



# CALLSIGN

## Ohio Appreciates Professional Communications Operations

May 2013

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[jsomerville@dublin.oh.us](mailto:jsomerville@dublin.oh.us)

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[fbowen@columbusairports.com](mailto:fbowen@columbusairports.com)

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Callsign Editor: Dan Lutz (513) 476-6199 [dlutz@westchesteroh.org](mailto:dlutz@westchesteroh.org)

### President's Message

Well, here we are! Two years ago I was sworn in as your chapter president. Now that the May meeting is almost upon us I will soon be passing the reins to our current first vice president, Jay Somerville. I am more than confident that the chapter will be in good hands with Jay's leadership. Our other elected officers, Frank Bowen and Kelly Davidson, bring a wealth of experience and enthusiasm to the table. I look forward to their leadership and service to our chapter in the coming years.

Our biennial chapter conference in April was a great way to top off the past two years of service. I had a great time working with our conference committee as they put off one heck of a show! The conference sessions were well received, the evening entertainment was a blast, and the Gold Star banquet was full of prestige and honor for our fellow telecommunicators that were nominated and awarded for their efforts.

Our conference chair and conference committee deserve a lot of credit for their work in putting this year's conference together. As we had several new conference committee members taking lead over the various functions a lot was learned and many notes were taken on how we can make things even better next time around. Our conference venue, Kalahari Resorts, worked out really well. The Kalahari staff were attentive to our needs, and the space provided for us was more than adequate. With a variety of dining and entertainment options on site I personally enjoyed the fact that I could park my car in the lot on Sunday and not have to touch it again until the end of the conference.

(Continued Pg. 2)

### May Chapter Events

#### Ohio APCO Executive Board Meeting

Tuesday – May 14th, 2013 4:00 PM

Holiday Inn, 7007 North High Street (RT23 Just south of I-270 in Worthington)

#### Ohio APCO/NENA Combined Chapter Business Meeting

Wednesday – May 15th, 2013 10:00 AM

Holiday Inn, 7007 North High Street (RT23 Just south of I-270 in Worthington)

Vendor displays open at 10:00AM

Lunch at noon

Business meeting starts at 1:00 PM

**APCO - INTERNATIONAL**

**President**

Terry Hall  
Director of emergency Communications  
York-Poquoson-Williamsburg ECC  
Williamsburg, VA.  
president@apcointl.org

**Board of Directors- North Central Region**

Robin Tieman, RPL Missouri Chapter Cass County Comm. Harrisonville, MO. robint@casscounty.com	Julie Righter, ENP Nebraska Chapter Lincoln County Comm. Lincoln, NE. jrighter@lincoln.ne.gov
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**Executive Council Representative**

Holly Wayt, ENP, RPL  
City of Westerville Communications  
29 South State Street  
Westerville, Ohio 43081

**OHIO CHAPTER COMMITTEE CHAIRS**

**Activities & Membership**

Dan Lutz  
West Chester Township Communications

**Automated Frequency Advisor**

Paul Mayer  
APCO Local Advisor – OHIO  
[mayerp@apcointl.org](mailto:mayerp@apcointl.org)

**Constitution & Bylaws**

Terry Hamilton  
Ashland Co Sheriff's Office

**Emergency & Disaster Preparedness**

Frank Bowen  
Columbus Regional Airport Authority

**Callsign Newsletter**

Dan Lutz  
West Chester Twp. Communications

**Legislative Committee**

Jay Somerville, ENP  
Dublin, Division of Police

**Commercial Advisory Committee**

Chris Zigo  
Motorola Solutions Inc.

**Training**

Patrick Goldschmidt  
Shelby Co. Sheriff's Office

**OHIO CHAPTER INTERIM COMMITTEE CHAIRS**

**Ohio Public Safety Communications Joint Task Force Representative**

Lynne Feller  
Wayne County Justice Center

**(Continued From Pg. 1)**

Every year I look forward to the Gold Star Awards that celebrate the heroic efforts and hard work of our “Heroes under the Headset”. This year’s event, held at the end of our conference, was well attended with great representation from the agencies that nominated their personnel for an award. Once again my hat goes off to Alan Fish and the many conference volunteers that help make this event such a success.

As the year drives on, I highly recommend that you keep the Gold Star Awards in mind as the telecommunicators in your agency continue to perform their duties with skill and perfection making a difference in somebody’s life. Nominations can be accepted anytime, please check our website for more details!

Our May meeting is just around the corner and at the conclusion of the meeting we swear in our new slate of officers as mentioned at the start of my column. I would like to thank everyone for their support as I served the chapter over the past several years. Although it has been a challenge to balance, work, family, and chapter service at times, it has been an honor to serve in this capacity.

I’m looking forward to continue my service to the chapter, as the immediate past president on the executive committee and in any way that will benefit Ohio APCO. Our success as chapter officers would not be possible if it weren’t for the many chapter members who take the effort to make it to our meetings, serve on our committees, or otherwise contribute to the chapter. Any contribution of time and effort, no matter how big or small, has and always will be appreciated in our organization.

As always, please stay tuned to our website and Twitter feeds for updates from our chapter and APCO International. I hope to see many of you at our May meeting. Remember, there is no better place or time to network with Ohio’s public safety professionals than our chapter meetings.

## EXECUTIVE COUNCIL REPORT

Holly Wayt, ENP – City of Westerville  
February 27th, 2013

### Membership

Membership numbers from mid-January showed a total of 16,831. Over 255 agencies are participating in the Group Membership program and many more are changing over from individual memberships to the Group option.

### Committee Volunteering

Applications to volunteer on an APCO Int'l. committee opened up on February 1<sup>st</sup> and will continue until April 1<sup>st</sup> for the 2013-2014 committee year. If anyone is currently serving on a committee, there are no automatic reappointments, you must reapply. If you are not currently serving on a committee, please seriously consider it. You may select up to three committees on which to participate.

### Awards Program

The 2013 Public Safety Communications Awards Program will accept nominations through April 1<sup>st</sup>. There is a new online application this year, no paper or e-mailed nominations forms will be accepted. Please consider taking the time to nominate someone who is deserving of this award.

### Career Center

APCO International has launched an enhanced online Career Center. It is open 24/7 to employers as well as job seekers, and is available to all levels of public safety communications professionals. Job seekers can search jobs, post a resume, set up an e-mail job alert and access a personal job seeker account. Employers can post an ad about a job opening, view resumes, gain information on competitive products and pricing, and access a personal recruiter account.

### Staff Updates

The following staff changes occurred in the month of January:

- Lynn Robbins retired from APCO on December 31, 2012. Judy Stone

- has been promoted to Team Leader. Lynn will continue supporting AFC on a part-time basis as a contractor.
- Pamela Kaufman has left APCO as the EMD Program Manager for another position near her Indiana home. Sheila Hanna-Wiles has been promoted to that position.
- Lauren Larson joined APCO Marketing and Communications as Web Content Coordinator as of January 2, 2013.

### CAC and Silent Key Scholarships

The Institute is currently accepting CAC/Silent Key Scholarships. The application process is open through March 31, 2013. Scholarship recipients must be current APCO members and maintain APCO membership throughout the scholarship period. Scholarship funds may be used for the APCO Institute and can be applied for books, tuition and/or registration costs. Up to \$500 of the award may be applied to travel or living expenses to attend an APCO educational event. Applicants must bear responsibility for payment of all costs, and will be reimbursed only upon satisfactory completion of the course or class.

### Institute

APCO Institute Illuminations program launched January 2<sup>nd</sup>. Illuminations provides an opportunity for continuing education at your desk. The Institute will offer a training topic each month through an annual subscription based service. Twelve topics will be offered through the subscription and will include, to name a few: high risk incidents, NexGen- the human side, Burnt out-cumulative stress?, Lawsuits- real life liability issues, How does what I say get to the field- how does the radio system work?, and Losing patience- customer service.

(Continued Pg. 4)

(Continued From Pg. 3)

### Upcoming Events

May 13-14, 2013 Broadband Summit and Expo. in Washington, DC

May 14, 2013 Leadership dinner in Washington, DC

August 18-21, 2013 Annual Conference in Anaheim, CA

Housing opens March 1, 2013

Flash Day for early registration discount is April 2, 2013 – registration for that one day will be \$325.00.

**Changes for the conference this year include:** a full day of classes on Wednesday the 21<sup>st</sup> and not just half a day, no attendee opening event on Sunday the 18<sup>th</sup> – having a Happy Hour in the Hall from 4:30pm-6:00pm on Monday evening the 19<sup>th</sup>, bringing back a Tuesday evening event (old MANAPCO)- from 7pm-11pm – now called an APCO Block Party!, and the closing dinner is now Wednesday evening from 6:30pm-8:30pm instead of Tuesday evening....it's truly a closing event.



### SECRETARY & TREASURER REPORT

Danielle Klavinger, ENP  
Lucas County Emergency Services

### Ohio Chapter of APCO Wednesday, February 27, 2012 Membership Meeting Minutes

**10:00 a.m.** Vendor display: DeWolf & Associates, Primal Innovation Technologies and Sound Communications

**10:00 a.m.** Committee Meetings

**11:00 a.m.** Legislative Update by Jay Somerville

**12:00 a.m.** Luncheon provided by Ohio APCO & NENA Chapters

**1:00 p.m.** Joint APCO and NENA Business meeting

Michael Banks, APCO President and Anne Barr, NENA President opened the meeting welcoming attendees followed by the reciting of the Pledge of Allegiance.

**Secretary's Report:** Rose Chambers motioned to accept November's minutes as written by Lin Malott, NENA's secretary. Seconded by Carol Armitage, with no further discussion, motion carried with all in favor.

**Treasurer's Report:** by Danielle Klavinger. **APCO Checking;** \$110.85 expenses, \$2,017.44 income \$14,249.74 balance. **Money Market;** \$0.72 interest, \$17,003.53 balance. **Gold Star/Conference;** \$432.36 expenses, \$1,000.00 income, \$8,907.95 balance. Accounts balanced as of January 31, 2013.

Jay Somerville motioned to accept the Treasurer's report, seconded by Ken Stewart, with no further discussion, motion carried with all in favor.

**Executive Council Report:** by Holly Wayt.

- National Membership; 16,831. Over 255 agencies are participating in the Group Membership program.
- Applications being accepted to volunteer on an APCO Int'l.

Committees until April 1<sup>st</sup> for the 2013-2014 committee years.

- Public Safety Communications Awards Program will accept nominations through April 1<sup>st</sup>.
- Career Center; APCO International has launched an enhanced online Career Center. It is open 24/7 to employers as well as job seekers, and is available to all levels of public safety communications professionals. Job seekers can search jobs, post a resume, set up an e-mail job alert and access a personal job seeker account. Employers can post an ad about a job opening, view resumes, gain information on competitive products and pricing, and access a personal recruiter account.
- CAC and Silent Key Scholarship applications are being accepted through March 31, 2013. Scholarship recipients must be current APCO members and maintain APCO membership throughout the scholarship period.
- APCO Institute Illuminations program launched January 2<sup>nd</sup>. Illuminations provide an opportunity for continuing education at your desk. The Institute will offer a training topic each month through an annual subscription based service.
- Upcoming Events; May 13-14, 2013 Broadband Summit and Expo. in Washington, DC., May 14, 2013 Leadership dinner in Washington, DC., August 18-21, 2013 Annual Conference in Anaheim, CA

**Legislative Update:** by Jay Somerville.

- 11:00 a.m. power point presentation on line at Ohio APCO's website.

- Asked PSAPs to get involved in the ESINET meetings/conference calls.
  - <https://soh.sp.ohio.gov/sites/esinet/sitepages/home.aspx> (link on Ohio APCO).
  - The Statewide ESINet Steering Committee will meet on the 1st and 3rd Thursday of each month at 11am at the Riffe Center in Columbus. The Technical and PSAP Operations subcommittee will establish their own meeting schedules as they begin work on details for the May 15th report to the legislature.
- Contact your Senators or Representatives regularly to discuss PSAP needs or concerns.

**SIEC Update:** by Matt Franke.

- Governor's Executive Order established an executive committee designated as the Statewide Interoperability Executive Committee (SIEC).
- Bylaws completed in January.
- Radio broadband initiative - subcommittee actively working on nationwide issues.
- FCC/SIEC involved in Next Generation 9-1-1 initiative.

**700mhz/800mhz/AFC:** by Paul Mayer.

- MARCS roll out update.
- MARCS done by middle of next year.
- Deadline of Jan 1<sup>st</sup> 2013n - Narrowbanding
- FCC to begin license audits in April
- Ohio APCO Board of Officers: I am requesting consideration in the nomination of APCO member Robert (Bob) M. Bill as the Alternate Ohio Local Frequency Advisor, since the current Alternate, Kevin Kelly, is overcommitted with his MARCS work to be an active Alternate. I ask for a letter of support from the Chapter which, along with the MARCS letter, I will forward to the APCO AFC management team for their approval. **(Continued Pg. 6)**

(Continued From Pg. 6)

**TERT Update:** by Ken Stewart.

Jason Smith, Texas will be presenting at the upcoming Ohio APCO/NENA Conference in April. Ohio TERT meeting date and time TBA sometime in the upcoming months.

- Contact Ken at [kstewart22@yahoo.com](mailto:kstewart22@yahoo.com) if you are interested in participating in Ohio.

**Commercial Advisory:** by Chris Zigo. Thanked supporting exhibitors for today's meeting. De-Wolf & Associates, Primal Innovation Technologies and Sound Communications.

**Conference Committee:** by Rose Chambers. Bi-Annual Conference April 14-17 at Kalahari Resort Hotel in Sandusky, Ohio. 8-hr TERT Awareness class and Welcome Reception with music by CoCoBeanOs on Sunday, Photo Scavenger hunt on Monday, Training Sessions, Vendor Show throughout the week closing with the Gold Star Awards Luncheon on Wednesday at noon.

**Training Committee Update:** by Pat Goldschmidt. Conference training matrix is full. Sunday: 8-hrs of TERT Awareness. Monday-Wednesday: tracks; Dispatcher, Manager, Next Gen, and Technical. Looking for a venue for training in November. If anyone has ideas or suggestion for training please contact Pat at [Pat-rick.goldschmidt@shelbycountysheriff.com](mailto:Pat-rick.goldschmidt@shelbycountysheriff.com)

**Newsletter:** Dan Lutz-not in attendance. No report. End of April for submission deadline.

**Gold Star Committee:** by Alan Fish. Winners for this year have been selected. Thanked the committee for their participation in the selection process and vendors for their support of the event. Additionally, Alan thanked the nominators who took the time to recognize the 36 people nominated for this event and for all the people involved in putting on the event. Online registration available on Ohio APCO or NENA's website. \$100.00 registration for the conference plus \$20.00 luncheon fee.

**Nomination Committee:** Lynne Feller, Chairman not in attendance. Paul Mayer presented the committee's recommendation for the 2013-2014 term of office; President – Jay Somerville, 1<sup>st</sup> Vice President – Frank Bowen, 2<sup>nd</sup> Vice President – Kelley Davidson. Secretary/Treasurer's position is a 2-yr term elected in even years- Danielle Klavinger to continue in that position. Letter signed by: Lynne Feller, Holly Wayt and Paul Mayer. Mike asked for nominations from the floor. No further nominations. Nominations closed. Nominations accepted as presented by the committee.

**For the good of the Order:** No further business presented.

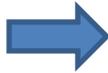
**50/50 Drawing:** \$49.00 for the chapter.

**Motion to Adjourn:** Rose Chambers motioned to adjourn with Kim Brandt seconding. With no further discussion and no one opposing the meeting adjourned.

## NENA Training



See: [WWW.NENA.ORG](http://WWW.NENA.ORG)  
For more information or course  
registration forms, please call  
NENA Headquarters at  
(800) 332-3911.

 **FREE TRAINING** 

I want to give you all a heads up and let you know registration is now **open** for the Mercer County Sheriff's Office/Celina PD Dispatcher In Service Day to be held Wednesday May 22<sup>nd</sup>, 2013 at the Mercer County Fairgrounds in Celina. The in service will be as in the past and will open at 0815 and conclude by 1630. There is no registration fee; there will be a continental breakfast provided at no cost; lunch is provided at no cost; water/soft drinks will be provided throughout the day. As it stands right now, we have confirmed presentations from Ohio Task Force One, LEADS, BMV and back by popular demand is a stress reduction session with Dr. Sue Gavron. We have one other session that we are working to confirm and will hopefully be added shortly. To find the registration form, simply go to our website at [www.mercercountysheriff.org](http://www.mercercountysheriff.org) and click on the link on the left side of the home page. Please feel free to contact us if you have any questions. Thank you in advance for your continued support of our free dispatcher in service.

Monte Diegel  
9-1-1 Administrator  
Mercer County Sheriff's Office



**THANKS!**

Both Ohio APCO and NENA Chapters want to express our gratitude to the following exhibitors for sponsoring the February meeting:

**DeWolf & Assoc.  
Primal Innovation Technologies  
Sound Communications**

The February lunch was provided by:

**P&R Communications  
Motorola Solutions**

For the May meeting we thank the following vendors:

Lunch Sponsor:

**Sponsor Needed**

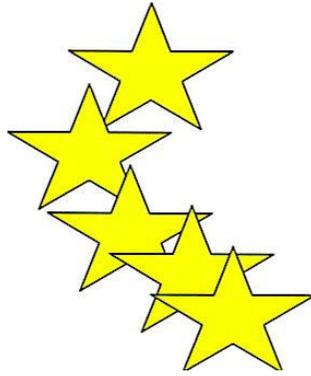
Exhibitors:

**PSSI  
Digital Ally  
Sound Communications**

We are seeking vendors to round out the May meeting. The cost for exhibiting before chapter meetings is \$100 which supports the NENA and APCO chapters.

**The Chapters thank you all for supporting Ohio APCO and NENA**

Any vendor wishing to participate at future meetings should contact Chris Zigo at [Chris.Zigo@motorolasolutions.com](mailto:Chris.Zigo@motorolasolutions.com)



**OHIO  
GOLD  
STAR  
AWARDS  
PROGRAM**

I personally want to thank everyone who attended the Gold Star luncheon in Sandusky. We were able to recognize thirty-seven of Ohio's outstanding telecommunicators and the efforts for which they were nominated. Ohio APCO and NENA chapters were able to welcome the nominees and their guests and provide them with a memorable afternoon. We are extremely proud of each nominee and wish to acknowledge the work they do each day as well as the incident for which they were nominated. Their dedication and the service they provide daily makes everyone in their community the real winner.

A special thanks to the 2012 Gold Star Awards Committee and the Conference Committee which worked hard to prepare for the week's events. Much time and energy went into making this a special week and a success.

I want to thank those who took the time to share with us the successes and struggles of each nominee; supervisors, administrators, and coworkers, and for the superb nominations that they submitted. Every call was handled with dedication and done with one goal in mind, a successful outcome. For some of the nominees, that was difficult to see at the time of the call but I have to say they each did an outstanding job with the situation they inherited and they made a difference.

I also wish to acknowledge each corporate sponsor for their generous, continued support of the Gold Star Program, as well as for their continuing support for Ohio NENA and APCO. Without them this program could not exist.

To all the nominees, on behalf of NENA and APCO, our sincere congratulations, appreciation, and thanks for jobs well done.

Sincerely,

Alan Fish, Chair -Ohio Gold Awards Program

Mike Banks President, Ohio Chapter APCO

Anne Barr President, Ohio Chapter NENA

**2012 GOLD STAR AWARDS**

**2012 Gold Star Certificates**

Dispatcher Pamela Hershberger, Ohio State Highway Patrol – Bucyrus Dispatch Center  
Dispatcher Heidi Maloy, Ohio State Highway Patrol – Sandusky Dispatch Center  
Dispatcher Carrie Wolford, Ohio State Highway Patrol – Mansfield Dispatch Center  
Dispatcher Emily Gerhart, Ohio State Highway Patrol – Wooster Dispatch Center  
Dispatcher Darla Johnson, Ohio State Highway Patrol – Wilmington District Headquarters

**2012 Gold Ribbon Award**

Cincinnati Emergency Communications Center;  
Emergency 911 Operator Andrew Threatts, Police Dispatcher Donielle Woodall,  
Fire Dispatcher Karla Williams, Supervisors Craig Lapaskey & Larry Arnold

## 2012 Double Gold Awards

Nominees:

**Lake Township Police Communications Center**

Dispatch Supervisor Ron Dale

Dispatcher Faye Balsmeyer

**Xenia-Greene Communications Center**

Lead Dispatcher Tricia Balonier

Dispatchers Jessica Gibbs & Bobby Hunsaker

**Ohio State Highway Patrol – Portsmouth Dispatch Center**

Dispatcher Jason Whitt

Dispatcher Scott Caudill

Dispatcher Robert Isgett

**Defiance County Communications**

Communications Officer Abram Franzdorf

Communications Officer Lori Hanenkrath

Communications Officer LeAnn McClure

Communications Officer Matt Hanenkrath

Communications Officer Lacie Miller

**Wood County Sheriff's Office**

Dispatch Supervisor Deborah Yarnell

Dispatcher Justin Dale

### ***DOUBLE GOLD TEAM AWARD WINNER***

**Chardon Police Department & Geauga County Sheriff's Office**

**Dispatchers Sally Harmasek & Debbie Talarcek**

**Communications Officers Juanita Herrington, Peggy Dailey, & Erik Wright**

**For outstanding teamwork during a multiple victim shooting at Chardon High School.**

**Their coordinated efforts resulted in a multi-agency response and kept units updated throughout the incident as they continued to handle the media and other "routine" calls.**

**February 27, 2012**

## 2012 Solid Gold Award

Nominees:

**Dispatcher Scott Baker**

Northwood Police Department

**Dispatcher Denise Simon**

Ohio State Highway Patrol North Canton District Headquarters

**Dispatcher Mary Jo Graves**

Brooklyn Police Department

**Dispatcher Angela Trend**

Willowick Police Department

**Safety Communications Officer Genau Nuosce**  
City of Akron Safety Communications Center

**Dispatcher Sherry Brzeski**  
Eastlake Police Department

**2012 OHIO TELECOMMUNICATOR OF THE YEAR**  
**Dispatcher Melody Leisure**

Lorain County 9-1-1

For outstanding work in assisting a caller during a domestic incident, giving her instructions, and keeping her safe even as the scene escalated. Deputies who arrived at the scene were able to safely remove the caller and her children from the residence.

September 15, 2012



**APCO Member & Chapter Services Monthly E-Newsletter**

**April 2013**

To APCO Chapters that I support as part of my duties as your chapter representative on the APCO Member and Chapter Services Committee.

**Atlantic  
Ohio  
Pennsylvania**

**\*\*\*\*\*CHAPTER OFFICERS\*\*\*\*\***

Please present this information to your chapter members electronically and at meetings or presentations.

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**Membership Numbers for April 2013**

| <b>Category</b>              | <b>4/5/12</b> | <b>4/4/13</b> |
|------------------------------|---------------|---------------|
| Associate                    | 3084          | 3113          |
| Commercial                   | 989           | 938           |
| Full Member                  | 6276          | 6257          |
| Full Group Members           | 1124          | 1890          |
| Online Group Members         | 2319          | 4022          |
| <b>Total Members</b>         | <b>13792</b>  | <b>16220</b>  |
| <b>Group Member Agencies</b> | <b>172</b>    | <b>283</b>    |

**Now is the time to renew your membership!!!  
Our goal is 20,000 by Anaheim!!!**

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## Save the Dates

### At the Anaheim Conference

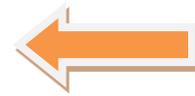
**Sunday, August 8**      **0800-1100 Chapter Leaders Training**  
**Wednesday, August 21**      **0930-1130 Chapter Officers Workshop**

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### **Atlantic Chapter 2013 Regional Chapter Conference October 14-16, 2013**



**CALL FOR PAPERS**  
**EARLY SELECTION IS IN PROCESS**  
**DON'T LOSE OUT! GET YOUR SUBMISSION IN NOW!**



The Atlantic Chapter of APCO (Association of Public Safety Communications Officials) invites you to present at the APCO – Atlantic Chapter 2013 Regional Conference, October 14-16, 2013, in Hyannis, MA. This is an excellent opportunity to be part of this great event and share your knowledge and expertise with the public safety communications community.

Proposals for quality presentations are now being accepted. The Atlantic Chapter welcomes proposals of interest to public safety professionals in all areas of public safety. Topics related to, but not limited to the following areas:

- Homeland Security
- Management, Supervision, Development and Planning Strategies
- Telecommunicator Training, Hiring and Retention
- New Radio System Technologies
- Interoperability of Communications Systems
- NG9-1-1 and New Response Technology
- ADA, FCC, Legislative and Regulatory Issues
- Emerging Technologies and Applications
- Emergency Preparedness, Response and Situational Awareness
- Local, State and National Telecommunications Issues
- Current Events and Hot Topics, Lessons Learned

Presentation proposals must include the following information:  
Presentation proposals of 45 – 50 minutes in length, if additional time is required please indicate length of presentation in minutes for scheduling purposes.  
Biography of the presenter(s).  
Brief description of the presentation in 75 words or less that will be used in the official program guide.  
Date and place the presentation was last presented as well as any date and location it will be presented prior to the APCO – Atlantic Chapter 2013 Regional Conference.  
Panel and Roundtable presentation are permissible.  
A completed "Presenter's Fact Sheet" entry form must be submitted with your presentation proposal.  
Presentation must be submitted to Richard C. Boettcher by email with all supporting attachments at [rboettcher@napd.us](mailto:rboettcher@napd.us) or by mailing to Richard C. Boettcher, Director-Administrative Services Division, North Andover Police Department, 1475 Osgood Street, North Andover, MA. 01845. He may also be reached at 978-683-3168 if you should have any questions.

Please submit proposals by June 30, 2013, for early selection consideration. Proposals will be accepted after this date and will be placed into the program if selected and program space allows.

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### **APCO Pro-CHRT**

The APCO ProCHRT Social Media subcommittee currently has a Twitter and Facebook "National Public Safety Telecommunications Week" contest in progress. By Tweeting, or posting on our Facebook page, your NPSTW ideas, plans or photos, you are automatically entered in our contest. The prize is a \$50 Best Buy gift card - to 2 random winners! Contest ends April 20.

Twitter: @prochrt\_apco

Facebook: [www.facebook.com/APCOProCHRT](http://www.facebook.com/APCOProCHRT)

"Follow" us and enter our contest today!

The APCO ProCHRT Team

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## **LOOK WHATS COMING UP**



### **Louisiana APCO/NENA 2013 Symposium**

**April 22-24, 2013  
Paragon Casino Resort  
Marksville, LA**

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## Atlantic Chapter 2013 Regional Chapter Conference

October 14-16, 2013  
Resort and Conference Center  
Hyannis, MA  
[www.apco-atlantic.org/conference/htm](http://www.apco-atlantic.org/conference/htm)

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## The Wyoming APCO-NENA Annual Conference

November 12-15, 2013  
Ramada Plaza

The Wyoming APCO-NENA Annual Conference in Casper provides participants with the opportunity to increase their knowledge and skills with multiple educational sessions. Our 2013 Call for Presentations invites Wyoming APCO and NENA members, industry associates, business professionals and educators to submit a written presentation for these training sessions

The submission deadline is May 12, 2013. In the presentation, please provide:

- A summary and an outline of the course;
- How long the course would be;
- A brief biography; and
- Any expenses/fees for the course

We are looking for presentations on the following topics:

- Frontline Telecommunicator Development
- Supervision and Leadership Development
- Communications Center Management
- Current Events/Hot Topics

To submit a presentation, please email the Conference Training Coordinator at: [cara.moore@wyo.gov](mailto:cara.moore@wyo.gov) and send a copy to [crystal.mcquire@wyo.gov](mailto:crystal.mcquire@wyo.gov)

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## Virginia APCO-NENA-Interoperability Fall Conference and Exposition

October 29 – November 1, 2013

The Hotel Roanoke & Conference Center  
Roanoke, Virginia

<http://www.virginia-apco.org/>

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**Event Assistance - Chapter Conferences**

When your chapter conference is coming up, please use the Chapter Event Assistance Form to request APCO brochures and giveaways. This form ensures that we've got the correct shipping information and understand the quantities you need. Also, have your chapter conference listed on the APCO calendar by contacting Ann Russo in Membership services.

For more information go to

<http://www.apco911.org/new/membership/calendar.php>

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**APCO Institute**

The APCO Institute has many classes available for your training needs. Many of these classes are being held throughout the area. Listed below are just a few of the co-hosted classes and I am sure the agencies co-hosting the class would appreciate your support in making their class a success.

**ACTIVE SHOOTER INCIDENTS FOR PUBLIC SAFETY COMMUNICATIONS**

Stuart, FL	4-26-13
Sturtevant, WI	4-29-13
Lake Mary, FL	4-30-13
Abilene, KS	5-2-13
Bradenton, FL	5-9-13
Fort Smith, AR	5-13-13
Polson, MT	5-21-13 & 5-23-13
Arkansas City, KS	5-29-13 & 5-30-13
Pueblo CO	5-31-13

**COMMUNICATIONS CENTER SUPERVISOR**

Georgetown, OH	4-23-13 thru 4-25-13
Fort Smith, AR	5-4-13 thru 5-6-13
Nashville, TN	5-6-13 thru 5-8-13

Bountiful, UT 5-20-13 thru 5-22-13

CRISIS NEGOTIATIONS FOR TELECOMMUNICATIONS

Sebastian, FL 5-15-13

CUSTOMER SERVICE IN TODAY'S PUBLIC SAFETY COMMUNICATIONS

Fort Smith, AR 5-20-13

Polson, MT 5-22-13

Cambridge, MA 6-10-13

COMMUNICATIONS TRAINING OFFICER COURSE

Chaska, MN 4-29-13 thru 5-1-13

Calumet City, IL 6-12-13 thru 6-14-13

COMMUNICATIONS TRAINING OFFICER INSTRUCTOR

Effingham, SC 5-6-13 thru 5-10-13

Daytona Beach, FL 5-20-13 thru 5-24-13

Charlotte, NC 6-24-13 thru 6-28-13

DISASTER OPERATIONS AND THE COMMUNICATION CENTER

Sebastian, FL 5-16-13

Cambridge, MA 6-11-13

Medford, MA 6-19-13

EMERGENCY MEDICAL DISPATCH INSTRUCTOR

Effingham, SC 5-6-13 thru 5-10-13

Daytona Beach, FL 5-20-13 thru 5-24-13

Charlotte, NC 6-24-13 thru 6-28-13

FIRE SERVICE COMMUNICATIONS INSTRUCTOR

Effingham, SC 5-6-13 thru 5-10-13

Daytona Beach, FL 5-20-13 thru 5-24-13

PUBLIC SAFETY COMMUNICATIONS STAFFING & EMPLOYEE RETENTION

Sebastian, FL 5-17-13

PUBLIC SAFETY TELECOMMUNICATOR

Medford, MA 6-10-13 thru 6-14-13

PUBLIC SAFETY TELECOMMUNICATOR INSTRUCTOR

Effingham, SC 5-6-13 thru 5-10-13

Daytona Beach, FL 5-20-13 thru 5-24-13

Charlotte, NC 6-24-13 thru 6-28-13

SURVIVING STRESS

Fort Smith, AR 6-17-13

To view all classes being held and register for an onsite or online class, go to [www.apcointl.org](http://www.apcointl.org).

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### [Here to serve.](#)

As your Chapter Representative on the Member & Chapter Services Committee please feel free to contact me with any questions or issues you feel I could be a help with. If there are any upcoming events or other information you would like posted in this newsletter, do not hesitate to forward the information to your Member and Chapter Services Committee representative and it will be forwarded to the committee for review and inclusion in upcoming newsletters. I may not know all the answers but I can certainly help to get you headed in the right direction.

### *Charlene*

Charlene A. Fisk, RPL  
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and Pennsylvania Chapters

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