

# APCO ProCHRT

Professional  
Communications Human  
Resources Committee

Team Members shall:

- ◆ Be a member of APCO
- ◆ Be actively involved on a Team
- ◆ Be willing and giving of time and efforts relating to the Committee and Team activities
- ◆ Regularly attend committee meetings, team meetings and conference calls. At the committee level, there are 2 onsite meetings per year and a 2-hour conference call every other month. Video conferencing or conference calls may be available for those who cannot attend.

Contact us for more  
information about

California ProCHRT Committee

Lynn Bowler/Chair  
lbowler@elkgrovedpd.org  
Sherri Rinkel/Vice Chair  
srinkel@folsom.ca.us

[www.napco.org/resources/prochrt](http://www.napco.org/resources/prochrt)

## California ProCHRT Teams

⇒ Stress and Health

⇒ Training & Leadership

⇒ Public Safety  
Communications Center  
Culture

⇒ First of the  
First Responders

⇒ Radio Workload

**We are ready for YOU to  
join the team!**

# JOIN THE TEAM!!

## California APCO ProCHRT

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California APCO **P**rofessional  
**C**ommunications **H**uman **R**esources  
**T**askforce (ProCHRT)



California ProCHRT promotes the Public Safety Communications profession and gathers information, studies and prepares multiple resources designed to affect long-term improvements in the career field. Help achieve the California ProCHRT committee goals by joining one of our teams.

## Training & Leadership

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Quality training at the beginning, middle, and toward the sunset of a career is necessary.

The Training and Leadership Team develops resources to provide opportunities for personnel to develop and strengthen perishable skills essential for professional performance and future leadership.

## Radio Workload

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This team works to quantify the amount of radio traffic a single dispatcher can handle with cognitive acuity. This includes finding a benchmark for radio operator workload and help managers understand workload requirements.

## Stress & Health

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Stress is a priority health concern in the Public Safety Communications profession. The Stress and Health team:

- Educates communications personnel in stress management;
- Identifies best practices to help prepare the newest employees to manage stress in their careers; and
- Develops training for experienced personnel to recognize and cope with their stress in the short and long term.

## First of the First Responders

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When we say “first of the first responders”, we want everyone to recognize immediately “That’s a dispatcher!!”

Because most dispatchers leave the profession long before reaching retirement age, this team focuses on raising the awareness of retention and longevity issues. Included is promoting “dispatch” as a career profession spanning multiple decades and culminating in retirement.

## Public Safety Communications Center Culture

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Culture can be defined as common and shared values that help shape employee behavior and are passed down from current to future employees.

Finding ways to understand and recognize the values and beliefs is critical for industry leaders and professionals to reinforce the positive aspects of the dispatch culture and facilitate changes to destructive values that lead to a toxic workplace environment.

This workgroup develops tools and resources for public safety professionals to identify and change the underlying beliefs that influence dispatch culture as a means to unite, revitalize and empower public safety dispatchers to affect change in their environment.