

APCO Institute Course Schedule

From Opposite Page

explore the important elements of any good CTO program and will learn to incorporate these elements into your agency's CTO program. Instructors who are certified through this course can teach the APCO CTO Course only within their own agencies. They cannot teach and certify individuals from other agencies.

California, Sacramento.....	Apr. 28-May 2
California, Anaheim.....	July 28-Aug. 1
North Carolina, Charlotte.....	Feb. 3-7
Colorado, Denver.....	Feb. 10-14
Georgia, Atlanta.....	March 24-28
Tennessee, Memphis.....	March 30-Apr. 3
Ohio, Columbus.....	Apr. 14-18
Ohio, Cleveland.....	Sept. 8-12
New Mexico, Albuquerque.....	Apr. 14-18
Florida, Daytona Beach.....	Apr. 28-May 2
Wisconsin, Milwaukee.....	May 5-9
Texas, San Antonio.....	June 2-6
Missouri, Kansas City.....	June 16-20
Connecticut, Hartford.....	July 14-18
Washington, Spokane.....	July 21-25

• APCO Member \$499

• Non-Member \$649

To register, use the form on page 51.

For more information, call APCO Institute, 1.888.APCO.9-1-1 (1.888.272.6911)

EMD Instructor Course*

This one-week course provides your agency personnel with the necessary skills and certification to present the APCO Emergency Medical Dispatch Basic Telecommunicator Training Course within your agency.

You control the training schedule and reduce your training costs by having a qualified instructor on staff.

The course combines telecommunicator issues with medical issues. With this and ASTM standards in mind, the Institute requires that the course be taught by instructors with medical and telecommunicator backgrounds. The instructor candidate who teaches the medical portions must have current (minimum) certification as a Basic EMT including one or more of the following: Automatic Defibrillation, IV Maintenance or Nonvisualized Advanced Airway Control.

The telecommunicator portion may be taught by individuals who are either a current EMD dispatcher or dispatch supervisor. A current CPR certificate at any level from the AHA or ARC also is required.

Florida, Daytona Beach.....	Feb. 24-28
New York, Syracuse.....	Mar. 10-14
Minnesota, Minneapolis.....	Mar. 24-28
Maryland, Columbia.....	Apr. 21-25

Massachusetts, Boston.....	May 19-23
Pennsylvania, Scranton.....	June 9-13
Georgia, Atlanta.....	Sept. 8-12
Arkansas, Little Rock.....	Sept. 22-26

* There are strict requirements which must be met in order to register.

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EMD Coordinator Course:

This is a new one-day course designed to provide step-by-step guidance in how to implement EMD from beginning to end. APCO-certified EMD instructors will receive New 3rd Edition EMD instructors guide compliant with national standard curriculum.

Florida, Daytona Beach.....	Feb. 28-Mar. 4
New York, Syracuse.....	Mar. 14-18
Minnesota, Minneapolis.....	Mar. 28-Apr. 1
Maryland, Columbia.....	Apr. 25-29
Massachusetts, Boston.....	May 23-27
Pennsylvania, Scranton.....	June 13-17
Georgia, Atlanta.....	Sept. 12-16
Arkansas, Little Rock.....	Sept. 26-30

\$99

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Communications Center Supervisor Course:

This course is designed for prospective, new or experienced communications supervisors who want to learn more and enhance their supervisory skills and knowledge.

After a short introduction, the following topics are addressed: the role of the telecommunications supervisor, criminal and civil liability issues for supervisors, policies and procedures, carrying out directives, managing personnel resources, leadership, employee evaluations, quality improvement and special projects. Class lecture is supplemented by many practical exercises that help the student to apply the lessons to their own agency policies and procedures. Students not only learn supervisory topics, but also how to work together in groups and cooperate to attain common goals.

California, Sacramento.....	Feb. 3-7
California, San Diego.....	March 31-Apr. 3
California, Anaheim.....	June 23-27
Alabama, Birmingham.....	Feb. 24-28
Washington, Spokane.....	March 3-7
Iowa, Des Moines.....	March 3-7

To Next Page

preparing for the Western States Regional Conference next month (see page 47).

The committee members have had several meetings at the conference site. The members were pleased to note that the Nugget, the conference hotel, has finished its re-modeling. We will be the third, not the first, convention in the new areas (no beta testing for us!).

Here are the locations for the monthly chapter meetings this year:

February - Napa; March - Western States Regional at Sparks, Nevada; April - Petaluma; May - joint meeting with the CPRA (Southern California) Chapter - Buellton (Santa Barbara County); June - San Jose; July - Pleasanton; September (Spouse's Day) - Sacramento; October - Fresno County; November - Santa Rosa; December - Pleasanton. As the dates are firm up, we will update you. Generally, the meetings are on the second Thursday or Friday of the month.

Look to this section each month for more information about our chapter and its members. You can contact the newsletter editor, Chuck Berdan, via e-mail at berdanc@aol.com.

Editor's Note: Send chapter news to APCO Bulletin, 2040 S. Ridgewood Ave., S. Daytona, FL 32119 • Fax: 1.904.322.2501; email: bulletin@apcointl.org. ▲

GIS for 9-1-1 Dispatch



The Sidwell Company offers automated mapping solutions and database integration services to support 9-1-1 emergency response dispatch operations. Geographic information system (GIS) solutions are designed to help 9-1-1 dispatchers quickly and accurately identify ground locations of emergencies and communicate pertinent site or route information to emergency response personnel. For more information, contact:


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