



## APCO Member & Chapter Services Monthly E-Newsletter

July/August 2010

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### **NOTE TO CHAPTER OFFICERS FROM MEMBER and CHAPTER SERVICES COMMITTEE CHAIR**

I would like to thank all the Chapter Officers who have diligently passed along the information contained within our E-Newsletter to the members of your chapters. This newsletter is intended to provide information to the members on items of importance to the entire association membership.

If there is something your chapter and/or chapter members feel is important and would like to have it considered for inclusion into the newsletter, please write up your blurb and pass it along to your Member and Chapter Services Committee representative. They will make sure it is passed along to the committee for review.

Your representative is more than happy to talk with you concerning any issues your chapter feels we can help you with.

Best regards,

Richard C. Boettcher, RPL  
Chair  
Member and Chapter Services Committee

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

**Colorado  
Montana  
Wyoming**

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

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

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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**

**The APCO Atlantic Chapter  
in Association with NYS 911 Coordinators Association  
Announces the**

**Atlantic Chapter Fall Conference  
Oct 4-5-6, 2010**

**Holiday Inn Wolf Road  
Albany, New York.**

For more information go to:  
<http://www.apco-atlantic.org/Conferences.htm>

**The APCO Montana Chapter  
Announces the**

**2010 Annual Conference  
October 13 and 14<sup>th</sup>, 2010**

**Holiday Inn-Bozeman  
Bozeman, Montana**

**For more information visit:  
[www.mtapco.org](http://www.mtapco.org)**

**The APCO Nebraska Chapter  
and  
Nebraska Chapter of NENA  
Announces the**

**2010 Annual Conference  
September 28-29-30, 2010**

**Holiday Inn Lincoln - Downtown  
Lincoln, Nebraska**

For more information go to:  
[www.NEAPCONENA.org](http://www.NEAPCONENA.org)

**Conference Information & Registration Website:**  
<http://www.neapconena.org/?bv=22&ev=1001&fv=2001>



**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>



**Membership News**

**Membership Numbers for June 2010**

| As of: <b>July 1, 2010</b> | This Year     | Last Year     | % Tot | Ann % Chg    | Monthly % chg |
|----------------------------|---------------|---------------|-------|--------------|---------------|
| Commercial                 | 1,217         | 1,289         | 9%    | -5.6%        |               |
| Active                     | 7,844         | 8,004         | 61%   | -2.0%        |               |
| Members                    | 3,948         | 3,906         | 30%   | 1.08%        |               |
| <b>TOTAL</b>               | <b>13,009</b> | <b>13,199</b> |       | <b>-1.4%</b> |               |

**182 New members during the month of June 2010.**

- Top new individual categories:
  - Telecommunicator/Dispatcher 41%**
  - Supervisor 19%**
  - Manager 8%**
  
- Chapters recruiting the most:
  - Virginia 17%**
  - Atlantic 11%**
  - Pennsylvania 8%**

Item of Interest – 5 new countries were represented in our new members:

- **Australia 10 new members**
- **Bermuda 2 new members**
- **Canada 1 new member**
- **New Zealand 1 new member**

- Turks and Caicos Islands 1 new member

**Membership Numbers for July 2010**

**Review of Membership Numbers:**

| As of: August 1,<br>2010 | Last<br>Year | This<br>Year | Gain/Loss<br>previous year |              | Gain/Loss<br>previous month |      |
|--------------------------|--------------|--------------|----------------------------|--------------|-----------------------------|------|
| <b>Active</b>            | 8131         | <b>7938</b>  | -193                       | <b>-2.4%</b> | 94                          | 1.2% |
| <b>Member</b>            | 4023         | <b>4217</b>  | 194                        | <b>4.6%</b>  | 269                         | 6.8% |
| <b>Commercial</b>        | 1334         | <b>1263</b>  | -71                        | <b>-5.6%</b> | 46                          | 3.8% |
| <b>Total Members</b>     | 13488        | <b>13418</b> | -70                        | <b>-0.5%</b> | 409                         | 3.1% |

**329 New Members during the month of July 2010**

- Top individual categories:
 

|                         |            |
|-------------------------|------------|
| <b>Telecommunicator</b> | <b>35%</b> |
| <b>Supervisor</b>       | <b>15%</b> |
| <b>Directors</b>        | <b>9%</b>  |

Chapters recruiting the most new members:

- |                   |             |
|-------------------|-------------|
| <b>Texas</b>      | <b>22%</b>  |
| <b>Washington</b> | <b>16%</b>  |
| <b>Montana</b>    | <b>5%!!</b> |

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**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 Chapter affiliation for your Chapter Historian. Please submit information to: Charlene Fisk at [cafisk@nortonmaus.com](mailto:cafisk@nortonmaus.com).

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**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).



**Group Membership Passes Quorum - To Take Effect in 2012**

The quorum at the 76th annual conference voted in favor of a new "Group Membership" proposal. This was a recommendation from the Membership Task Force. Beginning with membership renewals for 2012, it will now be possible for an agency to pay one price and have a specific number of "full member" employees and the remaining communications employees would have limited membership in the association. The group membership category is based on agency size. As part of this resolution, some membership titles will also change in 2012 in an effort to better define the various categories of membership. More information will be forwarded prior to the membership renewal notices being sent out in October, 2011.



**Life and Senior Member Qualification Changes Pass Quorum**

The quorum also approved an amended recommendation from the Awards and Recognition Task Force to slightly modify the process of seeking senior and life member status. The amendment, made by the CPRA chapter retained regional conference sub-committee chair as a qualification for life membership.



**APCO PRO-CHRT Taskforce Interim Report**

The Professional Communications Human Resources Taskforce (PRO-CHRT) completed year one of its study of the challenges facing our public safety communications centers. Their interim report was presented to Executive Council at this year's conference. With an initial overall grade of "F" being offered to public safety communications, areas of concern center on a lack of state-mandated training, required years of service for retirement and a general failure to recognize telecommunicators as professionals.

The report also includes the Manifesto, a document that sums up APCO's core principal beliefs.

You can download a copy of the report from the APCO website.



**APCO Washington State Chapter sets challenge to all Chapters**

During the 2<sup>nd</sup> General Business session at the 76<sup>th</sup> annual conference, President KD Seeley on behalf of the APCO Washington Chapter donated \$1,500.00 to the RPL scholarship fund and challenged all other chapters to do the same.

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### Upcoming Chapter Leaders Teleconferences

Tell us what you need and **Save the Date!** Please submit your suggestions and ideas for discussion items for the next round of Chapter Leaders Teleconferences to Ann Russo at [russoa@apco911.org](mailto:russoa@apco911.org) and mark your calendars. We'll be offering the same agenda for each of the three scheduled calls, attend one or all three: September 28 at 2pm, September 29 at noon, and September 30 at 2pm. All times listed is Eastern Time.

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### APCO Institute



### APCO Institute Leadership Certificate Program (RPL)

#### The next RPL class starts October 13, 2010.

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](http://www.apcointl.com/institute/RPL_program.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](http://www.apcointl.com/institute/schedule_registration.htm)

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

***Kimberly D. Burdick, RPL***

***Kimberly Burdick  
Member & Chapter Services Committee  
Serving the Montana, North Dakota  
And Wyoming Chapters.***

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