NEWSLETTER

APCO International
Leaders in Public Safety Communications®

Member & Chapter Services Committee March 2018

Commercial Advisory Council (CAC) Nominations Deadline is May 31, 2018

The Commercial Advisory Council (CAC) of APCO is commencing its annual Call for Council Membership Nominations.

The objectives and purpose of the CAC include:

- Providing guidance and support to APCO leadership and staff from the Commercial member perspective;
- Supporting the Corporate Partnership Program;
- Supporting chapter enhancement initiatives; and
- Promoting commercial membership among peers and non-member exhibitors at the annual conference and chapter/regional conferences.

The CAC is composed of between 12 and 24 Commercial members of APCO who represent the diverse interests of the manufacturers, equipment suppliers, service providers and consultants in the public safety communications marketplace. Service on the CAC is a 4-year term and each year nominations and elections are held to fill open positions. This past year CAC voted in term limits. CAC members are now limited to two elected four-year terms.

The CAC conducts its business through a series of monthly conference call meetings, a combination of in-person/conference call meeting (typically in February), and an in-person meeting during the APCO Annual Conference in August. Committees within the CAC work on a variety of target issues such as continual improvement of the conference and exhibit opportunities in APCO, engagement and support of Chapter Commercial Advisory Members (CCAMs), and the providing of Commercial membership perspectives to other APCO initiatives.

(Commercial Advisory Council (CAC) Nominations cont.)

If you are a motivated and engaged Commercial member of APCO and would like to help make the Association even better, we encourage you to become involved in the CAC. Nominations will be accepted through May 31, 2018. The Nominations Committee will review the background, industry segment and geographical area of the nominees and then recommend a slate of nominees to the CAC by July 1, 2018.

For more information on the CAC

Current CAC membership

All nominees and APCO Commercial Members will be notified of the recommended slate prior to the annual CAC meeting at the APCO Annual Conference taking place in Las Vegas, NV, August 5-8, 2018. Any nominees who have not been included on the slate of nominees, as well as any additional nominees, will be encouraged to present their nomination from the floor. Nominations do not require a second and all nominees will be included in the final slate of nominees from which the current council membership will elect the new members of the council.

Nominations need to include the following information:

1. Your name and contact information (phone, email, and USPS mail address)
2. The name of your Company AND the name of any parent company. CAC rules provide that only one member of any company or subsidiary may serve on the CAC at any given time. If someone from your company is already a CAC member (current CAC members are listed at the web link above), please coordinate with them to determine if their term is expiring before submitting a nomination.
3. Your APCO Membership Number and the APCO Chapter(s) in which membership is held.
4. A general description of your interest in serving on the CAC and how your participation would help broaden or strengthen the CAC.
5. A brief letter from your local Chapter(s) recommending you for service on the CAC.

Nominations will be accepted through **May 31, 2018** by email to **cacnominations@apcointl.org**.

If you have any questions, please contact:
Julie Heimkes, 2018 CAC Nominations Committee Chair
jheimkes@w-llc.com
623-693-9811

Membership Information

Member Type	3/1/2017	03/1/2018
Associate	2,361	2,316
Full Member	4,366	4,178
Full Group Members	4,939	5,584
Online Group Members	13,210	14,844
Commercial	538	464
Commercial Group Members	95	78
Total Number of Members	25,509	27,464
Total Number of Group Agencies	800	946
Commercial Group	31	29

APCO Institute Schedule and Upcoming APCO Institute Courses



Where Public Safety Turns to Learn

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 what live courses are coming to your area. Or, view the upcoming online course listing. For more information, contact the Institute.

March 2018

2018 Reminders



Nominate your Shining Star

APCO International presents annual awards to public safety communications personnel recognizing those who have demonstrated the highest levels of performance in the practice of public safety communications



Visit https://www.apcointl.org/apco-membership/awards/psap-awards.html for more information. Nominations are being accepted in the online format starting January 1 - April 1, 2018.

2018 Upcoming APCO Webinars



- **May 17, 2018:** *Career Planning: It's Not Just a Job*
- **July 19, 2018**: *Mentoring in the Comm Center: From Fledgling to High Flyer*
- **September 20, 2018***: Setting Goals: A Goal Without a Plan Is Just a Wish!*
- **November 15, 2018**: *Time Management: Plan Ahead or Fall Behind!*

Registration and more information at: https://www.apcointl.org/webinars

Cost: **FREE** for members ($59 for non-members)

APCO Chapter Voting Survey

Calling ALL Chapters!!

Please take a moment and complete the following survey regarding chapter voting processes.

https://www.surveymonkey.com/r/ChapterVoting18



2018 Announcement Corner

Public Safety Broadband Summit

May 1-2, 2018
Arlington, VA
This annual event provides a forum for technology experts, policy leaders, industry partners, wireless service providers and public safety professionals to discuss timely issues affecting the deployment of the FirstNet nationwide public safety broadband network.
Register at https://broadbandsummit.apcointl.org/registration/

Public Safety Communications Leadership in Policy Awards Dinner

May 1, 2018
Arlington, VA

This event is an opportunity for APCO to recognize individuals who have been tireless, continuing advocates for public safety communications and those who serve in the industry.

Register at: https://leadersdinner.apcointl.org/#register

APCO Annual Conference & Expo

August 5-8, 2018
Las Vegas

APCO 2018 is the premier event for public safety communications officials, from frontline telecommunicators to comm center managers to public safety communications equipment and services vendors.
Registration opens April 2, 2018.

2018 APCO National Telecommunicators Week

2018 National Telecommunicators Week Buttons

SOLD OUT!

The Southern California Chapter of APCO-International (CPRA) was once again offering the 2018 National Telecommunicators Week buttons and at the original cost of only $1 each plus shipping. Beginning in 1991, this is the 28th consecutive year that the CPRA Chapter has created these unique buttons to show your support for our Public Safety Telecommunicators during National Telecommunicators Week. For more information, visit the Chapter's website at:

www.cpra.org

National Telecommunicators Week is April 8-14, 2018

2018 APCO Texas Public Safety Conference

SAVE THE DATE!

APRIL 8 – 11, 2018

TEXAS PUBLIC SAFETY CONFERENCE

Serving Texas and the International Border Regions

hosted by TX APCO and TX NENA

March 2018

2018 APCO Pennsylvania Conference

2018 Pennsylvania APCO Conference – Lancaster, Pennsylvania

The Pennsylvania Chapter of APCO International is proud to announce their 2018 PA APCO Conference! The conference will be held April 15th – 18th, 2018, at the Best Western Premier Eden Resort in Lancaster, Pennsylvania.

Vendor Booths and Conference Sponsorships are available!

Visit http://www.paapco.org for additional info!

2018 APCO/NENA Florida Training Conference



Register Now!

The 2018 Florida APCO/NENA Training Conference

The Florida Chapters of APCO and NENA are proud to announce our annual conference this year at the beautiful Wyndham Garden Lake Buena Vista Disney Springs Resort.

The conference will be filled with training classes and presentations, networking opportunities, vendor booths, and statewide recognition of some of the best 911 professionals in Florida. The dates are Monday through Friday, April 23-27. Training sessions will be held on Tuesday, Wednesday, and Thursday with free pre-conference classes on Monday and Friday.

Link to conference registration: https://www.cvent.com/events/2018-florida-apco-nena-training-conference-and-expo/registration-0fef4b9190fb4d028ce31d7e2a6f3b42.aspx?fqp=true

Or visit our website at http://www.apco-florida.org/

2018 APCO North Carolina Telecommunicator Training Symposium



North Carolina APCO is pleased to announce that the **5th Annual Telecommunicator Training Symposium** will be held **April 9-11, 2018** at the **Embassy Suites – Greensboro Airport** (204 Centreport Dr, Greensboro, NC). The target audience for this event are front line telecommunicators, providing three days of high quality, relevant training.

Registration is OPEN, forms available ONLINE

Visit www.tcsymposium.org for additional details!

2018 APCO Western Regional Conference

2018 APCO Western Regional Conference
hosted by the Washington State Chapter
of APCO-NENA

Tacoma Convention Center, Tacoma, WA

Week of March 26, 2018

2 primary hotels: Murano Hotel & Courtyard by Marriot (10 hotels total)

Visit www.2018.apcowrc.org for more information.



March 2018

2018 NENA/APCO Louisiana Symposium

LOUISIANA NENA/ APCO 2018 SYMPOSIUM

April 16-18, 2018 Paragon Casino Resort
Marksville, LA

Host Hotel:
Paragon Casino Resort
711 Paragon Place
Marksville, LA 71351
Reservations Phone: 1-800-642-7777
Symposium Room Rates $79.00
Room Code: 2018 APCO/NENA-NENA15GG

Schedule of Events

Monday, April 16, 2018

7:00 – 11:00 Telecommunicator Emergency Response Taskforce (TERT) Training

8:30 – 2:30 Symposium Registration

10:15 – 10:45 New Attendee Orientation

11:00 – 1:00 Opening Ceremony

1:00 – 4:00 Educational Sessions

4:15 – 6:30 Opening of Exhibit Hall

6:30 – till Networking Social

Tuesday, April 17, 2018

7:30 – 9:00 Breakfast Buffet

8:30 – 10:30 Symposium Registration

8:30 – 11:30 Educational Sessions

9:00 – 3:00 Exhibit Hall Open

1:00 – 2:00 Educational Sessions

3:15 – 5:00 Chapter Meetings

6:00 – till Networking Social

Wednesday, April 18, 2018

7:30 – 9:00 Breakfast Buffet

9:00 – 12:00 Education Session

12:00 – 12:15 Closing Remarks and Door Prizes

1:00 – 6:00 APCO Communications Center Supervisor Course

Thursday - Friday, April 19-20, 2018

8:00 – 5:00 APCO Communications Center Supervisor Course

Educational Session Topics - TBA

For more information and registration forms follow link below:

http://www.louisiananena.org/symposium.asp

March 2018

2018 APCO Mississippi Chapter Conference



CONFERENCE INFORMATION
Event: APCO-MS 2018 Training Conference
Registration Cost: $495 p/person
Dates: May 13-16, 2018
CEU: 20 Hours
Theme: Superheroes
Location: Thad Cochran Center, 121 W Memorial Dr Hattiesburg, MS 39401

Hotel information: (Two Host Hotels with shared Parking Lot) To receive special rate reservations must be made before April 19, 2018. The code for the special rate is "APCO"

For more information follow the link below or select a registration packet:

https://apco-ms.org/2018-annual-chapter-conference

Registration Form PDF Download

Registration Form PDF Download ▸

Vendor Packet

Vendor Registration Form ▸

2018 APCO / NENA Idaho Spring Conference

IDAHO CHAPTER APCO/NENA

SPRING CONFERENCE /

APCO Crisis Negotiations for Telecommunicators & Mobile Command Center Rally

Crisis situations differ from the daily emergencies that today's public safety telecommunicators handle. Hostage situations, barricaded subject incidents and suicidal callers, among others, require an advanced level of training for the telecommunicator to handle them successfully. This course will build on the knowledge, skills and abilities inherent in basic telecommunicator training programs to educate the public safety communications professional on the most effective way to receive and process calls involving crisis situations and to ensure they fulfill their role as a vital component of the overall public safety response.

TOPICS INCLUDE:

Overview of a Crisis Situation
Hostage Situations
Suicidal Subject Situations
Suicide by Cop
Crisis Negotiation Tools for the Telecommunicator
Skills and Characteristics of a Successful Telecommunicator Negotiator
Crisis Related Stress Management





Two sessions being offered: May 22nd and May 23rd
The Class is $99, a huge savings being offered by APCO.
Register at: Idaho Chapter Spring Conference Tickets, Multiple Dates | Eventbrite

March 2018

2018 APCO / NENA Illinois Conference and Training

Illinois Public Safety Telecommunications Association (IPSTA)

34th Annual Conference & Training

November 4th – 7th, 2018



Crowne Plaza Hotel

3000 S Dirksen Parkway

Springfield, IL 62703

More Information to Follow at www.911conference.org

March 2018

2018 APCO / NENA Indiana Conference

The 2018 INNENA/APCO Indiana State Conference is right around the corner!

Register Now

innena.org or inapco.org

Indianapolis Marriott East
7202 E 21st St
Indianapolis, IN 46219



March 2018

2018 APCO Atlantic Chapter Conference And Expo



2018 APCO ATLANTIC CHAPTER CONFERENCE

Standing United for Public Safety

Call for Papers

2018 APCO Atlantic Chapter Conference and Exposition

This Call for Papers invites APCO members, trainers, business professionals, industry associates, and educators to submit a written proposal for development of an educational program, workshop, or panel discussion for the 2018 APCO Atlantic Chapter Conference and Exposition. The Atlantic Chapter covers the states of Connecticut, Massachusetts, Maine, New Hampshire, New Jersey, New York, Rhode Island, and Vermont. 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.

For additional information such as Presenter's Fact Sheet, Presenter's Guideline and Registration go to http://apco-atlantic.org/conference_forms/call_for_papers.pdf or

Questions concerning program should be directed to the conference Program Chair:
Richard C. Boettcher – email: rboettcher@dddids.com
Telephone: 978-685-0276
Cell Phone: 978-807-6460

March 2018

2019 APCO Ohio Conference

Call for Papers

NENA/APCO Ohio State Conference
Kalahari Resort, Sandusky OH
April 14-17, 2019

You are invited to submit proposals for educational presentations to be given at Kalahari Resort in Sandusky, OH on April 14-17, 2019. Members and non-members are invited to submit proposals relevant to public safety communications personnel. Your contribution will help telecommunicators from around the State of Ohio. Non vendor specific presentation proposals for one or two hour blocks must be submitted no later than January 31, 2019. Your written submission should include presentation title, a brief synopsis, speakers name, time required, and audio/visual equipment needed. Submissions are granted on a first come first serve basis based on topic need. Tracks include Dispatcher, Manager and Next Gen 9-1-1/Technical.

Email your proposal to / or for more information contact:

Lydia Frey
lfrey@dps.ohio.gov
614-799-4656 (Office)

Committee Members and Chapter Assignments

NAME	CHAPTER ASSIGNMENT	EMAIL ADDRESS
Diamond, David – Group Leader	Group Leader	djosephdiamond@comcast.net
Jones, Jonathan L.	Chair	Jonathan.Jones@athensclarkecounty.com
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March 2018

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