

# APCO

## MEMBER CHAPTER SERVICES Committee

### Important Dates to Note:

**Chapter Leader Workshop -**  
September 17th - 2:00 PM EST  
On virtual conferences/meetings



**President to President Meeting -** September 22 - 2:00 PM EST  
On virtual conferences/meetings

Be sure to watch for invitations with links to join!

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## Stepping Into the Role of Presidency: Thank You APCO

*By Margie Moulin RPL, CPE, APCO President*

As I step into the role of APCO International President, I feel extremely honored at the chance to serve the membership of this great association. I would like to start my term by thanking all our members for this opportunity, and for the work that each of you has done throughout the challenges of 2020.

Since last year's conference, we have seen challenges unlike any other year. While many people were forced to stay home, those of us in the ECC, as essential workers, continued to work to serve our communities, while also dealing with the same concerns and stressors everyone else was experiencing. Regardless of the position within public safety telecommunications, human resources, finance, information technology, management, data analysis, telecommunications specialist, or any other role within the center, you were impacted both professionally and personally. As is the habit of those of us in an ECC, you continue to take care of everyone else through times like no other in our lifetimes. My hope is that you are taking time to care for yourselves as well. All too often, our own wellness is pushed aside while we care for total strangers.

Because of this, I am sharing with you the creation of a new APCO committee designed to expand our focus on wellness in the ECC.

In 2018, under the leadership of APCO President Holly Wayt, the ECC Crisis Response Task Force was established to create a [best practices resource to guide](#) ECC's responses during, and after a prolonged, or large-scale emergency event.

With Jay Somerville as the Chair and Maureen Will as Vice Chair, the mission of this task force was to create a structure to assist ECC leaders with preparation for high impact, prolonged, or large-scale emergency events that place a significant strain on staff members.

“taking care of those who staff our ECCs so they can take care of our communities is paramount.”

## **Stepping Into the Role of Presidency: Thank You APCO Members! ...Continued**

Within this document, you will see a quote highlighted stating “taking care of those who staff our ECCs so they can take care of our communities is paramount.”

Today, we are announcing the creation of the APCO Health and Wellness Committee, chaired by Captain Jeremy Hill. This committee will take the philosophy of caring for our ECC personnel to the next level, providing the best tools to support the people working in centers across the nation every minute of every day. I am confident this committee will offer new insights and options to improve health and wellness in the ECC.

In addition to this effort, we are adding a task force to look at opportunities to partner with our veterans and military spouses. A recent survey found that a quarter of military spouses are unemployed, and a 2018 White House report stated that military spouses are unemployed at 2-3 times the rate of the overall U.S. population.

We recognize that ECC’s struggle with recruitment and retention. Knowing this, and the sacrifices military families make, this new task force will work to identify and evaluate options to align ECC staffing shortages with unemployed military spouses. This may provide solutions to some of our ECC staffing problems, while offering support to our military families.

Along with these efforts, your APCO leadership team is committed to continuing to provide complete public safety expertise, professional development, technical assistance, advocacy and outreach, alongside the pursuit of the reclassification of our public safety telecommunicators as Protective Service Occupations.

In this association, none of us leads alone. The Executive Committee, the Board of Directors, APCO staff, the Executive Council Members, chapter presidents, group leaders, committee chairs and the entire membership of APCO, all lead this association together. It is with all of your help that I look forward to taking on the challenges this next year may bring.

Thank you for allowing me this opportunity, and thank you for your commitment to public safety communications.



## Membership Information

| Member Type                           | 8/1/2019      | 8/1/2020      |
|---------------------------------------|---------------|---------------|
| Associate                             | 2,780         | 2,545         |
| Full Member                           | 4,743         | 4,431         |
| Full Group Members                    | 6,688         | 8,443         |
| Online Group Members                  | 19,286        | 18,955        |
| Commercial                            | 504           | 493           |
| Commercial Group Members              | 251           | 195           |
| <b>Total Number of Members</b>        | <b>34,252</b> | <b>35,062</b> |
| <b>Total Number of Group Agencies</b> | <b>1125</b>   | <b>1240</b>   |
| <b>Commercial Group</b>               | <b>53</b>     | <b>42</b>     |

## Chapter Growth Awards

Our Association gets stronger as our base of membership grows. Each year chapters who are actively growing the APCO family are recognized with the Membership Growth Awards.

### This year's recipients are:

Chapter Growth in Number of Members: **Florida**  
 Chapter Growth by Percentage of New Members: **Alaska**  
 Membership by Population Density: **Wyoming**

Thanks to all of the chapters for the hard work!



# APCO's Emerging Technology Forum

The Tech Forum, taking place October 8-9, is a unique event is focused on emerging public safety communications technology and will help those on the front lines stay on top of the latest developments and continue to grow professionally.

### Tabletop Displays

Take some time between sessions to visit product displays.

### Professional Development

Further your career and earn up to 12 continuing education units by attending both days of the Forum.

To view the full program and register, visit <https://techforum.apcointl.org/>



**2020 Linda G. Johnson Memorial  
WV State 9-1-1 Conference  
October 5th - 9th, 2020**

We will continue to closely monitor updates as information comes available due to COVID-19. We have established Extra Precautionary Safeguards to be put in place to ensure the safety of our guests.

Precautionary health screenings will be conducted at conference check-in and periodically throughout the event to further protect our attendees, volunteers, and staff. The conference venue has ensured the success of a clean environment for our stay and continued monitoring of their staff and the venue. We will also limit attendance to each classroom setting and conduct repeat courses as necessary for all attendees to achieve full access.

As we continue to closely monitor impacts that could potentially become concerning, we will take all necessary steps to safeguard and alert our staff, attendees, and guests of any pending changes pertaining to our conference. The health, safety and welfare of our attendees is our biggest regard, and we will ensure the appropriate measures are being taken to alleviate any concerns.

In the event the 2020 conference is cancelled - we will issue full refunds to attendees.

**Announcing Virtual Conference Access!**

**This year we have made available, "Virtual Access" for attendees that prefer to join our conference in the comfort of their own home or office.**

**We understand the stress & uncertainty that can be experienced during these unprecedented times - and we want to make available every opportunity for attendees to receive high quality, reliable, safe access to our event!**

**Individual registered attendees will receive CE Credit Certificates for their attendance for each virtual access session, that can be used for their recertification needs. All offered conference courses will be available via Virtual Access.**

**HOTEL ROOM INFORMATION**

**\*\*Junior Studio Room Group Rate \$94 ends August 20, 2020!**

**-Allegheny Springs (Host Venue)**

**-Highland House**

**-Rimfire**

**To book, Call: 1-877-441-4386**

**Group Code: 51P25X**

**\*\*Rooms booked after August 20th will be available at a 10% discount under our group code (51P25X)\*\***



**WV STATE E-911 COUNCIL MEETING**

**Thursday, October 8th, 2020 10am**

**Allegheny Springs**



## Western Regional Conference 2021 Boise, ID



**Registration is NOW Open!**

Join us in Boise, Idaho March 31st-April 2nd, 2021.

We are busy planning excellent training tracks and events.

Do not miss out on the Early Bird Pricing! APCO Members see PSCONNECT for discount code. <https://www.2021apcowrc.org>

Special Room Rates \$137 will go fast:  
[APCO Western Region Conference Block](#)

Call for Papers will be out shortly. Do know a great speaker? Send them our way.

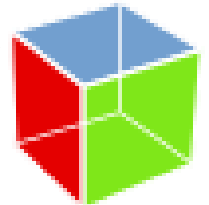
Travel discounts also available on our website.

Questions? [IdahoAPCOWRC@gmail.com](mailto:IdahoAPCOWRC@gmail.com)



## Chapter Officer Toolkit

Our amazing APCO staff, along with the Member Chapter Services Committee has updated the Chapter Officer Toolkit Page. You can find it under the Member Tab on the APCO Web Page or <https://www.apcointl.org/apco-membership/chapters/chapter-officer-toolkit/>



On this page you will find things such as:

New Member Benefits video

Best Practices for Insurance, Transitioning New Officers and Fiscal Responsibility

New Chapter Member Information

Chapter Officer Guidance

Forms- requesting Chapter Event Assistance, and Chapter Contact updates.

Previously recorded MCSC Webinars

A new Chapter Events tab. We will be adding virtual Conference resources and best practice tips.

Take a look at the page and let us know what you think! We would love to hear your feedback. Contact MCSC Chair Melissa Stroh with any input. [Melissa.stroh@isp.idaho.gov](mailto:Melissa.stroh@isp.idaho.gov).

If there are any tools we could add that would help your chapter, please reach out to your MCSC representative to pass along the request.

## Silent Key



**Richard "Dick"  
Reynolds**

**Mid-Eastern  
Chapter**



**Robert "Bob"  
Bloom**

**Robert Goldstein  
Wisconsin Chapter**

## Young Professionals Committee

The Young Professionals Committee is a brand new standing committee this year, having recently transitioned from a taskforce. The purpose of the Young Professionals Committee is to advocate for those in our industry that are 35 years or younger. We accomplish this in a variety of ways, from highlighting a young professional each quarter in the APCO E-news, to hosting the Young Professionals Mixer and a service project at the APCO annual conference. One goal that we will be working on this year at the chapter level, is implementing a mentor program for each local chapter. We will have more exciting news on this as the year progresses.

Tim Stencil, Vice Chair



## Spectrum Technology Committee

On behalf of the Spectrum and Technology Committee, I would like to say we're elated to "arrive on scene" and to begin serving as one of APCO's newest committees. I especially look forward to the natural and priceless networking that takes place between APCO leadership, the Committees and all APCO members. For those who have not heard of our Committee, it is charged with researching and recommending positions and strategies concerning all aspects of spectrum and related technology available to public safety. This includes analysis of current and future trends and developments with respect to the use, coordination, interference management, interoperability, sharing, and operational considerations for land mobile radio, broadband and emerging spectrum resources as they apply specifically to public safety use. Our work may include research and recommendations into IP based dispatch consoles, as well as other IP based technologies and services. I'm proud to have been selected by APCO International 1<sup>st</sup> Vice President Margie D. Moulin, RPL, CPE to lead this Committee and our 34 members, including APCO staff member Farokh Latif, BSEE, CPE, Director, AFC - APCO's Spectrum Management Division. We look forward to completing our goals and deliverables that have been adopted by APCO leadership and doing our part to move APCO's mission forward!

Eddie Reyes, Chair

## Bylaws Committee

When was the last time you or your Board took a good look at your Policy Manual or Bylaws? Have you had changes or are changes coming? One of the charges to the Bylaws Committee is to review Chapter documents for consistency, formatting and recommendations.

We don't write your Bylaws for you, we can give you a template to follow and assist you in "filling in the blanks." Our committee finished a complete review of the APCO International Bylaws and Policy Manual just before the end of the committee year of 2020, as well as review of four Chapters. Currently, we have one in review now with one more waiting in the wings.

Document review is an important function for all our Chapters – it keeps us current with practices and ensures that certain powers and duties of your board of officers are established and delineated. Your Policy Manuals are the details and you want to make sure that are no conflicts between the two. So, maybe an agenda item for your next call is to take a look and see if it's time to have a review!

Inquires can be sent to either myself or our Vice-Chair Kathy Pompeo at [maureen.will@newtown-ct.gov](mailto:maureen.will@newtown-ct.gov)  
[Kathryn.Pompeo@kingcounty.gov](mailto:Kathryn.Pompeo@kingcounty.gov)

Maureen A Will CPE, RPL, Chair

## APCO Institute

**NEW APCO COURSE: Fundamentals of Tactical Dispatch** The APCO Institute's newest course prepares telecommunicators to work as part of an agency's tactical dispatch team that responds to incidents requiring coordination of multiple agencies/jurisdictions. Topics covered include the role of the telecommunicator, preparation and pre-deployment training, radio communications and other topics specific to incidents requiring multi-agency coordination. Scenarios and practical exercises are also included in the training. There are prerequisites to register for this course.

Fundamentals of Tactical Dispatch is offered through APCO's new Virtual Classroom as well as a traditional online course.

October 15-16: Virtual Classroom (course length: 2 days)  
Cost: \$369 for members; \$389 for non-members | [Register](#)

September 30 - October 20: Online (course length: 3 weeks)  
Cost: \$359 members; \$379 non-members | [Register](#)

### APCO Announces Virtual Classroom Real-time, instructor-led interactive courses



APCO Virtual Classroom courses are led online in real-time by APCO's adjunct instructors and conducted in an interactive, engaging classroom online. With a set time and schedule, the courses are completed online within a specific time frame, allowing you to earn your certification more quickly than in a traditional online course.

See a list of upcoming courses at <https://www.apcointl.org/lp/virtual-classroom/>



## CHAPTER MEMBER SERVICES COMMITTEE MEMBERS

| AME                | CHAPTER ASSIGNMENT             | EMAIL ADDRESS                     |
|--------------------|--------------------------------|-----------------------------------|
| Melissa Stroh      | Chair                          | Melissa.stroh@isp.idaho.gov       |
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| Kelley Anderson    | South Dakota, North Dakota     | kanderson@watertownpd.com         |
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| Mary Sue Robey     | Newsletter Editor              | marysuer@valleycom.org            |



## CHAPTER MEMBER SERVICES COMMITTEE MEMBERS

| NAME                  | CHAPTER ASSIGNMENT         | EMAIL ADDRESS  |
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| Laramie Scott         | Alaska                     | ljscott224@gmail.com   |
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| Stowell Corder, Susan | Staff Liaison              | <a href="mailto:stowells@apointl.org">stowells@apointl.org</a>     |

