is part of the exciting news of the ability to now submit items to the Virtual Museum. Soon you will see more information forthcoming regarding how to submit to the Virtual Museum and how to search within the Virtual Museum. The submission form will be refreshed and pushed out for all to use.

APCO is committed to preserving history, through the Virtual Museum and by supporting the APCO Archive located at Bradley. With this commitment we can reflect on past developments and events, consider how they have shaped the future, and look forward to the continuation of documentation of important information for the APCO organization. What can we add from your chapter to enhance our collection for all to enjoy?

2019 APCO National Conference and Expo



[REGISTER NOW](#)

Take Me Out To the Ball Park!

The Block Party at [APCO 2019](#) will be heading to the ball park. Just because the O's aren't playing doesn't mean you can't! Attendees will enjoy an evening to remember when they head to the home of the Baltimore Orioles where they can explore the grounds of Camden Yards and partake in local Baltimore cuisine. [Find out more.](#)

APCO 2019 Conference T-Shirt

Congrats to our winner, Ben Mitter, Communications Officer at the West Virginia University Police Department, who created the winning design.

This year's conference T-shirt is now available for purchase at the APCO Store at the Conference.



It's not too late to Volunteer at APCO 2019

It's a great experience!! [Click here to get the details](#)

2019 Georgia APCO Fall Training Workshop

Georgia APCO Fall Training Workshop



September 3 – 6, 2019

Brasstown Valley Resort - Young Harris, Georgia

The Georgia Chapters of APCO is proud to host the 2019 Fall Training Workshop on September 3 – 6, 2019. Join us at the beautiful Brasstown Valley Resort for a great training and networking opportunity in a relaxing environment. Registration is only \$75.00 for the entire Workshop!

Please visit www.gaapco.com and click on “2019 Fall Training Workshop” under the training tab for more information.

We look forward to seeing you there!

2019 North Carolina Public Safety Communications Conference

NORTH CAROLINA PUBLIC-SAFETY COMMUNICATIONS CONFERENCE

**NORTH CAROLINA
PUBLIC-SAFETY COMMUNICATIONS CONFERENCE**

Presented By:
NC APCO & NC NENA

 North
Carolina
APCO 

SEPTEMBER 8-11, 2019 | WINSTON-SALEM, NC
www.nc911conference.com

2019 Missouri Public Safety Communications Conference

Missouri Public Safety Communications Conference



SAVE THE DATE - CALL FOR PAPERS NOW OPEN

EMBASSY SUITES BY HILTON - AIRPORT

WWW.MPSCC911.ORG

2019 Kansas APCO Chapter Fall Conference

2019 FALL APCO CONFERENCE



Save the date!



Fall APCO Conference 2019 will be at the
Prairie Band Casino, Mayetta, KS
October 7th-9th, 2019



Flash Day August 28th, 2019

Save money by registering on this date only! You must pay online through PayPal to get the savings. Members \$80 and Non-Members \$100. After August 28th, prices will go up to \$100 for Members and \$125 for Non-Members. **GO to WWW.KSAPCO.ORG for more info.**

KEYNOTE SPEAKER: *will be Ricardo Martinez II from Within the Trenches Podcast...AKA #IAM911!*

This will be a joint conference with the KS 911 Coordinating Council. NO Vendor booths will be at this conference.

Follow us on Facebook @ **Kansas Chapter of APCO** for information and updates or check out our web page.

Questions: email bsnook@mitchellcountyks.gov or call 785-738-7822 and speak with Becky Snook, Chapter Secretary.

July 2019

2019 Mid-Eastern APCO Chapter Fall Conference



SAVE THE DATES!

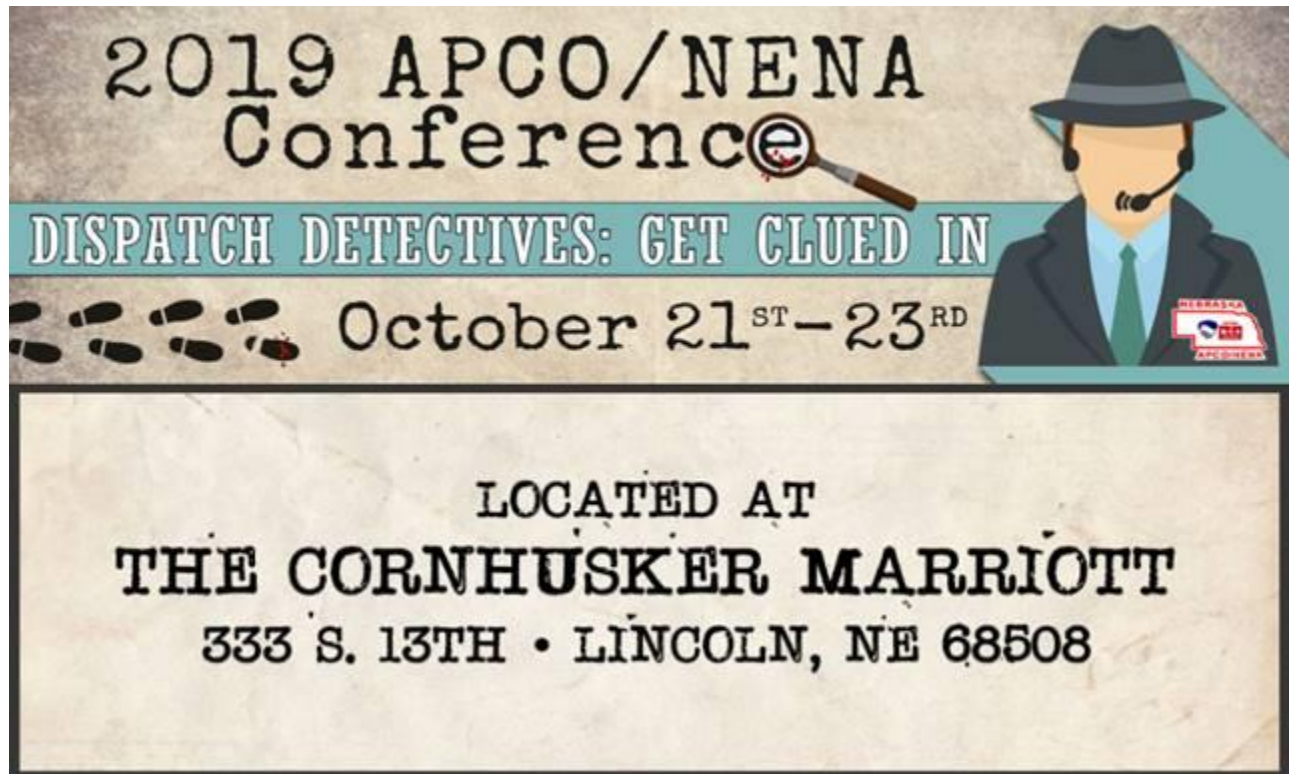
**MID-EASTERN APCO FALL CONFERENCE
AND TELECOMMUNICATOR AWARDS**

THURSDAY, OCTOBER 17 - FRIDAY, OCTOBER 18, 2019

**THE GRAND HOTEL
2100 BALTIMORE AVENUE
OCEAN CITY, MARYLAND**

2019 Nebraska APCO/NENA Conference

SAVE THE DATE!



****CLICK HERE* to book the group rate for the 2019
APCO/NENA Conference!***

(one complimentary parking pass included with each reservation)

CALL FOR PAPERS IS OPEN

Please visit <http://www.neapconena.org/2019-conference/call-for-papers> to
submit a session proposal.

2019 CPRA Annual Vendor Exhibition & Luncheon



2019 CPRA Annual Vendor Exhibition & Luncheon

Mark your calendars now for **Thursday, October 24th**, from 8:30 AM to 2:00 PM, at the Quiet Cannon, 901 Via San Clemente, Montebello, CA

This is the premier event in Southern California drawing public safety managers, technicians, and operators to see the latest in technology, associated products, and systems from over **50 vendors** featuring radio and technical products, PSAP and operations, as well as test and service equipment.

Exhibitors, be sure to book your space now as this event sells out early.

See the information at www.cpra.org

Contact commercial2@cpra.org with questions

As always, the exhibition is FREE to attend and includes lunch.

See you in October!!!

2019 Idaho PSAP Conference



**October 28 - 30, 2019
Riverside Hotel
Garden City, ID**



**Welcome Reception
October 28, 2019
6 pm - 8 pm**



Featuring Keynote Speakers:

**Gordon Graham
&
Patrick Calley!**

Dispatcher

Breakout Sessions

**"Customer Service -
Creating some
WOW"**

"Mindfulness"

**"Court Testimony
& Liability"**

"Bullying"

**"Crisis
Intervention"**

"Rescue Task Force"

Technical Breakout Sessions

To be announced

Registration Information

To be announced

2019 Atlantic Chapter APCO Conference

November 11, 2019 through November 13, 2019

The Date Has Been Set!!!

APCO Atlantic Chapter Conference

Leading forward, into a bright future



The APCO-Atlantic Chapter is pleased to announce our
2019 Chapter Conference is being held ...

WHEN

November 11th through November 13th

2019 Wyoming APCO/NENA Chapter Conference



Wyoming APCO-NENA Chapter Training News

The Wyoming APCO-NENA chapter is offering 20 hours of training during their **November 4-6** conference, which will be held at the Ramkota Hotel and Conference Center in Casper. For more information, please visit our website (www.wyomingapco.com) and our Facebook page (Wyoming APCO and NENA) for more information, registration, etc.

Highlights include:

- **Monday, November 4th**: We'll begin the conference with a 4-hour session regarding dispatch liability, presented by Monte McClain with the Park County Sheriff's Office.

Maureen Will, Director of Communications with Newton Emergency Communications Center, will be our Keynote speaker, presenting *Sandy Hook—Lessons Learned*.

- **Tuesday, November 5th**: APCO Institute will provide a full-day seminar "Crisis Negotiations for Telecommunicators"
- **Wednesday, November 6th**: National speaker Adam Timm, co-founder of The Healthy Dispatcher, will be concluding our conference with a full-day training session. Topic to be determined.

Committee Members and Chapter Assignments

NAME	CHAPTER ASSIGNMENT	EMAIL ADDRESS
McCandless, Nonie	Group Leader	nmccandless@douglasnv.us
LaMonica, Brian E. RPL	Chair	Svpsd116@gmail.com
Stroh, Melissa	Vice Chair	Melissa.stroh@isp.idaho.gov
Anderson, Jeryl	Arkansas, Missouri, Minnesota	janderson@orangecountync.gov
Brost, William	Commercial, Pacific, Caribbean	wbrost.ycv@gmail.com
Diamond, David	Atlantic, Pennsylvania, Michigan	djosephdiamond@comcast.net
Essic, Travis	North Carolina, CPRA, N. California, Oregon	tce0825@gmail.com
Gusa, Grayson	Virginia, Mideastern, Alaska	Grayson.gusa@ncapco.org
Ivory, Roberta	Tennessee, South Carolina, Indiana	Roberta.Ivory@shelbycountyttn.gov
Kempf-Barnes, Donna RPL, ENP	Newsletter Editor	kempf-barnes@ocda.org
McCartney, Laura RPL	Kentucky, West Virginia, Ohio	mccartneylb@nnva.gov
Phillips, Elizabeth	Kansas, Nebraska, Oklahoma	lphillips@ku.edu
Raley, Catherine RPL	Colorado, Wyoming, North Dakota, South Dakota	craley@arapahoegov.com
Rice, Courtney - Intern	Idaho, Montana, Washington, Utah	crice@fd12.org
Scott, Laramie	Scribe	laramie.scott@clintonky911.com
Spirescu, Adriana	Arizona, New Mexico, Texas, Nevada	aspirescu@ocsd.org
Townsend, Travis	Georgia, Florida, Alabama	travistownsenddale@gmail.com
Varnado, Jack RPL	Louisiana, Mississippi, Saudi Arabia	jvarnado@LPSO.org
Venske, Charles	Wisconsin, Iowa, Illinois	Charles.venske@hennepin.us
Hull, Rebecca	Staff Liaison	hullr@apointnl.org
Stowell Corder, Susan	Staff Liaison	stowells@apointnl.org



From the Member and Chapter Services Committee

Dear APCO Officers and Members,

The Member and Chapter Services Committee (MCSC) supports the membership at the chapter level by building relationships with chapter leaders. Each MCSC member is assigned to represent Chapters and throughout the year they maintain information flow with the chapter leaders. We are here to keep APCO members informed of association policies, governance guidelines, and other APCO programs. Just as important, we push issues from the local level to the APCO leadership level. We work for the people and strive to make sure you receive all that you can from your APCO membership.

MCSC members work diligently to get program questions or information out to the local chapters, gather the needed feedback, and get answers back to the APCO organization. We share information about programs, training, and initiatives supported by APCO International as well as upcoming events through the monthly MCSC e-Newsletter.

MCSC works to build relationships among chapter leaders through training classes and webinars hosted during the year. We also assist the APCO organization staff to provide chapter leader training and workshops at the annual conference. But, we need your help to make these things happen. You can assist us by:

- Keeping your Chapter officer list up-to-date with APCO headquarters.
- Submitting information about upcoming events or programs in your Chapter for the e-Newsletter.
- Keeping the contact information of your MCSC representative handy so if you have questions or need anything you can call on us to help.
- Participating in chapter officer calls, webinars, and training so that you are up-to-date with the current information.
- Letting your MCSC representative know who to contact in order to get information about your chapter if the President of your Chapter is not the primary contact person.
- Looking for the monthly e-Newsletter and providing us with feedback through your chapter.

We are very fortunate to have members on the MCSC who support APCO and are willing to volunteer their time to make sure that APCO can meet its vision to strengthen our communities by empowering and educating public safety communications professionals. As a committee, we look forward to continuing to work with you!

Sincerely,

Member and Chapter Services Committee