

Public Safety Communications Staffing and Employee Retention

COURSE DESCRIPTION

In 2009, the Next Generation of APCO Project RETAINS announced that research had proven turnover rates for Comm Centers in the US were at 19%. That was an increase of 3% since 2005 and still reflected a higher turnover rate than the teaching and nursing industries - both highly publicized staffing crises.

It is common knowledge that the public safety communications industry has suffered from an inability to effectively recruit and maintain employees. This in turn has required Comm Centers across the country to invest millions of dollars in a vicious cycle of continuous recruitment, training new hires and overtime that merely addresses the symptoms of this issue and not the core problem.

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.

Perfect for a one day Pre-Conference or Post-Conference Course!



351 N. Williamson Blvd.
Daytona Beach, FL 32114-1112
888-272-6911 or 386-944-2485
FAX: 386-322-9766

CO-HOST INFORMATION

Host: Harper College Police Department
Contact: Diane Talsma
dtalsma@harpercollege.edu
Ph. (847) 925-6905

CLASS INFORMATION

Class #: 52571
Date: June 6, 2019
Time: 8:00am – 5:00pm
Tuition: **\$199.00**
** APCO Full, Associate and Commercial Members receive a \$20 discount*
Location: Harper College
H Building, Room 144
1200 W Algonquin Rd.
Palatine, IL 60067

LODGING *

Please contact your host for suggested lodging

Airport: O'Hare International
16 minutes from class site

REGISTRATION

To Register: visit our website at:
[My APCO - Training Course: Schedule & Registration](#)

Registration Policy and Fees:

- Your method of payment MUST accompany your registration.
- Payments received in less than 10 days of the start date of the class will be subject to a late fee of \$25.
- Any registration received within ten (10) days of the class start date of the course is subject to a \$25.00 late registration fee.
- Registrations cancelled more than 21 days prior to the start of the scheduled course will receive a refund minus a \$25.00 administrative fee. Cancellations less than 21 days before the class will receive a 50% tuition refund.
- Only one (1) transfer or substitution is allowed. Transfer fee: \$50.00
A late fee of \$25 will apply if applicable
- Complete registration Policy is available upon request.