



**MEMBER AND CHAPTER SERVICES COMMITTEE**  
**CHAPTER LEADER TRAINING EVENTS**

**Chapter Leader Training**  
 Sunday, August 15, 2021 – 8:00am-11:00am  
 Location: Grand Hyatt (Bowie A & B)

This three-hour session will provide Chapter Leaders resources from the APCO Chapter Leaders Manual.

There will also be guest presenters sharing information on social media engagement techniques, best practices on running a call-for-presentation for your Chapter conferences, tips and tricks for Chapter Awards, and an update on the 911 SAVES Act from the APCO International Government Relations Office.

*Both the Chapter Leader Training and Chapter Officer Workshop are open to current chapter leaders, and for individuals who have interest in serving as a future chapter leader.*

**Chapter Officer Workshop**  
 Wednesday, August 18, 2021 – 9:30am-11:00am  
 Location: Grand Hyatt (Lonestar D & E)

Have you wondered how to get new people engaged in your Chapter?

The Member and Chapter Services Committee and Young Professional Committee will come together for this exciting opportunity to share ideas on engaging new younger members in both your local Chapter and APCO International.

The Young Professional Committee has some rising stars in APCO who will be sharing their individual stories and experiences in how they became involved in APCO.

**APCO 2021**  
 August 15-18 | San Antonio, TX

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## Membership Information

Member Type	7/1/2020	7/1/2021
Associate Members	2,522	2,515
Full Members	4,392	4,262
Full Group Members	8,367	8,211
Online Group Members	18,548	19,991
Commercial Members	488	466
Commercial Group Members	151	214
<b>Total Number of Members</b>	<b>34,468</b>	<b>35,659</b>
Total Number of Group Agencies	1,233	1,313
Commercial Groups	40	52

### Chapter Resources Meeting

**Please join us in San Antonio, TX on Sunday, August 15, 2021**  
**from 3:00P.M. - 4:00P.M.**  
**at the Grand Hyatt Hotel, Crockett C-D, 4th Floor.**



## Commercial Advisory Committee

### CCAM Perspective

As the perennial CCAM for CPRA Chapter, my most important task each year is putting on the October Vendor tabletop event. This is the number one moneymaker event for CPRA. Advance booking for this event generally starts in June or July at the latest, and we historically bring in 60 or more vendors for the all-morning show followed by lunch and door prizes galore. In recent years we have added some training sessions that bring in more attendees. We generally have around 150 potential customers attend for the vendors to meet. The vendors who attend always seem to return the following years as they can see 50 or more of their current or target customers in just a few hours. CPRA loves the event. It is by far our biggest event of the year and the proceeds from the vendor involvement and sponsorships helps fund chapter operations for the next 12 months.

Additionally, I am always involved in championing the commercial members needs and wants to the Chapter. CPRA treats their commercial members very highly and really looks to me for ways to better involve the Commercials. Helping to plan vendor sponsored presentations at our monthly meetings is another high priority, as well as promoting the fundraising activities of CPRA, such as the annual Telecommunicators Week Button sales and the APCO logo masks during Covid-19. These are still available on our CPRA website store.

My biggest problem as CCAM is that CPRA is notorious for getting, holding and never letting go of their CCAM. I think I am only the third CCAM that CPRA has ever had. At election time, nobody runs against me. We do need more commercial members to get involved. If there is a CPRA Commercial Member out there that wants to get more involved, please reach out to me. It is a fulfilling position, and a great way to give back to the Chapter.

Yours in APCO,  
Larry Weber, The Sales Group



## Bylaws Committee

Another new year is about to begin for our Committees and our Chapters! The 2021 Annual Conference will have either wrapped up or we will be in the midst of new training sessions, exhibits from our Public Safety Partners, and most of all networking with other Chapters and members. As we begin anew, now may be the time as Chapter Officers to take time during our meetings to update and/or review our Policy Manuals and Bylaws (Constitutions). During the Annual Business Meetings in Texas, there could be changes made within the International documents, which would precipitate changes within our own governing documents.

As a Chapter Officer, it is part of our duties to ensure that our governing documents are current as well to help us take care of the business of our Chapters. The Bylaws Committee's 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."

We want to ensure that certain powers and duties of our Boards are established and delineated, your Policy Manuals are the details, and you want to make sure there are no conflicts between the two. Maybe for an agenda item on your next call, or if you have a Bylaws/Policy Manual Committee, consider 2021/2022 to be the year that you dust off those documents, do your updates and send them along to the Bylaws Committee for review and recommendation.

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



## Health & Wellness Committee

In 2020, APCO formed the Health and Wellness Committee to develop and provide tools that improve and support ECC health. Our inaugural year has largely focused on researching the spectrum of health challenges that accompany a career in public safety communications, and developing strategies to address them. The timing was prescient: as centers faced the demands of a global pandemic, the impacts of health on morale, performance, and staffing have been highlighted.

As we look forward to our second year, we hope to provide resources that help leaders promote healthier cultures for their centers, assist individuals pursue personal health goals, and allow family members to support dispatcher well-being.

We have already begun making some resources available in the [ProCHRT Toolbox](#). If you will be at the Annual Conference in San Antonio, we encourage you to attend the [presentation of our CISM/Peer Support Team](#). We plan to roll out an initiative to form useful habits that can easily be implemented at the console on a daily basis, regardless of individual ability. Stay tuned to this newsletter for additional resources!

It is incumbent on all of us to raise our industry's standard of health and well-being, including mental, emotional, and physical. We hope that you will join us in transforming the culture of public safety communications into a healthy one.

Be well.

-APCO Health & Wellness





# Button Design Contest!

## \$100 Gift Card Waiting for YOU

Help Design the Button for the:  
**2022 National Telecommunicators Week**

*Are you Artistic? | Are you Creative? | Have a Catchy Phrase?*

Submit your drawing no later than **September 1, 2021**  
Terri Nelson | [secretary@cpra.org](mailto:secretary@cpra.org)



*Historical Buttons designed by CPRA*

CPRA Committee will determine the winner by *September 10<sup>th</sup>*.

As a winner you will receive a \$100 gift card plus 10 free buttons.

Button Specifications:  
2 ¼ inch round pin-backed

[www.CPRA.org](http://www.CPRA.org)



# Historical Committee

invites you to visit the

# Historical Booth

Monday, August 16  
&  
Tuesday, August 17

in the **APCO Pavilion**  
during Exhibit Hall hours

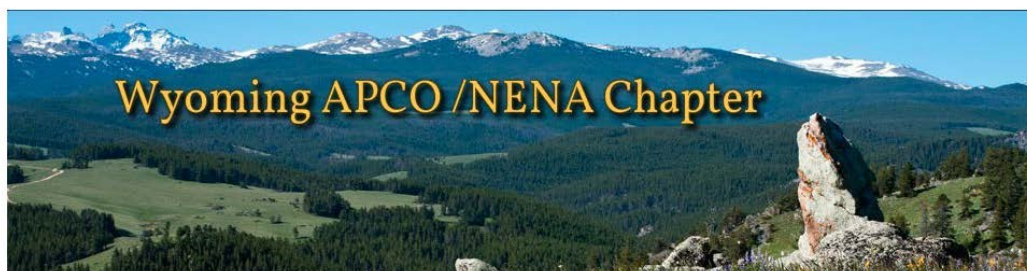


1st Annual Convention, APCO, Melbourne Hotel, St. Louis, Jan. 21, 1935





<https://www.apcoatlantic2021.com/>



## 20th Annual Conference



*October 31—November 3, 2021*

Clarion Inn at Platte River  
123 West E Street  
Casper, Wyoming



Contact Chapter President Monte McClain for registration details: [MMcClain@parkcountysheriff.net](mailto:MMcClain@parkcountysheriff.net)





## 2021 TELECOMMUNICATOR TRAINING SYMPOSIUM

October 4-6, 2021 | Greensboro, NC

# REGISTRATION NOW OPEN

North Carolina APCO invites you to join us in-person for our 2021 Telecommunicator Training Symposium, October 4-6, 2021 in Greensboro, NC!

[www.tcsymposium.org](http://www.tcsymposium.org)

*Save the Dates!*



## 2022 NC PUBLIC-SAFETY COMMUNICATIONS CONFERENCE

WILMINGTON, NORTH CAROLINA

MAY 1-5, 2022

[WWW.NC911CONFERENCE.COM](http://WWW.NC911CONFERENCE.COM)

## Teammates in Action

Yesterday, Missouri APCO Northwest Regional Ambassador Saralyn Hayes and President Zachary Dykes made the trip to St. Joseph, Missouri to recognize the multi-jurisdictional teamwork of three agencies. Cameron Police and Emergency Management, Missouri State Highway Patrol, and Harrison County 9-1-1 in the call of a possible held against her will caller.

The Missouri Chapter of the Association of Public Safety Communications Officials is proud to recognize Public Safety Professionals and field responders from the Harrison County Law Enforcement Center, Cameron Police Department and the Missouri State Highway Patrol – Troop H as Missouri Teammates in Action!

On Friday, April 16, 2021, at approximately 3:27 a.m., the Harrison County Law Enforcement Center received a call of an adult female that indicated she and her 18-month old child had been taken against their will. Harrison County Dispatcher Tracy Carey took the information and dispatched a deputy to the area.

Missouri State Highway Patrol – Troop H Communications Operator III Emily Wetzel received the initial call from Harrison County at 3:29 a.m. and shortly after that received additional information that the vehicle was possibly headed to the Carrollton area. Within minutes, Troop H Communications Operator III Lauren Clausen provided the information to all agencies in the region who provide 24-hour coverage including Cameron Police Department. Operator Wetzel called out a trooper in the area to assist. She also notified the Troop H duty officer, the Carroll County Sheriff's Office, and the Troop A Patrol Communications Center. Cameron Police Department Dispatcher Kylie Eads broadcast the information to on-duty officers. At 4:05 a.m., Cameron Police Department Officers John Baker and Kyle Glazebrook notified dispatch they had the vehicle stopped. The officers quickly determined the woman and child were being held against their will. The capabilities of these teams to quickly obtain critical information and disseminate it to appropriate responders and agencies was crucial.

Due to the rapid exchange of information between Harrison County Law Enforcement Center, Troop H Communications, and the Cameron Police Department, the suspect vehicle was stopped and the victims were rescued within 40 minutes of the initial call. Missouri APCO is pleased to recognize these public safety professionals as Missouri Teammates in Action.

Missouri APCO President Zachary Dykes would like to thank this team for being a shining example of how Public Safety Professionals become a multi-jurisdictional team each day. Public Safety Professionals are often working in the background to ensure that time-sensitive information is quickly, accurately, and efficiently disseminated to their peers in surrounding areas. It is through this ability to reach beyond jurisdictional boundaries, that positive outcomes happen seamlessly.

To learn more about past recipients, the program or to nominate a possible recipient, visit our website at [moapco.org/teammate](https://moapco.org/teammate)

## APCO Announcements

### **New Course on Diversity, Equity and Inclusion in the ECC**

The Diversity, Equity and Inclusion (DEI) in the ECC course addresses how perceptions affect employees' interactions and explores interventions to counter biases, microaggressions and other negative workplace behaviors. This is a two-day live course designed to benefit ECC directors, managers, supervisors, CTOs and training coordinators and is also open to those interested in fostering high-performing inclusive ECCs. The DEI course will be held Aug. 31 – Sept. 1 at GPSTC in Forsyth, GA. Applications are accepted through July 30. <https://www.apcointl.org/training-and-certification/disciplines/leadership-supervision/diversity-equity-and-inclusion-in-the-ecc/>

### **EMD Training on Caller Instruction Techniques**

Coming up in August in the [EMD track](#) of the [APCO Illuminations Program](#) – learn tips to ensure the caller is following your instructions, including de-escalation with calming techniques, reducing hysteria and obtaining scene status updates. A one-year subscription provides new relevant topics monthly worth one CDE each.

<https://www.apcointl.org/training-and-certification/continuing-dispatch-education-cde/illuminations-cde-programs/emd-illuminations/>

### **Upcoming Webinars**

#### **Rethinking 9-1-1 Emergency Response & Incident Reconstruction**

**August 3 | 1:00-2:00 p.m. ET**

*Free for members and worth 1 CDE*

Through its RapidSOS Ready Emergency Community, RapidSOS is teaming up with leading public safety partners like NICE to solve challenges. RapidSOS helps emergency services respond faster, but after an incident happens, the focus invariably shifts to understanding what happened and how to do better next time. Without the ability to access data on incident reconstruction, many 9-1-1 centers find enhancing incident performance to be challenging.

In this webinar, NICE and RapidSOS will explain how to empower your 9-1-1 center to:

- Capture, store and correlate RapidSOS data with other 9-1-1 data sources for comprehensive incident reconstruction.
- Better understand whether your telecommunicators are using RapidSOS data effectively to deliver life-saving services and intelligent response.
- Leverage 9-1-1 performance dashboards for data-driven decision-making and continuous refinement and improvement of emergency response.

[https://apconetforum.org/eweb/DynamicPage.aspx?webcode=EventInfo&Reg\\_evt\\_key=a5dd2150-10a0-4f1b-8569-347c56a9b9a8](https://apconetforum.org/eweb/DynamicPage.aspx?webcode=EventInfo&Reg_evt_key=a5dd2150-10a0-4f1b-8569-347c56a9b9a8)

*Sponsored by NICE*

## APCO Announcements (continued)

### Leveraging AI for Precise Location Mapping for Emergencies

August 31 | 1:00-2:00 p.m. ET

*Free for members and worth 1 CDE*

Accurate location data is no longer good to have, it is a must-have for first responders and public safety departments. Arriving at the correct address not only helps save the life of the caller but also helps keep our first responders safe and motivated. OHF's presentation is directed at 9-1-1, dispatch, and all first responders including fire department and law enforcement personnel, GIS analysts at public agencies, and other emergency services affiliates.

The focus of the topic is to highlight the current challenges and the future of location data as it pertains to public safety use cases. Specifically, the agenda includes:

- Sharing insights related to location data from the NIST Public Safety Tools survey.
- Framing the challenges related to multi-dwelling addresses.
- Provide an overview of One Hundred Feet's approach to addressing those challenges.

[https://apconetforum.org/eweb/DynamicPage.aspx?webcode=EventInfo&Reg\\_evt\\_key=6bc15973-952a-4049-83d1-01c5bb21895c](https://apconetforum.org/eweb/DynamicPage.aspx?webcode=EventInfo&Reg_evt_key=6bc15973-952a-4049-83d1-01c5bb21895c)

*Sponsored by One Hundred Feet*

### Housing Deadline Extended for APCO 2021

All reservations must be received by August 3, 2021, to guarantee availability and conference rates. After this date, reservations will be made based on availability and hotel may charge a higher rate.

### Volunteer at APCO 2021!

We are still in need of volunteers for APCO 2021. Check out the great benefits of volunteering and sign up today. <https://www.apco2021.org/registration/volunteer/>

### APCO's Executive Search

APCO Executive Search uses our decades of industry expertise and our connections in emergency communications to recruit top-tier talent to take your emergency communications center to the next level of performance.

"We could not be more pleased with the level of professionalism and extraordinary effort employed (by APCO Executive Search) to ensure the future success of the Cass County Missouri Emergency Services Board."

<https://www.apcointl.org/resources/apco-executive-search/>

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