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!

**COURSE DESCRIPTION**

**CO–HOST INFORMATION**

Host: Gardendale PD
Contact: Laura Jones
ljones@cityofgardendale.com
Ph. (205) 607-7176

**CLASS INFORMATION**

Class #: 55824
Date: March 17, 2020
Time: 8:00am – 5:00pm
Tuition: $199.00
* APCO Full, Associate and Commercial Members receive a $20 discount

Location: Gardendale PD
1309 Decatur HWY
Gardendale, AL 35071

**LODGING** *

Best Western Gardendale
842 Thompson St
Gardendale, AL 35071
Ph. (205) 631-1181

Microtel Inn & Suites
850 Odum Rd
Gardendale, AL 35071
Ph. (205) 631-6320

*Lodging suggested by host agency

**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.

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