

# NEWSLETTER



Member & Chapter Services Committee

September 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.



### **Deadline to Apply for Next CPE Class Is October 15**

[APCO's Certified Public-Safety Executive \(CPE\)](#) is the only executive leadership program designed specifically for the public safety communications industry. If you're ready to join the ranks of program graduates who are making significant contributions to emergency communications across the country, [apply](#) by October 15 for the session starting in January 2020.

## 2019 Upcoming Webinars

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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.

Deploying NG9-1-1 in the Cloud: The Truths, Myths & Best Practices

September 25, 2019; 1:00 pm – 2:00 pm ET

Sponsored by Comtech

Beyond Location: Trends in Additional Emergency Data

October 8, 2019; 1:00 pm – 2:00 pm ET

Sponsored by Rapid SOS

LMR to LTE: Best Practices to Ensure Ongoing Public Safety Interoperability

November 20, 2019; 1:00 pm – 2:00 pm ET

Sponsored by AT&T

All webinars are FREE to members.

Register at [www.apcointl.org/webinars](http://www.apcointl.org/webinars)

**MISSED A WEBINAR?**

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

## APCO “Teammates in Action”

A banner with a blue and teal background featuring a collage of people's faces. The text "Teammates in Action" is written in white, bold, sans-serif font.

### 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.

### **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	9/1/2018	9/1/2019
Associate	2941	2849
Full Member	5144	4800
Full Group Members	6020	6766
Online Group Members	16,094	19,788
Commercial	609	532
Commercial Group Members	212	283
<b>Total Number of Members</b>	<b>31,020</b>	<b>35,018</b>
<b>Total Number of Group Agencies</b>	<b>1095</b>	<b>1135</b>
<b>Commercial Group</b>	<b>59</b>	<b>54</b>

## Membership Information

*“The Bylaws committee is currently reviewing the Associations governing documents along with reviewing a fellow Chapter's governing documents. We will be wrapping up some of this work in the next month and would like to extend the committees services out to other Chapters. Any Chapter that is in need of governing document review should contact the committee chair or co-chair”*

## Commercial Members Corner

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### 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.

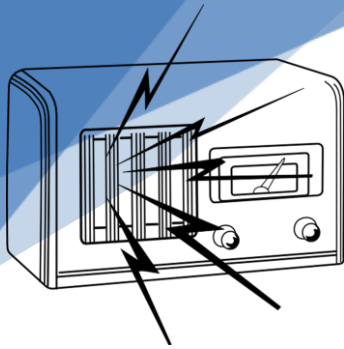
The Corporate Partner levels are Bronze, Silver, Gold and Platinum and can be tailored to fit budgets and specific marketing goals.

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



## APCO Historical Committee

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### 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?



## Tennessee APCO Recognizing New Chapter President



**POSITION WELL EARNED** - Our very own Kerry Lampley, has been awarded the new title of President of the TN APCO Chapter, with the Dickson 911 Communications Center. On Friday, April 5th, the following people met at the Dickson 911 Center, to discuss the new positions and transfer the responsibilities. Pictured above from Left to right: Paul McCallister Immediate Past President, Jennifer Schwendemann new Vice-President, Stephen Martini Executive Council, Shauna Atchison new Secretary, and Kerry Lampley new President.

APCO is the Association of Public-Safety Communications Officials. Every state has a local chapter and meets once a quarter, to discuss issues related on a state and federal level concerning communications, keeping up with new trends, customs and products to help our industry do our jobs better to serve our local, state and federal public servants.



## 2019 APCO Emerging Technology Forum



OCTOBER 8-9, 2019 | DENVER, CO

Join us in Denver October 8-9 for this two-day meeting where APCO members can attend for \$25. Below are a few highlights of the program or view the full program [here](#).

### PROGRAM HIGHLIGHTS

#### Tuesday, October 8

**Achieving Next Generation 9-1-1 Nationwide**  
Using a scenario, the presenters will describe how 9-1-1 professionals will use broadband tools to enhance emergency response, and what new ways of thinking will be needed to get us there. 9-1-1

#### Practitioner Perspectives

Hear from the practitioners – local area directors of 9-1-1 centers – on what they need to achieve the vision of an advanced, broadband-enabled, emergency communications solution. The Latest on FirstNet's Efforts to Im

**prove Public Safety Communications**  
FirstNet is delivering on the vision for interoperable broadband communications with priority and preemption for public safety users. This session will include information on early adopter experiences and FirstNet's plans for the near future.

#### Tech Talks

**IoT and Other Non-traditional Calls Into 9-1-1**  
**Beyond Location: Creating the Internet of Life-Saving Things**

#### Wednesday, October 9

#### Cybersecurity Risks, Case Studies and Options for Public Safety Communications

An examination of the cybersecurity risk landscape, recent incidents and root causes, explanation of key elements of cybersecurity, and a discussion about sector-specific threats to ECCs and emergency communications.

**Launching a New 9-1-1 Center**  
Denver's new 9-1-1 Combined Communications Center opened on May 21, 2019. Learn about the process getting there, and the new features and capabilities.

#### Developments in 9-1-1 Location Accuracy

Hear about the latest trends and developments in improving 9-1-1 location accuracy for wireless and multi-line telephone systems.

View program details at  
[techforum.apcointl.org/program-o19](http://techforum.apcointl.org/program-o19)



**2019 Oklahoma Public Safety Communications Conference**

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*Save the Date*

**OKLAHOMA PUBLIC SAFETY  
CONFERENCE**

**October 6—9, 2019**

**Tulsa Southern Hills Marriott**

Visit [www.okpsc.org](http://www.okpsc.org) for more information



## 2019 Missouri Public Safety Communications Conference

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# Missouri Public Safety Communications Conference



**EMBASSY SUITES BY HILTON - AIRPORT - KANSAS CITY**  
**[WWW.MPSCC911.ORG](http://WWW.MPSCC911.ORG)**

## 2019 Kansas APCO Chapter Fall Conference

Fall Conference October 7-9 2019

### 2019 FALL APCO CONFERENCE



# Save the date!



Fall APCO Conference 2019 will be at the  
Prairie Band Casino, Mayetta, KS  
October 7<sup>th</sup>-9<sup>th</sup>, 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 28<sup>th</sup>, prices will go up to \$100 for Members and \$125 for Non-Members. GO to [WWW.KSAPCO.ORG](http://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](mailto:bsnook@mitchellcountyks.gov) or call 785-738-7822 and speak with Becky Snook, Chapter Secretary.

September 2019

## 2019 Mid-Eastern APCO Chapter Fall Conference

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**SAVE THE DATES!**

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

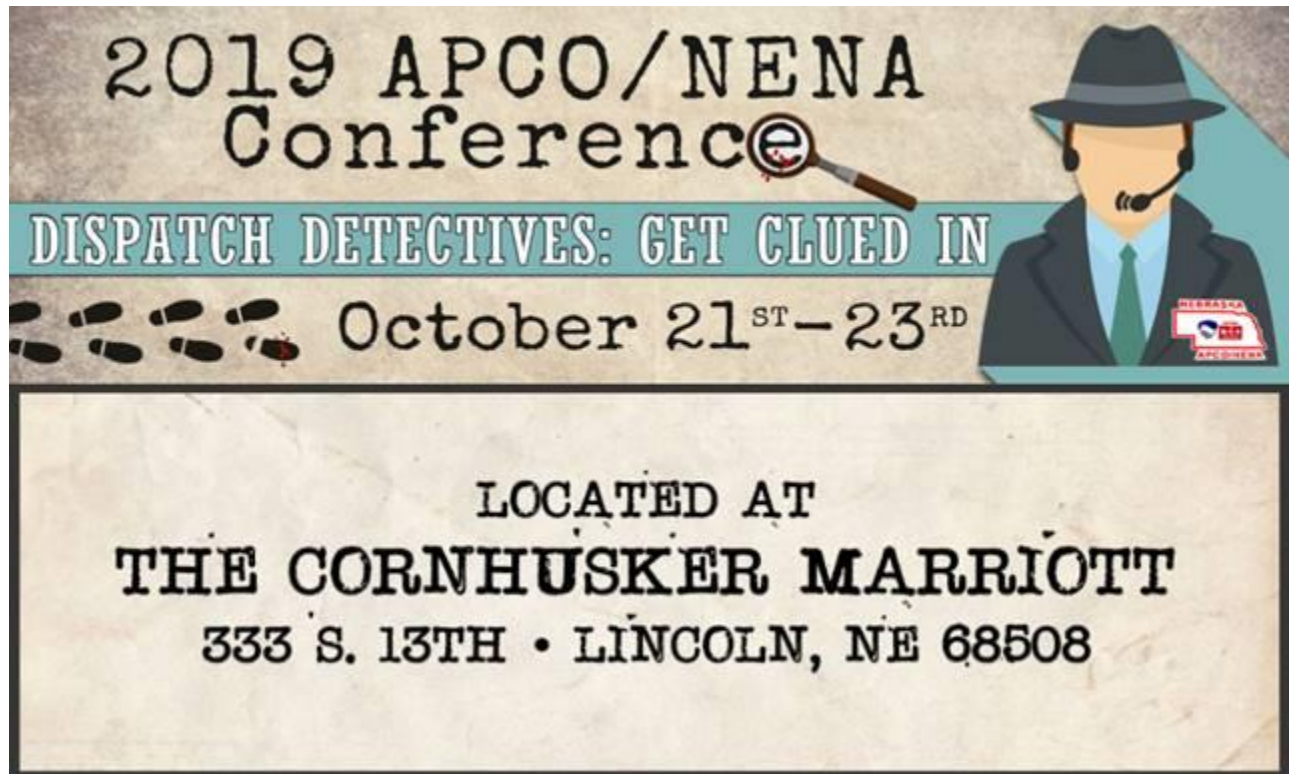
**THURSDAY, OCTOBER 17 - FRIDAY, OCTOBER 18, 2019**

**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 24<sup>th</sup>**, 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](http://www.cpra.org)

Contact [commercial2@cpra.org](mailto: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

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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 11<sup>th</sup> through November 13<sup>th</sup>

## 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](http://www.wyomingapco.com)) and our Facebook page (Wyoming APCO and NENA) for more information, registration, etc.

Highlights include:

- **Monday, November 4<sup>th</sup>**: 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 5<sup>th</sup>**: APCO Institute will provide a full-day seminar "Crisis Negotiations for Telecommunicators"
- **Wednesday, November 6<sup>th</sup>**: 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	<a href="mailto:nmccandless@douglasnv.us">nmccandless@douglasnv.us</a>
LaMonica, Brian E. RPL	Chair	<a href="mailto:Svpsd116@gmail.com">Svpsd116@gmail.com</a>
Stroh, Melissa	Vice Chair	<a href="mailto:Melissa.stroh@isp.idaho.gov">Melissa.stroh@isp.idaho.gov</a>
Anderson, Jeryl	Arkansas, Missouri, Minnesota	<a href="mailto:janderson@orangecountync.gov">janderson@orangecountync.gov</a>
Brost, William	Commercial, Pacific, Caribbean	<a href="mailto:wbrost.ycv@gmail.com">wbrost.ycv@gmail.com</a>
Diamond, David	Atlantic, Pennsylvania, Michigan	<a href="mailto:djosephdiamond@comcast.net">djosephdiamond@comcast.net</a>
Essic, Travis	North Carolina, CPRA, N. California, Oregon	<a href="mailto:tce0825@gmail.com">tce0825@gmail.com</a>
Gusa, Grayson	Virginia, Mideastern, Alaska	<a href="mailto:Grayson.gusa@ncapco.org">Grayson.gusa@ncapco.org</a>
Ivory, Roberta	Tennessee, South Carolina, Indiana	<a href="mailto:Roberta.Ivory@shelbycountyttn.gov">Roberta.Ivory@shelbycountyttn.gov</a>
Kempfbarnes, Donna RPL, ENP	Newsletter Editor	<a href="mailto:dkempfbarnes@gmail.com">dkempfbarnes@gmail.com</a>
McCartney, Laura RPL	Kentucky, West Virginia, Ohio	<a href="mailto:mccartneylb@nnva.gov">mccartneylb@nnva.gov</a>
Phillips, Elizabeth	Kansas, Nebraska, Oklahoma	<a href="mailto:lphillips@ku.edu">lphillips@ku.edu</a>
Raley, Catherine RPL	Colorado, Wyoming, North Dakota, South Dakota	<a href="mailto:craley@arapahoegov.com">craley@arapahoegov.com</a>
Rice, Courtney - Intern	Idaho, Montana, Washington, Utah	<a href="mailto:crice@fd12.org">crice@fd12.org</a>
Scott, Laramie	Scribe	<a href="mailto:laramie.scott@clintonky911.com">laramie.scott@clintonky911.com</a>
Spirescu, Adriana	Arizona, New Mexico, Texas, Nevada	<a href="mailto:aspirescu@ocsd.org">aspirescu@ocsd.org</a>
Townsend, Travis	Georgia, Florida, Alabama	<a href="mailto:travistownsenddale@gmail.com">travistownsenddale@gmail.com</a>
Varnado, Jack RPL	Louisiana, Mississippi, Saudi Arabia	<a href="mailto:jvarnado@LPSO.org">jvarnado@LPSO.org</a>
Venske, Charles	Wisconsin, Iowa, Illinois	<a href="mailto:Charles.venske@hennepin.us">Charles.venske@hennepin.us</a>
Hull, Rebecca	Staff Liaison	<a href="mailto:hullr@apointnl.org">hullr@apointnl.org</a>
Stowell Corder, Susan	Staff Liaison	<a href="mailto:stowells@apointnl.org">stowells@apointnl.org</a>



## 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