

# NEWSLETTER



Member & Chapter Services Committee

May 2018



## Certified Public-Safety Executive (CPE) Program

*The Best Leaders Never Stop Learning And Growing*

APCO's Certified Public-Safety Executive (CPE) Program is designed to elevate professionalism, enhance individual performance and recognize excellence in the public safety communications industry. Participants may be managers, supervisors, agency executives or others whose work and life experiences have motivated them to learn the necessary skills to successfully lead organizations within the complex and ever-changing environment in which public safety agencies operate.

Drawing on resources from renowned leadership professionals and distinguished academic sources, the program allows participants to explore topics that include management versus leadership, models/theories of leadership, leadership styles, public safety leadership issues, and executing and managing change. Program instructors include master's and doctoral level professionals in the field of organizational development and leadership who bring a wealth of academic and practical experience to the program.

The next session available for registration begins January 2, 2019 - July 18, 2019 (capstone course July 8-18, 2019) - **Application deadline: October 15, 2018**

**See:** [APCOIntl.org/training and certification](http://APCOIntl.org/training%20and%20certification)

May 2018

**JOIN US**



**APCO 2018**

August 5-8 | Las Vegas, NV



APCO BLOCK PARTY HEADS  
TO FREMONT STREET

[Click on the graphic and follow the link](#)

## Membership Information

Member Type	5/1/2017	5/1/2018
Associate	2,691	2,640
Full Member	5,097	4,726
Full Group Members	5,401	5,876
Online Group Members	14,613	16,191
Commercial	611	545
Commercial Group Members	201	141
<b>Total Number of Members</b>	<b>28,614</b>	<b>30,119</b>
<b>Total Number of Group Agencies</b>	<b>840</b>	<b>1,031</b>
<b>Commercial Group</b>	<b>37</b>	<b>33</b>

## 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 Institute's 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



### Commercial Advisory Council (CAC) Nominations Deadline is May 31, 2018

The Commercial Advisory Council (CAC) of APCO is commencing its annual Call for Council Membership Nominations

The CAC is composed of between 12 and 24 Commercial members of APCO who represent the diverse interests of the manufacturers, equipment suppliers, service providers and consultants in the public safety communications marketplace.

If you are a motivated and engaged Commercial member of APCO and would like to help make the Association even better, we encourage you to submit your nomination for service on the CAC.

#### [For more information on the CAC](#)

Nominations will be accepted by email at  
[cacnominations@apcointl.org](mailto:cacnominations@apcointl.org).

## 2018 Upcoming APCO Webinars



- **June 27, 2018:** *Getting Text-to-911 Right: Implementation, Recording and Quality Assurance Best Practices*
- **July 19, 2018:** *Mentoring in the Comm Center: From Fledgling to High Flyer*
- **September 20, 2018:** *Setting Goals: A Goal Without a Plan Is Just a Wish!*
- **November 15, 2018:** *Time Management: Plan Ahead or Fall Behind!*

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

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

## 2018 Announcement Corner

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October 31-November 1, 2018  
Pittsburgh, PA.

This event brings telecommunicators, trainers, PSAP managers, vendors, representatives from the FCC and FirstNet, government officials, along with other industry leaders to discuss technologies that are on the horizon and address the challenges of the ever-changing landscape of public safety communications.

See: <https://techforum.apcointl.org/>



**August 5-8, 2018**  
**Las Vegas**

APCO 2018 is the premier event for public safety communications officials, from frontline telecommunicators to center managers to public safety communications equipment and services vendors.

[Registration is open](#)

May 2018

## 2018 Missouri Communications Conference

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### Missouri Public Safety Communications Conference

**September 10-12**

**Oasis Hotel & Convention Center, Springfield, MO**



### CALL FOR PAPERS OPEN

**DEADLINE: June 29, 2018 @ 1700**

## 2018 APCO Montana Chapter Conference

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### **The 2018 Montana APCO Conference**

at  
Hilton Garden Inn  
in  
Bozeman Montana.



**October 31<sup>st</sup> - November 2<sup>nd</sup>.**

## 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 22<sup>nd</sup> and May 23<sup>rd</sup>  
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) 34<sup>th</sup> Annual Conference & Training



November 4<sup>th</sup> – 7<sup>th</sup>, 2018

Crowne Plaza Hotel  
3000 S Dirksen Parkway  
Springfield, IL 62703



More Information to Follow at [www.911conference.org](http://www.911conference.org)



May 2018

## 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](mailto: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](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](mailto:rboettcher@dddids.com)

Telephone: 978-685-0276

Cell Phone: 978-807-6460

**2018 APCO Mid-Eastern Fall Training Conference**

**SAVE THE DATES!**

2018 Mid-Eastern APCO

Fall Training Conference

Thursday, October 18 – Friday, October 19, 2018

The Grand Hotel

2100 Baltimore Avenue

Ocean City, Maryland



2019 NENA/APCO Ohio Conference

# Ohio NENA/APCO Joint Conference

**April 14, 2019 - April 17, 2019**

***OHIO 9-1-1... RACING TO THE FINISH***

Registration is just \$100 for 3 full days of education, networking, and vendor show...With special room rates.



Visit [www.ohioapco.org](http://www.ohioapco.org) or [www.ohionena.org](http://www.ohionena.org)

More information and details coming soon...





## Committee Members and Chapter Assignments

NAME	CHAPTER ASSIGNMENT	EMAIL ADDRESS
Diamond, David – Group Leader	Group Leader	<a href="mailto:djosephdiamond@comcast.net">djosephdiamond@comcast.net</a>
Jones, Jonathan L.	Chair	<a href="mailto:Jonathan.Jones@athensclarkecounty.com">Jonathan.Jones@athensclarkecounty.com</a>
LaMonica, Brian E. RPL	Vice Chair	<a href="mailto:Svpsd116@gmail.com">Svpsd116@gmail.com</a>
Allgood, Austin	Kentucky, West Virginia	<a href="mailto:aallgood@nhcgov.com">aallgood@nhcgov.com</a>
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Cochran, Regina	Texas, Oklahoma	<a href="mailto:Regina.cochran@sheriff.hctx.net">Regina.cochran@sheriff.hctx.net</a>
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Lafferty, Lawrence J.	Atlantic	<a href="mailto:IrishScorpion32@gmail.com">IrishScorpion32@gmail.com</a>
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Walton, Michele	Colorado, Wyoming	<a href="mailto:mwalton@lcwy.org">mwalton@lcwy.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