# NEWSLETTER

APCO International
Leaders in Public Safety Communications®

**Member & Chapter Services Committee** **March 2019**

## APCO 2019 Broadband Summit




**APCO's 2019 Public Safety Broadband Summit will be held May 21-22 in Arlington, Virginia.** The Broadband Summit is the premier annual, DC-based opportunity to discuss the latest technology advancements impacting public safety communications networks.

Visit https://broadbandsummit.apcointl.org/ to learn more.




### Public Safety Communications Leadership in Policy Awards Dinner

APCO International will host its 15th Annual Public Safety Communications Leadership in Policy Awards Dinner on May 21, 2019, in Arlington, VA.

Learn more at https://leadersdinner.apcointl.org/.

March 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.

# Scholarship Applications Now Being Accepted

If your career advancement plan includes APCO Institute training, attending APCO 2019 or participating in other APCO events, you could receive financial assistance from an APCO scholarship. The application **deadline is March 31** for general scholarships. For more information

# APCO Awards Committee




APCO International is honored to recognize the outstanding work performed every day by our Public Safety Communications workers. Now is the time to take a moment to nominate your co-workers and teams so we can properly recognize them. This has been another wild year that has included life changing events to our communities and our colleagues. Please take the time to recognize that awesome trainer, supervisor, telecommunicator, or your support technicians who ensure our computers are running and radios work throughout the night. We need to hear your stories so we can honor some of the best in our industry.

**Nominations for the awards program are accepted January 1, 2019 to March 31, 2019 (closes at 2359 Eastern Time) with all nominations needing to be submitted online.** Nominees do not have to be members of APCO and the Nominator also does not have to be a member of APCO.

**PSAP Award Categories:**

Telecommunicator of the Year
Line Supervisor of the Year
Information Technologist of the Year
Team of the Year
Communications Center Director of the Year
Radio Frequency (RF) Technologist of the Year
Trainer of the Year

Award recipients will receive a VIP trip to the 2019 APCO Annual Conference & Expo in Baltimore, MD. The VIP treatment will include travel expenses, hotel accommodations and conference registration. During the conference, recipients will be recognized on stage in front of their peers from around the nation. They will also be featured in a press release and in an article in APCO's *Public Safety Communications* magazine announcing the winners.

Nominations for the **Technology Leadership Award** are also being accepted for both the Large Agency (76+ Employees) and Small Agency (1-75 Employees) categories. This award is intended to recognize an emergency communications center's use of technological advancement to increase operational efficiency and provide a higher level of service to the customers it serves. Nominations should detail the positive impact of the implemented technology as well as any modifications to policies and procedures. Examples of projects include but are not limited to computer aided dispatch (CAD), radio systems, 9-1-1 answering equipment, public safety IT, broadband, electronic crime reporting, mapping, GPS, etc. The Award Recipients for the Technology Leadership Award shall receive a complimentary "day-pass" registration to APCO 2019 for the day of the award ceremony. A representative from the winning PSAP(s) will be recognized at the annual conference, in Public Safety Communications and on the Web site. Visit www.apcointl.org/awardsl for more information on award categories and to submit someone or an agency.

## APCO "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.




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

**Ask Your U.S. Representative to Support the 911 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. Representative to Support the 911 SAVES Act**

Note: this campaign will generate different messages depending on whether your Representative is already a sponsor of the legislation.

## 2019 Upcoming Webinars




**Emergency Communications Center Performance Metrics & Reporting Best Practices**
March 28, 2019 | 1 p.m. – 2 p.m. ET
Presented by Patrick Botz, NICE Public Safety, and Keith Flewelling, MBA, ENP, Thurston 9-1-1 Communications

**Overview of FCC's Universal Licensing System (ULS)**
April 25, 2019 | 2:00-3:00 p.m. ET
Presented by Carol DiCaro

**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**

## *MISSED A WEBINAR?*

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

## Membership Information

| Member Type | 3/1/2018 | 3/1/2019 |
|---|---|---|
| Associate | **2316** | **2168** |
| Full Member | **4178** | **4158** |
| Full Group Members | **5584** | **6173** |
| Online Group Members | **14,844** | **17,565** |
| Commercial | **464** | **414** |
| Commercial Group Members | **78** | **168** |
| **Total Number of Members** | **27,464** | **30,646** |
| **Total Number of Group Agencies** | **946** | **1004** |
| **Commercial Group** | **29** | **34** |

## 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



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## 2019 National Public Telecommunicator Week

National Public Safety Telecommunicators Week

Every year during the second week of April, the telecommunications personnel in the public safety community are honored. This week-long event, initially set up in 1981 by Patricia Anderson of the Contra Costa County Sheriff's Office in California, is a time to celebrate and thank those who dedicate their lives to serving the public. It is a week that should be set aside so everyone can be made aware of their hard work and dedication.What will your center do in 2019 to celebrate and honor yourselves, co-workers, management and employees? Check out ideas from past years and start planning for 2019 now! https://www.npstw.org/

## Tell Us What's Great About Your Team and You Could Win a Free Lunch

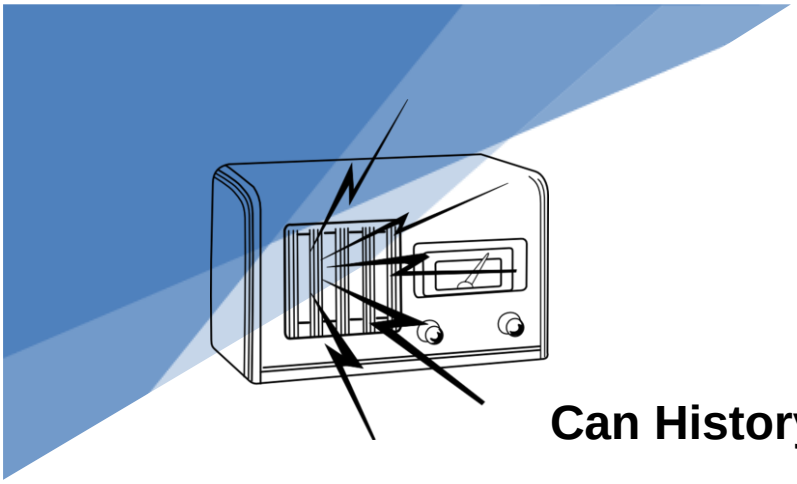
This year for National Public Safety Telecommunicators Week (April 14-20), APCO wants to know what is great about your work team – whether it's your shift, your agency or another team you work with regularly. Submit your entry now on npstw.org and you'll be entered into a contest to win a free lunch for the team.

Visitors to the site will be asked to "like" their favorite posts and the story with the most likes at the end of the week will win lunch (up to $100) for their team.

Get a step up when you upload a photo, earning +1 like from us. Complete rules are available at npstw.org. Enter now.

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## APCO Historical Committee



# Can History Be Exciting?

In most of our casual conversation, 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 and by reopening 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 we can add from your chapter to enhance our collection for all to enjoy?

## 2019 Kansas Public Safety Communication Conference

# 2019 Spring Kansas APCO CONFERENCE

Spring APCO Conference
April 1st-3rd, 2019
Kansas Star Casino
777 Kansas Star Dr., Mulvane, KS

Save money by registering on this date only! You must pay online through PayPal to get the savings. Prices will go up on February 21st, 2019.

**Dedicated Vendor time will be on Monday, April 1st, 2019 in the afternoon and some break times on Tuesday.**

***GO to WWW.KSAPCO.ORG for more info. and to register.***

**Follow us on Facebook @ Kansas Chapter of APCO** for information and updates or check out our web page.

**Questions: email bsnook@mitchellcountyks.gov** or

call 785-738-7822 and speak with Becky (Secretary) APCO

KANSAS APCO
Leaders in Public Safety Communications

March 2019

## 2019 Pennsylvania Chapter APCO Conference

PENNSYLVANIA APCO
Leaders in Public Safety Communications

### 2019 Pennsylvania APCO Conference – Lancaster, Pennsylvania

The Pennsylvania Chapter of APCO International is proud to announce their 2019 PA APCO Conference! The conference will be held **April 7th - 10th, 2019**, at the Eden Resort in Lancaster, Pennsylvania.

**Vendor Booths and Conference Sponsorships are available!**

**Visit** https://www.apcointl.org/industry_events/2019-pennsylvania-apco-conference-april-7-10-2019/ **for additional info!**

## 2019 Ohio Chapter NENA/APCO Conference



# 2019 Southern California Chapter APCO Awards Banquet

## The Southern California Chapter of APCO-International

California Public-Safety Radio Association
Since 1935
Southern California APCO
Leaders in Public Safety Communications

**Presents the**

# 31st Annual Telecommunicators Awards Banquet

Please join us as we honor our Public Safety professionals for their outstanding service.

**Date**: **Thursday April 18, 2019**

**Time**: 6:00 PM - Social Hour
7:00 PM - Dinner

**Location**: **Knott's Berry Farm Hotel**
7675 Crescent Ave
Buena Park, CA 90620
(714) 995-1111

2019 National Telecommunicators Week commemorative buttons are available from the CPRA Chapter

Visit the Chapter Website for information

- Guest rooms are available at a discounted rate when you mention "CPRA".
- Refer to the next page for banquet dinner registration information.
- Option to reserve a full table for your group is available this year!!!!

Contact: Terri Nelson (714) 425-1691 or via email: tnelcpra@gmail.com

**Attendee registration form available on the Chapter website at: www.cpra.org**

To register by mail send the completed registration form with payment to:

**California Public-Safety Radio Association**
**Attn: Banquet Registration**
**P.O. Box 39100**
**Downey, CA 90239-0100**

To register via electronic mail with credit card payments send to: treasurer@cpra.org

There will be music, drawings and prizes throughout the evening.

***We look forward to a wonderful evening honoring our best of the best!***

March 2019

## 2019 Louisiana Chapter APCO/NENA Conference

# SAVE THE DATE

L'auberge™
CASINO RESORT
LAKE CHARLES

## LOUISIANA APCO/NENA SYMPOSIUM

Mark Your Calendars

Begin Making Preparations To Attend

APRIL 29 – MAY 1, 2019




777 Ave L'auberge
Lake Charles, LA 70601
Reservations Phone: 1-866-580-7444

**Room Rate: $109.00 | Until April 24, 2019**

Rooms Limited | Reservation Code: SZOH19

APCO International
Leaders in Public Safety Communications™

NENA THE 9·1·1 ASSOCIATION

## 2019 Florida Chapter APCO Conference

save the date®

**Florida APCO is going to gorgeous Daytona Beach**

**April 29, 2019- May 2, 2019.**

**Mark your calendars!**



## 2019 Western Region APCO Conference




## APCO 2019 National Conference and Expo T-Shirt Design Contest

### Calling all creators, the APCO conference T-shirt design contest is now open!

APCO is asking you to design our next conference shirt.
Here's what you'll need to do:




Create an original design that incorporates the essence of Baltimore, 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 Baltimore. The color of the conference shirt this year is charcoal (dark grey). Learn more at https://www.apco2019.org/about/t-shirt-design-contest/

**Deadline for submission is midnight (ET) April 25, 2019**

## 2019 Michigan NENA/APCO Conference

9-1-1 STATE CONFERENCE

SAVE THE DATE
May 20-23, 2019
**SNC # APNE 201902A**




**Location:** Mission Point Resort, Mackinac Island

Additional information available at www.michigannena.org or www.miapco.org

Exhibitor Registration Attendee Registration Guest Registration

Use code **MPST2019** to receive $50 off your Attendee Registration before March 16







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## 2019 APCO National Conference and Expo




# New for APCO 2019: Dedicated FirstNet Track

APCO is pleased to offer attendees a new track at this year's conference taking place August 11-14 in Baltimore, Maryland. We are adding a FirstNet track to the already diverse program. Leaders from the FirstNet Authority, the public safety community and industry will discuss how advancements in public safety broadband are transforming emergency communications and helping protect communities nationwide.

**Highlights of the new track include:**

- A New Roadmap for the Future of Emergency Communications
- FirstNet Town Hall
- The Future of NG9-1-1 and FirstNet: 360 Degree Incident Insight
- Public Safety Leaders on Their FirstNet Experiences
- Securing Public Safety's Vital Information
- Managing Data in a Connected Public Safety World
- The Future of FirstNet: Deployment, Devices and Developing Apps

Stay tuned to get a full look at the new FirstNet track. Coming very soon!

Save $100 - $300 on your conference registration with Flash Day on April 1.

Learn more.

March 2019

# 2019 Wyoming APCO/NENA Chapter Conference




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.

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## 2019 Mid-Eastern APCO Chapter Fall Conference

MID-EASTERN APCO
MD, DC, DE
Leaders in Public Safety Communications



## 2019 Atlantic Chapter APCO Conference

# The Date Has Been Set!!!




ATLANTIC APCO
Leaders in Public Safety Communications

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

## Committee Members and Chapter Assignments

| NAME | CHAPTER ASSIGNMENT | EMAIL ADDRESS |
|---|---|---|
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| LaMonica, Brian E. RPL | Chair | Svpsd116@gmail.com |
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| Stowell Corder, Susan | Staff Liaison | stowells@apcointl.org |



March 2019

## 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