



APCO Member & Chapter Services Monthly E-Newsletter

October 2011

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

**Atlantic
Ohio
Pennsylvania**

*******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 September 2011

### Review of Membership Numbers:

| As of<br><b>October 1</b> | Oct. 1<br>2010 | Oct. 1<br>2011 | Net<br>Gain/Loss<br>Previous<br>Year | Percentage<br>Gain/Loss<br>Previous<br>Year | Net<br>Gain/Loss<br>Previous<br>Month | Percentage<br>Gain/Loss<br>Previous<br>Month |
|---------------------------|----------------|----------------|--------------------------------------|---------------------------------------------|---------------------------------------|----------------------------------------------|
| Full                      | 8,025          | 7,836          | -189                                 | -2.4%                                       | 17                                    | 0.2%                                         |
| Associate                 | 4,270          | 4,323          | 53                                   | 1.2%                                        | 9                                     | 0.2%                                         |
| Commercial                | 1,272          | 1,183          | -89                                  | -7.5%                                       | 10                                    | 0.8%                                         |
| <b>TOTAL<br/>MEMBERS</b>  | <b>13,567</b>  | <b>13,342</b>  | <b>-225</b>                          | <b>-1.7%</b>                                | <b>36</b>                             | <b>0.3%</b>                                  |

35 New members during the month of September 2011.

➤ Top Individual Category Growth:

- Telecommunicator 43% 15 members
- Director 17% 6 members
- Supervisor 9% 3 members
- Manager 9% 3 members

➤ Chapters recruiting the most:

- Atlantic Chapter 11% 4 members
- West Virginia Chapter 11% 4 members
- Virginia Chapter 9% 3 members
- Arkansas Chapter 9% 3 members

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Dues Renewal Process

We are very pleased to announce that the APCO website has been enhanced for this year's dues renewal process. **You can now download a PDF of your 2012 dues invoice, print, and submit it to your accounting department, saving time and resources.**

To view and print your 2012 APCO Membership dues invoice, login at <http://www.myapcointl.org> using your email address and password, click on "my transactions", and look in the Membership Invoices area. **You may print a hard copy of your invoice or you may click "add to cart" to pay your invoice with a credit card.** After paying the online invoice, the "print invoice" option will change to "print receipt," allowing you to print a receipt.

Also, we want to draw your attention to a change in the member-category names that appear on the invoice. **The Active-category members will now be known as Full Members, and the Member-category members will now be known as Associate Members.** Only the names have changed – all your member benefits for each category are still the same. Even the cost to renew is the same, as there was not a dues increase for the 2012 calendar dues year.



AFC License Management Services

AFC's License Management Services helps you manage your official license.

Your FCC issued call sign is your official license to operate a land mobile radio system. You know you must maintain its good standing and your authority to continue radio system operations by regularly monitoring it and making various filings. But with today's budget and staff reductions it's difficult enough to provide your agency's day-to-day services let alone keep up with the often overwhelming responsibility of maintaining your FCC licenses.

Management Services

AFC's License Management Services can help! We manage your Part 90 Public Safety licenses with professional expertise to save you time and money while providing peace of mind that your licenses are in compliance with FCC Rules and Regulations. AFC's License Management Services

- Conducts detailed license searches.
- Reviews licenses to check for deficiencies.
- Tracks licenses with an automated system to ensure time-sensitive requirements, such as renewals and build out notifications, are adhered to.

Discounts

Participation in AFC's License Management Services also provides discounts for AFC license preparation and RF engineering services that may be required to correct your call sign.

Find out more about AFC's License Management Services on our [website](#) or contact APCO at 386-322-2500 or 888-APCO-911 (888-272-6911).

Learn more about the benefits of [APCO membership!](#)



Chapter Leaders Teleconference Call

The Member and Chapter Services Committee will be hosting two Chapter Leaders Teleconference calls at the beginning of November. These calls are not just for current Chapter Leaders but for anyone interested in learning more about APCO and information about your association.

This round of calls will be focusing on the new group membership categories. Need or want more information in order to make an informed decision on what your agency should be doing for group membership; this would be the time to learn more.

In addition to the group membership topic, the call will also involve a discussion on recruitment. The Georgia Chapter has a unique recruiting plan and Brian Burgamy, President of the Chapter, will lead a discussion on recruiting

Dates and times for the conference call with our Chapters will be:

Tuesday, November 1, 2011 at 2 PM EST

Reserve your seat for the November 1st session at: <https://www2.gotomeeting.com/register/474769666>

Wednesday, November 2, 2011 at Noon EST

Reserve your seat for the November 2nd session at: <https://www2.gotomeeting.com/register/458292074>

After registering you will receive a confirmation email containing information about joining the Webinar.

The same topics will be discussed each day so you only need to attend one of the sessions, but you are certainly welcome to attend both days as questions asked do change the format at times.

We encourage all Chapter Officers to participate in one of these two calls.

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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>

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APCO Institute

The APCO Institute has many classes available for your training needs. Many of these classes are being held throughout the area. Listed below are just a few of the co-hosted classes and I am sure the agencies co-hosting the class would appreciate your support in making their class a success.

COMMUNICATIONS CENTER SUPERVISOR COURSE

Batavia, N.Y.	11-8-2011 thru 11-10-2011
Kenosha, WI.	12-6-2011 thru 12-8-2011
North Andover, MA.	2-8-2012 thru 2-10-2012

COMMUNICATIONS TRAINING OFFICER COURSE

West Dundee, IL	11-7-2011 thru 11-9-2011
Sabastian, FL.	11-8-2011 thru 11-10-2011
Chambersburg, PA.	1-11-2012 thru 1-13-2012
North Andover, MA.	1-23-2012 thru 1-25-2012
Rock Hill, S.C.	2-22-2012 thru 2-24-2012

COMMUNICATIONS TRAINING OFFICER INSTRUCTOR COURSE

Southaven, MS.	1-9-2012 thru 1-13-2012
Daytona Beach, FL.	1-23-2012 thru 1-27-2012
Worcester, MA.	1-23-2012 thru 1-27-2012

FIRE SERVICE COMMUNICATIONS COURSE

North Miami Beach, FL.	1-16-2012 thru 1-19-2012
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FIRE SERVICE COMMUNICATIONS INSTRUCTOR COURSE

Southaven, MA.	1-9-2012 thru 1-13-2012
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PUBLIC SAFETY TELECOMMUNICATOR INSTRUCTOR COURSE

Dublin, OH.	11-14-2011 thru 11-18-2011
Southaven, MS.	1-9-2012 thru 1-13-2012
Daytona Beach, FL.	1-23-2012 thru 1-27-2012
Worcester, MA.	1-23-2012 thru 1-27-2012

To view all classes being held and register for an onsite or online class, go to www.apcointl.org. On the left side of the page click on "Training & Certification", then "Schedule & Registration", then select a course to open the drop down menu for class locations and dates. You can also register for any of the classes' right there online.

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

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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.

Charlene

Charlene A. Fisk

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