

# APCO

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## MEMBER CHAPTER SERVICES Committee

### *Member Chapter Services Monthly Poll*

**This month's poll will be focused on Scholarships. This is a second request for participation in this survey. If you have already participated, no need to participate again. 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/MCSC1122Scholarships>

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## Membership Information

Member Type	12/1/2021	12/1/2022
Associate Members	2,755	2,495
Full Members	4,613	4,403
Full Group Members	8,257	8,961
Online Group Members	19,790	22,203
Commercial Members	517	480
Commercial Group Members	337	396
<b>Total Number of Members</b>	<b>36,269</b>	<b>38,938</b>
Total Number of Group Agencies	1,400	1,523
Commercial Groups	56	57



### APCO Membership Renewal

Your membership expired on **December 31st**. If you have not renewed, log into [myapcointl.org](http://myapcointl.org), click on My Invoices, to print or pay your invoice.



## Health & Wellness Committee

### Seasonal Affective Disorder

For many, fall and winter bring with them the anticipation of cool nights, cozy sweaters, holiday gatherings and a belly full of warm comfort foods. It can invoke a feeling of nostalgia from childhood memories that can both lift our spirits and help us feel a sense of calm. For those living in warmer climates, fall and winter have the propensity to bring us outdoors into the cooler weather. Many will resume exercise routines that were halted during the hot summer months, and others will enjoy outdoor winter activities such as skiing and snowboarding. But for some, shorter days and longer nights trigger different types of emotions that are not positive in nature.

Seasonal Affective Disorder (SAD) is a type of major depression that is associated with the changing seasons. Winter-pattern SAD begins in fall or winter and can get worse as the season progresses. Those experiencing SAD may have low energy, be unable to sleep or sleep too much, have difficulties concentrating and in extreme cases they may have thoughts of death.<sup>1</sup> Rather than anticipating getting together with friends, someone with SAD may withdraw from family and friends and stop doing activities they typically enjoy. Research suggests that shorter days and less sunlight may be responsible for lowered serotonin levels.<sup>1</sup> Lowered serotonin levels can have a negative effect on mood. SAD may also be related to an overproduction of melatonin in the body which can increase sleepiness and disrupt our circadian rhythm.<sup>1</sup> Experiencing the symptoms of SAD is not normal and one should seek professional help for treatment. Treatments include light therapy, supplements and medication. Having other psychological conditions or mood disorders can raise the risk of developing SAD in an individual. It's important to recognize these symptoms in yourself or a loved one and know that you do not have to tough it out or get through these emotions alone. With proper treatment, you can stabilize your mood and enjoy the fall and winter months.<sup>2</sup> If you notice you have developed these symptoms, it may be helpful to discuss options with your healthcare provider. And most importantly, make sure that you get out in the sun, commit yourself to a reasonable sleep schedule, and spend time with people who support and energize you.

1. "NIMH» Seasonal Affective Disorder." *Www.nimh.nih.gov*, [www.nimh.nih.gov/health/publications/seasonal-affective-disorder](http://www.nimh.nih.gov/health/publications/seasonal-affective-disorder)
2. Mayo Clinic. "Seasonal Affective Disorder (SAD) - Symptoms and Causes." *Mayo Clinic*, 2017, [www.mayoclinic.org/diseases-conditions/seasonal-affective-disorder/symptoms-causes/syc-20364651](http://www.mayoclinic.org/diseases-conditions/seasonal-affective-disorder/symptoms-causes/syc-20364651).

Written By:

Amy Kubasak on behalf of the Health & Wellness Committee

Phoenix Police Communications

Phoenix, AZ



## Cyber Security Committee

The holiday season is a busy time of the year where online shopping, traveling, and giving to charitable organizations is prevalent. For cyber actors the season is the perfect time to take advantage of you. Here are some cybersecurity tips from the Department of Homeland Security (DHS) Cybersecurity and Infrastructure Security Agency (CISA) (1):

- Implement Multi-Factor Authentication (MFA) on your accounts.  
According to the National Institute of Standards and Technology (NIST), MFA is used to verify an individual's identity. MFA requires users to provide two or more of the following: something the user knows, something the user has, and something the user is. (2)
- Keep your software up to date.  
Companies routinely update software to protect users from known cybersecurity vulnerabilities. Not updating your software provides easy access for hackers into your system.
- Think before you click.  
Users can use the SLAM method to critically look at e-mails. APCO International published a [video](#) about this during Cybersecurity awareness month...  
(<https://www.youtube.com/watch?v=oWlqHXVQvvc>)
- Use Strong passwords.  
Strong passwords are an easy way to mitigate a cyberattack. APCO International published a [video](#) about this during Cybersecurity awareness month...  
([https://www.youtube.com/watch?v=\\_MW5Bp-syhs](https://www.youtube.com/watch?v=_MW5Bp-syhs))
- Check your Devices.  
Before making any purchases online, ensure that the device you are using is using an up-to-date operating system, have strong passwords, and (if possible) using MFA.
- Only shop on trusted sites.  
If a deal seems too good to be true, it probably is. Ensure that you are shopping through an online shop that is reputable and an established vendor. Often, cyber actors will create fake online stores to gather financial information.
- Use Safe Methods for Purchasing.  
If possible, use a credit card to make purchases online. There are laws that protect you in the instance of a fraudulent credit card charge. Make sure to pay close attention to credit card and bank statements over the holiday season to quickly catch any potential fraudulent charges.

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1 <https://www.cisa.gov/shop-safely>

2 <https://www.nist.gov/itl/smallbusinesscyber/guidance-topic/multi-factor-authentication>

## Cyber Security Committee (continued)

It's a New Year and while most of us are focused on resolutions and transitions, threat actors are still trying to find new ways to steal our data and cause havoc. Think about the websites and software you use daily; Google Chrome, Firefox, Office 365 and more. There is another piece of software used by websites which is installed on most systems at your home or office: Java. Java is just as important to keep patched and updated as anything else you might be using on your computer.

"Log4j" is a piece of software used to record activities in a wide range of systems which is tied to Java, and late last year a vulnerability was discovered in the application (1). Threat actors took advantage, which led to multiple companies getting hit by their nefarious efforts. One of the most notable instances was with Equifax. The failure of Equifax to fully patch their systems led to the personal information of up to 147 million consumers being exposed (1). Actions were taken by multiple agencies to try and mitigate the risks associated with Log4j, however as recently as mid to late 2022, hackers were able to use Logshell, a remote code execution flaw in Log4j to compromise a US Federal Agencies network (3).

What can you do to protect yourself against Log4j and other known vulnerabilities?

- Patch on a regular basis, work with your IS/IT department to create a routine patch schedule that won't interfere with your day-to-day operations. Microsoft usually release patches every Tuesday for critical vulnerabilities.
- Identify and discover all assets that are internet facing that allow data inputs and use the Log4j Java Library (2).
- Monitor your network for odd traffic patterns (i.e., internal systems that are initiating outbound connections (2).
- If your budget allows, look at 3<sup>rd</sup> party vendors that can help you monitor your network for odd patterns, or that can scan your network and let you know what vulnerabilities exist.
- In the event you think you have been compromised, isolate those assets, pull them off the network and get them patched/update and look for any other signs of malicious activity (2).

The key here: Patching! Patching is in most cases a permanent fix, whereas mitigation is only a temporary solution. It's not a matter of if you will become one of the statistics, only when. Good cyber-hygiene is one of the best ways to keep our systems protected, and the more proactive we are now, the less reactive we will have to be when something does happen.

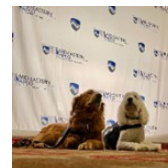
Reference Articles for further on Log4j

1. <https://www.ftc.gov/policy/advocacy-research/tech-at-ftc/2022/01/ftc-warns-companies-remediate-log4j-security-vulnerability>
2. <https://www.cisa.gov/uscert/apache-log4j-vulnerability-guidance>
3. <https://thehackernews.com/2022/11/iranian-hackers-compromised-us-federal.html>
4. <https://logging.apache.org/log4j/2.x/security.html>

# Mid Eastern Chapter Highlights



2022 was a fantastic year for the Mid-Eastern APCO Chapter. The Mid-Eastern represents the best from Maryland, Delaware, and our Nation’s Capital. Our goals this year were to give back to our 911 Heroes, implement a new “one stop shop” website, increasing social media presence, boosting membership, improving training and professional development, focusing on mental health, relationship building, and acknowledging & bragging about the extraordinary work that is being done every day inside the 9-1-1 centers. Guess what? We did it!! A special thank you to our entire Board of Directors, Communications Committee, Conference Committee, Commercial Advisory Committee, and our incredible membership for the success.



2022 started with the building and implementation of our new website, which provided the world better visibility and access to our Chapter. It also became a “one stop shop” for communications, organizing events, training & conference registrations, and payments. Putting the new website to test, we opened our spring meeting and it immediately SOLD OUT! After two years of COVID, the Board decided to give back, making this meeting/training free for all members and we would focus on mental health awareness. Presentations included K9 comfort service dogs, public safety award presentations, video presentations of all our “heroes in action” across three states, a presentation honoring the three firefighters killed in Baltimore City and the remarkable work at Baltimore Fire Communications during the funeral, and a special wellness training by Social Worker Danissa Alston.



The Summer meeting, Crab Feast, and Training was even better! SOLD OUT! As members arrived, they were greeted with a music DJ “rocking out” just to get everyone dancing and in the learning mood. The Summer meeting was dedicated to breaking bread with each other, networking, and it came with a full buffet, Maryland Crabs, and Teamwork training. Thank you to MCP’s Nicola Tidey for organizing the super fun team building exercises.



The Fall Training Symposium in Ocean City continued the good vibes of 2022. The two day training was packed! Who doesn’t like the beach? At the Fall meeting, we focused on Customer Service, Dispatcher Burnout, & Suicide Prevention. Special thank you to Adam Timm – the Healthy Dispatcher, for spending two awesome days with us. The two day event ended with an Awards Breakfast honoring our talented 9-1-1 professionals.



In 2023 we have a new focus: NG911 and helping to pass the 9-1-1 Saves ACT. Our first winter meeting will be held at M&T Bank stadium with a focus on Video to 9-1-1. We are looking forward to it!!



None of this would be possible without our commercial partners who we consider family. We thank them so much for their love, dedication, & technology to help us save lives. We appreciate you and all the 9-1-1 professionals across the country!

Submitted by:  
Scott Brillman, President—Mid Eastern APCO Chapter



## Commercial Corner

### **CAC Highlight Video Introduction:**

The Commercial Advisory Council (CAC) is excited to share this highlight video showcasing the success of the Commercial Advisory Member's (CCAM), partnership between its members and commercial Industry partners. The focus of this highlight video demonstrates how the role of the CCAM is established to help promote open communication, synergy, trust and to create a win-win relationship between the Public Safety Community and the Industry Partners. The CAC will be sharing more information in the future on how to help strengthen your CCAM program at the Chapter level.

### **APCO Southern California CCAM Video:**

The Commercial Advisory Council (CAC) is excited to share this video showcasing the success of the APCO Southern California Chapter's (California Public Safety Radio Association's [CPRA]), Commercial Advisory Member's (CCAM), partnership between its members and commercial Industry partners. One of the several initiatives discussed in this video is the APCO Atlantic annual conference which helps the commercial members and public safety community members build a deeper relationship.

APCO SoCal CPRA CCAM Video: <https://youtu.be/3OSPXTED5oc>

**Produced by Derek Dugas with Sustema Corporation.**

## CAC/CCAM Joint Webinar It's a wrap...

On Tuesday, November 29<sup>th</sup>, Member and Chapter Services Committee and the CAC/CCAM Committee joined forces to present "Growing and Engaging Commercial Chapter Membership." This webinar brought industry partners from across the country to discuss successful partnerships between Chapter leadership and commercial membership, what has worked and what hasn't worked. Topics included: Ideas to grow Chapter membership, Understanding the value of a CCAM, the value of commercial membership, and much more. Involved in the discussion were Jeremy DeMar, Vice-Chair CAC Membership & Marketing, Derek Dugas, Vice-Chair CAC CCAM Liaison Committee, Tim Buchfeller, CPRA Chapter President, Christine Moore, NC Chapter President and Vice-Chair Member and Chapter Services Committee, Janyll Stierwalt, Indiana Chapter CCAM and Pat Hughes, Illinois Chapter CCAM. The link to the webinar is <https://attendee.gotowebinar.com/recording/4723366040938528682> and can now be viewed. If you have any questions regarding the content, or would like more information, please feel free to reach out to any of the participants via email:

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## Upcoming Conferences



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# WIPSCOM

A Partnership of WI-APCO and WI-NENA

WIPSCOM Annual Conference, May 7, 2023 – May 10, 2023 at the Kalahari Resort and Conference Center Wisconsin Dells.

Visit [www.wipsc.com](http://www.wipsc.com) for details and registration

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*Good Bye 2022...*

*Happy New Year!*