



Hello PACE Members.

I hope that everyone has had a wonderful summer filled with adventure or relaxation or both. But now fall is upon us, the weather is turning a bit cooler, kids are back in school, it's football season again (Go Bears) and it's also time to get serious about your customer engagement strategies.

While you were enjoying beach vacations, BBQs, and other summer activities, the staff, at PACE, has been plugging away to plan what promises to be a fabulous Washington Summit event. The Summit takes place September 23-25 at, a new location for PACE, the Intercontinental Washington D.C – The Wharf. There is still time to [register](#). Remember, if your company is a Platinum Member (or you want to upgrade to Platinum before Summit), you receive two complimentary registrations to the Washington Summit as part of your membership. If you are a Gold Member, you now can receive 1 complimentary registration to your choice of the spring Convention or the fall Summit. If you didn't take advantage of your complimentary registration for Convention and want to use it for the upcoming Summit, please reach out to [Susan Burt](#) to obtain the discount code for registration.

Some highlights from this Summit include: presentations from the nation's leading experts on contact center compliance, data privacy and GDPR: best practices for risk mitigation; updates on TCPA, call blocking and labeling; And our keynote, from Amy Walter, National Editor of the Cook Political Report. The D.C. Attorney General and representatives from the FCC and FTC will also be presenting. This event is unique to PACE and provides a forum for meeting with industry thought leaders who are passionate about responsible and ethical contact center engagement that balances the needs of members without compromising the customer experience.

We are truly honored and excited to bring a special addition to this year's Summit. We will be presenting the first annual Searcy Advocacy Award. This award was created in memory of industry legend and dear friend, Tim Searcy, who was a trailblazer for advocacy efforts that shaped our association and industry forever. Please join us, along with Tim's family, for a tribute to his legacy and the inaugural presentation of this award on Monday, September 24.

Another highlight of Summit is the CECP training that will occur just prior to the Summit on September 22 and 23. I can't wait for our time on Capitol Hill, meeting with the various members of Congress and their staff to educate them on the issues that impact us and the jobs that we create. Of course, no PACE Summit would be complete without our signature PAC event featuring the [Capitol Steps](#). The PACE-PAC events support a critical component inside of our advocacy mission and they also provide a chance to network and build new relationships.

Speaking of new relationships, you don't want to miss the opportunity to submit your company information for the all-new PACE Resource Directory. Please check your email for the instructions that were provided as this new resource helps us better promote your company's products and services. If you have questions, one of our great PACE staff members will be happy to help!

On behalf of the PACE Board of Directors, Management Team, Chapter Presidents and Chapter Boards, I thank you for your membership and support of PACE and I look forward to seeing everyone in Washington D.C

Lori Fentem
PACE, Chair of the Board of Directors