



# DECEMBER 2023 NEWSLETTER

*Metacomet Emergency Communications Center*



## MECC EMPLOYEES EMBARK ON APCO'S RPL PROGRAM

APCO International's Registered Public-Safety Leader (RPL) Program is designed for individuals interested in developing a solid foundation of management and supervisory skills for successful PSAP operations.

During the RPL Program, they will learn to:

- Manage organizations and change
- Communicate with confidence and clarity
- Develop your talent pool
- Build connections and consensus
- Enhance team performance
- Make a difference within our association and our industry
- Apply the skill sets learned for the betterment of our association and our industry

## STATS

**911 CALLS**

**2,502**

**BUSINESS CALLS**

**7,131**

**OTHER CALLS**

**2,926**

**FIRE CAD INCIDENTS**

**1,640**

**POLICE CAD INCIDENTS**

**8,253**