

NEWSLETTER



Member & Chapter Services Committee

May 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



[Video in the PSAP](#)

June 5, 2019 | 1:00 p.m. ET

Presented by Chad Lee and Brett Trainor, Carbyne

[Managing Your FCC License & Antenna Structure Registrations](#)

June 27, 2019 | 2:00-3:00 p.m. ET

Presented by Judy Stone

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

Cost: **FREE** for Members

MISSED A WEBINAR?

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

APCO “Teammates in Action”

Teammates in Action

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.

Get Telecommunicators the Recognition They Deserve

<https://www.apcointl.org/government-relations/take-action/>

Ask Your U.S. Senators & Representative to Support the 9-1-1 SAVES Act

The 9-1-1 SAVES Act – Recognizing the Lifesaving Work of Public Safety Telecommunicators

For several years, APCO has sought to correct the federal classification of 9-1-1 professionals by reclassifying them as Protective Service Occupations as opposed to administrative/clerical occupations. Now, momentum is building in Congress for a simple legislative fix. APCO is seeking the assistance of its members and others. We're asking you to TAKE ACTION - **Ask your U.S. Senators and Representative to Support the 9-1-1 SAVES Act**

Membership Information

Member Type	5/1/2018	5/1/2019
Associate	2640	2504
Full Member	4726	4481
Full Group Members	5876	6468
Online Group Members	16,191	18,752
Commercial	545	459
Commercial Group Members	141	176
Total Number of Members	30,119	32,840
Total Number of Group Agencies	984	1116
Commercial Group	33	42

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.

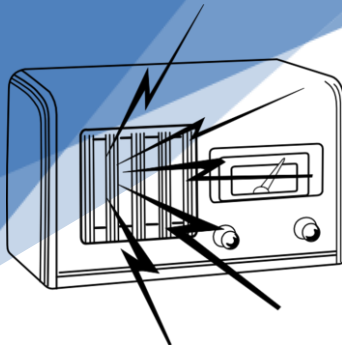
Through the program, companies are given exclusive benefits and recognition that are commensurate with their annual level of participation.

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



APCO 2019 Registration Is Open

Early Bird rates end July 12th

[REGISTER NOW](#)

Not Yet an APCO Member?

Save an additional \$200 on your full registration by becoming a member of APCO International. [Learn more.](#)

To become a member, [visit the APCO membership website](#) and then choose a membership based on your preference.

Need More Information?

[LEARN MORE](#)

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 Mid-Eastern APCO Chapter Fall Conference



SAVE THE DATES!

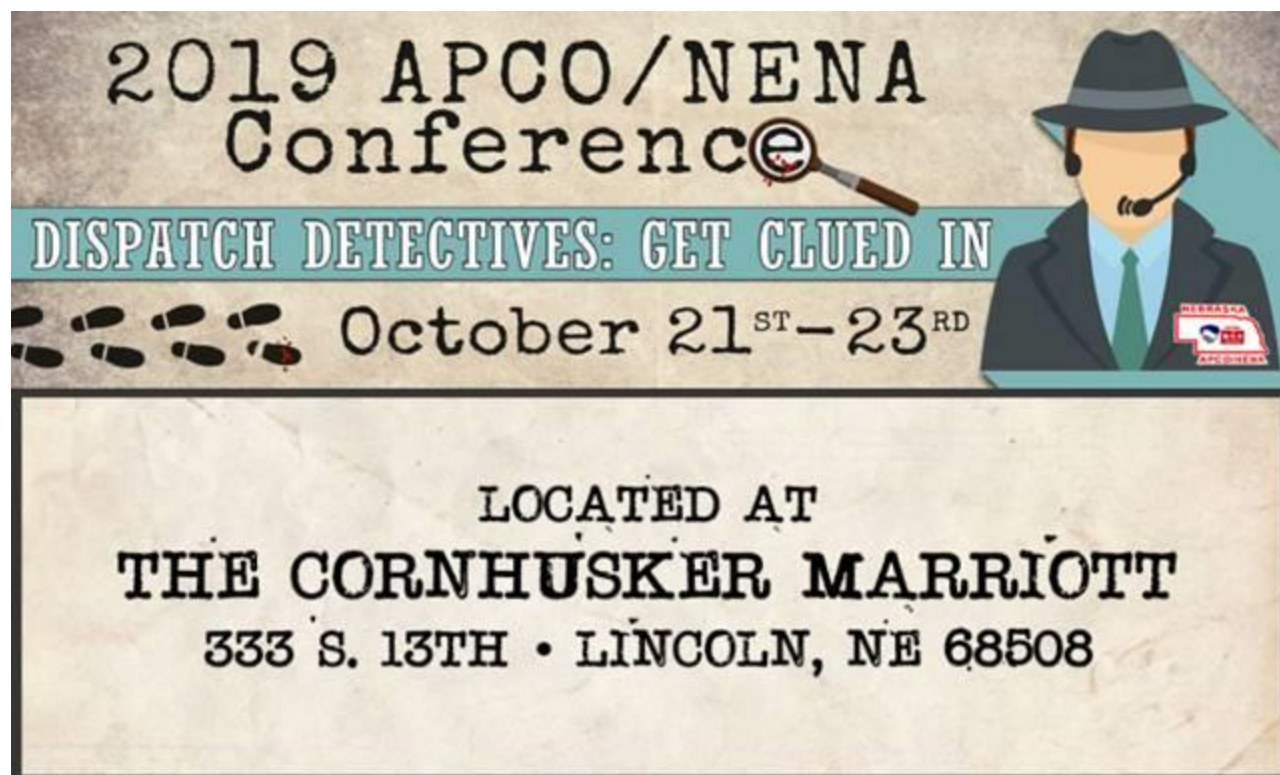
**MID-EASTERN APCO FALL CONFERENCE
AND TELECOMMUNICATOR AWARDS**

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 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

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 APCO Atlantic Chapter Conference – Call for Papers **Open till June 30, 2019**

APCO members, trainers, industry associates, business professionals and educators are invited to submit a written presentation for development of an educational program, workshop or panel discussion at the 2019 APCO Atlantic Chapter Conference and Exposition Nov 11-13, 2019. 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.

Presenter's Fact Sheet(s) may be found and submitted at:

- On line http://apco-atlantic.org/Call_For_Papers
- Email rboettcher@dddids.com

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 the full-day seminar, *Call-Processing Incidents Involving Veterans With PTSD*. This course provides information regarding the challenges that returning military veterans are facing, and prepares telecommunicators for the possibility of interaction with veterans in crisis. The focus is on veterans suffering from Post-Traumatic Stress Disorder (PTSD) or traumatic brain injury.
- **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
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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