



# APCO

## MEMBER CHAPTER SERVICES Committee

*Did You know...  
Valentine's Day started  
in the year  
496!*

*Happy Valentine's  
Day !*

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## **APCO Annual Conference & Expo August 15-18**

### **Introducing the San Antonio Host Committee**

By Kelli Hall, Conference Chair & Kim Ostin, CEC Chair

The Conference and Expo Committee would like to introduce the San Antonio Host Committee. The Conference Chair is Kelle Hall, who has been in the public safety communications industry for 35 years. She is currently Communications Manager for the Town of Highland Park's Department of Public Safety in Dallas. Both of her children are public safety telecommunicators; her husband is a retired assistant chief of police; and her son in law is an active police officer. As you can see, public safety is a family affair. Kelle has passion for our profession and believes in APCO International's mission. She is looking forward to hosting everyone in beautiful San Antonio!

The Communications Chair is Blaine Bertrand, Director of Technical Services for the Randall County Sheriff's Office, Amarillo, TX. He is married and has two children. Blaine comes from the entertainment industry and is so happy to be working for the Sheriff's Office as he sees so many of his colleagues still in the entertainment and tourism industry struggling to make ends meet. Blaine currently serves as a member of the Panhandle Regional Emergency Management Advisory Committee for the local COG; serves on committees for the State SWIC's; and has served on the State SAG for FirstNet. He has also been a speaker for the IWCE, APCO International, and TX APCO conferences primarily covering topics related to Mission Critical Push-to-Talk and Social Media Intelligence.

The Local Flavor Co-Chairs for San Antonio are Catherine (Cate) Hedrick and Audry Verver. Cate is the MEDCOM Coordinator for Southwest Texas Regional Advisory Council (STRAC) in San Antonio. Her organization's main focus is emergency management for San Antonio's regional healthcare system (EMS agencies, trauma centers, LE, et). They monitor all helicopter ambulance traffic in and out of San Antonio, facilitate the transfer of critical trauma patients from small regional hospitals to level 1 trauma centers, and assist local LE with mental health patients. Cate holds a Master's in Public Administration with a concentration in Emergency Management. She and her paramedic husband stay busy keeping up with their two boys!

Audry is the Support Services Division Manager for the San Marcos Police Department in San Marcos, Texas. As the Division Manager, she oversees the 9-1-1 Communications Division as well as the Police Records Division. She has her ENP and CMCP through NENA and is working on completing her degree in criminal justice. She has served on the TX NENA board and has been very involved in the joint APCO/NENA Public Safety Conference for several years. She has also chaired TX APCO's Fall Training Symposium. Her husband is an active police officer, and they have four children.

The Conference & Expo Volunteer Co-Chairs are Kristi Stamnes and Tammy Wright. Kristi Stamnes is the Director of Washington County E9-1-1 in Brenham, TX. She hails from the great state of Alabama. Her husband is a project manager for Round Top Home Builders. They have one grown daughter who lives in Georgia. Kristi has over 25 years' experience in the emergency communications field. She is an APCO Instructor and has been teaching for 21 years, and also has her ENP certification. Before moving to Texas, she was heavily involved in Alabama's APCO and NENA chapters. She served as APCO President in Alabama and is the immediate past chairperson for the joint APCO/NENA Texas Public Safety Conference.

Tammy resides in the state of Connecticut, and she is the Administrative Dispatcher at the Berlin Police Department, where she has worked for the past 25 years. She is an E9-1-1 Public Safety Commissioner for the State of Connecticut, representing Connecticut Telecommunicators. Tammy is the First Vice President for APCO's Atlantic Chapter and serves as their Awards Chair; she also chaired the 2018 conference for their Chapter. She serves on the Board of Directors for Honor Wellness Center, which is a nonprofit that provides counseling and addiction services for first responders and their families. She also serves on several Peer Support Teams, both locally and regionally. She has a long-term boyfriend (whom she met at the APCO International Conference in Denver) and 2 nephews whom she adores.



## Membership Information

Member Type	01/01/2019	01/01/2020
Associate Members	1,668	1,481
Full Members	2,772	2,483
Full Group Members	4,796	6,423
Online Group Members	11,463	13,956
Commercial Members	344	294
Commercial Group Members	7	42
<b>Total Number of Members</b>	<b>21,050</b>	<b>24,679</b>
Total Number of Group Agencies	897	955
Commercial Groups	23	48

## APCO Awards



Nominations for APCO's Public Safety Communications Awards will be accepted starting January 1, 2021. Now is the time for you to start gathering documentation to write an award-winning nomination for your peers, management and technical staff. The Awards Committee is preparing to review the nominations to help APCO decide who should receive this year's Public Safety Awards for outstanding performance this past year. Think about the shining stars that perform at a high level on a daily basis, those that worked a major incident that stretched your center, county or state, the IT person that works tirelessly to keep your systems running at all hours, the supervisor that goes above and beyond to reach all employees, or the manager that takes on a major project that comes together with little hiccups. The list of what superstar status looks like is endless! Begin preparing now to tell us all about your super stars, then submit a nomination between January 1<sup>st</sup> and April 1<sup>st</sup>.

## Bylaws Committee

When people think of their Chapters Bylaws or Policy Manual, it's usually because something has occurred within the Chapter or there has been a change to the APCO International governing documents that would precipitate a review to see if the Chapter is in line with the change(s). As a Chapter Officer it is part of our duties to ensure that our governing documents are current as well as help us take care of the business of our Chapters.

The Bylaws Committees charge is to review Chapter documents for consistency – formatting and recommendations. We don't write your Bylaws or Policy Manuals for you, but we can give you a template to follow and assist you in "filling in the blanks." The committee completed a full review of the APCO International Bylaws and Policy Manual in 2020 as well as one document in December of 2020; we are now beginning to review the first document for 2021 with two other Chapters waiting in the wings, along with updating APCO International's Policy Manual with the completed Task Forces and new Committees.

As a board officer you want to ensure that certain powers and duties of your board are established and delineated, your Policy Manuals are the details, and there is no conflict between the two. It is also important to update them with information as it pertains to Joint Ventures and/or Chapters and what do you do when you can't have an election because your annual conference/meeting was cancelled (sound familiar!): Consider adding an agenda item on your next call, or if you have a Bylaws/Policy Manual Committee, maybe consider 2021 to be the year that you dust off those documents, do your updates and send them along to the Bylaws Committee for a review and recommendation.

Committee Sign-up will run between February 1<sup>st</sup> to April 1<sup>st</sup>, so why not consider joining us – I promise you will come away with a new appreciation for our governing documents!

Inquires can be sent to either myself or our Vice-Chair Kathy Pompeo (emails: [maureen.will@newtown-ct.gov](mailto:maureen.will@newtown-ct.gov) or [Kathryn.Pompeo@kingcounty.gov](mailto:Kathryn.Pompeo@kingcounty.gov)).

Maureen A. Will, CPE, RPL  
Bylaws Chair

## Commercial Corner Chapter Sponsorship Program

Have you implemented a program within your Chapter that leverages your Commercial Members and their resources to support your local objectives and goals?

A Chapter Sponsorship Program should have a variety of options in which any vendor can participate.

If you hold regularly scheduled meetings, a monthly or quarterly sponsorship can be in the form of early morning coffee/pastries, a vendor table, or full meeting sponsor. For the vendor, they get recognition during the meeting, web-site acknowledgement, and in some instances, dedicated presentation time during the meeting. A word of advice though; simple guidelines should be prepared to keep the presentation from becoming a runaway 'commercial'. It should be a topic that resonates with the audience, presented as a problem followed by a general solution that happens to be among the vendor's capabilities; all within a specified time limit. Everybody wins.

## **Commercial Corner (continued)**

### **Chapter Sponsorship Program continues**

For those seeking longer term choices, an annual sponsorship can comprise a partner agreement including signage at events, website recognition, high visibility participation throughout the year, and others.

For those that hold annual training and exhibition events as well as awards ceremonies, the opportunities for sponsorship are even greater.

Remember, a large portion of the Chapter's annual operating budget can be fulfilled through a well planned and executed relationship with your Commercial Members and extended vendor community. Sponsors come in all sizes; those with smaller spending budgets and those with much greater. It's important that affordable options are included in the program to ensure a healthy mix of products and services are represented.

For more detailed information including a generic template of a Sponsorship Program, please contact me.

*Ron Lyons, MCSC Member*  
CAC Associate Member



## **Silent Key**



**Michelle Lynn Lisee**  
**Arizona Chapter**

## North Carolina APCO/NENA Conference



**The NC Chapter of APCO and the NC Chapter of NENA are proud to announce that the call for papers for the Virtual 2021 NC Public Safety Communications Conference is now OPEN!**

The Virtual 2021 NC Public Safety Communications Conference is scheduled for Monday, May 3, 2021 through Wednesday, May 5, 2021. Presentations will be on Monday, May 3, 2021, Tuesday, May 4, 2021 with a closing keynote speaker on Wednesday, May 5, 2021.

We are dedicated to providing our members and friends with the best in training and networking opportunities and in 2021, though virtual, this conference plans to continue to meet this standard!

To make this the best experience for ALL attendees, we need YOU and your talents, skills and knowledge to share with our attendees on the hottest topics in our industry.

To submit a call for papers presentation, please visit [nc911conference.com](https://nc911conference.com) today!

Call for presentations will be accepted through Sunday, February 28, 2021 at 11:45 pm.

We hope you will plan on joining us and becoming a part of a great opportunity to share your talents, skills and knowledge with members of our professional community and beyond!

If you have questions or need additional information about the event, please email NC APCO Training Coordinator Jeryl Anderson at [jeryl.anderson@ncapco.org](mailto:jeryl.anderson@ncapco.org) or Chapter President Grayson Gusa at [grayson.gusa@ncapco.org](mailto:grayson.gusa@ncapco.org).



## APCO Announcements

### APCO Seeks Comments on New Standard

APCO is seeking comments for the candidate American National Standards (ANS) Crisis Intervention Techniques and Call Handling Procedures for Public Safety Telecommunicators. This standard will identify training requirements for handling calls involving emotionally distressed individuals. The public may [review and comment](#) on this candidate standard **until February 1st** on the APCO website.

### APCO Awards Season is Here

Nominations are now open for the 2021 APCO [PSAP Awards](#) and [Technology Awards](#). We're hosting a webinar to give you the inside scoop into crafting the best nomination possible. You'll have two opportunities to check it out:

[February 3, 2021; 1:00-2:00 p.m. ET](#)

[March 17, 2021; 1:00-2:00 p.m. ET](#)

Make sure your hard work, and the work of your ECC, is honored and recognized. [Submit a nomination](#) before the **deadline, April 1st**.

### Women in Public Safety Communications: Sarah Hills

We reached out to women in public safety leadership roles to discuss the challenges they've faced and provide advice for future leaders. In the coming months, APCO will highlight these interviews online and in our publications. [Read the first installation.](#)



Sarah Hills, Emergency Communications of Southern Oregon,  
Public safety dispatcher for 13 years (November 2007)  
APCO member since November 2012  
APCO RPL designation since 2015  
RPL facilitator  
Current APCO Awards Committee Chair

### New! CTO and CCS Courses Now Available in the APCO Virtual Classroom

The [APCO Virtual Classroom](#) added two additional courses, offering real-time, adjunct instructor-led interactive classes for public safety communications professionals:

[Communications Center Supervisor \(CCS\), 5th Ed.](#) – February 22-24, 2021 – supervisory training designed for comm center supervisors and candidates moving into supervisory roles.

Discounted tuition is available to APCO members.

### Advance Your Career With an APCO Scholarship

Last year, the Scholarship Program awarded more than \$98,000 to APCO members to further their public safety communications training. Winners can apply the scholarship funds to APCO Institute courses, including the Registered Public-Safety Leader (RPL) and Certified Public-Safety Executive (CPE) programs. The deadline for [general scholarship](#) applications is **March 30**; [CPE Scholarship Program](#) applications must be received by **February 15th**.



## APCO Announcements (continued)

### Emerging Technology Forum On Demand

Now more than ever, your agency needs to be ready for the latest developments in emergency communications technology, equipment and regulations. The Tech Forum may be over, but the opportunities to learn continue. Watch all [19 presentations](#) at your own pace and earn valuable CEU credits along the way.

Full/Associate APCO Members: \$25

Non-members or Online APCO Members: \$200

Commercial Members: \$300

## Chapter Officer Toolkit

### Virtual Conferences

Virtual meetings and conferences have become altogether too common. This new frontier has led to virtual chapter meetings and/or conferences. MCSC was grateful to the Colorado Chapter, and Jennifer Kirkland, for presenting some lessons learned from their Virtual Conference.

APCO has also identified a way to send promotional items directly to your attendees. Items can be purchased with your logo and sent out. You can find the promotional items link, presentation, as well as the Virtual Conference Guide, in the Chapter Officer Toolkit under Chapter Events. <https://www.apcointl.org/apco-membership/chapters/chapter-officer-toolkit/>

We are actively seeking information to distribute to other chapters. Do you have something you are willing to share? Please send it through your MCSC Representative.





## CHAPTER MEMBER SERVICES COMMITTEE MEMBERS

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## CHAPTER MEMBER SERVICES COMMITTEE MEMBERS

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