



[APCO's Certified Public-Safety Executive \(CPE\)](#) is the only executive leadership program designed specifically for the public safety communications industry. If you're ready to join the ranks of program graduates who are making significant contributions to emergency communications across the country, enroll in an upcoming class.

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*“Security, Safety and Protection for the Future is the Question”**



Tracey M. Hilburn RPL, ENP

Is the Director of the Bossier Parish Communications District in Louisiana where she has been employed for 28 years and currently serves as President of APCO International.

In the world of public safety when we hear the words security, safety, protection — the first thing that usually comes to mind is cybersecurity for technology, the safety of our first responders and protection for our citizens.

But how often do we stop to consider the security, safety and protection of our emergency communication centers? I reference not the physical structure, the equipment or the retention of employees but institutional knowledge, consistency of operations and the desire to build careers.

As the close of my nearly 30-year public safety communications career draws nearer, I ponder the question: Have I prepared my center to the best of my ability to be as safe, secure and protected as humanly possible moving forward in a constant world of change?

For those of us that began our careers in the late '80s into the early '90s, we were afforded the opportunity to work and grow along with the evolution and advancement of equipment and technology. We can remember what it was like to operate manually, how to make quick decisions from memory, and maintain documentation with pen and paper. We were very fortunate to develop our knowledge, skills and abilities over the years with hands on experience along with monitoring technology as it developed and transitioned; a perfect example of this would be the progression from wireline to wireless.

In today's fast-paced world, do we, as directors and managers, take the time periodically to stop and evaluate our current environment and the impact it may have on our future leadership? Technology is developing at an unprecedented pace; budgets are tightened due to the increased expense of operations, equipment, networks and cyber protection. Retention of employees inspiring to build long term careers is becoming more challenging. Cell-phones and the internet have become the way of the world ushering in the trend of less voice communication and increased emailing, texting and multimedia with apps. The need for full time IT and GIS personnel is becoming as

important as the need for professional public safety telecommunicators. Our commercial partners continue to merge, resulting in the loss of familiarity with specific vendor personnel and the appreciated personal touch when negotiating to purchase or upgrade our emergency communications equipment in order to access NG9-1-1 technologies. Dependence on electronics is at an all-time high.

For your center, do these questions and considerations become relevant? Are you contemplating any of these factors as you are preparing and/or in the development stages of planning for the future? Are you truly educating the upcoming leadership of tomorrow? Has thought been given on how to prepare, secure and maintain the institutional knowledge or how to instill the importance and the protection of continuity? How do you teach others to build working relationships moving forward? As the names and faces that have always been around begin to fade and close this chapter of their career, what is the process you follow to hand over the reins to the next generation? Have we truly prepared those to follow?

So as we enter this transition stage of not only significant technical change but leadership, these questions should be given serious consideration. It is essential that we embrace the younger generations, but at the same time remember that these concerns as mentioned cannot always be captured and taught. It is of the most vital importance that we, as directors and managers, lead by example, mentor and share our historical knowledge and impart the importance of lessons learned from the past, along with continuing to encourage those preparing to move into leadership roles to step outside the box and build their own path. It remains pertinent to remember today's environment, and the generation of tomorrow, is much different than it was 20 or even 10 years ago.

*Article from Sept/Oct PSC magazine



Membership Information

| Member Type | 10/1/2018 | 10/1/2019 |
|---------------------------------------|---------------|---------------|
| Associate | 2962 | 2869 |
| Full Member | 5174 | 4830 |
| Full Group Members | 6207 | 6756 |
| Online Group Members | 16,310 | 19,660 |
| Commercial | 610 | 536 |
| Commercial Group Members | 217 | 296 |
| Total Number of Members | 31,480 | 34,947 |
| Total Number of Group Agencies | 1055 | 1139 |
| Commercial Group | 60 | 55 |

Silent Key

Douglas F. Edmonds

Doug Edmonds was born on February 19, 1940, and passed away on Thursday, September 12, 2019. A 33-year APCO member from the Illinois Chapter, he made significant contributions to the rollout of the National Joint TERT Initiative (NJTI-TERT) through his committee service from 2005 to 2009, and as a co-chair in 2008-2009.

In 2009, he received APCO's Presidential award along with NJTI-TERT co-chair Brent Lee for their "tireless work furthering telecommunicator emergency response and deployment across the nation."



Upcoming Live Webinars - Free for APCO members

APCO Webinars are presented as live events and then made available as recordings. Most webinars are one-hour and many offer CEUs. Unless otherwise indicated, APCO webinars are free to APCO members. Registration is required in order to provide your personalized access link.

Register at www.apcointl.org/webinars

1. LMR to LTE: Best Practices to Ensure Ongoing Public Safety Interoperability
November 20, 2019 1:00pm-2:00pm ET
Sponsored By: AT&T

CHECK OUT THE AVAILABLE **Recorded Webinars** <https://www.apcointl.org/webinars>



The APCO Institute provides affordable training, certification and resources for public safety communications professionals at all levels.

<https://www.apcointl.org/download/apco-training-resource-catalog/?wpdmdl=19959>

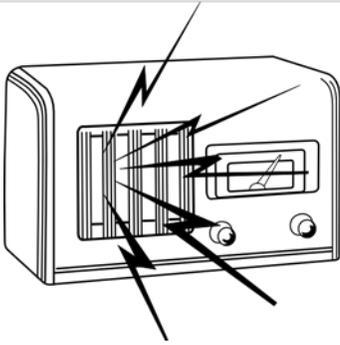
Commercial Advisory Council (CAC)

The CAC is composed of between 12 and 24 Commercial members of APCO who represent the diverse interests of the manufacturers, equipment suppliers, service providers and consultants in the public safety communications marketplace. Service on the CAC is a 4-year term and each year nominations and elections are held to fill open positions.

The CAC conducts its business through a series of monthly conference call meetings, a combination of in-person/conference call meeting (typically in February), and an in-person meeting during the APCO Annual Conference in August. Committees within the CAC work on a variety of target issues such as continual improvement of the conference and exhibit opportunities in APCO, engagement and support of Chapter Commercial Advisory Members (CCAMs), and the providing of Commercial membership



APCO Historical Committee



In most of our casual conversations, a reoccurring phrase can be heard, “remember when....”. Generally, this phrase is followed by a story, a recollection of an event, or a time and place of significance at the moment. Often when an object brings back a memory there can be a remembrance of “the good old days” which we remember fondly but do not want to live through again. Our society likes to remember and this can be affirmed by the numerous museums we have throughout the country. Just visit Washington D.C. and you can easily fill a week with a variety of museum visits. Museums of American history filled with physical objects and printed articles marking places in time and events to remember.

The APCO Historical Committee invites you to join them in celebrating history. The APCO Virtual Museum is accepting submissions. This is exciting for all APCO membership. Each chapter within the APCO organization should have a Chapter Historian. The Chapter historian is tasked with keeping record of the organizational meetings, the charter issued by the organization, records of conferences hosted and memorabilia of special occasions including photographs of the event. What to do with it all can be the big question.

The solution to this question is part of the exciting news of the ability to now submit items to the Virtual Museum. Soon you will see more information forthcoming regarding how to submit to the Virtual Museum and how to search within the Virtual Museum. The submission form will be refreshed and pushed out for all to use.

APCO is committed to preserving history, through the Virtual Museum and by supporting the APCO Archive located at Bradley. With this commitment we can reflect on past developments and events, consider how they have shaped the future, and look forward to the continuation of documentation of important information for the APCO organization. What can we add from your chapter to enhance our collection for all to enjoy?



As an organization formed nearly 80 years ago, APCO International has a rich history. Since that time, the organization and the field of public safety communications have undergone myriad changes. The people, the technology, the memorabilia all weave together to tell the story of how APCO has grown to be the largest public safety communications membership organization, and how the industry’s capabilities have grown exponentially to keep pace with the needs of the public it serves.

Visit the on-line museum at <http://apco.pastperfectonline.com/>

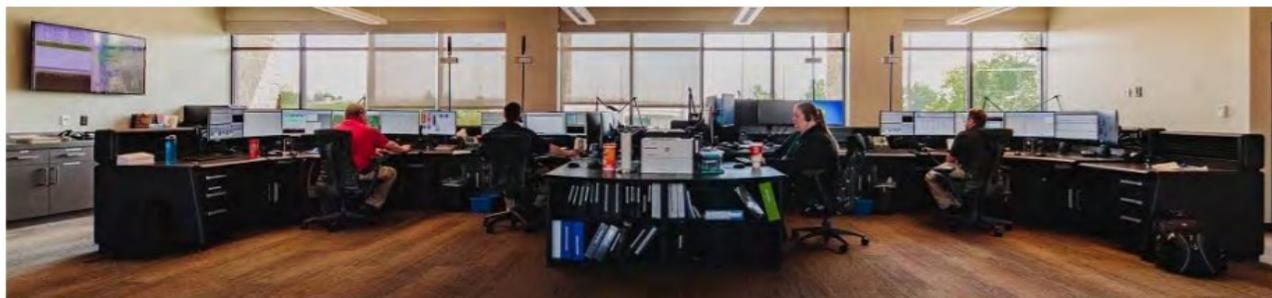
ECC Crisis Response

Public safety telecommunicators, supervisors, and managers work every day in emergency communications centers. They are prepared to respond to critical situations which occur in the communities they serve. Policy and procedure, emergency operation plans, technical response plans, and other preparatory resources focus on how to respond and mitigate emergencies when they occur. However, when emergencies are large scale or prolonged they can have a significant impact on center operations and the telecommunicators.

Most of the available training and preparatory resources within a center focus on how staff will respond to the needs of the community. There is often very little focus given to supporting the ongoing needs of staff members. In July 2019, the APCO Emergency Communications Center Crisis Response Task Force completed a report with reference guides containing best-practice recommendations for responses to impactful events. The intent is to assist public safety professionals to better prepare for the aftershocks that come from high profile events. Taking care of those who take care of the community.

To view the full report, go to:

<https://www.apcointl.org/download/ecc-crisis-response-taskforce-report-crisis-preparation-manual/?wpdmdl=30648>



The task force did an excellent job pulling together considerations and templates for centers to model, but we need our professional community to continue to provide lessons learned through your experience within crisis incidents. We want to build upon the outstanding work done by the task force to provide even more essential steps to care for our communities, our field responders, and ourselves should the unthinkable happen. There are many ways to share. Through your Chapter, on PSConnect Forums, or directly to ProCHRT: prochrt@apcointl.org.

Mid-Eastern APCO Chapter Fall Conference



SAVE THE DATES!

**MID-EASTERN APCO FALL CONFERENCE
AND TELECOMMUNICATOR AWARDS**

THURSDAY, OCTOBER 17 - FRIDAY, OCTOBER 18, 2019

**THE GRAND HOTEL
2100 BALTIMORE AVENUE
OCEAN CITY, MARYLAND**

Nebraska APCO/NENA Conference

**2019 APCO/NENA
Conference**

DISPATCH DETECTIVES: GET CLUED IN

October 21ST - 23RD

**LOCATED AT
THE CORNHUSKER MARRIOTT
333 S. 13TH • LINCOLN, NE 68508**

CPRA Annual Vendor Exhibition & Luncheon



2019 CPRA Annual Vendor Exhibition & Luncheon

Mark your calendars now for **Thursday, October 24th**, from 8:30 AM to 2:00 PM, at the Quiet Cannon, 901 Via San Clemente, Montebello, CA

This is the premier event in Southern California drawing public safety managers, technicians, and operators to see the latest in technology, associated products, and systems from over **50 vendors** featuring radio and technical products, PSAP and operations, as well as test and service equipment.

Exhibitors, be sure to book your space now as this event sells out early.

See the information at www.cpra.org

Contact commercial2@cpra.org with questions

As always, the exhibition is FREE to attend and includes lunch.

Idaho PSAP Conference



**Featuring
Keynote
Speakers:
Gordon Graham
&
Patrick Calley!**

**Dispatcher
Breakout Sessions**
 "Customer Service -
Creating some
WOW"
 "Mindfulness"
 "Court Testimony
& Liability"
 "Bullying"
 "Crisis
Intervention"
 "Rescue Task Force"
**Technical
Breakout Sessions
To be announced**

**October 28 - 30, 2019
Riverside Hotel
Garden City, ID**



**Welcome Reception
October 28, 2019
6 pm - 8 pm**

Wyoming Chapter APCO NENA Training



Wyoming APCO-NENA Chapter Training News

The Wyoming APCO-NENA chapter is offering 20 hours of training during their **November 4-6** conference, which will be held at the Ramkota Hotel and Conference Center in Casper. For more information, please visit our website (www.wyomingapco.com) and our Facebook page (Wyoming APCO and NENA) for more information, registration, etc.

Atlantic Chapter APCO Conference



November 11, 2019 through November 13, 2019

APCO Institute Schedule

Click the links to view more information about each class

| Course Name | Dates / Time | Location |
|--|-------------------|-----------------|
| Emergency Medical Dispatch, 5th Ed., Version 3 | 10/21/19-10/24/19 | Upton, MA |
| Crisis Negotiations CLASS FULL | 10/23/19 | Post Falls, ID |
| Communications Training Officer, 5th Ed. | 10/28/19-10/30/19 | Forest Hill, MD |
| Communications Training Officer, 5th Ed. | 10/28/19-10/30/19 | Morganton, NC |
| Customer Service in Today's Public Safety Communications (MS State Rate) | 10/29/19 | Biloxi, MS |
| Public Safety Telecommunicator 1, 7th Ed. | 11/4/19-1/18/19 | Biloxi, MS |
| Communications Training Officer, 5th Ed. | 11/5/19-11/7/19 | Atlanta, GA |
| Communications Training Officer, 5th Ed. | 11/12/19-11/14/19 | Rapid City, SD |
| Communications Training Officer, 5th Ed. | 11/12/19-11/14/19 | Sanford, FL |
| Crisis Negotiations | 11/12/19 | Goldendale, WA |
| Crisis Negotiations | 11/13/19 | Goldendale, WA |
| Active Shooter Incidents for Public Safety Communications, 2nd Ed. | 11/13/19 | Lancaster, WI |
| Active Shooter Incidents for Public Safety Communications, 2nd Ed. (MA State Rate) | 11/14/19 | Boston, MA |
| Active Shooter Incidents for Public Safety Communications, 2nd Ed. | 11/15/19 | Springfield, MO |
| Active Shooter Incidents for Public Safety Communications, 2nd Ed. | 11/19/19 | Rocky Mount, VA |
| Active Shooter Incidents for Public Safety Communications, 2nd Ed. | 11/21/19 | Rocky Mount, VA |

Visit the APCO Institute Site for the most up-to-date course information!

<https://www.apcointl.org/lp/live/>

Planning Ahead....



Dates Announced for Nexus: May 21-22 in Washington, DC

Nexus is a unique event that will incorporate all the elements of NG9-1-1 using real life scenarios to illustrate how the pieces work together to create the emergency communications center (ECC) of the future. [Learn more.](#)

[Sign up](#) to receive notifications and a 20% discount on registration.



Call for Speakers Is Open for APCO 2020

We invite you to [submit a proposal](#) to be considered for a one-hour presentation within our professional development program for APCO 2020 taking place August 2-5 in Orlando, FL. **Deadline is December 19, 2019.**

CHAPTER MEMBER SERVICES COMMITTEE MEMBERS

| NAME | CHAPTER ASSIGNMENT | EMAIL ADDRESS |
|------------------------------|---|--|
| LaMonica, Brian E. RPL | Chair | Svpsd116@gmail.com |
| Stroh, Melissa | Vice Chair | Melissa.stroh@isp.idaho.gov |
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| Diamond, David | Atlantic, Pennsylvania, Michigan | djosephdiamond@comcast.net |
| Entsua-Mensah, Isaac | | |
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| Gusa, Grayson | Virginia, Mideastern, Alaska | Grayson.gusa@ncapco.org |
| Heimkes, Julie | | |
| Holbrooks, Darlene | | |
| Hughes, Jessica | | |
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| Phillips, Elizabeth | Kansas, Nebraska, Oklahoma | lphillips@ku.edu |
| Raley, Catherine RPL | Colorado, Wyoming, North Dakota, South Dakota | craley@arapahoegov.com |
| Rice, Courtney - Intern | Idaho, Montana, Washington, Utah | crice@fd12.org |
| Scott, Laramie | Scribe | laramie.scott@clintonky911.com |
| Spirescu, Adriana | Arizona, New Mexico, Texas, Nevada | asprescu@ocsd.org |
| Townsend, Travis | Georgia, Florida, Alabama | travistownsenddale@gmail.com |
| Venske, Charles | Wisconsin, Iowa, Illinois | Charles.venske@hennepin.us |
| | | |
| Martini, Stephen | Group Leader | |
| Hull, Rebecca | Staff Liaison | hullr@apointnl.org |
| Stowell Corder, Susan | Staff Liaison | stowells@apointnl.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