



**APCO Member & Chapter Services Monthly E-Newsletter**

**August 2011**

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

**Northern California  
Nevada  
Utah**

**\*\*\*\*\*CHAPTER OFFICERS\*\*\*\*\***

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

The information contained within the Member and Chapter Services Committee (MCSC) E-Newsletter is intended for the members of the association. Keeping that though in mind it is intended that it be given the broadest distribution as possible within the Chapters. Does your chapter have a list server and/or web site on which the letter can be posted? Please make an effort to make sure the members of your Chapter are well informed about the training and opportunities available to them.

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**Rebranding**

For the past year or more, you have certainly heard the term “Rebranding” more than once. The results of the rebranding effort were announced at the first general business session of the National Conference in Philadelphia. Considerable effort was put in by the entire committee, chaired by David Clemons, and the result was the unveiling of our new APCO Logo as shown at the top of this page. Chapters are urged to start incorporating this new logo as soon as possible.

More information about rebranding and use of the new logo will be coming out in the future. The work of the rebranding taskforce has not ended yet. They are preparing a manual for the use of the new logo and tag line. This manual will provide information to the Chapters on its proper use. It is anticipated it should be available by January.

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## Applicants wanted for APCO Int'l 2nd Vice President

At the closing event of the 77th Annual APCO International Conference & Expo, President Gregg Riddle announced that applications to fill the association's open 2nd Vice President position must be submitted by close of business on Friday, Sept. 23, to Interim Executive Director Mark Cannon ([governance@apcointl.org](mailto:governance@apcointl.org)). The Credentials Committee will review all submissions and forward those that comply with the requirements to Riddle for consideration. Consult Policy Manual Section 6.4 for the details on filing, which can be found on the [governance website](#).



## 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.apcointl.org/p33](http://www.apcointl.org/p33). 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. Applications are accepted year round.

At this year's 77 Annual APCO International Conference & Expo four (4) agencies were recognized for their excellence in training by receiving certification. Agencies are already lining up to be recognized at next year's annual conference. Will your agency be receiving certification?



## Membership Numbers for July 2011

### Review of Membership Numbers:

As of: August 1, 2011	August 1, 2010	August 1, 2011	Gain/Loss previous year		Gain/Loss previous month	
<b>Active</b>	7,931	<b>7,787</b>	-114	<b>-1.8%</b>	63	0.8%
<b>Member</b>	4,216	<b>4,215</b>	-1	<b>0.0%</b>	142	3.4%
<b>Commercial</b>	1,263	<b>1,161</b>	-102	<b>-8.8%</b>	40	3.4%
<b>Total Members</b>	13,410	<b>13,163</b>	-247	<b>-1.9%</b>	244	1.9%

### 181 New Members during the month of July 2011

- Top individual categories:
 

<b>Telecommunicator</b>	<b>35%</b>	<b>63 members</b>
<b>Supervisor</b>	<b>9%</b>	<b>17 members</b>
<b>Manager</b>	<b>9%</b>	<b>16 members</b>

### Chapters recruiting the most new members:

<b>Tennessee</b>	<b>18%</b>	<b>32 members</b>
<b>Atlantic</b>	<b>8%</b>	<b>15 members</b>
<b>Texas</b>	<b>7%</b>	<b>13 members</b>
<b>Virginia</b>	<b>7%</b>	<b>13 members</b>

Chapter Officers are reminded to check their membership lists and make sure to contact those that have not renewed in an effort to reactivate their membership.



## **Group Membership for 2012 – Overview structure and pricing**

**New Group Membership combines full and Online Categories so Your Whole Staff can Get Involved With APCO.**

In the 2012 dues year, APCO will begin offering Group Membership allowing organizations to enroll their entire team rather than just a select few. The group membership package combines new online memberships with traditional full memberships so you can enroll more of your staff without paying for full memberships for everyone. This will put all of the information and resources APCO offers at the fingertips of your staff!

### **How it Works**

Based on the size of your organization, you'll receive a certain number of full memberships (starting in 2012 Active category is renamed Full Member) and online memberships to assign to your team members. Full members get voting rights and all of the benefits of APCO membership, and Online Members get the online magazine, e-bulletin, web access and PSConnect membership.

### **Plan for APCO Group Membership in Your Budget!**

<b>Agency Size</b>	<b>What is included</b>	<b>TIER I</b>	<b>TIER II</b>
up to 10 staff	3 Full + Online	\$331	\$413
11 to 25 staff	8 Full + Online	\$856	\$1,080
26 to 50 staff	15 Full + Online	\$1,575	\$1,995
51 staff and above	22 Full + Online	\$2,304	\$2,920
<i>Price to upgrade Online to Full Membership</i>		\$92	\$120
<i>Price to upgrade Online to Associate Membership</i>		\$69	\$69



## **CTO Agency Instructors**

The APCO Institute was excited to announce the unveiling of the CTO 5th Edition Course during the APCO International Conference this year. The new course introduces several topics that enhance the position of Communication Training Officer.

For the next ninety (90) days, APCO Institute is offering CTO Agency Instructors an opportunity to upgrade to the 5th Edition Course through a bridge and receive all of the new instructor materials, at no cost to you or your agency. The next bridge webinar will be Monday, Oct 17, 2011 at 2:00 PM (EST). Once you register for the webinar we will send you a CTO 5th Edition student manual. The final step to the bridge is to complete all open book exercises, the CTO Program Implementation Workbook and take the CTO 5th Edition student exam, which will be offered online.

Upon successful completion of the CTO 5th Edition Bridge, you will receive updated instructor material. You may then exchange any unused CTO 4th Edition student manuals at a reduced cost of \$20 per manual, through December 31, 2011. To exchange student manuals, you must send in the cover of the CTO 4th Edition manual and exam scantron or manual sticker. Please note, the Institute will continue to issue CTO 4th Edition Certifications only through December 31, 2011.

A 2 year CTO recertification requirement will be implemented to ensure industry standards are met. Recertification is a means of documenting the competence of people to continue to practice in the profession and ensures their knowledge base continues to expand and new insights and practices continue to develop. The 2 year CTO recertification fee is \$40. APCO Institute will provide a complete recertification package which will include a presentation, practical exercises and a final exam.

Remember, you only have three opportunities to take advantage of this free upgrade so register today. We will cover all the details of curriculum updates as well as provide a clear explanation of the student manual exchange and recertification process at this time.

If you have any questions please send an email to Sheila Hanna-Wiles at [wiless@apcointl.org](mailto:wiless@apcointl.org)

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## **CONFERENCES AND NETWORKING OPPORTUNITIES**

### **Nebraska APCO-NENA Conference September 28<sup>th</sup>-29<sup>th</sup>, 2011**

Embassy Suites Omaha-LaVista Hotel & Conference Center located in west Omaha Nebraska just off of I-80.  
Conference General Information available at this website:  
[http://www.cio.nebraska.gov/network\\_serv/wireless/homeland.html](http://www.cio.nebraska.gov/network_serv/wireless/homeland.html)

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### **NE APCO-NENA 2011 Conference The WV APCO/NENA 5th Annual Linda G. Johnson Memorial Conference October 10th-14th, 2011**

Snowshoe Mountain, Snowshoe, WV We will be co-hosting the APCO Institute EMD Instructor Course. For more information contact Chris Cutright: [wvapco@gmail.com](mailto:wvapco@gmail.com).

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### **Atlantic Chapter Conference and Business Meeting October 24<sup>th</sup>-26<sup>th</sup>, 2011**

Samoset Resort on the Ocean in Rockport, Maine  
2 ½ Days of technical sessions and 2 Days of equipment exhibits with networking opportunities around every corner. Please be sure to check our website for additional conference information. Plan early.

Conference General Information available at the Chapter website:  
<http://www.apco-atlantic.org>

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**2011 Virginia APCO/NENA/Interoperability  
Fall Conference and Exposition  
October 25<sup>th</sup>–28<sup>th</sup> 2011**

The East Coast's Premier E911 Communications Conference  
Roanoke, Virginia

VISIT THE VIRGINIA CHAPTER OF APCO'S CONFERENCE WEBSITE FOR MORE INFORMATION AT:

<http://www.vaapco.esva.net/Conferences.htm>

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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-aways. 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>



**APCO Institute**

**CALEA® Public Safety Communications Accreditation Manager Training**

Recognizing that the success of the accreditation process is dependent upon the skills of the accreditation manager, this online course was developed specifically for the CALEA Public Safety Communications Accreditation Manager.

Meets Standard 5.2.13 CALEA Public Safety Communications Accreditation Manager training requirement

**Course begins on September 7<sup>th</sup>, to register:**

<https://apconetforum.org/eweb/DynamicPage.aspx?Site=APCOInst&WebKey=81c17c83-4cb1-456a-a9d5-6b8fcc94fc63>

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APCO Institute has the most cost convenient and cost effective Training Programs available!

Online Classes – Available 24/7

We'll come to you, contract or co-host a class at your agency.

<http://apointl.org/register>

To request an Institute Course Catalog email your name and mailing information to:  
[institute@apco911.org](mailto:institute@apco911.org)

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### **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](mailto: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.

**Jean**

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