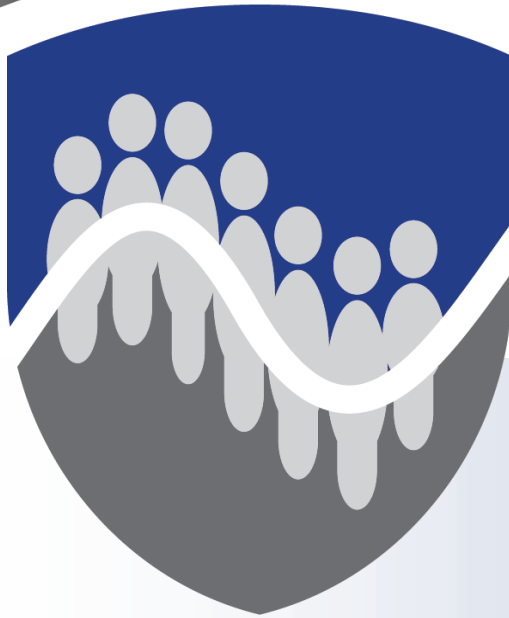




APCO

MEMBER CHAPTER SERVICES Committee

Member & Chapter Services

If you have something you would like to see in the newsletter please send it to:

MCSCNewsletter@apcointl.org

We are always looking for content to share with everyone. We know you have something to brag about whether it be your agency or your chapter.

Be sure to include your agency name or chapter when submitting.

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Membership Information

Member Type	8/1/2023	8/1/2024
Associate Members	2,028	2,016
Full Members	4,181	4,099
Full Group Members	9,282	9,851
Online Group Members	24,094	24,274
Commercial Members	460	429
Commercial Group Members	330	310
Student/Educator Members	0	25
Total Number of Members	40,375	41,004
Total Number of Group Agencies	1,605	1,721
Commercial Groups	46	51



Commercial Advisory Committee

CCAM Perspective: I Just Want to Help

When I came into the world of sales, it wasn't necessarily my chosen profession. Should I be totally honest, I had bought into the "slimy salesperson" stereotype and didn't want anything to do with being one of THOSE people. My dream has always been to help people. In early childhood, that dream included a badge and gun. As I grew it morphed into dreams of serving my country and getting my degree in art therapy. No matter how many times my career goals changed, the one constant remained, my dream job was always to help people. I wanted to be the person that woke up each day, threw on their proverbial cape and helped those that couldn't help themselves. When my life choices brought me to the role of salesperson, I had to regroup a bit and learn to accept that my success was never going to come from donning a cape but from the ability to assist those that do each day.

Navigating the world of public safety sales has always been an adventure. The customer base is filled with some of the best cape-wearing people around: big personalities, strong opinions, and just "real" quality people. They accepted me as one of their own and welcomed me into the pack. Most people were warm and inviting, some were a bit concerned that I was a salesperson, but everyone was accepting. Within a matter of time, I joined the associations and meetings, my company was sponsoring events and trainings, I even went so far as to teach. But I felt I had reached the limits of what I was able to do in my role in sales. Honestly, I felt stuck. I wanted to be more than a vendor rep or a checkbook. These were my people and I wanted to help...SO I DID.

I pulled aside my Kentucky APCO president and asked for guidance, and I just shot straight with him. I'm here to help, I know all kinds of stuff within my field, have ties to a ton of people in our area and am willing to do whatever it takes. Little did I know this small conversation would lead to one of the most rewarding professional roles of my life. He took my request and dug in, he learned that there was a state level APCO position, and we started researching. His final motion as Chapter President was to nominate me to the CCAM role that neither of us fully understood. Thankfully my chapter was in support.

Being appointed as CCAM was an honor but a bit daunting. I wanted to build us out the best CCAM position ever but had so much to learn before I could even begin to know where to start. This helper was in desperate need of some help! Thankfully, APCO lists the CCAM's online and I was able to chat with several of my counterparts. Which eventually led me to the CCAM Liaison Subcommittee at the CAC and that conversation brought me to where I am today. It tied me into the resources I needed to be successful, gave me ideas on how each state addresses the by-laws and voting of the CCAM members, and even brought us together to meet at the APCO national conferences. I strongly believe that one of our greatest CCAM resources is each other.

Commercial Advisory Committee (continued)

I had finally found a way to help without bounds. Now my efforts extend beyond helping one single agency or business at a time. As we continue to build out the CCAM role, I've realized that the reach and benefits are unending. Ultimately, the more benefits I can provide our commercial partners, the more benefits the chapter will see. Membership drives funding, which opens education opportunities for the heroes.

From the commercial perspective, I focus on giving our membership a voice. As membership grows, we showcase and welcome each new company; when there are employee changeovers, their contact information is displayed during the quarterly meetings. We've opened numerous sponsorship opportunities and speaking engagements throughout the year to get our partners in front of the right people. From the membership side, we are encouraging new companies and products to participate at our events, generating more revenue and sponsorship opportunities across the state. My next big initiative is around national telecommunicators week, with the hopes of providing branded TC gifts to every agency in our state. It will have a low cost buy-in for commercial partners and will allow our agencies to honor their telecommunicators in a way they may not have been able to before. It's been an honor to have the role of CCAM. It's provided me the opportunity to not just be a salesperson, or a commercial partner, it's given me the ability to bring value to the people in my area. This role is perfect for those of us that just want to help.

Submitted by: Misty Trotter

Regional Sales Manager and Kentucky APCO CCAM

ADS Recorders

Misty.Trotter@adsrecorders.com

<https://www.apcointl.org/community/commercial-community/commercial-advisory-council/>



Health & Wellness Committee

September: Suicide Prevention Awareness Month

As a 911 dispatcher, you often find yourself as the first point of contact in emergencies. You are the first voice to offer assistance and guidance during some of life's most challenging moments. September is National Suicide Prevention Awareness Month, a time to reflect on the significance of mental health and acknowledge the critical role you play in preventing suicide.

Understanding the Signs

In the mental health field, thoughts of suicide are referred to as Suicidal Ideation. It's essential to recognize signs of suicidal ideation not just in those you assist but also in your coworkers and yourself. Common red flags include:

- Expressing feelings of hopelessness or being stuck.
- Increased use of substances or engaging in reckless behaviors.
- Isolating and pulling away from friends, family, and activities.
- Sudden change in overall mood, mood swings, or extreme anxiety.

As dispatchers, we are trained to spot distress signals from callers, but it is equally important to recognize these red flags in those around you. Offering peer support and checking on one another can truly make a difference.

Resources and Support

Numerous resources are available, for both dispatchers and the communities they serve. The National Suicide Prevention Lifeline (now known as the 988 Suicide & Crisis Lifeline) is a critical resource that offers round-the-clock support to individuals facing crises. Another valuable resource is the Crisis Text Line which provides confidential assistance through text messages (Text HOME to 741741).

In the dispatch community, specialized training is offered by several dispatch-centric organizations on how to handle calls related to suicide and to cope with the stress of situations. Additionally, many departments provide Employee Assistance Programs (EAPs) which include mental health services. Contact your department's HR or benefits department to determine if EAP is available.

Health & Wellness Committee (continued)

Taking Care of Yourself

Your mental health is just as important as the work you do for the community. Regular exposure to high-stress situations can lead to burnout, compassion fatigue, or Post Traumatic Stress Disorder. It's important to take proactive steps to look after your health. This could involve debriefing sessions, counseling, or simply engaging in activities that help you relax and recharge.

As we recognize National Suicide Prevention Awareness Month, remember that you are not alone. Your work is invaluable and prioritizing your well-being is an essential part of sustaining your ability to help others.

References

National Institute of Mental Health. (n.d.). Suicide Prevention. Retrieved from <https://www.nimh.nih.gov/health/topics/suicide-prevention>

Substance Abuse and Mental Health Services Administration. (n.d.). 988 Suicide & Crisis Lifeline. Retrieved from <https://www.samhsa.gov/find-help/988>



Health & Wellness Committee (continued)

Dispatching Is Such a Pain in the.....

Yes, I know what you are thinking. No, that's not what I meant.

I meant that the physical nature of what we do for 40+ hours a week sets us up for aches and pains just about anywhere. Maybe today your lower back is tight. Tomorrow it might be wrists from typing a mile a minute. Whatever hurts you right now is usually a direct result of how we physically do our jobs.

Life in a communications center does not do our muscles or joints any favors. Long hours sitting hunched over a keyboard staring at screens and typing at awkward angles leads to muscle stiffness and soreness in many areas of our body. Luckily there is some good news. A few minutes of targeted stretching at our desks is enough to help release sore muscles and relieve body tension. The following stretches are simple, easy, and don't require any equipment other than the chair you are sitting in. Do a couple of these a few times during your shift and you should feel a difference almost immediately.

1. Neck Stretches

- Side Neck Stretch: Sit up straight. Tilt your head to the right, bringing your ear towards your shoulder. Hold for 15-20 seconds, then switch to the left side. Repeat 2-3 times.
- Chin Tucks: Sit with your back straight. Slowly tuck your chin towards your chest, feeling the stretch along the back of your neck. Hold for 15-20 seconds and repeat 2-3 times.

2. Shoulder Rolls

- Forward Rolls: Sit up straight with your hands on your thighs. Slowly roll your shoulders forward in a circular motion. Do 10-15 circles, then reverse direction and roll your shoulders backward for 10-15 more circles.

3. Seated Spinal Twist

- Twist: Sit sideways in your chair with your feet flat on the floor. Place your right hand on the back of the chair and your left hand on your right knee. Slowly twist your torso to the right, looking over your shoulder. Hold for 15-20 seconds, then switch to the other side. Repeat 2-3 times on each side.

4. Wrist and Forearm Stretch

- Wrist Flexor Stretch: Extend your right arm straight out in front of you with your palm facing up. Use your left hand to gently pull your fingers back towards your body, stretching the underside of your forearm. Hold for 15-20 seconds, then switch hands. Repeat 2-3 times.

Health & Wellness Committee (continued)

- Wrist Extensor Stretch: Extend your right arm with your palm facing down. Gently pull your fingers towards your body to stretch the top of your forearm. Hold for 15-20 seconds, then switch hands. Repeat 2-3 times.

5. Seated Hamstring Stretch

- Hamstring Stretch: Sit on the edge of your chair with one leg extended straight out in front of you, heel on the floor, and toes pointing up. Keep your back straight and gently lean forward from your hips until you feel a stretch along the back of your thigh. Hold for 15-20 seconds, then switch legs. Repeat 2-3 times.

6. Seated Figure-Four Stretch

- Hip Stretch: Sit up straight and place your right ankle on your left knee, forming a figure-four shape with your legs. Gently press down on your right knee while leaning forward slightly until you feel a stretch in your right hip. Hold for 15-20 seconds, then switch sides. Repeat 2-3 times.

7. Chest Opener

- Chest Stretch: Sit up straight with your feet flat on the floor. Interlace your fingers behind your back and straighten your arms, squeezing your shoulder blades together. Lift your hands slightly as you open your chest. Hold for 15-20 seconds and repeat 2-3 times.

8. Ankle mobility

- Ankle Rotation: While sitting, lift one foot off the floor and slowly rotate your ankle in circles, 10 times in each direction. Switch to the other foot and repeat.
- Ankle Alphabet: While sitting, lift one foot off the floor. Pretend your foot is a giant pencil and "write" the letters of the alphabet. Switch to the other foot and repeat.

9. Calf Raises

- Seated Calf Raises: Sit with your feet flat on the floor. Raise your heels as high as you can, squeezing your calves at the top. Hold for 2-3 seconds, then lower your heels back down. Repeat 15-20 times.

10. Tib Raises

- Seated Tib Raises: Sit with your feet flat on the floor. Raise your toes as high as you can, feeling the stretch down your shin. Hold for 2-3 seconds, then lower your toes back down. Repeat 15-20 times.

Take a few minutes and run through these stretches and see how they feel for you. You should feel a good stretch but not pain. If at any time you feel pain stop immediately. Happy stretching.

Disclaimer: Always consult your physician before starting a new exercise or stretching routine.



Teammates in Action

The Member Chapter Services Committee is pleased to announce our next recipients of the Teammates in Action Awards.



A 911 call was received in the early afternoon hours of October 20, 2023 which led to a series of events. A distraught female was reporting a male intruder with a gun in her residence. Telecommunicators Stephanie Stone, Tim Walters, and Wade Davis quickly recognized the severity of the incident and sprang into action. Telecommunicator Stephanie Stone remained on the call gathering additional details for responders, as well as encouraging the female victim to jump from a second-story window. With the encouragement of officers on scene, the female jumped off the second-story roof.

Telecommunicators Tim Walters and Wade Davis dispatched additional officers, as well as continued to provide updates while officers were enroute.



The male intruder was found deceased inside the residence from a self-inflicted gunshot wound. Their quick response, teamwork, and immediate actions likely resulted in saving the life of the female victim. A failure to act or action after delay would have likely led to a tragic outcome.



Join APCO Member Chapter Services Committee in recognizing Telecommunicators Stephanie Stone, Tim Walters, and Wade Davis of the Chippewa County Sheriff's Office in Wisconsin for their swift actions.



This date of a notable action by Whitmire given of 2/23/2024 only comes to mind because it is the most recent date that Britt Whitmire worked overtime. That within itself may not sound special or unique. However, Mr. Whitmire routinely volunteers, signs up, or comes in when requested to help the agency whenever there is a staffing issue.

What makes this more extraordinary is that he worked at least 300 hours overtime just last year and over 400 for the year 2022. Britt is like the Cal Ripkin of Guilford Metro in the sense that he never misses work, and often he is found working on what should be his off days. He does this without complaint and is perhaps the most dependable employee in all of Guilford Metro.

It should also be mentioned that in addition to his dependability and reliability, he is very humorous and lightens the oftentimes stressful atmosphere with his wittiness and observations. These things may not seem to some as "exemplary" or "outstanding," but anyone who works in a 911 call center knows how valuable a colleague like Britt Whitmire is. While it may be easy to take for granted these qualities that Mr. Whitmire brings to the table, they truly make working for a 911 call center much more bearable and much more enjoyable.

Mr. Whitmire is a rock star in every sense of the meaning for Guilford Metro, Greensboro NC.

Teammates in Action (continued)



On March 14, 2024, Dispatcher Robin Donahue fielded a phone call from a female who was reporting the male she was with was having a mental health crisis.

Dispatcher Robin Donahue was given minimal information from the brief phone call and had to rely on her instincts to escalate a proper response. She reestablished a connection with the original caller to obtain more information for the responders. Unfortunately, Robin had to monitor an open line in hopes of hearing any piece of information that could help shed some light on the situation

that was unfolding. With limited options and no direct communication with the original caller Robin used the resources she had to identify the male who was in crisis. There was also documentation discovered that alerted responders that he was an officer safety risk. Police arrived on scene and found the female who had sustained multiple stab wounds. Thanks to the quick-thinking actions of Dispatcher Robin Donahue, she possibly saved this female's life.

Please join us in congratulating Dispatcher Robin Donahue, of the Clark Regional Emergency Services Agency in Vancouver, WA, who went above and beyond, by presenting her the "Teammates in Action Award."

Thank you, Dispatcher Robin Donahue, for following your gut which ensured the best possible outcome of a difficult situation.



On February 24, 2024, in Sarasota, Florida, Operator Dionne Tomkins was relieving main radios when a bank robbery was reported to dispatch. The bank location was on the county line. She quickly voiced the call to the zone unit and updated responding units as further information was received.

Operator Tomkins controlled the incident and the heavy radio traffic flawlessly. She created a perimeter for the scene that was made up of both Sarasota County Sheriff's Office deputies and Manatee County Sheriff's Office deputies.

She documented where units were positioned. When Operator Tomkins saw an area of the perimeter that did not have coverage, she quickly advised units and got it covered. This turned out to be the path the suspect took, and the K9 unit was able to get a good track on him. She kept the units and dispatch screen updated and organized.

As a result of her actions, Operator Tomkins received numerous compliments and recognition of her dedication from both the road units and fellow employees. While the suspect was not captured that day, he was captured a few days later.

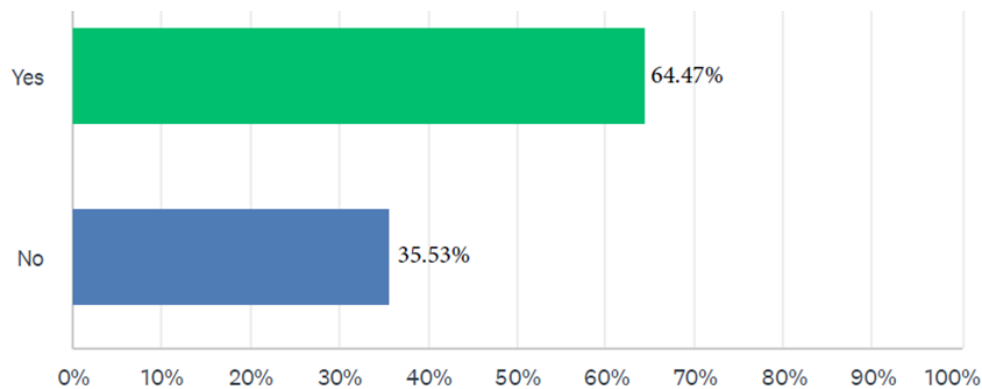
Please join us in congratulating Operator Dionne Tomkins, of the Sarasota County Sheriff's Office, who went above and beyond, by presenting her the "Teammates in Action Award."

Thank you, Operator Tomkins, for your hard work and dedication.

MCSC Survey Results

In July's Member & Chapter Services Committee survey, we focused on Uniforms. We received 76 responses.

We asked you, "Are uniforms required at your agency?" All respondents answered. 49 said "Yes", 27 said "No".



In question #2, we asked, "If uniforms are required, what is provided?" 62 respondents answered and 14 abstained, summarized below.

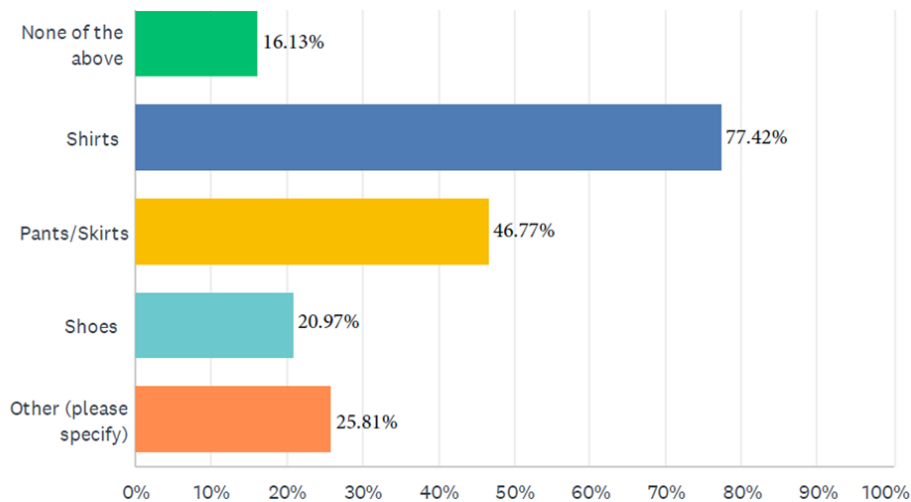
- Shirts (48 responses)
- Pants/Skirts (29 responses)
- Shoes (13 responses)
- None of the above (10 responses)
- Other (16 responses)
 - Accessories
 - An allowance is provided
 - Class A uniforms
 - Class B uniform
 - Outerwear
 - Shorts
 - Sweats

Question #3 asked, "If uniforms are required, what types of shirts are provided?" 61 respondents answered, with 15 abstaining. Responses are summarized as follows:

- None (9 responses)
- Long sleeve (34 responses)
- Polos (49 responses)

MCSC Survey Results (continued)

- Sweatshirts (25 responses)
- T-shirts (22 responses)
- Other (12 responses)
 - Any shirt that has the logo on it may be worn
 - Class A full uniform
 - Class B uniform shirts
 - Jackets, quarter-zip, and vests
 - Multiple styles of shirts and sweatshirts are allowed
 - Tactical button-up shirt
 - T-Shirts, but only as a fundraiser



In question #4 we asked, “Are any accessories offered by your agency, regardless of uniform requirements?” 73 respondents answered, with three skipping the question. Answers are summarized as follows:

Yes (44 responses)

No (29 responses)

Question #5 asked, “Which accessories are offered?” 58 respondents answered, with 18 skipping the question. Responses are summarized as follows:

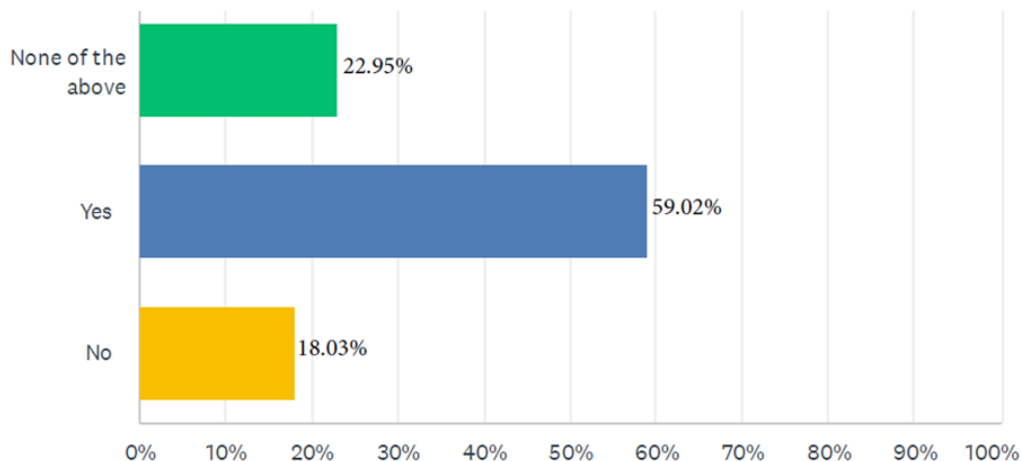
- None (12 responses)
- Belts (17 responses)
- Hat/Beanie/Head Covering (17 responses)
- Jackets (34 responses)
- Seasonal Items (12 responses)

MCSC Survey Results (continued)

- Shoes (13 responses)
- Sweaters (24 responses)
- Other (12 responses)
 - 9-1-1 items for Breast Cancer or Heart Health
 - Ability to order \$80.00 of "logo" clothing per year
 - Cardigans/Hoodies/Sweaters/Sweatshirts
 - Class A badge, nameplate, awards, tie
 - Socks
 - T-shirts and Hoodies
 - Undershirts
 - We do provide up to 4 optional department polos if they prefer to wear that

In question #6 we asked, "If uniforms are required, do you have the opportunity to provide feedback on quality, comfort, style, durability, etc.?" 61 responded, with 15 not providing a response. Responses are summarized as follows:

- None (14 responses)
- Yes (36 responses)
- No (11 responses)



Question #7 asked, "Are you provided with a clothing allowance by your agency, regardless of uniform requirements?" 75 respondents answered with one abstaining. Responses are summarized as follows:

- Yes (21 responses)
- No (54 responses)

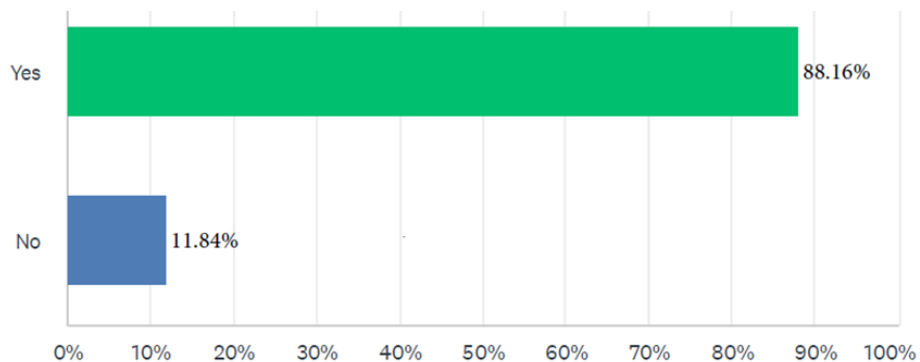
MCSC Survey Results (continued)

In question #8 we asked, “If uniforms are not required, what is your dress code?” 56 responded, with 20 not providing a response. Responses are summarized as follows:

- Business professional (0 responses)
- Business casual (17 responses)
- Business casual with restriction on jeans (6 responses)
- Come as you are (11 responses)
- None of the above (22 responses)

Question #9 asked, “Do you think that clothing choices affect morale within the center?” All respondents answered. Responses are summarized as follows:

- Yes (67 responses)
- No (9 responses)



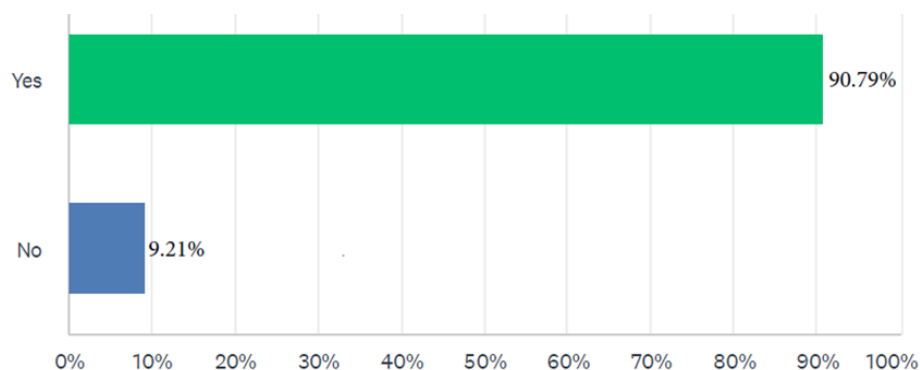
In question #10 we asked, “Do you think that uniforms promote a sense of team unity?” 76 responded. Responses are summarized as follows:

- Yes (50 responses)
- No (26 responses)
-

Question #11 asked, “Do you think uniforms create a more professional image within an agency?” All respondents answered. Responses are summarized as follows:

- Yes (69 responses)
- No (7 responses)

MCSC Survey Results (continued)



In question #12 we asked, “Do you think uniforms improve efficiency and performance within an agency?” 74 responded, with two not providing a response. Responses are summarized as follows:

- Yes (31 responses)
- No (43 responses)

Thank you to those who responded to this survey. We appreciate your time and the detail you provided, as this will help the Member & Chapter Services Committee to better assist you and your Chapters.



Upcoming Conferences



NAVIGATING
INTO THE
FUTURE of 9-1-1

Ohio NENA/APCO
Joint State Conference

SAVE THE DATE

SEPT. 9-12, 2024

Kalahari Resort & Conventions Sandusky, Ohio 

Visit www.ohioapco.org or
www.ohionena.org for future information 

Upcoming Conferences *(continued)*



2024 INDIANA 911 PROFESSIONALS CONFERENCE

• *Save the Date* •

**SEPTEMBER
23-26**

→ *New Location* ←

Embassy Suites & Conference Center
Noblesville, Indiana

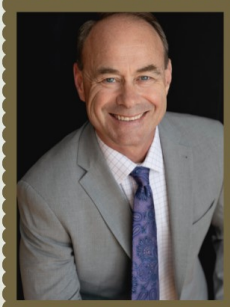
MORE DETAILS COMING SOON!

Upcoming Conferences (continued)



2024 Dakota 911 Conference

KEYNOTE SPEAKER | ROBERT MANN



The word “culture,” defines neither good nor bad; virtuous nor evil, desirable nor undesirable. It is, an ambiguous word, yet each of us is a part of various cultures in our daily lives, while at the same time, we speak of culture like it is the smoke we cannot grasp. Ownership, influence, complicity, and accountability are the supporting players in this keynote, so leave your victimhood at the door. Join Robert Mann, as he shares his experiences with high-performing and under-performing cultures and his observations of how individuals influenced each of them.

Robert has been involved in training for well over twenty-five years. Originally serving as a member of the Orange County Sheriff’s Department, Robert now works with government agencies and private organizations to improve individual and team performance and create organizational accountability systems. Robert is a member of the NENA instructional cadre and has had several articles published in the Journal of Emergency Dispatch.

 **SOUTH DAKOTA APCO**
Leaders in Public Safety Communications

 **NENA**
THE 9-1-1 ASSOCIATION

SEPT. 30 - OCT 2 | DEADWOOD, SD

Upcoming Conferences (continued)



**2024
OKPSC**

**CHECK
OUT OUR
NEW
VENUE**



**CHOCTAW CASINO
DURANT, OK**

**OCT 13 -
OCT 16**

WWW.OKPSC.ORG



Upcoming Conferences (continued)



Celebrating 40 Years of Ghostbusters

It's been 40 years since the Ghostbusters first captured our hearts and showed us how to tackle ghosts with style and humor. This iconic franchise has given us countless laughs, thrills, and memorable moments. As we celebrate this monumental anniversary, we're inspired by their spirit of teamwork and problem-solving.

Introducing Stress Busters: Who Ya Gonna Call?

In the same vein, we present to you our upcoming 911 conference theme: **Stress Busters!** Just as the Ghostbusters tackled the supernatural, we're here to help you tackle stress with practical tools and techniques. Join us for a transformative event dedicated to relieving stress, fostering mental well-being, and promoting professional growth.

Conference Highlights:

- **Stress Busters HQ:** Step into our headquarters designed to resemble the iconic Ghostbusters HQ, but with a stress-relief twist.
- **Stress Buster Gear:** Don your own stress-busting gear and join us in various activities designed to alleviate stress.
- **Relaxation Zones:** Discover serene relaxation zones equipped with everything you need to unwind.
- **Interactive Activities:** Engage in fun and stress-relief activities, including crafting your own stress balls and participating in our stress monster scavenger hunt.

Expert Speakers: Learn from wellness enthusiasts, therapists, and motivational speakers about effective stress management techniques.

Join us for this unique 911 conference where we combine the nostalgia of Ghostbusters with modern stress relief strategies. It's time to bust stress like never before!

Date: October 16-18, 2024

Location: Spokane Convention Center

Registration: [Conference Event and Registration Link](#)

Don't miss out on this incredible opportunity to celebrate, learn, and bust stress. Who ya gonna call? **Stress Busters!**

Upcoming Conferences *(continued)*



9-1-1 Staffing Crisis Summit

October 22-24 2024 | Fort Worth, TX

You've spoken, and we have listened! The 9-1-1 Staffing Task Force is pleased to announce the second annual 9-1-1 Staffing Crisis Summit, October 22-24, 2024, in Ft. Worth, TX.

This event will be geared towards ECC's of every size and governance model and offer concepts that reach beyond the surface level of recruiting and hiring, to touch the root cause of staffing shortages: attrition. You will hear from industry experts and peers about successful methods of increasing retention, engagement, and satisfaction in your ECC. You will also gain tools to address common issues such as culture, change resistance, and contributors to toxicity and attrition. You will also learn about the technological and cultural evolution of the 9-1-1 industry and the 9-1-1 professional of tomorrow. The summit is in a plenary setting, to maximize cross collaboration and problem solving. If you are a 9-1-1 leader, and are experiencing hiring and retention challenges, this summit is for you. To learn more about the summit and register, please visit:

[9-1-1 Staffing Crisis Summit \(apcointl.org\)](https://apcointl.org)



Upcoming Conferences (continued)

A promotional poster for the Utah APCO Fall Conference. The background is a scenic photograph of a desert canyon at sunset, with a sun low on the horizon casting long, colorful rays of orange and red light across the landscape. The text is overlaid on this image. In the top right corner is the Utah APCO logo, which consists of a blue shield with a white mountain and sun icon, followed by the text "UTAH APCO" in white. The main title "Utah APCO" is in large, white, sans-serif font. Below it, "Fall Conference" is in a smaller white font, followed by "Awards Banquet & Vendor Show" in a larger white font. The dates "October 29-30, 2024" are in a bold black font. The location "SLCC Miller Campus Sandy, UT" and the event type "2-Day Role Based Training" are also in bold black font. At the bottom, the special guest information is in white font: "Special Guest- Captain Wayne Freeman", "South Carolina Active Shooter & CCTA Training", and "Coordinator".

 **Utah APCO**

Utah APCO
Fall Conference
Awards Banquet & Vendor Show

October 29-30, 2024
SLCC Miller Campus Sandy, UT
2-Day Role Based Training

Special Guest- Captain Wayne Freeman
South Carolina Active Shooter & CCTA Training
Coordinator

Upcoming Conferences (continued)

2024 ATLANTIC-APCO CONFERENCE

Join more than 200 public safety dispatchers, agency leaders, and corporate partners at this three-day professional development, networking, and exhibitor engagement event. This year our Keynote Speaker is Ricardo Martinez, of the #IAM911 Movement. We also have some great Monday night entertainment, a Murder Mystery Dinner, which is included with registration. Come join us!



Registration is OPEN!

To register and view the conference schedule (including the classes being offered) visit our website:

<https://apcoatlanticconference.org/>

Murder Mystery Dinner

A "Maine Horror Author" Themed Show

Monday November 7 at 6:00pm

HOLIDAY INN BY THE BAY
88 SPRING STREET
PORTLAND, MAINE

Includes a 3-course Dinner
Dressing Up Is Encouraged But Not Required
Free For Attendees (Included as Part of Your Registration)

Sponsored By Motorola Solutions

Keynote Speaker

Ricardo Martinez



Ricardo Martinez is a storyteller, author, and the host and creator of Within the Trenches- True Stories from the 9-1-1 Dispatchers Who Live Them, a podcast based on the experience of being a 9-1-1 dispatcher. He is a former 9-1-1 dispatcher and supervisor of 13 years, and is now the head of Within the Trenches Media, with 22 years of public safety experience. In August 2016, Ricardo started the #IAM911 movement that spread from the United States to Canada, the U.K., and Australia. Its popularity and success have brought the Thin Gold Line into the spotlight and have opened the eyes of millions to what 9-1-1 dispatchers deal with daily.

Upcoming Conferences (continued)



WV 911 Telecommunicator Conference
2024 Linda G. Johnson Memorial

The Highlands
Event Center

355 Wharton Cir, Suite 235
Triadelphia, WV 26059

Save the Date!
November 18-22, 2024

Vendor Contact: Dean Meadows, dmeadows@wv911.com
Dedicated Vendor Days: 11/20/2024 and 11/21/2024

wvapco.org



**WESTERN REGIONAL
CONFERENCE 2025**

*In March 2025 we will be **"Taking Public Safety to New Heights!"** We look forward to hearing how you might contribute to that cause. Follow the link to the 2025 APCO Western Regional Conference website (www.apcowrc2025.org) and submit your presentation idea. Whether you're a new or experienced presenter – come share how the ECC community is Taking Public Safety to New Heights. The link to submit interest is: [Call For Papers \(apcowrc2025.org\)](http://www.apcowrc2025.org).*

Mark all your calendars today for a meaningful and fun event: March 3-6, 2025 in beautiful Portland, Oregon. Easy airport, easy hotel, easy convention center. Easy to do. Plan ahead today!

Upcoming Conferences (continued)



MARK YOUR CALENDARS
FOR
2025 APCO WESTERN REGIONAL
PORTLAND CONVENTION CENTER
■ MARCH 3-6, 2025 ■



SCAN THE QR CODE TO REGISTER
CONFERENCE ROOM RATES

HYATT REGENCY PORTLAND AT THE OREGON CONVENTION CENTER

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