

NEWSLETTER



Member & Chapter Services Committee

October 2014

APCO Institute Illuminations by Joanne Greco

The APCO Institute Illuminations program is designed to provide the opportunity to obtain at your desk continuing education, a new component of APCO's distance learning program. The Institute will illuminate a training topic each month through an annual subscription-based service. It is designed to meet the immediate need of many agencies that now have state mandated continuing education.

Twelve topics will be offered through the annual subscription. We have two tracks, one that highlights many topics that centers experience today and our EMD Track which highlights a new EMD topic each month. Each month of training is worth 1 CDE hour which can be used toward mandatory training time.

Topics will include:

- Bombs
- Meth Labs
- Special Events Dispatching
- Hazardous Materials
- Industrial Accidents
- Emergency Management

There are no pre-requisites for the course. Any or all of your dispatchers are welcome to take the course. If you are interested in reading more about the Illuminations programs, please visit our website, www.apcointl.org and click on "Training and Certification" on the top blue banner, then "Training Courses" on the right hand side and then "Schedule and Registration". Scroll down to Illuminations or Illuminations EMD Track. Click on any of the course numbers and it will provide a description of the course, the type of topics taught and the fee schedule. From there, you can register yourself or your staff.

If you have any questions, please feel free to contact me.

Joanne Greco
APCO Institute Online Course Coordinator
grecoj@apcointl.org
www.apcoinstitute.org

Share Your Knowledge as a Presenter!



The Association of Public-Safety Communications Officials (APCO) International invites you to participate in **APCO 2015, August 16 - 19 in Washington, DC.**

This is your opportunity to be part of this premiere event - share your knowledge and expertise with the public safety communications community. We are looking for dynamic speakers that will engage attendees and leave them with valuable information that will enhance their experience as an attendee.

We encourage submissions from an interdisciplinary spectrum from the following topical areas:

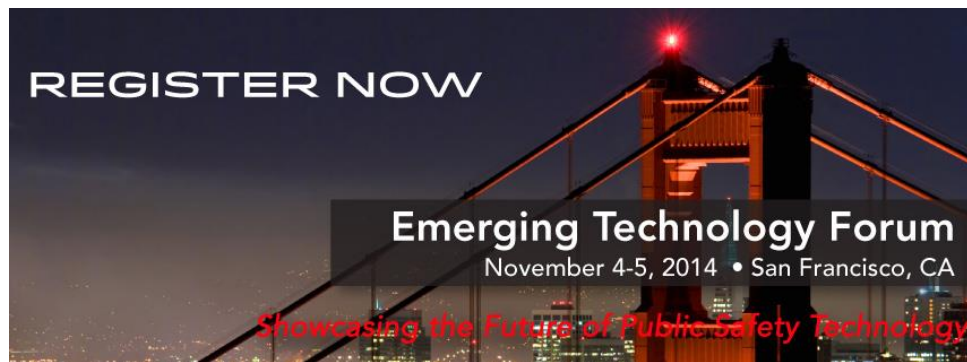
- Frontline Telecommunicator
- Leadership Development
- Communication Center Management
- Emergency Preparedness, Response and Situational Awareness
- Radio Technologies, LMR and Spectrum Management
- NG9-1-1 and Emerging Technologies
- Current Edge Issues / Hot Topics
- NG9-1-1 and New Response Technology
- Social Media in the PSAP
- Industry Products and Tools

Visit: <http://www.apco2015.org/program/call-for-speakers/>

All submissions are due by December 31, 2014 and speakers selected for inclusion will be notified by March 31, 2015.

Once the APCO 2014 educational program is complete, it will be posted on the website. Additional information for APCO 2015 can also be found at www.apco2015.org. Please check the website frequently as it will be updated regularly.

Emerging Technologies Forum



November 4-5, 2014 | San Francisco

The Emerging Technology Forum is a two-day event created to meet the needs of public safety communications professionals who want an overview of technologies that are on the horizon. The landscape of public safety communications is ever-changing and the Emerging Technology Forum will get you up to speed on what you need to know.

Registration is now open! (techforum.apcointl.org)

Session topics will include:

- **Wireless 9-1-1 Location Accuracy**
Hear about the latest developments toward improving wireless 9-1-1 location accuracy, including for calls made from indoors.
- **Text-to-9-1-1**
In August, the FCC took action to extend availability of text-to-9-1-1 services. Learn about the specifics, how it impacts PSAPs, and what's next.
- **Next Generation 9-1-1**
This session will provide an update on NG9-1-1, describe the potential issues and opportunities for PSAPs, and address the integration of NG9-1-1 systems and centers with other emerging technologies and services.
- **Mobile Apps**
Apps are already being used for public safety and emergency response. Hear how APCO is working with stakeholders to ensure development of the most effective apps possible.
- **FirstNet**
Get the latest information on the progress and future plans of FirstNet in its efforts to implement a nationwide, interoperable, public safety broadband network.
- **Cybersecurity**
Advanced communications networks, including FirstNet? and NG9-1-1 bring the promise of substantial benefit to the public safety community, but are also vulnerable to cyber threats. Get up to speed on the potential risks, what you can expect, and how to prepare.

Life Membership Nominations

It's autumn and that means the holidays are right around the corner, and then the New Year, and before you know it - the **February 1** deadline to submit a Life Member nomination.

It takes 15 years of membership and at least 5 significant contributions toward meeting the global needs of the association to qualify for the Life Member designation. Any Full, Associate, or Commercial member that meets the criteria may be nominated. You may find the Life Member eligibility requirements and nomination procedures in the Policy Manual - download the most current copy from www.apcointl.org/governance.

Past President and Credentials Committee member, Gary David Gray, continues to volunteer his time to assist any chapter's executive board with successfully completing nomination forms for their members. Contact Gary through PSConnect.

Please let me know if you have any questions.

Ann Russo
Senior Manager of Membership
russoa@apcointl.org

Membership Information

Member Type	10/1/2013	10/1/2014
Associate	3482	3383
Commercial	1045	999
Full Member	6738	6420
Group Online	6494	8058
Total Number of Members	20056	21953
Total Number of Group Agencies	362	519

Membership FAQ



QUESTION: I was just elected to a Chapter secretary position. How do I update our new officer contact information?

ANSWER: We know that many chapters hold elections in the Fall. Please be sure to update APCO with any changes in leadership. You may complete and email the Chapter Representation and Officer Contact Update form at this link:

<http://www.apco911.org/apco-membership/chapters/chapter-resources.html>.

Please take some time to review other material on the Chapter Resources page while you're there. Let your MCSC Committee representative know if we can help!

81st Annual APCO International Conference & Expo

Save the Date!
August 16 - 19, 2015
Washington, DC
www.apco2015.org



Illinois Public Safety Telecommunications Association Conference



30th Annual Conference
October 19 - 22, 2014
Crowne Plaza Hotel, Springfield

911conference.org

Oregon APCO / NENA Fall Conference



October 21 - 23

Sun River, Oregon

<http://www.sunriver-resort.com/>

Show Contact: Marie Longworth:

marie.a.longworth@ci.eugene.or.us

Exhibitor Contact: Kevin Farley:

Kevin@thesalesgroup.com

WIPSCOM Fall Conference and Trade Show

October 26 - 29, 2014

WIPSCOM

Fall Conference and Trade Show



A PARTNERSHIP OF WI-NENA & WI-APCO

Kalahari Resort & Convention Center

Wisconsin Dells, WI

APCO Atlantic Chapter - NH Emergency Dispatchers Association Joint Regional Conference

October 27, 28, 29, 2014

www.apco-atlantic.org

Omni Mt Washington Hotel, Bretton Woods, NH

- 2 days of equipment exhibits in 39 booths
- Networking opportunities, both business and social
- Over 28 educational opportunities, vendor presentations and professional networking

Call for Papers **OPEN!**

http://www.apco-atlantic.org/2014_NH/2014%20call%20for%20papers%20.pdf

For more information contact:

Doug Hackett, APCO Conference Chair

Doug.Hackett@Hanovernh.org

(603) 640-3333

Tom Andross, NHEDA Conference Chair

TAndross@co.grafton.nh.us

(603) 787-2111 x144

APCO Emerging Technology Forum



November 4 - 5, 2014

San Francisco, CA

<http://techforum.apcointl.org>

The Emerging Technology Forum is a two-day event created to meet the needs of public safety communications professionals who want an overview of technologies that are on the horizon. The landscape of public safety communications is ever-changing and the Emerging Technology Forum will get you up to speed on what you need to know.

Wyoming APCO / NENA Fall Conference



Working for Public-Safety
Communications in the
Cowboy State

November 17 - 19, 2014
Wyoming APCO / NENA Fall Conference

Casper, Wyoming

www.ramkotacasper.com **NEW VENUE!**

General Conference Inquiries: Bill Gordon
bgordon@hscounty.com

Vendor Contact: Merle Watt
merlewatt88@gmail.com

Please visit our website for more information: www.wyomingapco.com

NENA / APCO Ohio State Conference



SAVE THE DATE!

April 12 - 15, 2015

Kalahari Resort, Sandusky OH

CALL FOR PAPERS OPEN!

VISIT OUR WEBSITE AT:

http://ohioapco.org/?page_id=1748

2015 APCO Western Regional Conference

April 8 - 10, 2015
Sacramento, California

The Sacramento Convention Center will be Conference Central, with plenty of room for over 100 vendors, training sessions, keynotes, and outside there will be the largest collection of Command Vehicles in the state.



Visit us on the web for the most up-to-date news: <http://www.apcowrc.org/2015/news/>

Mark Your Calendar

OCTOBER - 2014

Oregon APCO / NENA Fall Conference

When: Oct 21 - 23, 2014

Where: Sun River Resort, Sun River, OR

South Carolina APCO / NENA Annual Conference

When: Oct. 22 - 24, 2014

Where: Hilton Myrtle Beach Resort, Myrtle Beach, SC

Atlantic Chapter - APCO 2014 Annual Regional Conference

When: Oct 27 - 29, 2014

Where: Omni Mt Washington Hotel, Bretton Woods, NH

West Virginia APCO Conference

When: October 27 - 31, 2014

Where: Oglebay Resort, Wheeling, WV

NOVEMBER - 2014

APCO's Emerging Technology Forum

When: November 4 - 5, 2014

Where: Embassy Suites San Francisco Airport - Waterfront, Burlingame, CA

Wyoming APCO / NENA Fall Conference

When: November 17 - 19, 2014

Where: Casper, Wyoming

APCO Registered Public-Safety Leader (RPL) Certificate Program

The APCO Institute Leadership Certificate Program is a comprehensive 12 month online program leading to the professional designation of Registered Public-Safety Leader (RPL). RPL recipients receive a certificate of acceptance into the APCO Institute Registry of Public-Safety Leaders, a formal and prestigious acknowledgment of excellence within our industry.

Whether you are the leader of a work team in your agency, a volunteer task force or committee, or an entire organization, there are certain things you need to know and skills you need to develop to be successful. If you are willing to work at developing your leadership potential, this program will prepare you for the challenges and opportunities of leadership.

For more information on the RPL program, please visit:

<https://www.apcointl.org/training-and-certification/leadership-certificate-program/rpl-overview.html>

APCO Institute Schedule

Visit the APCO Institute Site for the most up-to-date course information!

<http://apcointl.com/training-and-certification.html>

Course Name	Dates / Time	Location	Contact:
Active Shooter Incidents #38303	Nov 14, 2014 8 am - 5 pm	Washington County Sheriff 500 Schmidt Rd. West Bend, WI 53095	Angie Blair Angela.blair@co.washington.wi.us (262) 365-5014
Active Shooter Incidents #39013	Nov 14, 2014 8 am - 5 pm	Wrentham Public Safety 89 South St. Wrentham, MA 02093	Darrell True dtrue@police.wrentham.ma.us (508) 384-2121 ext.1008
Crisis Negotiations for Telecommunicators #39028	Nov 6, 2014 8 am - 5 pm	Wheeling Police Department 1 Community Blvd. Wheeling, IL 60090	Jeff Wieder jwieder@wheelingil.gov (847) 520-2020
Customer Service in the Comm Center #39029	Nov 7, 2014 8 am - 5 pm	Wheeling Police Department 1 Community Blvd. Wheeling, IL 60090	Jeff Wieder jwieder@wheelingil.gov (847) 520-2020
Customer Service in the Comm Center #39245	Dec 9, 2014 8 am - 5 pm	APCO Institute 351 N. Williamson Blvd. Daytona Beach, FL 32114	Shannon Tucker Tuckers@apcointl.org (386) 944-2485
Disaster Operations and the Comm Ctr #39030	Nov 10, 2014 8 am - 5 pm	Wheeling Police Department 1 Community Blvd. Wheeling, IL 60090	Jeff Wieder jwieder@wheelingil.gov (847) 520-2020
Emergency Medical Dispatch #39223	Nov 17 - 20, 2014 8 am - 5 pm	Please visit the Massachusetts State 911 Department website: www.mass.gov/e911	Cathy Rodriguez Cathy.rodriguez@state.ma.us (508) 821-7217
Surviving Stress #39031	Nov 11, 2014 8 am - 5 pm	Wheeling Police Department 1 Community Blvd. Wheeling, IL 60090	Jeff Wieder jwieder@wheelingil.gov (847) 520-2020

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