

# APCO

## MEMBER CHAPTER SERVICES Committee

### Member Chapter Services Monthly Poll

This month's poll is about CHAPTER CONFERENCES. We request a member from each Chapter to PLEASE participate in answering our poll questions. It will only take a few minutes and the results will be shown in next month's newsletter.

<https://www.surveymonkey.com/r/MCSCMarChaptConf>



*May the Luck of the  
Irish be with YOU!*

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## Membership Information

Member Type	2/1/2021	2/1/2022
Associate Members	1,933	1,749
Full Members	3,155	3,194
Full Group Members	7,467	7,378
Online Group Members	17,638	17,207
Commercial Members	328	338
Commercial Group Members	187	176
<b>Total Number of Members</b>	<b>30,708</b>	<b>30,042</b>
Total Number of Group Agencies	1,118	1,238
Commercial Groups	39	32

### APCO Awards

Nominations for APCO’s Public Safety Communications Awards are open as of February 1, 2022.



Now is the time for you to start gathering documentation to write an award-winning nomination for your peers, management and technical staff. The Awards Committee is preparing to review the nominations to help APCO decide who should receive this year’s Public Safety Awards for outstanding performance in 2021. Think about the shining stars that perform at a high level on a daily basis; those that worked a major incident that stretched your center, county or state; the IT person that works tirelessly to keep your systems running at all hours; the supervisor that goes above and beyond to reach all employees; or the manager that takes on a major project that comes together with few hiccups. The list of what superstar status looks like is endless! Begin preparing now to tell us all

about your super stars, then submit a nomination between February 1<sup>st</sup> and April 1<sup>st</sup>.

## Flash Day Is April 4!



Registration for [APCO 2022](#) opens on Flash Day, **April 4**. For one day only, you can save \$100 on a full conference registration. Your membership must be in good standing by April 4 to get this deal!

### Conference & Exposition Committee

Introducing the 2022 Conference & Expo Host Committee Chair...

The Conference & Exposition Committee would like to officially introduce you to the 2022 Host Committee Chair for this year's event being held in Anaheim, California. For those you don't already know her, and for those who would like to know a little bit more about her, we are pleased to provide you with a little background information. Maureen Will has been working in public safety for over 45 years. Currently she is the Communications Director for the Newtown Emergency Communications Center, in Newtown Connecticut, where she has been for the last 14 years. Prior to coming to Newtown she retired after 30 years as a Captain in the Brookfield Police Department overseeing Communications – Training and Records. Maureen was born and raised in Newtown, where she lives with her daughter, Katherine. She is a member of the APCO Atlantic Chapter, where she has held the positions of Secretary, First Vice-President, President, and Past President. She currently is the Chair of the APCO, International Bylaws Committee and is an RPL & CPE. In addition, Maureen is both a Senior and Life Member of the Association. APCO is a passion and commitment for Maureen and she enjoys learning from our history and our history makers. She is working with her team and APCO staff putting together another great conference and is looking forward to seeing you in Anaheim in August.

## Bylaws Committee

The Bylaws Committee has started 2022 off with the completion of one Chapter's documents and the beginnings of the review of another. Along with those responsibilities, the Committee has reviewed and approved an amendment to the Policy Manual as it pertains to reimbursement of expenses (Executive Committee Conference Travel – Section 9.2). This was a modification to the language that in lieu of a spouse, they may propose to bring a guest, which is subject to the majority approval of the Executive Committee of the Board, and now brings the language up to current standards.

As we continue to review Chapter documents, we also are working on a new template for your Policy Manuals along with continual review of our current governing documents for possible recommendations on wording changes to reflect current practices. The Bylaws Committee reviews help to ensure that our documents, both Chapter and Association, reflect current practices within the Association.

We encourage all Chapters to take time to review their governing documents or to submit them to the committee for review. Remember also, Committee sign-up has begun and runs to April 1<sup>st</sup>, so why not consider joining us – you will come away with a new appreciation for our governing documents!

Inquires can be sent to either myself or our Vice-Chair Daniel Dunlap ([Maureen.wil@newtown-ct.gov](mailto:Maureen.wil@newtown-ct.gov) or [ddunlap@augustaga.gov](mailto:ddunlap@augustaga.gov) )

Submitted by: Maureen A Will, CPE, Bylaws Chair

## Young Professionals Committee

Do you know someone who excels in your communications center. Nominate a Young Professional in your communications center to be interviewed by the Young Professionals Committee and be highlighted in the weekly APCO Enews.

<https://www.apcointl.org/community/committees/young-professionals-spotlight/>

## Health & Wellness Committee

A solid power pose is a great confidence booster when you are dreading walking in the door. Try this before you leave home, at the door or even in the parking lot before you walk into work!

Let's try the Wonder Woman/Superman pose:

Stand with your feet apart, your hands on your hips, and your chin tilted upward.

Take in a deep breath for a 5 count.

Exhale for 8 counts.

Do this 10 times.

Think about how you will conquer the day, then make it happen!

## Cyber Security Committee

Do you lose sleep thinking about a cyber or ransomware attack on your PSAP? Do you have an interest in Cybersecurity? Do you want to learn more about Cybersecurity? Do you want to help better protect your PSAP for a cyberattack? Do you want to help others protect theirs? If you answered yes to any of these questions, the APCO Cybersecurity Committee could use your help.

While you might think that the committee is only looking for cybersecurity experts...you would be wrong. The committee is comprised of both technical and operational members. Some have no background in Cybersecurity or Information Technology. To be successful, we need both technical and operational members. We need PSAP practitioners who are in the trenches every day. Without practitioner participation, we have no way of knowing how we, as a committee, can better serve our members. We also need technical staff. The Cybersecurity Committee is a great way to involve your IT staff in APCO. Especially if your PSAP relies on external or centralized technical support...We meet once a month as a committee and working groups meet as required to accomplish their assigned tasks.

Please consider joining us on our important mission.

## MCSC Webinar

MCSC Quarterly Webinar: Everything TERT

Tuesday, March 29<sup>th</sup>, 2022 @1pm

<https://attendee.gotowebinar.com/register/2140870506378588939>

TERT? What's that?? Don't know, want to know, need to know? If your state experiences hurricanes, tornados, blizzards, or any other natural or manmade disasters, and you want to know how you might staff your ECC during these events – then this is the webinar for you! Join the APCO Member & Chapter Services Committee on March 29, 2022 at 1pm EST to discuss TERT and how you can get involved! You will learn the history of TERT, what TERT is, and hear from representatives from the National Joint TERT Initiative, Colorado, Washington and North Carolina about what they are doing that makes their programs so successful.

## Silent Key

**Larissa Michelle (Johnson) George**  
**Georgia Chapter**

For more information, her Silent Key can be found here:

<https://psc.apointl.org/2022/01/21/silent-key-larissa-michelle-johnson-george/>

**Joseph Cory Thompson**  
**North Carolina Chapter**

For more information, his Silent Key can be found here:

<https://psc.apointl.org/2022/02/03/silent-key-joseph-cory-thompson/>

## Commercial Corner

### Relationships

Relationships - one of the cornerstones of public safety; something on which everything else can hinge, both the public side and the private side.

As a relatively newer commercial member, but long time APCO member, I am still figuring out how to fly with my commercial wings. I come from the “public” side of public safety and have worked in most of the areas related to 911 on that side (operations, technical, legislative, etc.) Two years in the private side of public safety and some days I still feel like I am figuring out the nuances of the private sector (much like I still sometimes felt on the public side after 20 years, if I am being honest).

If I could point to one thing that has helped me in the transition to the commercial partner side, it is relationships. Relationships with public safety professionals, public safety agencies, and relationships with a vast network of commercial partners.

I have had the privilege to work closely with the commercial partners for over a decade, serving on our conference committee and working with our commercial partners specifically on our annual exhibitor conference event. However, those relationships didn’t happen because I held a specific role on the conference committee, and they didn’t happen overnight. These relationships were fostered over years of communication at state conferences, chapter meetings, national and international conference events and seeking commercial partners out during events like the APCO International Conference Exhibit Hall year after year and having conversations.

While I worked with many commercial partners, I also recognized that I could never be every partner's customer. I represented one entity, but even if I was not the customer of a specific commercial partner, it did not make the relationship any less important.

Transitioning into the commercial side was definitely made easier and more comfortable by having a network of trusted commercial friends that I could go to and ask questions of, seek advice, or just get industry information or resources from them.

Since my transition to the private side, I am honored to be able to serve as a Chapter Commercial Advisory Member (CCAM) for my local chapter, as well as serve on the Commercial Advisory Council (CAC). Much of what I already knew was reinforced; how great the commercial partners are, how much they dedicate themselves to public safety and the industry as a whole, and I have seen first-hand how much they want to truly come alongside our public safety agencies and be seen as a “partner”, not just a solution “provider.”

For those on the public side, don’t be afraid to get to know the commercial partners. Interact with them at local, state, regional and national conferences, or training events. You don’t have to be their customer to learn about their solution, get to know the local representatives, and thank them for their support of your conference, event, or training. Without our commercial partners, many of those opportunities would not be able to happen. You may find a solution that isn’t the right fit for you right now, but you may know or hear of another agency that you can refer to them, because it is exactly what they are looking for or will fit their specific need.

Commercial partners, don’t minimize the importance and value of building relationships with agencies and

## Commercial Corner (continued)

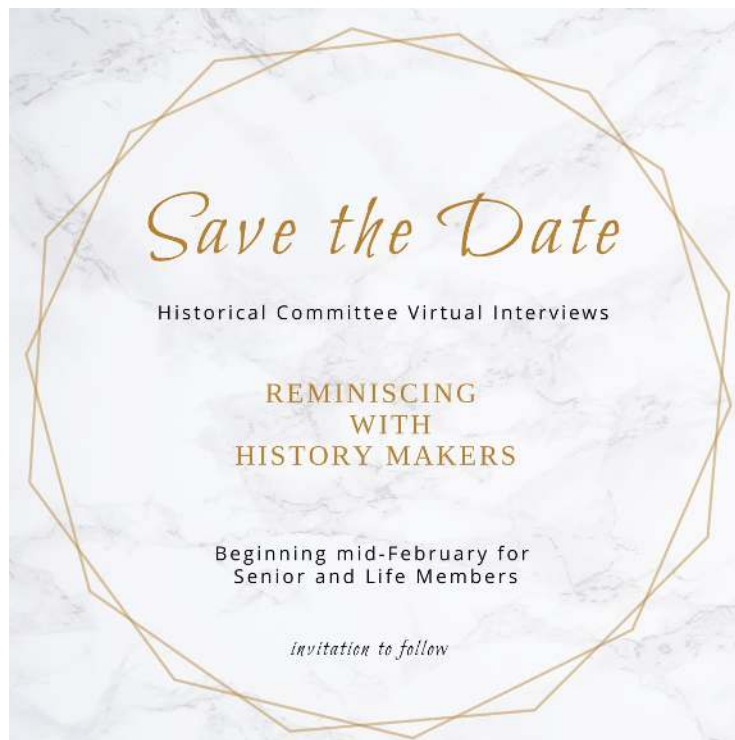
individuals who are not your customer today or aren't looking for your solution right now or in the near future. They may just love your solution/offering and sing its praises to others, even if it isn't in their budget or doesn't fit their needs. They could become a great friend, or trusted industry professional. If you don't participate in APCO with a commercial membership, then you aren't a commercial member of your local chapter either. That means you are missing out on incredible networking opportunities and additional chances to build relationships with agencies and state or regional leaders in your area. The CAC and many local chapters work hard to bring value to that commercial membership, and furthering that value and partnership continues to be a focus for 2022 ; but that is for another article.

Relationships. Don't minimize them. Intentionally develop them on both the public and private side. This will serve you, your agency and/or your company well as you continue to serve the public safety ecosystem regardless of which side of the industry you are serving in.

Amy Marion  
RapidSOS



## Historical Committee



## Teammates In Action

Northwest Regional Emergency Communication Center 2<sup>nd</sup> Shift Team members, Dublin, Ohio: Jessica Posey; Angie Flesher; Judith Hummer; David Mason; Kate Cutrer; Megan Warren are recognized as APCO Teammates in Action for their coordinated efforts in locating and assisting a female having a diabetic emergency.

The NRECC received a report of a female who was missing and experiencing an altered mental status due to a medical condition. Her husband reported she was confused and unable to provide a location. Attempts made by the center to locate her phone resulted in a radius of 4,000 meters, making it nearly impossible to pin down her location. The center’s emergency telecommunications staff worked together to direct various agencies to possible locations with a vested interest and determination to see a positive outcome. Phone contact was made with the patient, but she could only provide vague responses. Communication technicians kept the woman on the phone for nearly an hour until Ohio State Police troopers found her. The patient was transported to an area hospital and made a full recovery. The efforts of the 2<sup>nd</sup> Shift staff went above and beyond and their tenacity as a whole is ultimately the reason the patient was found and is alive.



APCO ProCHRT Committee Teammates in Action recipient:

Jaclynn Grieme is a Dispatcher with Henry County 911 in Missouri. On January 12<sup>th</sup>, 2022, Jaclynn received a report of a missing 12 year-old female who was reported to have left town willingly with several males. There was very limited information regarding the subjects, vehicle, or destination. Dispatch was unable to obtain an accurate location for the 12-year old’s cell phone after hours of attempting to ping the phone. Using a triangulation application with the multiple locations received, Jaclynn was able to locate the phone nearly 80 miles away and notified LE in that jurisdiction. Dispatcher Grieme with less than one year under her belt as a dispatcher, demonstrated exemplary focus and determination to bring this child home safely. The juvenile was found safe and unharmed less than 24-hours after she went missing. For her dedication and quick thinking, Dispatcher Jaclynn Grieme is recognized as an APCO Teammate in Action.





## Pennsylvania Chapter Highlights

Pennsylvania is home to nearly 13 million people, making it the fifth most populous state in the country. Across our more than 46,000 square miles, we are known for everything from housing the Liberty Bell, to having bad roads, to having some really great foods (cheesesteaks, Hershey's, Tastykake, pierogies, Herr's, Heinz, Primanti Brothers, and many others). At this time there are 61 PSAPs serving the 67 counties in Pennsylvania.

Founded in 1982, the Pennsylvania Chapter is celebrating our 40<sup>th</sup> anniversary this year and we are proud to have one of our founding members, M. Jay Groce, still active on our Chapter Executive Committee. The Chapter is governed by a twelve-member board. Elected board members include Immediate Past President, President, President-Elect, Vice President, Treasurer, Secretary, four (4) Board Members at Large, Executive Council Representative, and Chapter Commercial Advisory Member. The board meets a minimum of once per month via conference call, and as needed for special occasion. We are in the process of establishing quarterly meetings for general membership. The PA Chapter of APCO hosts a spring conference every year at the Eden Resort in Lancaster. Programming for this event consists of one full-day, certificate earning course, with multiple 50-minute sessions during the remaining time. Attendees have the option of participating in sessions from the telecommunicator track, management track, technical track, or a combination of the three. During our vendor reception, we present awards to honor a Telecommunicator of the Year, Communications Center Manager or Director of the Year, Supervisor of the Year, Radio Frequency (RF) Technologist of the Year, Information Technologist of the Year, Trainer of the Year, and Team of the Year.

One of our primary goals this year is to increase membership to the Chapter. We are discussing more regional training for members and access to various services, from posting employment opportunities to having their agency spotlighted on our Facebook page. Additionally, we are focused on ways to attract nontraditional PSAPs involvement. Over the years, there has been a significant increase of dispatch centers integrated into airports, malls, hospitals, universities, etc. We feel it is our responsibility to reach out to these entities to ensure they are aware of APCO and the benefits of getting involved.

Recently, the Chapter formed a committee for Compassionate Care. This project has been in development for quite some time and we are excited to see it come to fruition. At the 2022 conference, the Board intends to announce the committee, host a session for all interested parties, and nominate delegates throughout the state to assist in times of need.

At this time, the Chapter hosts a website and Facebook Page. While we have not been as active online as we hope to soon be, we are eager to use social media to extend our connections. Please visit us at [paapco.org](http://paapco.org) & [facebook.com/PAAPCO](https://facebook.com/PAAPCO).

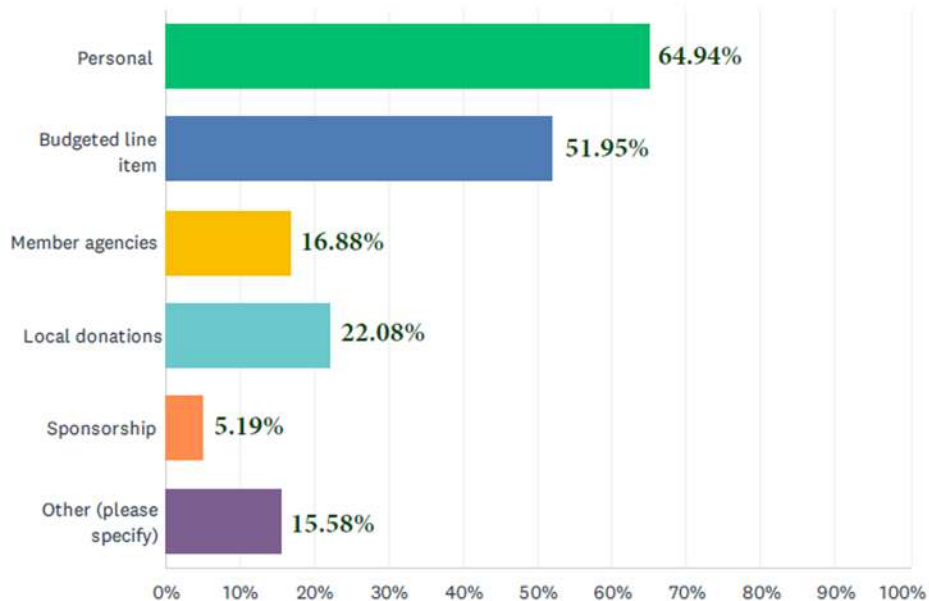
Submitted by: **Daryl George**  
Manager, Emergency Communications  
Department of Public Safety  
Lehigh Valley Health Network

## MCSC Monthly Survey Results

In February’s Member & Chapter Services Committee survey, we focused on National Public Safety Telecommunicators Week. We received 77 responses from 26 Chapters. The Chapters that responded were:

Arizona	Minnesota	South Carolina
Atlantic	Missouri	Tennessee
Colorado	Montana	Texas
Florida	Nebraska	Utah
Georgia	Nevada	Virginia
Idaho	Ohio	Washington
Illinois	Oklahoma	Wisconsin
Iowa	Oregon	Wyoming
Kansas	Pennsylvania	

We asked you, “What types of funding sources do you utilize to pay for NPSTW?” All respondents answered, with a majority of respondents providing more than one answer. 50 answered that they used personal funds, 40 responded that they have a budgeted line item, 13 collect funds from member agencies, 17 respondents reported that they collect local donations, 4 answered that they seek sponsorships, and 12 answered “other” which included: t-shirt sales, grants, the state Chapter, and donations from other departments, associations, and auxiliaries.



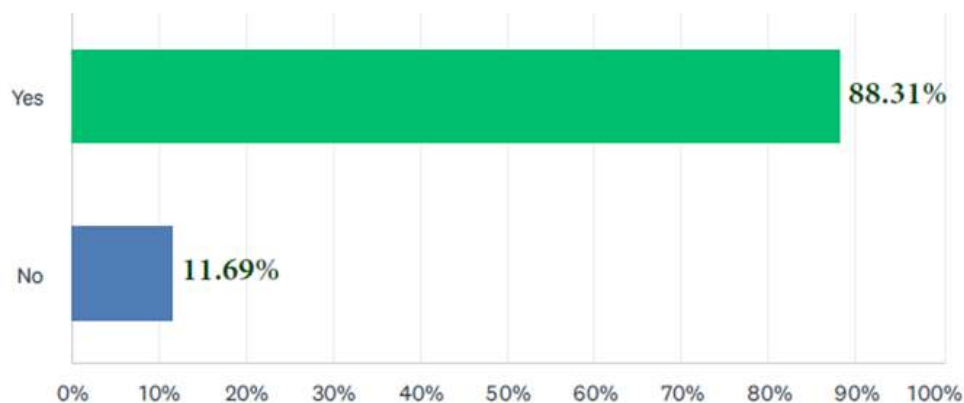
## MCSC Monthly Survey Results (continued)

In question #2, we asked, “Do you celebrate with theme days? If so, what have been some of the staff’s favorite days in which to participate?” We received 75 responses, with 25 saying they didn’t participate in theme days. Theme days and theme weeks were common, with examples including: *beach, camo, carnival, collegiate, concert t-shirt, crazy hats, crazy socks, decades-themed, Disney, dress down, farmer, formal/prom, Friends, law enforcement/public safety, Mardi Gras, Monopoly, movie characters, murder mystery, pajamas, pirates, red carpet, royalty, sports-themed, superheroes, tacky, tie-dye, tourist, tropical/Hawaiian, twin/matching, western, and Wizard of Oz*

Question #3 asked, “How do you encourage recognition by your member agencies?” We received 73 answers, including:

- Communication is key – send emails, discuss in staff meetings, and post to social media or internal channels well before the event
- Host open house events to draw public interest
- Coordinate for donations and include local public safety agencies and associations
- Reach out to local elected officials and the media for recognition throughout the week
- Call on your friends, relatives, and significant others in the agencies for their support
- Send blank cards for staff at their agencies to sign
- Involve your chaplain, volunteer programs, teen programs, etc.
- Utilize focus committees or awards committees to spread the word
- Include the departments with invitations to awards banquets
- Advocate, advocate, advocate!

In question #4 we asked, “Do you usually provide a gift(s) during the week?” All 77 respondents answered, with 68 saying “Yes” and 9 saying “No”.



## MCSC Monthly Survey Results (continued)

Question #5 asked, "Which gifts have been a big hit with staff?" We received 75 answers, summarized below:

*agency branded items, backpacks, beach towels, beanies, blankets, car wash tokens, catered meals, challenge coins, electronics chargers, food (any kind!), gift cards, gym bags, headset bags, hoodies, lottery tickets, lunch boxes, mugs, personalized items, shadow boxes, spill proof cups, sweatshirts, tablets, televisions, totes, travel vouchers, t-shirts, tumblers, and umbrellas*

In question #6 we asked, "Is there anything else you'd like to share about how you celebrate NPSTW?" Of the 58 who answered, 18 didn't have anything else to add. The remaining answers included the following:

- Various food deliveries, catered meals, and desserts are popular, along with personalize gift bags
- Request proclamations from City Councils, County Commissioners Courts, or Governor's Offices and share with other departments and the media
- Have games for prizes: bingo, punch boards, and raffles,
- Social media posts from the department or city pages
- Adopt departments from other states by sending gift baskets with items from your agency or state
- Grant three wishes (within reason!)
- Hold an open house for the public to come and tour the facility
- Hold a banquet or award ceremony
- Have officers and/or firefighters decorate dispatch
- Invite telecommunicators and their families to shift appreciation meals
- Have "Pub" food each day: taco, baked potato, nacho, hotdog, sundae, popcorn, and candy
- Recognize up the chain, not just down the chain
- Pay it forward to agencies that don't celebrate
- Give out booklets with notes of appreciation from coworkers or "coworker kudos cards"
- Themes for the week with events, food, etc. built around it are well received
- Put together a video montage of people from the community, other departments, supervisors, etc. saying "thank you"
- Post baby pictures on a bulletin board and guess who is in each picture
- Write articles for the local paper or have the local media run a personal interest story
- Have the city display a large banner in a high traffic area of town
- Enroll staff in a virtual 6-week wellness course for first responders that provides training on navigating adversity, recognizing, and investing in the organization's greatest asset – them!

## **MCSC Monthly Survey Results** (continued)

- Allow the telecommunicators to participate in the planning, if possible
- Whether your agency is big or small, or whether you have a budget or not, finding a way to say thank you goes a long way

Thank you to those who responded to this survey. We appreciate your time and the detail you provided, as this will help the Member & Chapter Services Committee to better assist you and your Chapters.

**CELEBRATE  
NATIONAL PUBLIC SAFETY  
TELECOMMUNICATORS WEEK  
APRIL 10TH—16TH**



## Upcoming Conferences



## Upcoming Conferences (continued)



Save the Dates!

**2022 NC PUBLIC-SAFETY COMMUNICATIONS CONFERENCE**  
WILMINGTON, NORTH CAROLINA

**MAY 1-5, 2022**  
[WWW.NC911CONFERENCE.COM](http://WWW.NC911CONFERENCE.COM)



### 2022 Annual State Conference & Exposition

Hilton Bayfront Hotel  
St Petersburg, Florida  
May 2 - 6, 2022



We are so excited to be having a face-to-face conference this year and we can't wait to see you! It will be an exciting time to gather, educate and have some fun in beautiful St. Petersburg, Florida.

## CHAPTER MEMBER SERVICES COMMITTEE MEMBERS

NAME	CHAPTER ASSIGNMENT	EMAIL ADDRESS
LaToya Marz, RPL	Chair, Wyoming	lmarz@tri-com911.org
Rebekah Burkhardt, RPL	Vice-Chair/Committee Contact	rburkhardt@prinevillepd.org
Adriana Spirescu	CPRA, No. California	ASpirescu@ocsd.org
Catherine M. Raley, RPL	Colorado	cralley@arapahoegov.com
Celeste Anne Baldino	Virginia	cbaldino@albemarle.org
Charles E. Venske	Minnesota	charles.venske@outlook.com
Christine Moore	Missouri	christine.moore@greensboro-nc.gov
Darius Tremayne Brown	Louisiana	Darius.Brown@opccla.gov
Elizabeth M. Phillips	Nebraska	lphillips@ku.edu
Felicia Taylor	Florida, South Dakota	ftaylor@cityofpuntagordafl.com
Gregory D. Putnam	Atlantic	gregputnam@derrynh.org
Heather Barnes	Texas	heather.barnes@csec.texas.gov
Herman Andrew Weiss	Nevada, Utah	herman.weiss@chowan.nc.gov
Jared William Pelham	Tennessee	pelham_j@hc911.org
Jason Matthew Jeffares	Iowa, Pennsylvania	jmattj911@gmail.com
Jeryl Lynn Anderson, RPL, CPE	North Carolina	janderson@orangecountync.gov
Jonathan L. Jones	Georgia	Jonathan.Jones@gema.ga.gov
Josh Benfield	Alaska, Pacific	jbenfield@caswellinc.us
Joshua Michaelis	Mississippi	jmichaelis@ricecounty911.com
Kristy Larkin	Caribbean, Saudi Arabia	Kristylarkin@ongov.net
Laramie J. Scott	Kentucky, Arkansas	ljscott224@gmail.com
Lashundresia Curtis	Idaho, Oregon	lashundresia.curtis@tccd.edu
L. Denette Lilly	Michigan	lillyld@wfu.edu
Mary Sue Robey, RPL	Newsletter Editor	marysuer@valleycom.org
Michael A. Newsome	Montana	Mchael.Nesome@fultoncountyga.gov
Michael Davis, RPL	Illinois	miked5627@gmail.com



## CHAPTER MEMBER SERVICES COMMITTEE MEMBERS

NAME	CHAPTER ASSIGNMENT	EMAIL ADDRESS
Rebecca L. Snook	Kansas	bsnook@mitchellcountyks.gov
Rebekah J. McAleese	Wisconsin	rmcale@milwaukee.gov
Roberta Jean McMinn	Ohio	rmcminn@mayfieldvillage.com
Ron Lyons	Commercial Member	Lyons_Communications@outlook.com
Russell Rigouard	South Carolina	rrigouard@spartanburgcounty.org
Shanta Hill Bolden	Alabama	shanta.bolden@birminghamal.gov
Tina L. Chaffin	Arizona, North Dakota	tina@training911heroes.com
Travis C. Essic	Indiana, Oklahoma	travis.essic@davidsoncountync.gov
Trudy L. McDevitt	Mid-Eastern	tmcdevitt12@att.net
Grayson Gusa	Group Leader	grayson.gusa@ncapco.org
Rebecca Hull	Staff Liaison	hullr@appointl.org
Susan Stowell Corder	Staff Liaison	stowells@appointl.org

