

# APCO

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## MEMBER CHAPTER SERVICES Committee

### *Member Chapter Services Monthly Poll*

**This month's poll is about scholarships. 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/MCSCMay22Scholarships>

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## Membership Information

Member Type	4/1/2021	4/1/2022
Associate Members	2,251	2,503
Full Members	3,883	3,834
Full Group Members	8,015	8,227
Online Group Members	19,145	20,104
Commercial Members	424	418
Commercial Group Members	202	226
<b>Total Number of Members</b>	<b>33,920</b>	<b>34,862</b>
Total Number of Group Agencies	1,254	1,394
Commercial Groups	47	47

## Wisconsin Chapter Highlights

In accordance with decisions made by the membership quorum meeting at the 1938 Annual Convention in Houston, National APCO postponed the formal recognition of any APCO chapters until after the association could be incorporated. APCO was then incorporated at the stroke of noon on February 16th, 1939 at the office of the Secretary of State in Indianapolis, Indiana (ref. Feb. 1939 APCO BULLETIN, page 6, column 1).

The March 1939 APCO BULLETIN (page 1, column 3) included a report from Herbert F. Wareing (Radio Engineer for the Milwaukee P.D., and an APCO association Charter Member and the only representative from Wisconsin to attend that first APCO Annual Convention in St. Louis when APCO was formed Jan. 21-24, 1935) that 45 Wisconsin police communications men had met in Madison on February 20, 1939 to organize themselves as the Wisconsin Police Communication Officers Association and passed a resolution to take immediate steps to affiliate with APCO, Incorporated. Elected President of this organization was Joseph A. Dorr, sheriff of (would you believe?) Walworth

## Wisconsin Chapter Highlights (continued)

County. Vice-President was Ray Gronier, chief engineer of Madison P.D.; Secretary was E. Zimdars, technician for Walworth County; Treasurer was R. E. Lathrop, technician for Waukesha County; and Herbert F. Wareing was one of three men elected to the Executive Committee.

The April 1939 APCO BULLETIN (page 7, column 1) included another report from Herb Wareing that 138 Wisconsin Chiefs of Police, Sheriffs and Communications Officers attended an April 3, 1939 meeting of the Wisconsin Police Communication Officers Association in Milwaukee. A long list of notable speakers were in attendance - including Deputy Inspector Robert Batts from Indianapolis, Ind. P.D. and past APCO President (1935-36); Milwaukee Police Chief Kluchesky; the Radio Engineer from the Illinois State Police; the Wisconsin Secretary of State; a State Senator; and L. Fletcher of the Association for Police Communications in the Chicago (IL) Area. "Upon Inspector Batts' recommendation that action be postponed until APCO has decided on the matter of chapter affiliations, the question of a constitution was not taken up at this meeting. The Wisconsin chapter desires to be the first affiliated with APCO and will call another meeting just as soon as information on affiliation of chapters is received."

The August 1939 APCO BULLETIN reported that the Wisconsin Police Communication Officers Association unanimously voted on August 3, 1939, to submit their application for the issuance of CHAPTER CHARTER NUMBER ONE in the National Organization. "The petition, when officially approved, in accordance with the findings of the Houston Convention, and placed in effect at the '39 National Convention at Kansas City, on October 2-3-4 and 5, will be the means of changing the name of the Wisconsin group from their present one to: ASSOCIATED POLICE COMMUNICATION OFFICERS, INCORPORATED, WISCONSIN CHAPTER." Another report from Wareing on page 7, column 2, of the same August issue "...reports a meeting of the Executive Committee of APCO, Inc., Wisconsin Chapter, at Waukesha on August 2, at which time the petition for chapter charter affiliation was approved and signed. The Committee also discussed their constitution at great length and expect to adopt it at the next meeting which is scheduled for the latter part of August at Lake Lawn on Lake Delavan in Walworth County."

We have, in the APCO Historical Collection at Bradley University in Peoria, a court stenographer's transcription of all business activities that occurred during that October 2-5, 1939 annual convention in Kansas City, MO.

Your members might also be interested in knowing that the October 1939 APCO BULLETIN (page 1, column 4) carried an article that Herbert F. Wareing, Radio Engineer for the Milwaukee P.D., was elected president of National APCO, Incorporated organization at that 1939 annual convention in Kansas City.

All of the references quoted in this e-mail can be found within the PDF images of past APCO BULLETIN magazines on the [www.apcohistory.org](http://www.apcohistory.org) web site, where you can also discover many other fascinating nuances about the Wisconsin APCO early leaders and that state's communications history in those and other contemporary articles there as well.

## Oregon Chapter Highlights

Oregon APCO/NENA ([oregonapconena.org](http://oregonapconena.org)) is one of APCO Internationals combined chapters. It represents all the ECCs in Oregon.

Oregon is one of the most scenic and geographically diverse states in the nation covering 98,379 square miles. From the breathtaking views of the Pacific Ocean you move to the stunning ever-green mixed forest and internationally known Pinot Noir wine growing region of the Willamette Valley. You quickly move into the volcanic region of the high cascades which includes the breathtaking 11,249 feet of Mt. Hood, a stratovolcano to the always beautiful Crater Lake National Park which has the deepest lake in the United States. From there you move to the high desert of Central Oregon and finish with the wide-open farm country in eastern Oregon. With 43 ECCs in Oregon, we proudly serve the 4.3 million residents along with the millions of visitors. Whether you are wanting to go wine tasting in the Willamette Valley, go fishing, camping, skiing, kayaking or just plain relaxing, Oregon is a state that has just about anything you could ask for.

The Oregon APCO/NENA chapter, governed by an eight member board hosts quarterly conferences which include business meetings and trainings. The highlight of the year is our fall training and awards conference where we have the opportunity to brush up our skills with top notch training and honor the best in the industry at the awards banquet. We host a vendor show at this conference which provides a great display of innovative new tools and services available, but also the great partnerships in place with our commercial members.

Oregon takes pride in recognizing the incredible work performed by our front-line dispatchers, leaders, support staff and industry partners. Unfortunately, we had to cancel our annual awards banquet the last two years, but we did not want to pass up recognizing the best of the best in our industry. The Oregon Board went to the various ECCs to present the awards, encouraging the opportunity to invite their family, peers and other stakeholders. These were done in person when possible, and virtually otherwise. Our plan is to recognize these "COVID Era" recipients at our next in person banquet this fall as well.

Oregon PSAPs have varying characteristics in every aspect: funding, service area, geography, local resources, population served, governance, etc. Our chapter encourages and enjoys engagement from representatives from every "flavor" of PSAP. We excel at finding the common ground and share ideas and support to draw benefit from the different approaches necessary to provide our critical services throughout the state. Our Board includes representatives from PSAPs with great diversity and we have committee chairs from our smallest population counties to our largest.

We are proud to work with the State 9-1-1 Program and Department of Public Safety Standards and Training (DPSST) which are both actively engaged in the Chapter along with each ECC in the state to ensure that a specific level of service is available to every ECC, regardless of size or location. This includes basic training, equipment, and updates to industry standards. These partnerships ensure that there is a seamless 9-1-1 network throughout the entire state, and every ECC receives the exact same minimum standards in training and equipment.

Our Membership has stepped up to help neighbors in need, providing both assistance in emergencies and compassionate care to others; although we don't have a formalized program, it

## Oregon Chapter Highlights (continued)

is the working relationships fostered by the Chapter and the great spirit of this profession that has been evident on numerous occasions.

We do not share much via social media as a chapter although we do have Facebook and Instagram accounts. Much of our chapter information is shared via our website. For other issues we take a statewide approach and push information out to all our citizens through the State 9-1-1 program or coordinate with local ECCs based on information to be shared with our citizens. Most information for our members is shared via our website.

We continue to find ways to engage new members, which typically includes newer members to the workforce as well as to our industry partners. As with many ECC's, staffing levels are a challenge so we attempt to have members participate in committees at both the state and national level. This helps bring in new ideas while also energizing staff on the possibilities available to them. This has always been a focus but is a huge challenge when the number one mission is to ensure we have staff working the frontlines.

Increasing our membership is a priority with an ongoing effort. We attempt to work this from a few different angles. Our Membership Committee is always looking for new ways to attract new members. We also work with our Training Committee to bring quality training to our conferences which we hope will encourage more members to join. Finally, we occasionally reach out to administrators within our chapter to remind them of the value and the ease of signing up for group membership. This saves the agency some money while still providing great value.

The value we bring to our members shows as our conferences and trainings have been well received. Those trainings also help agencies meet their annual training requirements. We offer a free membership to the outstanding student in each class of the required DPSST telecommunications academy. We also reach out to other public safety partners, such as Police, Fire, and EMS to provide joint training when appropriate. We understand that our Chapter can offer the opportunity for ECC staff to receive training while also looking at the different careers and roles in our profession. Getting to step back from your console and learn with people from other centers can really help keep members engaged while also encouraging new membership.

The Oregon chapter is one of the combined APCO/NENA chapters serving a very geographically diverse state. Oregon is home to Nike, Adidas, Daimler Trucks, and one of the largest Intel plants in the US. We produce the most Christmas Trees and surprisingly to most outside of our state, are one of the top producers of milk, hops, potatoes, and wine grapes. Our state truly has it all and our ECC staff are some of the best! The Oregon Chapter benefits its membership because, simply put the Chapter Is Its Membership!

By: **Keith Endacott, Executive Director**  
**Klamath 9-1-1 Communications District**



## Idaho Chapter Highlights

Idaho took another huge step forward in recognizing our Idaho Emergency Communications Officers (ECOs) as First Responders. On January 28 of this year, Idaho's House Bill 499 was introduced and sent to the House Judiciary, Rules, and Administration Committee. It worked its way through the Idaho House and Senate and was signed into law on March 28, 2022, by Governor Brad Little. HB 499 amended an existing law to give police officer member status to emergency communications officers in the Public Employee Retirement System of Idaho. This law allows ECOs to retire at rule of 80 (age plus years of service equal 80) rather than rule of 90 (age plus years of service equal 90) as it was previously.

This law follows other legislation that recognizes our Idaho ECOs as first responders. In 2017 Idaho passed a law requiring mandatory training and certification for ECOs and in 2019 ECOs were included in the change to the worker compensation law that now recognizes PTSD as a coverable condition for first responders.

Why is this so important? Robin Sellers, Director of Blaine County Emergency Communications, said it best when answering some of the suggestions that other jobs be found for ECOs who are no longer able to safely perform the functions of the job:

*We are considered first responders and are in the Emergency Response Triad with Law, Fire/EMS. **All of these professions are equally important**; handling different functions but all necessary in ensuring public health and safety. My understanding from yesterday's meeting was that the PERSI rule of 80 points was created to allow for retirement from a certified public safety position to help ensure that the employee could retire before not being able to safely do their job. Statements such as emergency communications officers should be able to go work in Records are insensitive to the needs of the dispatch officer and the profession. These are dedicated individuals who have been trained and certified and are committed to this career. No other public safety profession is asked to change professions in order to reach their required retirement points. Together we should be looking for every opportunity to keep those that are committed to this career in the seat until they can proudly retire from this difficult but rewarding career.*

Our thanks go out to those who worked to bring this bill forward and for the legislators who supported it and voted in favor of it all along the way; thank you to Governor Little for signing it into law, but mostly, thank you to the ECOs, past and present, who have done this job with dignity and diligence.

By: **Cassie Owens**

**President, Idaho Chapter of APCO and NENA**

**911 Training & Development Specialist, Ada County Sheriff's Office**

## Commercial Corner

### About the Commercial Advisory Council

Connection is key, especially when it comes to public safety. The APCO International organization has always strived to bring people together under the shared interest of this field, but how exactly does APCO implement connectivity? APCO's Commercial Advisory Council (CAC) is a team of passionate people who strive to bring together individuals who get the job done. In addition to the Council's work planning, expanding, and facilitating member involvement, the CAC is a team of individuals whose collective experience makes for a resilient network of resources and connections. So, what exactly are the benefits of membership in this particular council?

Some main advantages this council offers would be more contact with current and potential customers, contact with potential business partners and general networking. The Commercial Advisory Council is made up of professionals from all different aspects of the public safety industry, and that sort of broad scope is great for a wider field of reference and recommendations when issues arise, or when potential collaboration is at hand.

The CAC also works closely with each Chapter Commercial Advisory Member (CCAM) for all regions. The CCAMs are a great liaison between the Chapter's Board of Officers and the commercial members of the Chapter. This collaboration further benefits the direct impact each chapter can have and increases how much can be accomplished.

The Commercial Advisory Council's main goal is to help commercial members by always looking to grow the community. This provides support for chapter officers and helps organize the ways in which more specific chapter goals are accomplished.

This council is full of experienced members of the Public Safety and Telecommunications industry who care about improving connectivity and membership for all going forward. If you would like to know more or connect with members on anything from resources to membership, feel free to reach out. <https://www.apcointl.org/apco-commercial-community/commercial-advisory-council-cac/>

Bill Behar – CAC Chair

[billb@comelectronics.com](mailto:billb@comelectronics.com)

(210) 547-2131

Jason Bernard – CAC Vice Chair

[jason.bernard@motorolasolutions.com](mailto:jason.bernard@motorolasolutions.com)

(616) 889-1642

By: Joe Jackson

[Joe.jackson@thespectrumfirm.com](mailto:Joe.jackson@thespectrumfirm.com)



## Health & Wellness Committee

### Eat More Plants

Health and wellness can easily touch on areas both deeply personal and complicated. Perhaps there is no better example than the topic of diet. We dedicate hours of our lives discussing what we are and are not eating, what we should and should not eat, why we can or cannot eat, and why this or that diet does or does not work for us. The impression left is that diet is complicated, and since we know that complicated means it takes extra time, and time is not a luxury available to most in the PSC industry, that means diet is not for us.

So instead, we eat junk. Not because it is always our favorite food, but because it is convenient food, and because we must prioritize things like holding the world together, and getting some sleep, over things like healthy meal prep. Wouldn't it be great instead if healthy diet was simple and straightforward? Or, if healthy meals could be grabbed as fast as fast food?

Allow me to introduce you to a recent discovery of mine: plants. Plants -- including fruits, vegetables, nuts, and seeds -- are compositionally complex, filled with essential vitamins and minerals, yet unlike fad diets, are uncomplicated. To produce life one can simply put a plant in the ground then add sunlight and water. Unsurprisingly, if you put a plant into your stomach it offers you the same life-producing power (Sunlight and water will also help).

Almost every consumable plant is available in a quick and easy form. Raw plants like nuts, bananas, and carrots make quick and easy snacks, on the go or on-console. Pre-bagged salads make easy meals, no Tupperware required. For those like me who also enjoy eating food that is not plant-based, add plants to whatever else you are eating. A can of green beans or a bag of frozen legumes heat easily in the microwave and make tasty side items in less time than it takes to find your wallet for the vending machine.

If you are hungry, I challenge you to reach for a plant first. Diets can be complicated, but they disguise at least one simple truth we all intuitively know. When we are in a hurry, as a habit we should eat less junk, and more plants.



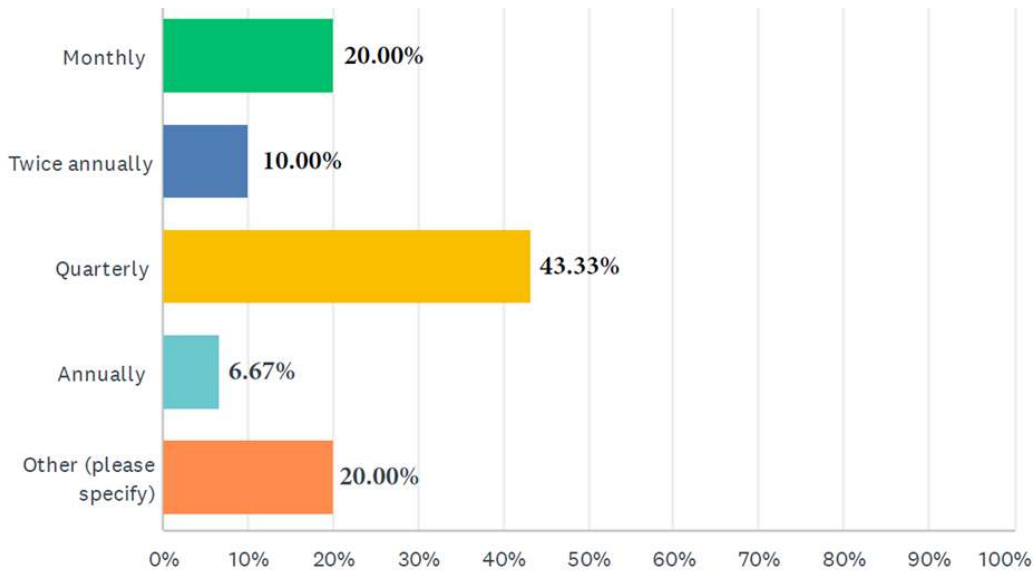


## MCSC Monthly Survey Results

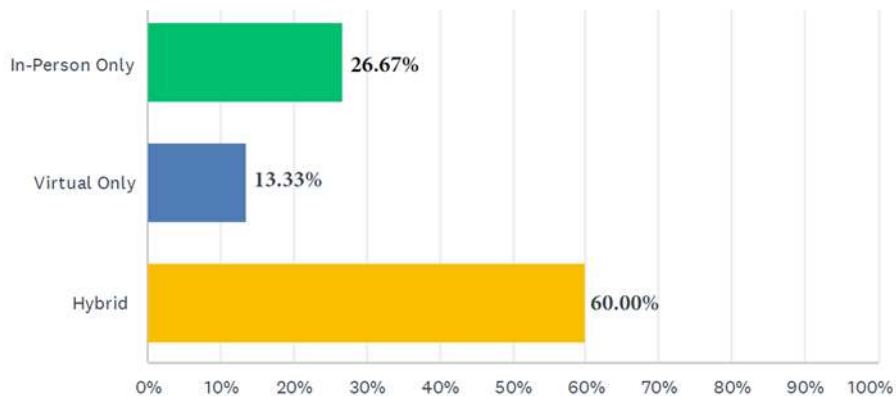
In March’s Member & Chapter Services Committee survey, we focused on Membership Engagement. We received 30 responses from 13 Chapters. The Chapters that responded were:

Atlantic	Colorado	Florida
Illinois	Kentucky	Mid-Eastern
Missouri	Montana	Nebraska
Oregon	South Carolina	Virginia

We asked you, “How often are chapter meetings held?” All respondents answered, with two saying they met annually, three meeting bi-annually, six meeting monthly, thirteen meeting quarterly, and six responding as “other”. Those responding as “other” included, three times a year, six times a year (bi-monthly), and with the board meeting monthly and membership meeting twice a year.



In question #2, we asked, “How are your meetings held?” We received 30 responses. 8 only hold in-person meetings, 4 only hold virtual meetings, and 18 responded that they hold hybrid meetings.

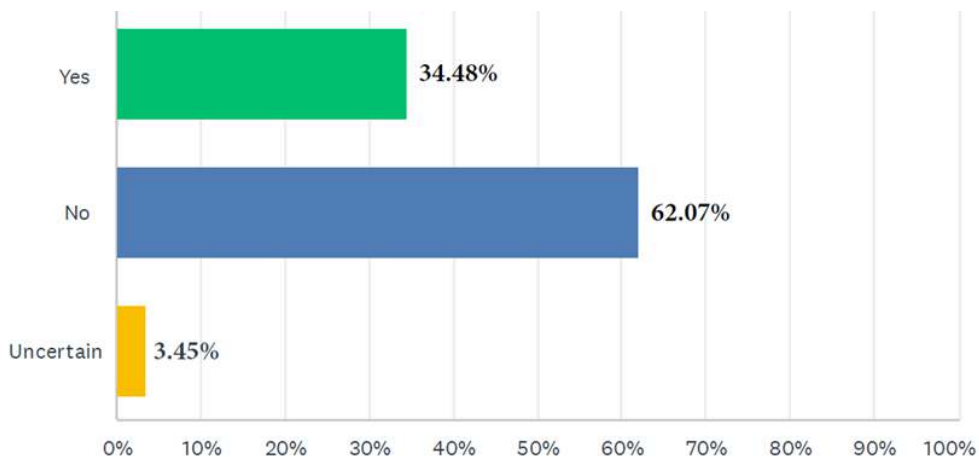


## MCSC Monthly Survey Results *(continued)*

Question #3 asked, “If you do virtual meetings, what platform do you use?” 28 responded, with two not providing a response. Responses are summarized as follows:

- Facebook Live (1 response)
- GoToMeeting/GoToWebinar (3 responses)
- Webex (1 response)
- Zoom (17 responses)
- Other (6 responses)
  - ◊ Crowdcast
  - ◊ Teams
  - ◊ Teleconferencing Bridge

In question #4 we asked, “Is your chapter meeting available to be viewed afterward?” 29 responded, with one not providing a response. Ten said they did, 18 said they did not, and one was uncertain.



Question #5 asked for respondents to indicate which committees their chapters had. 30\* answers were received and summarized as follows:

- 9-1-1 Committee (3 responses)
- Awards Committee (25 responses)
- Bylaws Committee (19 responses)
- Chapter Conference Committee (25 responses)
- Commercial Advisory Committee (14 responses)
- Historical Committee (19 responses)
- Legislative Committee (19 responses)
- Nominations Committee (9 responses)
- Operations Committee (2 responses)



## MCSC Monthly Survey Results (continued)

- Spectrum Management Committee (4 responses)
- Training Committee (20 responses)
- Other (9 responses)
  - ◊ Audit
  - ◊ Emerging Technology
  - ◊ Finance and Budget
  - ◊ Frequency Coordination
  - ◊ Membership
  - ◊ New Members
  - ◊ ProCHRT
  - ◊ Professional Development
  - ◊ Scholarship
  - ◊ Technical/Engineering
  - ◊ TERT
  - ◊ Totes of Hope
  - ◊ Young Professionals

\*Some responses fell into multiple categories.

In question #6 we asked respondents to “How do you recruit new members to become involved in committees?” The 30\* responses are summarized as follows:

- Email Campaign (17 responses)
- Mailers (2 responses)
- Site Visits (6 responses)
- Social Media (23 responses)
- Other (14 responses)
  - ◊ 1:1 Conversations
  - ◊ APCO Forums
  - ◊ Chapter Events
  - ◊ Conferences
  - ◊ DASH (Dispatch & Associates Social Hour)
  - ◊ Member Outreach
  - ◊ Quarterly Meetings
  - ◊ Website
  - ◊ Word of Mouth

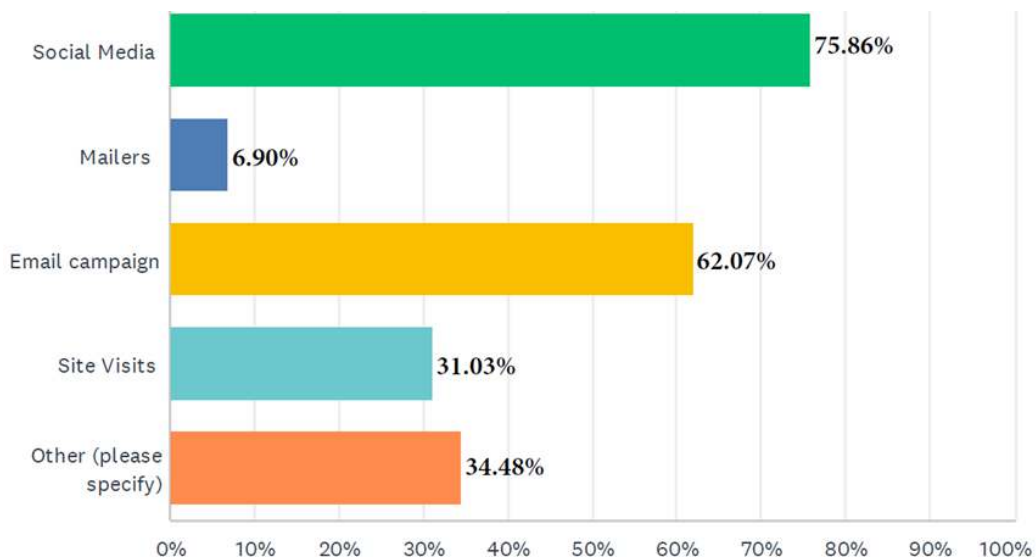
\*Some responses fell into multiple categories

## MCSC Monthly Survey Results *(continued)*

Question #7 asked, “What social media platforms do you use to engage your membership?” All 30\* respondents answered, as summarized below:

- Facebook (27 responses)
- Instagram (9 responses)
- LinkedIn (4 response)
- Twitter (10 responses)
- Website (28 responses)
- Other (2 responses – PSConnect)

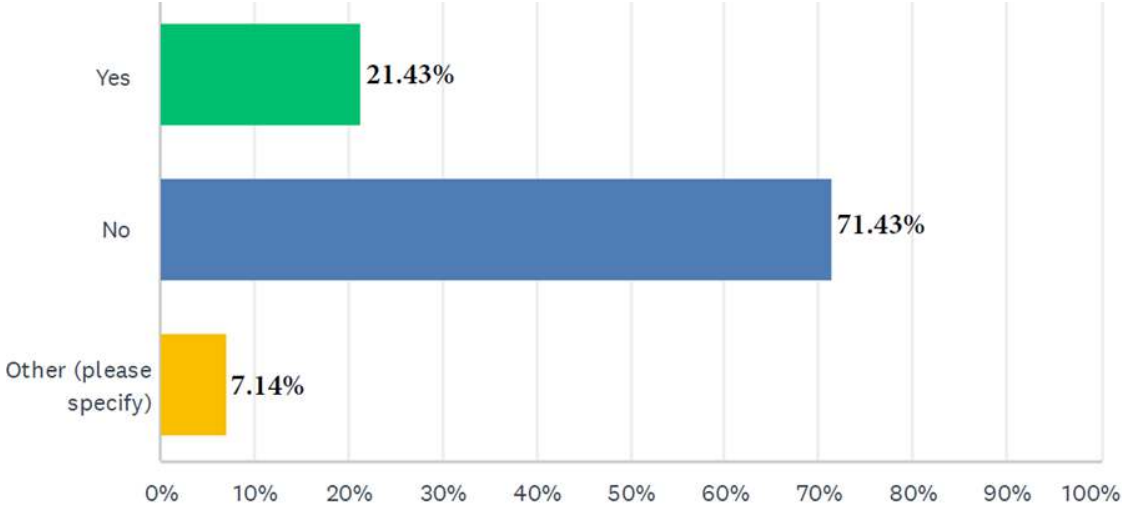
In question #8 we asked, “What resources do you use to attract new members to your chapter?” We received 29\* answers. Answers for “other” included Chapter events, conferences, DASH, incentives to attend conferences and events, personal invitations, publications, and training opportunities.



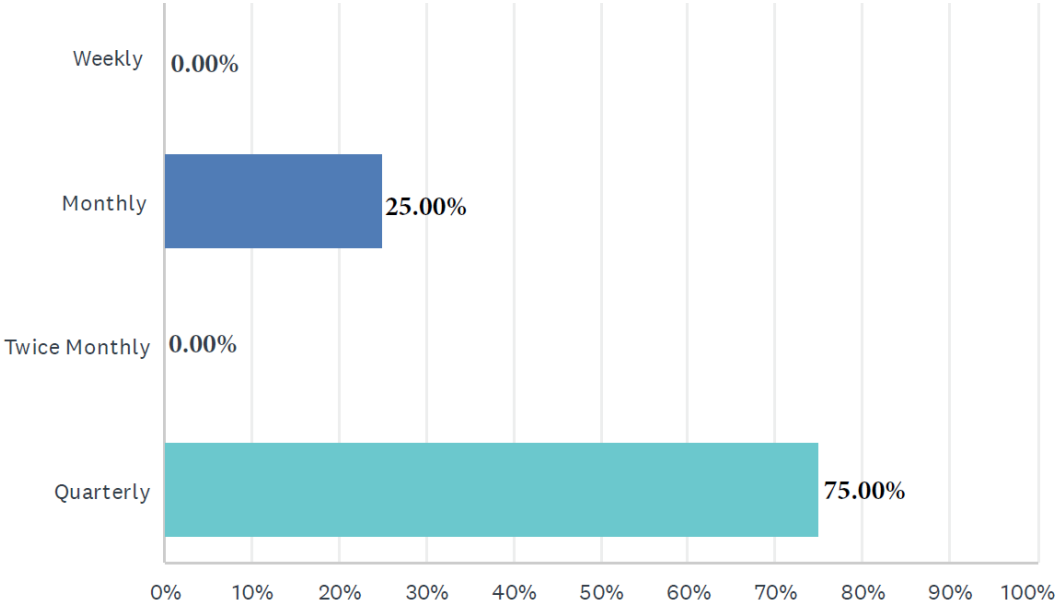
Question #9 asked, “Does your Chapter public a membership newsletter?” 28 responses were received, with 6 providing a newsletter, 20 not providing a newsletter, and 2 publishing the MCSC newsletter to their Chapter Facebook page.



## MCSC Monthly Survey Results (continued)



In question #10 we asked, “If you do a newsletter, at what frequency is the newsletter published?” 8 answers were received. Two provide the newsletter monthly and six provide the newsletter quarterly.



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.



## Upcoming Conferences



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
Christine Moore	Vice Chair, Missouri	christine.moore@greensboro-nc.gov
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
Darius Tremayne Brown	Louisiana	Darius.Brown@opcdla.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. Dennette Lilly	Michigan	lillyld@wfu.edu
Mary Sue Robey, RPL	Newsletter Editor	marysuer@valleycom.org
Michael A. Newsome	Montana	Michael.Nesome@fultoncountyga.gov
Michael Davis, RPL	Illinois	miked5627@gmail.com
Rebecca L. Snook	Kansas	bsnook@mitchellcountyks.gov

## CHAPTER MEMBER SERVICES COMMITTEE MEMBERS

NAME	CHAPTER ASSIGNMENT	EMAIL ADDRESS
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@apointl.org
Susan Stowell Corder	Staff Liaison	stowells@apointl.org

