

NEWSLETTER



Member & Chapter Services Committee

February 2018

APCO Standing Committee Membership

Did you know that as a member of APCO that you can serve on an APCO Standing Committee?

Every committee and task force is very important to the overall structure of the APCO organization. Now is your opportunity to get involved and contribute your time, talents, and passion by volunteering for a committee or task force.

It is easy to sign up; Go to the APCO website, click on Membership, then Committees & Taskforces, select Committee sign up or follow this link [Committee sign ups](#) to Volunteer Central where you will see the list of open committees and task forces and a description of each.

Serving on an APCO Standing Committee or Task Force is an invaluable experience and one of the best ways you can share your talents as a member of APCO.



Remember committee sign up closing April 1st!

Great Ideas Come



When We All Work Together

Volunteer! We Need You!

Membership Information

Member Type	02/1/2017	02/1/2018
Associate	3,207	3,224
Full Member	5,798	5,509
Full Group Members	4,717	5,401
Online Group Members	12,469	14,441
Commercial	757	715
Commercial Group Members	37	56
Total Number of Members	26,985	29,346
Total Number of Group Agencies	746	899
Commercial Group	26	48

APCO Institute Schedule and Upcoming APCO Institute Courses



Where Public Safety Turns to Learn

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

2018 REMINDERS



Nominate your Shining Star

APCO International presents annual awards to public safety communications personnel recognizing those who have demonstrated the highest levels of performance in the practice of public safety communications



. Visit

<https://www.apcointl.org/apco-membership/awards/psap-awards.html> for more information. Nominations are being accepted in the online format starting January 1st, 2018 until April 1, 2018.

2018 Upcoming APCO Webinars



- **March 15, 2018:** *Writing Effective Policy for the Comm Center: The ABCs and 123s*
- **May 17, 2018:** *Career Planning: It's Not Just a Job*

Registration and more information at: <https://www.apcointl.org/webinars>

Cost: **FREE** for members (\$59 for non-members)

APCO Historical Committee

Calling ALL Chapters!!

The Historical Committee would like to know who is
your

designated Chapter Historian!

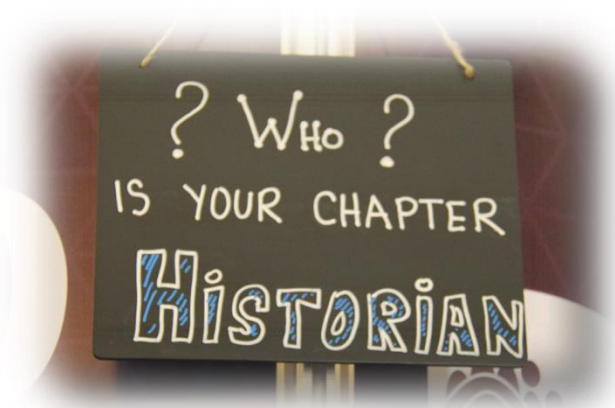
Chapter Historians are encouraged to collect
historical

Documents and photos from their chapter.

Please submit the name of your Historian to

aspirecu@ocsd.org

Thank you.



2018 APCO - NENA Minnesota Communications Conference



APCO - NENA / MSA

911 COMMUNICATIONS CONFERENCE

MARCH 19 - MARCH 22, 2018

ARROWWOOD RESORT; ALEXANDRIA, MN

[Go to APCO-NENA-MN.org for Registration Information!](http://APCO-NENA-MN.org)

The Pain Behind the Badge (Clarke and Tracie Paris)

Leadership Development: Essentials in Communications (Moetivations)

Laugh for the Health of It and Take This Job and Love It (Robin Getman)

Strategies to Deal with Change and Taking Care of You (Michael Kutzke)

Position to Perform (Morris Morrison)

2018 APCO National Telecommunicators Week

2018 National Telecommunicators Week Buttons

Now Available!



The Southern California Chapter of APCO-International (CPRA) is once again offering the 2018 National Telecommunicators Week buttons and at the original cost of only \$1 each plus shipping. Beginning in 1991, this is the 28th consecutive year that the CPRA Chapter has created these unique buttons to show your support for our Public Safety Telecommunicators during National Telecommunicators Week. For an order form and more information, visit the Chapter's website at:

www.cpra.org

National Telecommunicators Week is April 8-14, 2018

2018 APCO Texas Public Safety Conference

SAVE THE DATE!



APRIL 8 - 11, 2018

— TEXAS —
PUBLIC SAFETY
— CONFERENCE —

Serving Texas and the International Border Regions
hosted by TX APCO and TX NENA

2018 APCO Missouri Conference

MISSOURI PUBLIC SAFETY COMMUNICATIONS CONFERENCE

The MPSCC is hosted by the Missouri Department of Public Safety, the Missouri 911 Director's Association, and the Missouri Chapters of APCO and NENA

March 4-7, 2018
St Louis Union Station

Registration Open!
www.regonline.com/spring2018mpscc

More Information at www.mpscc911.org



2018 APCO Pennsylvania Conference



2018 Pennsylvania APCO Conference – Lancaster, Pennsylvania

The Pennsylvania Chapter of APCO International is proud to announce their 2018 PA APCO Conference! The conference will be held April 15th – 18th, 2018, at the Best Western Premier Eden Resort in Lancaster, Pennsylvania.

Vendor Booths and Conference Sponsorships are available!

Visit <http://www.paapco.org> for additional info!

2018 APCO North Carolina Telecommunicator Training Symposium



North Carolina APCO is pleased to announce that the 5th Annual Telecommunicator Training Symposium will be held **April 9-11, 2018** at the **Embassy Suites – Greensboro Airport** (204 Centreport Dr, Greensboro, NC). The target audience for this event are front line telecommunicators, providing three days of high quality, relevant training.

Registration is OPEN, forms available ONLINE

Visit www.tcsymposium.org for additional details!

2018 APCO Western Regional Conference



2018 APCO Western Regional Conference

hosted by the Washington State Chapter
of APCO-NENA

Tacoma Convention Center, Tacoma, WA

Week of March 26, 2018

[Click here for CALL FOR PAPERS details](#)

2 primary hotels: Murano Hotel & Courtyard by Marriot (10 hotels total)

Visit www.2018.apcowrc.org for more information.



2018 APCO / NENA Louisiana Symposium



LOUISIANA NENA/ APCO 2018 SYMPOSIUM

**April 16-18, 2018 Paragon Casino
Resort
Marksville, LA**



Host Hotel:

Paragon Casino Resort
711 Paragon Place
Marksville, LA 71351
Reservations Phone: 1-800-642-7777
Symposium Room Rates \$79.00
Room Code: 2018 APCO/NENA-NENA15GG

Schedule of Events

Monday, April 16, 2018

7:00 – 11:00 Telecommunicator Emergency Response
Taskforce (TERT) Training
8:30 – 2:30 Symposium Registration
10:15 – 10:45 New Attendee Orientation
11:00 – 1:00 Opening Ceremony
1:00 – 4:00 Educational Sessions
4:15 – 6:30 Opening of Exhibit Hall
6:30 – till Networking Social

Tuesday, April 17, 2018

7:30 – 9:00 Breakfast Buffet
8:30 – 10:30 Symposium Registration
8:30 – 11:30 Educational Sessions
9:00 – 3:00 Exhibit Hall Open

1:00 – 2:00 Educational Sessions

3:15 – 5:00 Chapter Meetings

6:00 – till Networking Social

Wednesday, April 18, 2018

7:30 – 9:00 Breakfast Buffet
9:00 – 12:00 Education Session
12:00 – 12:15 Closing Remarks and Door Prizes
1:00 – 6:00 APCO Communications Center
Supervisor Course

Thursday - Friday, April 19-20, 2018

8:00 – 5:00 APCO Communications Center
Supervisor Course

Educational Session Topic's - TBA

For more information and registration forms follow link below:

<http://www.louisiananena.org/symposium.asp>

2018 APCO / NENA Idaho Spring Conference



IDAHO CHAPTER APCO/NENA *SPRING CONFERENCE* /

APCO Crisis Negotiations for Telecommunicators & Mobile Command Center Rally

Crisis situations differ from the daily emergencies that today's public safety telecommunicators handle. Hostage situations, barricaded subject incidents and suicidal callers, among others, require an advanced level of training for the telecommunicator to handle them successfully. This course will build on the knowledge, skills and abilities inherent in basic telecommunicator training programs to educate the public safety communications professional on the most effective way to receive and process calls involving crisis situations and to ensure they fulfill their role as a vital component of the overall public safety response.

TOPICS INCLUDE:

Overview of a Crisis Situation

Hostage Situations

Suicidal Subject Situations

Suicide by Cop

Crisis Negotiation Tools for the Telecommunicator

Skills and Characteristics of a Successful Telecommunicator Negotiator

Crisis Related Stress Management

Two sessions being offered: May 22nd and May 23rd
The Class is \$99, a huge savings being offered by APCO.
Register at: [Idaho Chapter Spring Conference Tickets](#),
[Multiple Dates](#) | Eventbrite



2018 APCO / NENA Illinois Conference and Training

Illinois Public Safety Telecommunications Association (IPSTA) 34th Annual Conference & Training



November 4th – 7th, 2018

Crowne Plaza Hotel
3000 S Dirksen Parkway
Springfield, IL 62703

More Information to Follow at www.911conference.org



The 2018 INNENA/APCO Indiana State Conference is right around the corner!

Register Now
innena.org or inapco.org

Indianapolis Marriott East
7202 E 21st St
Indianapolis, IN 46219



2018 APCO Atlantic Chapter Conference And Expo

SAVE THE DATE

2018 APCO ATLANTIC CHAPTER CONFERENCE



Mystic Marriott Hotel & Spa
625 North Road
Groton, CT 06340

October 15, 2018 – October 17, 2018

Tammy Wright Conference Chair
twright@berlinpd.org
860-839-0502

2018 APCO ATLANTIC CHAPTER CONFERENCE



Standing United for Public Safety

Call for Papers

2018 APCO Atlantic Chapter Conference and Exposition

This Call for Papers invites APCO members, trainers, business professionals, industry associates, and educators to submit a written proposal for development of an educational program, workshop, or panel discussion for the 2018 APCO Atlantic Chapter Conference and Exposition. The Atlantic Chapter covers the states of Connecticut, Massachusetts, Maine, New Hampshire, New Jersey, New York, Rhode Island, and Vermont. Presentation proposals should be of interest to public safety communications professionals and should not be product or brand specific. This is an educational and networking event for public safety communications professionals and technicians who support their work to explore the most critical issues affecting the 9-1-1 industry.

For additional information such as Presenter's Fact Sheet, Presenter's Guideline and

Registration go to http://apco-atlantic.org/conference_forms/call_for_papers.pdf or

Questions concerning program should be directed to the conference Program Chair:

Richard C. Boettcher – email: rboettcher@dddids.com

Telephone: 978-685-0276

Cell Phone: 978-807-6460

Committee Members and Chapter Assignments

NAME	CHAPTER ASSIGNMENT	EMAIL ADDRESS
Diamond, David – Group Leader	Group Leader	djosephdiamond@comcast.net
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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