



APCO Member & Chapter Services Monthly E-Newsletter

November 2010

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

North Carolina
South Carolina
Virginia

*****CHAPTER OFFICERS*****

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

APCO annual dues renewals have been sent out please pay your invoice as soon as possible to help the association keep costs down!

Social Networking – Can You Help ? ? ? ? ?

Social networking has become a major concern for public safety professionals. It is being used within all aspects of our profession as well as general business and private households. The Member Chapter Services Committee is still interested in gathering any existing department, agency and governmental policy and procedures that regulate their personnel as to the use of social networking media. If you are willing to share a policy or procedure that has passed legal review and is currently in use by your agency, please submit to your Member and Chapter Services Committee Representative.

APCO International has created a new work group that is working in unison with the Member and Chapter Services committee on this key topic. Policies that are shared will be made available to our members as effective practices, which will help those currently attempting to develop policy.

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**Western Regional Conference Announced**

**Save the Date  
Ontario, CA February 6 - 9, 2011**

**Ontario Convention Center**

For more information go to:

<http://www.cpra.org/2011apcowrc.htm>

**Chapter Conferences**

**Louisiana APCO/NENA  
2011 Symposium  
April 4 -6 2011  
1801 W Pinhook Road  
Lafayette, LA**

**Leadership Conference**



For women, by women. Delve into the daily demands and long-term career issues confronting women in leadership positions in the public safety communications industry. Discuss concerns, experiences and successful solutions and tactics with women just like you. Take control of your career. Meet other professionals in your field, make contacts and network while you learn. April 13-14, 2011 in Orlando, FL  
<http://wipsc.apointl.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 give-a-ways. 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>

A Message from the Commercial Advisory Council: This year, for the first time ever, the Commercial Council is readily accessible to answer questions from the Chapters. Not technical or vendor specific queries, but questions that any given Chapter may have that might help your group with membership marketing or vender hall operations at your chapter's annual conference.

Of course your Chapter's CCAM should be able to answer any questions you may have and they are right there at hand as a part of your current operation. However, if you should desire a second opinion, or perhaps a more National viewpoint on best practices, the CAC stands ready to help.

The CAC is extremely interested in helping the Chapters succeed. Rather than utilize PSCconnect to reach us, we now offer a link to e-mail questions directly in to our listserv. Simply e-mail us at: cacquestions@apcointl.org We will assign someone to get back to you with an answer or possible solution.

Remember, APCO should support those that support APCO!

Let us hear from you!
Commercial Advisory Council Chair

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## Membership News

### Membership Numbers for October 2010

**Review of Membership Numbers:**

| As of: October 1,<br>2010 | Last<br>Year | This<br>Year | Gain/Loss<br>previous year |               | Gain/Loss<br>previous month |      |
|---------------------------|--------------|--------------|----------------------------|---------------|-----------------------------|------|
| <b>Active</b>             | 8267         | <b>8068</b>  | -199                       | <b>-2.47%</b> | 43                          | 0.5% |
| <b>Member</b>             | 4344         | <b>4317</b>  | -27                        | <b>-0.63%</b> | 47                          | 1.1% |
| <b>Commercial</b>         | 1382         | <b>1283</b>  | -99                        | <b>-7.72%</b> | 11                          | 0.9% |
| <b>Total Members</b>      | 13993        | <b>13668</b> | -325                       | <b>2.28%</b>  | 101                         | 0.7% |

### 147 New Members during the month of October 2010

- Top individual categories:
 

|                         |            |
|-------------------------|------------|
| <b>Telecommunicator</b> | <b>49%</b> |
| <b>Supervisor</b>       | <b>16%</b> |
| <b>Manager</b>          | <b>7%</b>  |

Chapters recruiting the most new members:

|                 |              |
|-----------------|--------------|
| <b>Virginia</b> | <b>14.9%</b> |
| <b>Texas</b>    | <b>14.2%</b> |
| <b>Arkansas</b> | <b>8.0%</b>  |



**APCO International Public-Safety Communications Award Program**

It is never too early to start thinking about nominations for the APCO International Public Safety Communications Award program! The Awards committee needs your help in spreading the word to be sure to recognize those who have served so well. The award categories are:

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

And this year a new category has been added to the APCO annual awards. This award will recognize the efforts of two or more individuals working for the same public-safety agency, who work an extraordinary event together, or work together to achieve an agency goal. This award is **Team of the Year**

To avoid confusion there will only be one nomination form accepted this year. You will find it on the APCO Intl. website beginning January 2011.

**Who's Your Chapter Historian?**

The APCO Historical Committee is updating their list of Chapter Historians and would appreciate your assistance in providing the name, email/contact information and agency for your Chapter Historian.

Currently the list of Chapter Historians only reflects the following Chapters:

- |                |                     |                |          |
|----------------|---------------------|----------------|----------|
| Arizona        | Atlantic            | Georgia        | Illinois |
| Indiana        | Michigan            | Mid-Eastern    | Montana  |
| North Carolina | Northern California | South Carolina |          |

If your Chapter is not listed please submit the information to: Charlene Fisk at [cafisk@nortonmaus.com](mailto:cafisk@nortonmaus.com).



**APCO Project 33 Agency Training Program Certification – 2010 version!**

Does your Agency have its own Training Program for Public Safety Telecommunicators? If so, it should meet and/or exceed the 2010 APCO American National Standard: Minimum Training Standards for Public Safety Telecommunicators ([www.apcostandards.org](http://www.apcostandards.org)). Training programs are integral to Agencies, its staff and its service. Recognize your Agency's training program by submitting it for APCO Project 33 Certification. The deadline to be recognized at next year's Annual Conference is April 1, 2011. Receive a special discounted rate when your agency applies before January 1, 2011. For more information, please email [standards@apcointl.org](mailto:standards@apcointl.org).

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APCO Institute

CALEA® *ONLINE* Public Safety Communications Accreditation Manager Training

The Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) and APCO partnered in 1999 to develop the first set of accreditation standards applicable to communications centers, a task that continued in 2007 with the release of the second edition standards.

Standard 5.2.13 stipulates that communications agency accreditation managers receive specific training within one year of being appointed.

In order to meet this standard, APCO and CALEA have partnered to begin offering this on-line course through the APCO Institute.

The course is divided into 8 weeks of intensive learning with agency-specific research assignments that can be applied to the actual Public Safety Communications Accreditation Program process.

By the end of this course the Communications Accreditation Manager should be able to:

- Interpret a standard
- Read and write a directive that meets compliance
- Identify and show proofs of compliance
- Create a proof file
- Build an ISSR
- Have a working knowledge of both the standards and process & programs manuals

Date: January 26, 2011

Duration: 8 weeks

Tuition: \$499 per Student (includes distance learning fee)

Previously this training was only offered at CALEA conferences. By taking advantage of this on-line training opportunity, agency's meet the standard without the additional cost of travel, hotel, etc.

Watch your E-Mail later this week and be ready to register early to be ensured a seat!



APCO Institute Leadership Certificate Program (RPL)

The next RPL class starts January 19, 2011.

Thinking about becoming a Registered Public Safety Leader? RPL recipients receive a certificate of acceptance into the APCO Institute Registry of Public-Safety Leaders, a formal and prestigious acknowledgement of excellence within our industry. The RPL Program is a series of online courses offered by APCO Institute, in cooperation with Flexstudy.com, the American Management Association's e-learning provider. You'll learn how to Communication with Authority, Build and Manage High-Performance Teams, Break Down the Barriers to solid Interpersonal Negotiations, and Enhance Team Performance.

Lead with Confidence and Integrity; Make a Difference Within our Association and our Industry.

For information on scholarships and an application go to:

http://www.apcointl.com/institute/RPL_program.htm

Social Networking Services in the PSAP

Web Seminar #30086
Wednesday, December 8th
2:00 pm ET

Facebook, MySpace, digg it, Twitter, del.icio.us, reddit and the site names go on and on. How did the phenomenon start? What was it's initial value in the PSAP? How can it be used as a valuable tool to your PSAP today? How to minimize its destructive abuse? During this one hour webinar we will approach the values and dangers of having basic internet connectivity within the PSAP, then dive further into whether or not to allow "structured" social networking. Asset or liability? (Sample policies discussed during this webinar will be available to attendees.)

Web Seminar #30086
Price: \$79.00 Non-Member \$59.00 APCO Member
<http://www.apcointl.com/institute/webinars.htm>

Expanded Instructor Course...Choose Your Discipline! \$459
December 6-10

APCO Headquarters
351 N. Williamson Blvd.
Daytona Beach, FL 32114

Emergency Medical Dispatch (EMD) Instructor
Fire Service Communications Instructor
Communications Training Officer Instructor
Public Safety Telecommunicator 1 (PST1) Instructor 6th Edition

Please be sure to check the prerequisites for this course before registering.
[For registration http://www.apcointl.com/institute/schedule_registration.htm](http://www.apcointl.com/institute/schedule_registration.htm)

APCO Institute now offering
3 Week Online Courses Member price \$199

Active Shooter Incidents For Public Safety Communications
Crisis Negotiations for Telecommunicators
Public Safety Communications Staffing and Employee Retention
Customer Service in Today's Public Safety Communications Center
EMD Manager

To register or for more information on class offerings, locations and registration information go to: http://www.apcointl.com/institute/schedule_registration.htm

To request an Institute Course Catalog email your name and mailing information to: institute@apco911.org

Be an APCO Co-Host Agency

APCO Institute utilizes co-host agencies and chapters for several reasons. As the co-host agency, you know what training is needed in your area. By hosting a class, the training that is needed in your area can be delivered to your door. The local co-host also adds "local flavor" to the presentation by providing a familiar classroom site in familiar surroundings. Local co-hosts assist us with contacting interested agencies, locating accommodations for out-of-town students and instructors, and acting as the local contact for those who have questions about the area.

In return, APCO Institute provides one complimentary registration for the class that you co-host.

For further details and requirements download the [APCO Institute Co-Host Application](#) or contact the APCO Institute at - institute@apco911.org or call (386) 322-2500.

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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.

**Dave**

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