

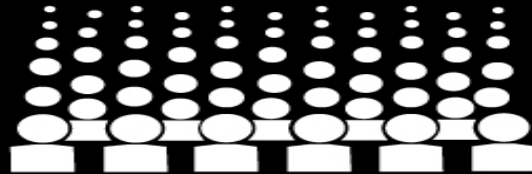


APCO 2018
August 5-8 | Las Vegas, NV

by the numbers

WHO WAS THERE

5,156
attendees &
exhibitors



from all **50** states



23 countries



279
exhibiting
companies



7
canines

WHAT DID THEY DO

9 tracks

100+
educational
sessions

16
CEUs
earned

walk-it-out challenge

8.1
million
steps

top steppers:
Sparkie07: 114,553
Brian-NTECC: 110,960
Shonda: 100,633



64 units
of blood
donated



100+
slices of cake
celebrating
9-1-1



TOO MANY TO COUNT!
laughs while watching
Louie Anderson



WHAT ARE THEY SAYING



2,582

#APCO2018 tweets



"Some of the most memorable experiences at APCO 2018 were the Block Party at Fremont Street and staying at the fabulous Palazzo Resort. Meeting people from all over the country who work in 9-1-1. It is hard to pick just one!"



6,092

followers



10,308

likes



757

followers

we'll see you next year!

Baltimore, MD | August 11-14



APCO Institute Schedule and Upcoming APCO Institute Courses



Where Public Safety Turns to Learn

The APCO Institute offers a variety of certification and CDE courses online and at agencies around the country. All are taught by the Institute's adjunct instructor corps, who bring a wealth of real-world experience to the classroom. See what [live courses](#) are coming to your area. Or, view the upcoming [online course](#) listing. For more information, [contact](#) the Institute.



CPE Applications Accepted Until October 15

The next session of APCO's [Certified Public-Safety Executive Program](#) begins in January 2019. Applications for the class will be accepted until October 15.

During the CPE Program, you will:

- Explore the differences between managing and leading
- Learn how to initiate and manage organizational change
- Participate in intensive study and self-exploration to identify your own unique leadership style
- Use case studies from esteemed colleges and universities to challenge your new leadership skills

Develop a network of like-minded public safety executives all committed to leading our industry forward.

[Apply by October 15](#) to be considered for the January 2019 class. [Contact us](#) for more information.

2018 Upcoming APCO Webinars



- **October 25, 2018:** Radio Frequency Interface Resolution and how APCO can Help
- **November 15, 2018:** *Time Management: Plan Ahead or Fall Behind!*
- **December 20, 2018:** Introduction to the New CAPRAD System for 700 MHz and 800 MHz NPSPAC Applications

Registration and more information at: <https://www.apcointl.org/webinars>

Cost: **FREE** for members (\$59 for non-members)

MISSED A WEBINAR?

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

Membership Information

Member Type	9/1/2017	9/1/2018
Associate	3006	2941
Full Member	5373	5144
Full Group Members	5656	6020
Online Group Members	15,720	16,094
Commercial	676	609
Commercial Group Members	247	212
Total Number of Members	30,678	31,020
Total Number of Group Agencies	898	1102
Commercial Group	44	59

Commerical Member News

APCO Chapter Meeting Growth via Facebook Live

In Denver last year at the CCAM breakfast we heard a presentation from The North Carolina Chapter about their success using Facebook Live for meeting attendance. The presenter mentioned that initially there were reservations about live streaming as some members thought in person attendance would suffer. It didn't. As a matter of fact, attendance grew.

I was intrigued and brought it to our Executive Board. We live streamed our first meeting in December of 2017. I had never done this before and my company was hosting the annual Holiday Meeting (the largest turnout of the year) and I was nervous! So, we streamed on the Indiana APCO site, Indiana NENA site and the Word Systems site just to be sure! There were about 80 people in person at the meeting, 71 views on the APCO page, 73 on the NENA page, and 54 on my company's page!!!! Now, I know these numbers are inflated as lots of people were checking multiple pages.

We considered this a success and continued the practice at our quarterly meetings. The best "apples to apples" comparison I can give is from June 2017 versus June 2018. Those meetings were held in the same location in the northern part of our state. Each had 40 in physical attendance. The difference was that the 2018 meeting was streamed, and we reached 74 more people!

As I travel the state for work I always mention the meetings and the availability to watch online. The message is very well received, and many have been grateful as they don't have the budget for travel but can watch on their own schedule – or even live!

As we know 911 professionals often have an emergency and it is last minute. Streaming our meetings allows flexibility that is often needed in this industry as well as doing our best to serve our members.

Submitted by Janyll Stierwalt, Word Systems, CCAM, Indiana Chapter of APCO 7/26/18

2018 Announcement Corner



October 31-November 1, 2018
Pittsburgh, PA

This event brings telecommunicators, trainers, PSAP managers, vendors, representatives from the FCC and FirstNet, government officials, along with other industry leaders to discuss technologies that are on the horizon and address the challenges of the ever-changing landscape of public safety communications.

See: <https://techforum.apointl.org/>

2018 Alaska Fire Conference



The Alaska Chapter of APCO/NENA is partnering with the 2018 Alaska Fire Conference to offer dispatcher training in beautiful Kenai, Alaska from **Sept 24-28, 2018**. The conference website is still being updated, many of the course offerings are already posted and registration will be open soon.

Telecommunicator sessions will include:

- Active Listening Principles
- Crisis Negotiation
- Suicidal Callers
- Domestic Violence
- 911 Ethics and Liability
- Multi Casualty Incidents
- Missing Children and Adults
- Stress Management
- Tactical Dispatch
- Customer Service
- Multitasking
- Team Building
- "The Marshmallow Challenge"

We look forward to seeing you this year at the Alaska Chapter of APCO/NENA conference in partnership with the 2018 Alaska Fire Conference.

<http://alaskafireconference.com/>



The 2018 Montana APCO Conference

at
Hilton Garden Inn
in
Bozeman Montana.

2018 APCO Montana Chapter Conference

October 31st - November 2nd.

2018 CPRA (Southern CA Chapter) Annual Vendor Exhibition



Mark your calendars now for **Thursday, October 25th**
8:30 AM to 2:00 PM, at Quiet Cannon, 901 Via San Clemente,
Montebello, CA 90640.

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

See you in October!!!

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

2018 APCO Atlantic Chapter Conference And Expo

2018 APCO ATLANTIC CHAPTER CONFERENCE



Standing United for Public Safety

The conference will be held October 15 – 17, 2018 at the Mystic Marriott Hotel & Spa in Groton, CT. Conference attendees include Frontline Telephone and Radio Telecommunicators, Supervisors, Managers, and Directors, Radio/IT Technicians and Managers, and Emergency Management personnel involved in Public Safety Communications.

40 or More Vendors in Attendance

Some Have Also Taken On Sponsorship

- Are You Ready When The Call Comes? (There has been a Rail Incident)
- Beyond the Cookie Cutter Approach
- Demystifying the Dark Web and NG 911 Protection
- DHS/OEC Mission and Latest Initiatives
- Finding the Elusive Wireless 9-1-1 Caller
- Firefighting 101 – What Every Dispatcher Needs to Know
- Front Line Leaders
- How Your PSAP can receive life-saving data from millions of iPhones & IoT devices
- Making the transition to RTT in 9-1-1
- My Office is Sick Literally!
- Next Generation Public Safety Applications and Microwave Backhaul in the LTE/5G Era
- Next Generation 9-1-1. Is Your PSAP Ready?
- Pathway to Leadership
- Regionalization and Innovation in the Command Center
- So You Need To File an FCC Application For Radio Frequency Authorization?
- Telecommunicators Role in CIT and Senior Issues
- Telecommunicators Role with K-9 Handlers
- The Automated Secure Alarm Protocol (ASAP to PSAP): A “No-Brainer that’s Faster than Fast”
- The Seven Cybersecurity Challenges of ESInet
- There’s No Such Thing as Routine
- Using the Cloud for a Non-Traditional Approach to Solve Interoperability Issues
- Wellness and Peer Support: Establishing a Peer Support Network for 9-1-1 Telecommunicators
- When The 9-1-1 Call Involves Someone You Know
- Why NG9-1-1 Might Actually be More Cyber Secure Than Legacy E9-1-1
- You thought you were getting WHAT?
- 9-1-1 Quality Assurance Performance Measurement Best Practices

For additional information or for Registration:

September 2018

Go to or Click on the link <http://www.apco-atlantic.org/Conference> and Click on the respective Tab to complete necessary requirements for Conference Registration, Hotel Registration, Sponsorship and Volunteer Application. Also Program Schedule and Exhibit Layout.

2018 APCO Mid-Eastern Fall Training Conference



2018 APCO / NENA Illinois Conference and Training



Illinois Public Safety Telecommunications Association (IPSTA)

34th Annual Conference & Training

November 4th – 7th, 2018

Crowne Plaza Hotel

3000 S Dirksen Parkway

Springfield, IL 62703



More Information to Follow at www.911conference.org

2019 NENA/APCO Ohio Conference



Ohio NENA/APCO Joint Conference
April 14, 2019 - April 17, 2019

OHIO 9-1-1... RACING TO THE FINISH

Registration is just \$100 for 3 full days of education, networking, and vendor show...With special room rates.

NENA
THE 9-1-1 ASSOCIATION

Visit www.ohioapco.org or www.ohionena.org
More information and details coming soon...

OHIO
APCO

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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