

## Apply for Scholarships

The Institute will begin accepting applications for scholarships beginning on Jan 1, 2010. The application deadline will be March 31, 2010. For additional information and an application, please visit [http://www.apcointl.com/institute/forms\\_information.htm](http://www.apcointl.com/institute/forms_information.htm) or contact the APCO Institute at 888-272-6911. *Scholarship recipients must be current APCO Members and maintain APCO membership throughout the scholarship period.*

### Special Offer On All Online Courses!

Now is the time to increase your knowledge in your designated public safety profession. Take advantage of the \$30 discount on all online courses through June 1st. Additional discounts apply to group registrations, contact the Institute at 888-272-6911 for details. Hurry, offer ends January 15, 2010. For more information or to register go to <http://www.apcointl.com/institute/index.htm>

Course	Reg.	Disc.
PST 6th Ed.	\$309	\$279
PST 6th Ed. Instructor	\$509	\$479
CTO	\$309	\$279
CTO Instructor	\$509	\$479
EMD	\$429	\$399
EMD Instructor	\$509	\$479
Fire Service Comm	\$429	\$399
Fire Service Comm Instructor	\$509	\$479
Customer Service <b>New!</b>	\$249	\$219
Homeland Security	\$249	\$219
Staffing & Retention <b>New!</b>	\$249	\$219
Comm Center Supervisor 4th Ed.	\$399	\$369

### Important Instructor Information

APCO has currently updated our Communications Center Supervisor Course (CCSC) to the 4th Edition. If you are currently certified as an Instructor for the Comm Center Supervisor 3rd Edition Course, it is mandatory that you attend a free update via a web seminar to continue teaching the course. Please contact Darlene Hines for details, [hinesd@apco911.org](mailto:hinesd@apco911.org)

### Get Involved....

APCO Institute is currently seeking workgroup volunteers for curriculum development/rewrites. Contact Julie Troutman/Institute Director at [troutmanj@apco911.org](mailto:troutmanj@apco911.org)

Place your order for **APCO International's 75th Anniversary Edition of APCO-opoly!** APCO-opoly will be available in time for the holidays and makes a great gift for comm center personnel or your Chapter Officers. The cost is: \$24.99 per game. Discounts available for order quantities over 20.

### Promoting Collaboration Between 311 & 911 Call Center Operations

A **Free** Web-based Training Series - Tuesday, December 8 from 2:00-3:30 PM ET

APCO International, Winbourne and Costas, and Public Technology Institute are presenting a series of web-based training seminars that will examine how local government 311 and 911 centers are using new technology tools, exploring opportunities for collaboration between citizen contact and emergency contact center staff, adapting new technologies and practices that together, will ultimately improve the delivery of services to the community

The first webinar in this series will address topics such as multi-jurisdictional and regional call centers, the role of 311 during Homeland Security events, and 311 call center contingency planning. Register free for this webinar at <https://www1.gotomeeting.com/register/474892880>

*Founded in 2000, Winbourne & Costas, Inc. is a nationally recognized provider of public safety and homeland security services. Created by and for city and county governments, Public Technology Institute is a national non-profit technology research organization.*

## **Registered Public Safety Leader (RPL)**

**Next Class Begins Jan. 20th**

### **New Courses**

#### **Public Safety Communications Staffing and Employee Retention**

This course is designed to provide guidance and information to Comm Center employees at every level, this course provides over 300 tips, guidelines and effective practices on subjects ranging from creating effective shift schedules to candidate recruitment and from maintaining staff to employee recognition.

#### **Customer Service in Today's Public Safety Communications Center**

This course addresses all aspects of customer service and how it impacts our industry. Although intangible, it is a critical component that must be understood and applied in excellence to every situation.

#### **Special Interest Web Seminar**

##### **XYZ Leadership?**

December 9 2:00 p.m. Eastern Time \$79.00 non-member \$59.00 member

Robert Smith, Director of Strategic Development

APCO International

Generation X? Generation Y? Millennial? What does it all mean? More importantly what does it mean to us in public safety? For the first time in history there are four generations in the workplace. Bridging the gap between senior leadership and a younger generation of employees is a challenge that must be faced now.

### **Continuing Education**

**The Response Network (TRN)** is now offering a

breakthrough and very affordable In-Service Online Training Program, available exclusively for one simple annual subscription fee of \$74.95 per-user. <http://policecommunity.net/documents/TRNBrochure.pdf>

#### **APCO Institute, Inc.**

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Daytona Beach, FL 32114-1112

888-272-6911 or 386-322-2500

FAX: 386-322-9766

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