

APCO

MEMBER CHAPTER SERVICES Committee

*Celebrating
Public Safety
Telecommunicators
NPSTW*

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National Public Safety Telecommunicators Week

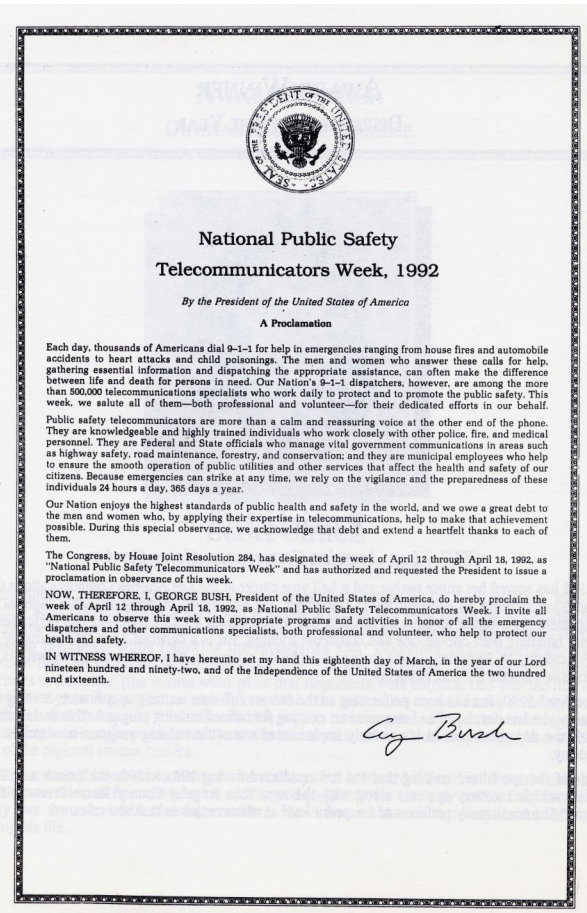
April 11 –17, 2021

By: Adriana Spirescu, CPRA, MCSC Member

National Public Safety Telecommunicators Week was first conceived by Patricia Anderson of the Contra Costa County Sheriff's Office (California) in 1981. By the 1990s, the National Association of Public-Safety Communications Officials (APCO) convinced Congress of the need for a formal proclamation. After being passed by Congress on an annual basis for two years, National Public Safety Telecommunicators Week was finally made permanent by President Clinton in 1994. President Bush Proclamation pictured.

In 1994, National Public Safety Telecommunicators Week was formally recognized and is celebrated each year during the second full week of April. It is dedicated to the men and women who serve as public safety telecommunicators.

This week-long event is an opportunity to celebrate and thank those who dedicate their lives to serving the public. It is a week in which public and private sector can be made aware of telecommunicators hard work and dedication. Consider at your own center, holding a chapter, agency, or community event to show your support and celebrate these true First Responders. Holding an awards ceremony? Contact your local Congressional Representative and they can provide wonderful certificates for your winners. Surprise your Telecommunicators with a pizza day, ice cream social, and pastries & desserts, hold a bar-b-que, organize a potluck, have dress-up/down day, crazy hair day, hat day, pajama day...the list goes on.



President Bush's Proclamation



CPRA Button Collection

For the last 30 years, the Southern California Chapter of APCO (CPRA) has been commemorating the "National Public Safety Telecommunicators Week" by creating buttons and offering them to chapters across the country.

In addition, CPRA started an annual Awards Banquet in 1988 and has continued this tradition ever since. The Award winners are selected by a committee of professionals based upon nominations submitted by their peers.

For more ideas visit the APCO Blog page [NPSTW](#).



Membership Information

| Member Type | 03/01/2020 | 03/01/2021 |
|--------------------------------|---------------|---------------|
| Associate Members | 2,176 | 2,140 |
| Full Members | 3,811 | 3,655 |
| Full Group Members | 6,535 | 7,863 |
| Online Group Members | 18,037 | 18,900 |
| Commercial Members | 421 | 401 |
| Commercial Group Members | 73 | 196 |
| Total Number of Members | 31,053 | 33,155 |
| Total Number of Group Agencies | 1,096 | 1,196 |
| Commercial Groups | 27 | 41 |



Member & Chapter Services Committee Webinar Series

How to Engage Your Young Professionals

Thursday, April 8, 2021 | 1:00pm EST

The APCO Member & Chapter Services Committee will be coming together with the APCO Young Professionals Committee to present a webinar and provide ideas on how chapters can work to better engage their younger members. This session will have some young professionals in the industry discussing challenges they have faced when trying to get involved in their Chapter, and will also include presentations from Chapters who have done specific initiatives to ensure their outreach to their younger members helps them feel more included.

The webinar will be Thursday, April 8, 2021 beginning at 1:00 PM EST. Pre-registration is required by following the link shown below. If you have questions or suggestions for future webinars, please email MCSC Vice-Chair Grayson Gusa (grayson.gusa@ncapco.org).

Registration Link: <https://attendee.gotowebinar.com/register/6907427127857072912>

Commercial Corner

Chapter Sponsorship Program

CCAM Perspective

Adaptation in industry is always invaluable, but never more so than over the rollercoaster of a time we have faced this past year. Hosting events during this pandemic has been a difficult endeavor to say the least, but the Chapter Commercial Advisory Members (CCAM) have been working to keep up with the times, and keeping our industry shows on their feet. Northern California APCO CCAM Manny Vierra has helped lead the charge on adapting to virtual shows for his chapter as we push forward to still make progress until in-person meetings are a viable option again. Before venturing to setup newly formatted virtual shows, it was important to ask: What is working in the chapters in the partnership with commercial vendors? To this Vierra said; "I have been instrumental with the help of my local NAPCO board to make sure our commercial partners' needs are being addressed as well. As a result of our personal attention to all members, we typically had 60 -75 members in attendance at our in-person monthly meetings. Since we are now hosting virtual meetings, the attendance has been at least 60 each month. Our commercial members continue to sponsor and attend our meetings regularly."

NAPCO Immediate Past President, Allenna Wiggins added to this sentiment with some of her priorities for keeping the CCAM as an ongoing support:

Our CCAM is very involved on all chapter business and works diligently to keep our commercial partners informed and to bring their needs to the attention of the board. They are not a means to an end or the bank; remember to thank them verbally and publicly, and refer business to them. Collaborate with your commercial partners. Manny deserves a lot of credit for fostering that attitude from day one. Our CCAMs put on a commercial partner appreciation luncheon where we asked them what was working for them with regards to their membership? What would they like from the board? How could our Chapter add value to their membership? We implemented all suggestions and made improvements in our general practices where we could.

The ability to pull off a virtual show that still facilitated the needs of both vendors and attendees was welcomed by all, as seen by the attendance, interaction, and positive response after the digital event. Boasting over 500 attendees, Manny said this was able to be an "excellent marketing opportunity. NAPCO and CPRA made the same amount of money on the event as an in-person event."

Manny Vierra continued:

As the CCAM of the Northern California APCO chapter, I try to be involved in all chapter business and work diligently to keep our commercial partners informed and to bring their needs to the attention of our board. I attempt to be a bridge that makes sure everyone's needs are being met and/or addressed. It is important that

Commercial Corner (continued)

you treat your commercial partners as the valuable APCO Chapter members they are. Put on events to showcase and honor them. I have worked diligently to be the communicator who attempts to bring all parties together. Allow your Commercial Partners opportunities to be heard and have input where they can. Invite and encourage them to attend meetings regularly. Introduce them so they are visible to all.

Despite having to adapt to the times, the CA Vendor Showcase proved as an example of how events like this can still be a success during these times. The help of the CCAM, with the ongoing emphasis on inclusion, and focus on member priorities continues to be a strength in supporting the effort. There's always room to learn, and improvements that can be made to future shows, but it is good to see ways in which we can still connect successfully until the long awaited "in-person" events can happen safely again.

Contributing Authors

Manny Vierra – The Sales Group
Joe Jackson – The Spectrum Firm



ProCHRT Committee

APCO is looking for nominations for Teammates in Action. We want to recognize individuals who go above and beyond for public safety. Nominate them at <https://www.apcointl.org/apco-membership/recognition/teammates-in-action/>. All needed information is available on the website.

Teammates in Action - APCO International

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.

www.apcointl.org



SCCA Virtual Telecommunicator Awards Presentation

The Southern California Chapter of APCO-International



Presents the

33rd Annual “Virtual” Telecommunicator Awards Presentation

*Please join us as we honor safety employees for their
outstanding service.*

Date: Thursday, April 15, 2021
Time: 2:00 PM
Zoom Info: Meeting ID: 828 4150 6218
Passcode: 589320

<https://us02web.zoom.us/j/82841506218?pwd=OWc0amNLcDN5MkNpNFJiM2xFeUdRZz09>

Contact: Terri Nelson (714) 425-1691
tnelcpa@gmail.com

There will be prize drawings during the presentation!

*We look forward to seeing you virtually as we honor our
“First Responders”*

North Carolina APCO/NENA Conference



North Carolina APCO invites you to join us for our **Virtual NC Public-Safety Communications Conference, May 3-5, 2021!** Registration is **FREE** for all attendees and will be available in early April by visiting www.nc911conference.com.

Wisconsin APCO/NENA Conference

WIPSCOM, a partnership of WI-APCO and WI-NENA, is holding their annual conference May 11th and 12th at the Kalahari Resort and Conference Center Wisconsin Dells. “New Year, New Destination; NG911” details and registration are at www.wipscom.com.

Kansas APCO/NENA Conference



SPRING 2021 CONFERENCE

Registration opens March 1st, 2021



VIRTUAL CONFERENCE
APRIL 14TH, 2021
THIS CONFERENCE WILL BE
1 DAY AND FREE FOR ALL KANSAS
911 PROFESSIONALS. OUT OF STATE
WILL BE CHARGED \$25 FEE.

Keynote Speaker: Halcyon Frank from The
Dispatch Lab #BeAnEncourager

FOR MORE DETAILS- WWW.KSAPCO.ORG

NHEDA Conference

The NHEDA Training Conference is Going Digital in 2021!



April 14 and 15, 2021

This Conference is being offered at NO COST!

REGISTER TODAY AT THIS LINK: <https://www.crowdcast.io/e/NHEDA2021Conference>

- ◆ This conference will be brought to you online via the Crowdcast platform with live presentations.
- ◆ Training schedule will be announced in the upcoming weeks and will include at least 10 hours of training over the two days.
- ◆ Stay tuned for more info on this very exciting training opportunity for our friends and members.

Not able to attend on these dates? Be sure to register, and you will be able to access the recordings of all conference sessions at any time in the future!

APCO Announcements

Upcoming Webinar

Free to APCO members and worth one CDE each. If you can't attend the live webinar, register anyway to get access to the recorded webinars.

Using Technology to Address First Responder Health and Wellness Needs

April 28 | 1:00 – 2:00 p.m. ET [Register](#)

Webinar sponsored by FirstNet Built with AT&T

Professional Resume Review

Looking to advance your career in emergency communications? Contact us today for your professional resume review and one-on-one interview coaching session with Dr. Steven Edwards. *Members receive \$200 discount.*

[Learn more](#)

APCO 2021

Health and Safety Plans for APCO 2021

APCO is working diligently on plans to keep you safe at the APCO 2021 Annual Conference & Expo taking place August 15-18 in San Antonio, Texas. [Visit the website](#) to learn more.

Flash Day Is April 5

[Mark your calendars for April 5](#) and save on your registration for [APCO 2021](#). Just a reminder, the Flash Day offer applies **only to members** and you must select the **full registration option**. Read all the fine print [here](#).

This deal is too good not to share - forward this email to a friend and let them in on the secret.

T-shirt Design Contest Is Back!

Produce an original design that incorporates San Antonio and/or the state of Texas, and the spirit of APCO International and emergency communications. Designs will be voted on and the winner's artwork will be printed on the back of the next APCO conference shirt in San Antonio. The deadline [to submit](#) is **May 3**.

Emerging Technology Forum Still Available On-Demand

Still thinking about the Tech Forum? Don't worry, we are still [offering all 19 sessions on-demand](#) so you can receive the most up-to-date industry content from more than 25 speakers and earn CEU credits along the way. 95% of attendees recommend attending an Emerging Technology Forum.

APCO Announcements (continued)

Women in Public Safety Communications: Jeryl Anderson

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.

Jeryl Lynn Brown Anderson, Recruitment and Outreach Coordinator, Orange County Emergency Services



Anderson has worked in public safety communications for 36 years and has been a member of APCO since 1995. She currently serves as a NC Chapter of APCO Education Advisory Member and on the APCO International Standards Committee.

[Read more](#) about how Anderson got involved in this industry and her advice for other female leaders.

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

| NAME | CHAPTER ASSIGNMENT | EMAIL ADDRESS |
|------------------------|--|------------------------------------|
| Melissa Stroh | Chair | Melissa.stroh@isp.idaho.gov |
| Grayson Gusa | Vice-Chair | Grayson.gusa@ncapco.org |
| Kelley Anderson | South Dakota, North Dakota | kanderson@watertownpd.com |
| Shanta Bolden | Arizona, Washington | shanta.bolden@birminghamal.gov |
| Rebekah Burkhardt | Florida, Newsletter Back –up, Committee Content | rburkhardt@prinevillepd.org |
| Samantha Cameron-Dutch | North Carolina, South Carolina | scameron@scotlandcounty.org |
| Travis Essic | Saudi Arabia | travis.essic@davidsoncountync.gov |
| Dannette Flores | New Mexico, Nebraska | dflores@leacounty.net |
| Katherine Gause | Texas | kgause@cityofirving.org |
| Darlene Holbrooks | Caribbean | dholbrooks@greenvillesc.gov |
| Jessica Hughes | Arkansas | jessica.hughes@decaturga.com |
| Latricia Jones | Indiana, Iowa | latricia.jones@birminghamal.gov |
| Kristy Larkin | Mid Eastern, Oklahoma | Kristylarkin@ongov.net |
| Cynthia Linton | Illinois, Kentucky | clinton@cityofdanville.org |
| Ron Lyons | Commercial | Lyons_Communications@outlook.com |
| LaToya Marz | Wyoming | lmarz@tri-com911.org |
| Trudy McDevitt | Louisiana, Oregon | tmcdevitt12@att.net |
| Joshua Michaelis | Kansas, Virginia | jmichaelis@ricecounty911.com |
| Michael Newsome | Mississippi | Michael.Newsome@fultoncountyga.gov |
| Jared Pelham | Missouri | pelham_j@hc911.org |
| Elizabeth Phillips | Web Page Content Chair | lphillips@ku.edu |
| Gregory Putnam | Pacific, Nevada | gregputnam@derrynh.org |
| Catherine Raley | Colorado, Tennessee | craley@arapahoegov.com |
| Mary Sue Robey | Newsletter Editor | marysuer@valleycom.org |
| Laramie Scott | Pennsylvania, Alaska | ljscott224@gmail.com |
| Nancy Shean-Weber | Atlantic | nweber@oldbridge.com |



CHAPTER MEMBER SERVICES COMMITTEE MEMBERS

| NAME | CHAPTER ASSIGNMENT | EMAIL ADDRESS |
|-----------------------|-------------------------|--|
| Rebecca Snook | West Virginia, Michigan | bsnook@mitchellcountyks.gov |
| Adriana Spirescu | CPRA, N. California | ASpirescu@ocsd.org |
| Tim Stencel | Wisconsin, Alabama | tstencel@nwcds.org |
| Jennifer Sullivan | Idaho, Utah | jennifer.sullivan@isp.idaho.gov |
| Keith Trussell | Georgia, Montana | ktrussell@cirdc.org |
| Charles Venske | Minnesota, Ohio | charles.venske@hennepin.us |
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| Shinar Haynes | Group Leader | shaynes@tc911.org |
| Hull, Rebecca | Staff Liaison | hullr@apcointl.org |
| Stowell Corder, Susan | Staff Liaison | stowells@apcointl.org |

