

## **APCO Institute Announces Discounted Training for Chapters**

The Institute offers special pricing for APCO chapters that would like to host training classes for their members before or after chapter conferences. All courses are taught by APCO Institute adjunct instructors.

### **Pre- and Post-Conference Training Courses - APCO Chapter Pricing**

- **8-Hour Specialty Courses:**
  - **1 Course: \$99.00/attendee**
  - **2 Courses: \$79.00/attendee, per course**

*Minimum: 20 attendees*

Select from the following courses:

[Active Shooter Incidents for Public Safety Communications](#)

[Bullying and Negativity in the Communications Center](#)

[Crisis Negotiations for Telecommunicators](#)

[Customer Service in Today's Public Safety Communications](#)

[Disaster Operations and the Communications Center](#)

[Public Safety Communications Staffing and Employee Retention](#)

[Surviving Stress](#)

- **[Comprehensive Quality Course](#): \$199.00 (2-day course)**  
*Minimum: 20 attendees*
- **[Communications Training Officer Course](#): \$249.00 (3-day course)**  
*Minimum: 10 attendees*  
*Maximum: 16 attendees*
- **[Communications Center Supervisor Course](#): \$249.00 (3-day course)**  
*Minimum: 10 attendees*  
*Maximum: 16 attendees*

Contact the [APCO Institute](#) at [\(386\)322-2500](tel:3863222500) for more information or to schedule a pre- or post-conference course.

## Membership Information

Member Type	11/1/2015	11/1/2016
Associate	3,208	3,168
Full Member	6,075	5,825
Full Group Members	4,181	4,884
Online Group Members	10,898	12,733
Commercial	887	751
Commercial Group Members	135	203
<b>Total Number of Members</b>	<b>25,384</b>	<b>27,564</b>
<b>Total Number of Group Agencies</b>	<b>685</b>	<b>779</b>
<b>Commercial Group</b>	<b>18</b>	<b>38</b>

## Training Records and Recertifications – Online 24/7

[APCO's Training Central](#) is an online resource that stores all of your CDE and recertification information in one place for easy viewing and retrieval. Are you a training coordinator? [Contact the APCO Institute](#) for information on how you can get online access to training and recertification information for your staff. Training Central also allows you to upload training from other sources, request recertification, register for Institute classes and order course manuals. Visit [Training Central now](#).

## 2017 Pennsylvania APCO Conference

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### 2017 Pennsylvania APCO Conference – Lancaster, Pennsylvania

The Pennsylvania Chapter of APCO International is proud to announce their 2017 PA APCO Conference! The conference will be held April 2- 5, 2017, at the Best Western Premier Eden Resort in Lancaster, Pennsylvania.

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

Visit [www.paapco.org](http://www.paapco.org) for additional info!

## 2017 APCO Western Regional Chapter Conference

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**April 10-13, 2017**

**Ontario - California**

### **Call for Papers is Now Open!!**

Inviting APCO members, business professionals, industry associates, and educators to submit a written proposal for development of an educational program, workshop, or panel discussion for the 2017 APCO WRC Conference.

See: [www.cpra.org](http://www.cpra.org) 2017 WRC Call for Papers - Submission Form

## North Carolina APCO 2017 Telecommunicator Training Symposium



# 2017

## TELECOMMUNICATOR TRAINING SYMPOSIUM

April 9-11, 2017 | Greensboro, NC

Mark your calendars now for the  
2017 Telecommunicator Training Symposium!

Visit [www.tcsymposium.org](http://www.tcsymposium.org) for more information

EMBASSY SUITES BY HILTON  
204 CENTREPOINT DRIVE  
GREENSBORO, NC



NC APCO 2017 Telecommunicator Training Symposium is looking for submissions for presenters for this wonderful training event. Please visit the TC Symposium website at:

<http://symposium.ncapco.org/> to submit your presentation.

Registration will be open soon for this event.

## 2017 The Atlantic Chapter Conference & Exposition

**SAVE THE DATE**



**The Atlantic Chapter Conference  
& Exposition**

**October 21-25, 2017**  
at the Samoset Resort, Rockport, ME

## 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:
Bullying and Negativity in the Communications Center #44844	December 9, 2016 8:00 am – 5:00 pm	West Springfield Public Library (Community Room) 200 Park Street West Springfield, MA01089	West Springfield Fire Department Deputy Chief Michael Culver <a href="mailto:mculver@townofwestspringfield.org">mculver@townofwestspringfield.org</a> Ph. (413) 263-3385
Bullying and Negativity in the Communications Center #44845	December 12, 2016 8:00 am – 5:00 pm	West Springfield Public Library (Community Room) 200 Park Street West Springfield, MA 01089	West Springfield Fire Department Deputy Chief Michael Culver <a href="mailto:mculver@townofwestspringfield.org">mculver@townofwestspringfield.org</a> Ph. (413) 263-3385
Bullying and Negativity in the Communications Center #44846	December 13, 2016 8:00 am – 5:00 pm	West Springfield Public Library (Community Room) 200 Park Street West Springfield, MA 01089	West Springfield Fire Department Deputy Chief Michael Culver <a href="mailto:mculver@townofwestspringfield.org">mculver@townofwestspringfield.org</a> Ph. (413) 263-3385
Bullying and Negativity in the Communications Center #44847	December 14, 2016 8:00 am – 5:00 pm	West Springfield Public Library (Community Room) 200 Park Street West Springfield, MA01089	West Springfield Fire Department Deputy Chief Michael Culver <a href="mailto:mculver@townofwestspringfield.org">mculver@townofwestspringfield.org</a> Ph. (413) 263-3385
Bullying and Negativity in the Communications Center #44984	January 24, 2017	Desoto County Sheriffs Dept 3091 Industrial Dr. W Hernando, MS 38632	Desoto County Sheriffs Dept Fred Leviton <a href="mailto:fleviton@desotocountymys.gov">fleviton@desotocountymys.gov</a> Ph. (662) 469-8599
Communications Center Supervisor, 4 <sup>th</sup> Edition #44728	December 13-15, 2016 8:00 am – 5:00 pm	MGTCCC AMTC Gulf Harbor Classroom 10298 Express Dr Gulfport, MS 39503	Harrison County Law Enforcement Training Academy Sgt. Emma Baptiste <a href="mailto:Emma.baptiste@harrisoncountysheriff.com">Emma.baptiste@harrisoncountysheriff.com</a> Ph. (228) 435-3165
Communications Center Supervisor, 4 <sup>th</sup> Edition #44432	January 2-4, 2017 8:00 am – 5:00 pm	CarteretCountyEmergency Communications 300 N. 12 <sup>th</sup> St Morehead City, NC 28557	Carteret County Emergency Communications Kristin Cook <a href="mailto:Kristin.cook@carteretcountync.gov">Kristin.cook@carteretcountync.gov</a> Ph. (252) 503-6036
Communications Center Supervisor, 4 <sup>th</sup> Edition #44805	January 9-11, 2017 8:00 am – 5:00 pm	Ada County Sheriff's Office 7200 Barrister Dr Boise, ID 83704	Ada County Sheriff's Office Gina Marchwinski <a href="mailto:gmarchwinski@adaweb.net">gmarchwinski@adaweb.net</a> Ph. (208) 577-3562
Crisis Negotiations for Telecommunicators #44747	January 18, 2017 8:00 am – 5:00 pm	Cooper Auditorium 911 E Sawmill Flagstaff, AZ 86001	Flagstaff Police Department Justin Young/Irene Hunkler <a href="mailto:Juyoung@coconino.az.gov">Juyoung@coconino.az.gov</a> Ph. (928) 679-4003

Customer Service in Today's Public Safety Communications Center #43431	December 15, 2016 8:00 am – 5:00 pm	CarteretCountyEmergency Communications 300 N. 12 <sup>th</sup> St Morehead City, NC 28557	Carteret County Emergency Communications Kristin Cook <a href="mailto:Kristin.cook@carteretcountync.gov">Kristin.cook@carteretcountync.gov</a> Ph. (252) 503-6036
Customer Service in Today's Public Safety Communications Center #44989	February 7, 2017 8:00 am – 5:00 pm	Desoto County Sheriffs Dept 3091 Industrial Dr. W Hernando, MS 38632	Desoto County Sheriffs Dept Fred Leviton <a href="mailto:fleviton@desotocountymys.gov">fleviton@desotocountymys.gov</a> Ph. (662) 469-8599
Communications Training Officer, 5 <sup>th</sup> Edition #44430	December 12-14, 2016 8:00 am – 5:00 pm	CarteretCountyEmergency Communications 300 N. 12 <sup>th</sup> St Morehead City, NC 28557	Carteret County Emergency Communications Kristin Cook <a href="mailto:Kristin.cook@carteretcountync.gov">Kristin.cook@carteretcountync.gov</a> Ph. (252) 503-6036
Disaster Operations and the Communications Center #44729	December 6, 2016 8:00 am – 5:00 pm	MGTCCC AMTC Gulf Harbor Classroom 10298 Express Dr Gulfport, MS 39503	Harrison County Law Enforcement Training Academy Sgt. Emma Baptiste <a href="mailto:Emma.baptiste@harrisoncountysheriff.com">Emma.baptiste@harrisoncountysheriff.com</a> Ph. (228) 435-3165
Disaster Operations and the Communications Center #44444	January 25, 2017 8:00 am – 5:00 pm	Carver County Emergency Operations Center (Training Room) 606 4 <sup>th</sup> St. E Chaska, MN 55318	Carver County Sheriff's Office Andrea Debol <a href="mailto:adebol@co.carver.mn.us">adebol@co.carver.mn.us</a> Ph. (952) 361-1231
Emergency Medical Dispatch, 5th Edition #45057	December 5-8, 2016	Essex County R.E.C.C. Training Room 18 Manning Ave. Middleton, MA 01949	Essex County R.E.C.C. Lee Ann Delp <a href="mailto:ldelp@ecrecc.org">ldelp@ecrecc.org</a> Ph. (978) 824-7292 ext. 4159
Emergency Medical Dispatch, 5th Edition #44437	December 5-8, 2016	West Springfield Public Library (Community Room) 200 Park Street West Springfield, MA01089	West Springfield Fire Department Deputy Chief Michael Culver <a href="mailto:mculver@townofwestspringfield.org">mculver@townofwestspringfield.org</a> Ph. (413) 263-3385



## 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
LaMonica, Brian E. RPL	Vice Chair	blamonica@svpd.com
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Yeager, Jacquelyn RPL	Florida, Alabama	Jacquelyn.Yeager@stpete.org



## 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