



APCO Member & Chapter Services Monthly E-Newsletter

September 2011

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

**Nevada
Northern California
Utah**

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

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

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**Emergency Alert System (EAS) Test on November 9, 2011**

On November 9, 2011, at 2:00 PM (Eastern), for the first time ever, the Emergency Alert System (EAS) will be tested nationwide. Virtually all broadcast and cable programming in the United States will be interrupted at once with that alert tone we are all so familiar with. So what is the big deal and why do we need to be made aware of this. Can you imagine the calls that will be received from all those citizens who are not aware of the test, change the channel to find the alert tone on all channels, and it is lasting longer than the normal test they are familiar with. Get the picture?

We as public safety providers must not only be aware of the test but take proactive efforts to educate the general public. We as local and state agencies must get the word out to reduce the impact this could have to overload our communications centers. To help us do this, FEMA has published a "toolkit" to help public safety officials prepare themselves and the general public for this test.

To get further information including forms, press releases, etc., go to this link:  
<http://www.emergencymgmt.com/emergency-blogs/alerts/National-EAS-Test-Toolkit-090611.html>

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Strategic Plan

Ann Russo came across this link about the "top ten attributes of successful strategic plans" and wanted to share it with you. Does your chapter have a strategic plan? It should.

<http://www.openforum.com/articles/top-10-attributes-of-successful-strategic-plans>

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## Membership Numbers for August 2011

### Review of Membership Numbers:

| As of: Sept 1, 2011  | Last Year | This Year    | Gain/Loss previous year |              | Gain/Loss previous month |       |
|----------------------|-----------|--------------|-------------------------|--------------|--------------------------|-------|
| <b>Active</b>        | 7998      | <b>7819</b>  | -179                    | <b>-2.3%</b> | 32                       | 0.4%  |
| <b>Member</b>        | 4258      | <b>4314</b>  | 56                      | <b>1.3%</b>  | 99                       | 2.3%  |
| <b>Commercial</b>    | 1193      | <b>1173</b>  | -99                     | <b>-8.4%</b> | 12                       | 1.0 % |
| <b>Total Members</b> | 13528     | <b>13306</b> | -222                    | <b>-1.7%</b> | 143                      | 1.1%  |

### 140 New Members during the month of August 2011

|                              |                         |            |                   |
|------------------------------|-------------------------|------------|-------------------|
| ➤ Top individual categories: | <b>Telecommunicator</b> | <b>39%</b> | <b>54 members</b> |
|                              | <b>Supervisor</b>       | <b>18%</b> | <b>25 members</b> |
|                              | <b>Manager</b>          | <b>8%</b>  | <b>11 members</b> |

Chapters recruiting the most new members:

|                           |            |                   |
|---------------------------|------------|-------------------|
| <b>Washington Chapter</b> | <b>37%</b> | <b>52 members</b> |
| <b>Atlantic Chapter</b>   | <b>9%</b>  | <b>12members</b>  |
| <b>Virginia Chapter</b>   | <b>6%</b>  | <b>8 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. Membership retention is just as important as adding new members.

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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 PSCconnect membership.

Plan for APCO Group Membership in Your Budget!

Agency Size	What is included	TIER I	TIER II
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

Click here to download the [Group Membership Application Form](#) and enroll all of your public safety communications professionals to utilize the benefits of APCO membership.



CTO Agency Instructors

We are excited to announce the CTO 5th Edition Course was unveiled 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@apointl.org

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### **Newport News Police Accreditation**

Newport News Police Communications Division of Newport News, Virginia, now serves among 35 accredited Communications Centers in the Commonwealth of Virginia. On July 11, 2011, Mr. Ken Crumpler, Communications Coordinator of the Virginia Office of EMS (VOEMS) presented Newport News Communications Center with a plaque and certificate which recognizes them as an Accredited Emergency Medical Dispatch Communications Center. This award is a great testimony of their implementation of EMD, consistency in following EMD protocols, continuing education/practices, and the quality assurance/quality improvement initiatives. Newport News Police Communications Division APCO EMD program has achieved and exceeds the established standards as set forth by the National Highway Traffic Safety Administration.

If your agency would like information on the APCO EMD Program, please contact the APCO Institute.

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Nebraska APCO-NENA Conference September 28th-29th, 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

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### **Utah APCO Fall Conference October 3<sup>rd</sup>-5<sup>th</sup> Salt Lake City**

Check our website [www.utapco.org](http://www.utapco.org) for more information.

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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.

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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 25th-28th 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**

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://apcointl.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 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 Nealy*

Jean  
Member & Chapter Services Committee  
Serving the Nevada, Northern California  
And Utah Chapters

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