



APCO

MEMBER CHAPTER SERVICES Committee

Member & Chapter Services

Thank you to our Member & Chapter Services Committee members that help to make this committee so great! Past, new, and current members...We appreciate YOU!

To all the other committee members, past, new and current, APCO would not be what it is without each and every one of you!

A graphic with the words 'THANK YOU' in large, colorful, block letters. The letters are filled with various patterns and colors. There are small hearts and decorative elements around the text. The background is white with some faint, illegible text.

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Membership Information

Member Type	7/1/2023	7/1/2024
Associate Members	2,002	1,975
Full Members	4,098	4,006
Full Group Members	9,217	9,825
Online Group Members	23,596	24,227
Commercial Members	447	409
Commercial Group Members	316	300
Student/Educator Members	0	16
Total Number of Members	39,676	40,758
Total Number of Group Agencies	1,586	1,699
Commercial Groups	43	46

Silent Key



**APCO International
2nd Vice President Mark Spross**

Our deepest condolences go out to Mark's family, friends and fellow team members at METCOM 911.



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

Commercial Advisory Committee (continued)

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.

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 Public Safety 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

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



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
OKPSC**

**CHECK
OUT OUR
NEW
VENUE**



**CHOCTAW CASINO
DURANT, OK**

**OCT 13 -
OCT 16**

WWW.OKPSC.ORG



Upcoming Conferences (continued)



Save the Date:
October 15– 18, 2024
Spokane, Washington

MORE DETAILS COMING SOON!

Upcoming Conferences (continued)



The poster features a scenic background of a desert canyon with a sunburst effect breaking through a rock overhang. The Utah APCO logo is in the top right corner. The text is centered and framed by a black border.

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)



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



See you there!

www.apco2024.org/

Chapter Member Services Committee Members

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