

APCO

MEMBER CHAPTER SERVICES Committee

Member Chapter Services Monthly Poll

This month's poll will be focused on the heroes under the headset and National Public Safety Telecommunicators Week. We request a member from each Agency 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/MCSCFeb23NPSTW>

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Membership Information

Member Type	2/1/2022	2/1/2023
Associate Members	1,749	1,581
Full Members	3,194	3,130
Full Group Members	7,378	8,217
Online Group Members	17,207	20,545
Commercial Members	338	345
Commercial Group Members	176	101
Total Number of Members	30,042	33,919
Total Number of Group Agencies	1,238	1,389
Commercial Groups	32	59

SILENT KEY

Crystal Gail Vincent
Georgia Chapter

We have learned that Crystal Vincent
passed away on
On January 28th, 2023

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

<https://psc.apcointl.org/2023/02/02/silent-key-crystal-gail-vincent/>



Jennifer Garner
Texas Chapter

We have learned that Jennifer Garner
passed away on
On January 17th, 2023

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

<https://psc.apcointl.org/2023/01/19/silent-key-jennifer-garner/>



Oklahoma Chapter Highlights

The Oklahoma APCO chapter has been busy and is grateful to be getting into a productive groove after disruptions from COVID. We had fun learning, strengthening connections, and growing our networks at the Oklahoma Public Safety Conference held in Tulsa, OK the first week of October 2022. New officers were sworn in and some existing officers transitioned to new roles. Incoming President Danny Manuel challenged all public safety telecommunicators to be their own advocate and to always be prepared to share meaningful information about their own center to help stakeholders understand the significance of our profession and the value we add to emergency services.

The officer team met early January to discuss goals, define strategies, and keep the momentum. Member benefits, growth, and retention were among the many topics we discussed. We made a commitment to developing a better understanding of generations and how that impacts our work environment. We're especially excited to have regional trainings scheduled for our five regions across our great state. This will be free training to members and even non-member public safety telecommunicators.

In other exciting news, our very own 2nd Vice President Chrissy Brown from Shawnee has taken a seat on the Oklahoma 9-1-1 Management Authority Board.

Oklahoma Chapter President
Danny Manuel
Pontotoc County/Ada 9-1-1



Cybersecurity Committee

ChatGPT has been making headlines with the fastest adoption rate ever seen with a new consumer application (Edwards, 2023). It represents a significant advance in the use of artificial intelligence to create content that can realistically appear to be the product of a human author. In the field of education, ChatGPT outputs are disrupting teaching methods (Wingard, 2023). What about cybersecurity implications?

A recent article in Forbes explores how ChatGPT may increase cybersecurity risks (Winder, 2023). The article is worth a few minutes of your time. The high level take aways are that ChatGPT could be used to: improve the quality of phishing attacks, create chatbots to enhance fake websites, and it has the potential to aid in the creation of malicious code.

Works Cited

Edwards, B. (2023, February 1). *ChatGPT Sets Record for Fastest Growing User Base in History, Report Says*. Retrieved from ArsTechnica: <https://arstechnica.com/information-technology/2023/02/chatgpt-sets-record-for-fastest-growing-user-base-in-history-report-says/>

Wingard, J. (2023, January 10). *ChatGPT: A Threat to Higher Education?* Retrieved from Forbes: [ChatGPT: A Threat To Higher Education? \(forbes.com\)](https://www.forbes.com/sites/jasonwingard/2023/01/10/chatgpt-a-threat-to-higher-education/)

Winder, D. (2023, February 3). *Does ChatGPT Pose a Cybersecurity Threat? I Asked the AI Bot Itself*. Retrieved from Forbes: [Does ChatGPT Pose A Cybersecurity Threat? I Asked The AI Bot Itself \(forbes.com\)](https://www.forbes.com/sites/davidwinder/2023/02/03/does-chatgpt-pose-a-cybersecurity-threat-i-asked-the-ai-bot-itself/)

APCO Highlights

April 3 is Flash Day!

Flash Day is back! On April 3, for one day only, save up to \$300 on your full conference registration taking place August 6-9 in Nashville.

As a member, you already save \$200 on registration; you can save an additional \$100 on Flash Day. Not a member yet? [Join](#) by April 3 to save \$300!

[Learn more](#)

RPL Program: Now Accepting Applications for March and April

APCO's [Registered Public-Safety Leader \(RPL\) Program](#) is for public safety professionals interested in developing exceptional management and supervisory skills required for successful emergency communications center operations.

[Learn more](#) - General Scholarships <https://scholarship.apcointl.org/>

Nominate Your Colleagues for an APCO Award

It's awards season. Have you taken the time to nominate a colleague or your ECC for an APCO award?

APCO's [ECC Awards](#) honor public safety communications personnel who have demonstrated the highest levels of personal and professional conduct and performance in the line of duty. The [Technology Awards](#) recognizes ECCs using technology to benefit their center, employees and the community. [Submit a nomination](#) today.

Sign-up for an APCO Committee

APCO committees examine key industry topics like cybersecurity, staffing, professional development and frequency coordination. Other committees help govern and operate the association itself. Whatever your interest, there's a committee that welcomes your input. [Volunteer for a committee](#) today; the deadline is **April 1**.

CISA and FBI EsXiArgs Ransomware Virtual Machine Recovery Guidance

The Cybersecurity and Infrastructure Security Agency (CISA) published an ESXiArgs recovery script that victims of ESXiArgs ransomware can use to attempt to recover their files. Together with the Federal Bureau of Investigation (FBI), CISA published a [Joint Cybersecurity Advisory](#) (CSA) that provides guidance for network defenders on how to use the script as well as recommended mitigations.

According to third-party reporting, ESXiArgs actors have compromised more than 3,800 servers globally.

CISA and the FBI encourage all organizations managing VMware ESXi servers to:

- Update servers to the latest software version
- Disable the Service Location Protocol (SLP) service
- Ensure the ESXi hypervisor is not exposed to the public internet

This CSA is also available on stopransomware.gov, a one-stop resource for protecting and responding to ransomware threats, along with other advisories on the ransomware threat and no-cost resources.

Health & Wellness Committee

How many times have we heard that old proverbial saying, “You are what you eat”? Well, it turns out that it is true! As first responders, we tax our bodies every day with daily life and a high stress career. It is imperative to take better care of ourselves in order to continue to take care of those around us and in our communities. Let’s throw in another old adage: “You can’t pour from an empty cup”. Even while resting, our bodies are working and always “on”. Our bodies and brains need a constant fuel supply. An inadequate diet leads to fatigue, impaired decision making, and can slow down reaction time. It can also lead to stress and depression.

Serotonin is a neurotransmitter that helps to regulate sleep, appetite, moods, and can even help inhibit pain. Approximately 95% of the body’s serotonin is produced in our gastrointestinal tract. The GI tract is lined with nerve cells and helps to digest food and guide our emotions. So, the production of serotonin is influenced by the “good bacteria” that is found in the gut. The good bacteria not only produce serotonin, but they also help to limit inflammation, help you better absorb nutrients, and activate neural pathways. (Selhub. 2022).

In order to properly fuel our bodies, we need complex carbohydrates (sweet potatoes) , lean proteins (chicken), fatty acids (fish, salmon, omega 3s), olive oil, nuts and seeds (almonds and pumpkin), veggies (broccoli, spinach, tomatoes), and fruits (blueberries and apples). Some of the things to avoid are excessive caffeine, pickled foods, alcohol, processed foods, dairy and wheat. This is, of course, not a complete list, not intended to take the place of seeing your physician, and not intended to promote a diet of any kind. Simply adding a variety of these fuels to our diets can help increase our functionality on multiple levels.

One final old adage that can be used is, “Garbage in, garbage out”. If you put bad fuel in your car you will likely get poor engine performance. This may not happen immediately, but over time the damage will accumulate. The same thing can happen with the fuel you use for your body. Eating a greasy cheeseburger occasionally will leave you full and ready for the next call, but a career full of gas station burritos and energy drinks will lead to trouble.

Even if you start with small changes, eating a well-balanced diet that will provide your body with the correct essential nutrients can help keep your gut healthy, serotonin levels stable and help you stay alert and healthy for years to come.

References:

Selhub, E. (2022). *Nutritional psychiatry:Your brain on food*. Harvard Health Publishing.

<https://www.health.harvard.edu/blog/nutritional-psychiatry-your-brain-on-food-201511168626>

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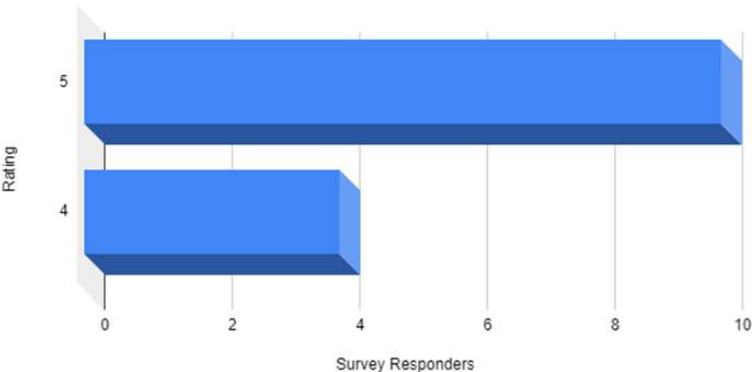


Commercial Corner

The Commercial Advisory Council (CAC)'s CCAM committee hosts a Chapter Officer and CCAM Breakfast every year at the international APCO conference. This event gives us an opportunity to meet with the Chapters' officers and have a two-way conversation about how APCO's commercial membership can benefit their chapters.

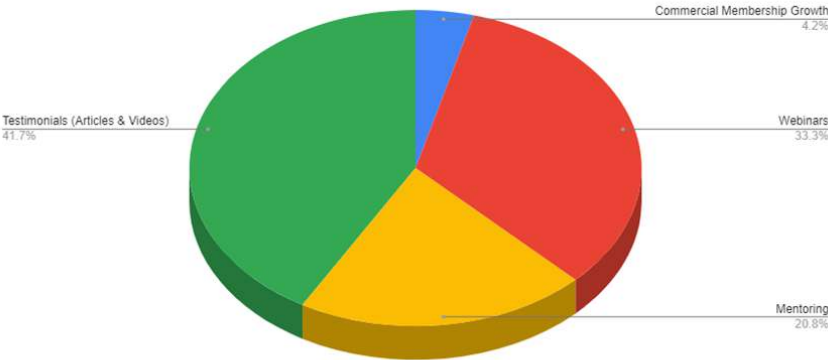
Last year's event at APCO 2022 was well attended. We surveyed the participants to find out if the breakfast was beneficial and what we can do to make it even better. We had 14 participants respond. Here are the results in each of the categories.

Enjoyment of Breakfast
Scored on a scale of 1 "Not so much" to 5 "Enjoyed it"



We are so happy that the participants enjoyed the breakfast! The rating was on a scale of 1 to 5, with 1 being that they did not enjoy the breakfast and 5 being that they enjoyed the breakfast. The responses we received consisted of 4's and 5's, and we are *extremely* relieved to see that there were no 1's!

2022-2023 Most Anticipated Topics



Commercial Corner (continued)

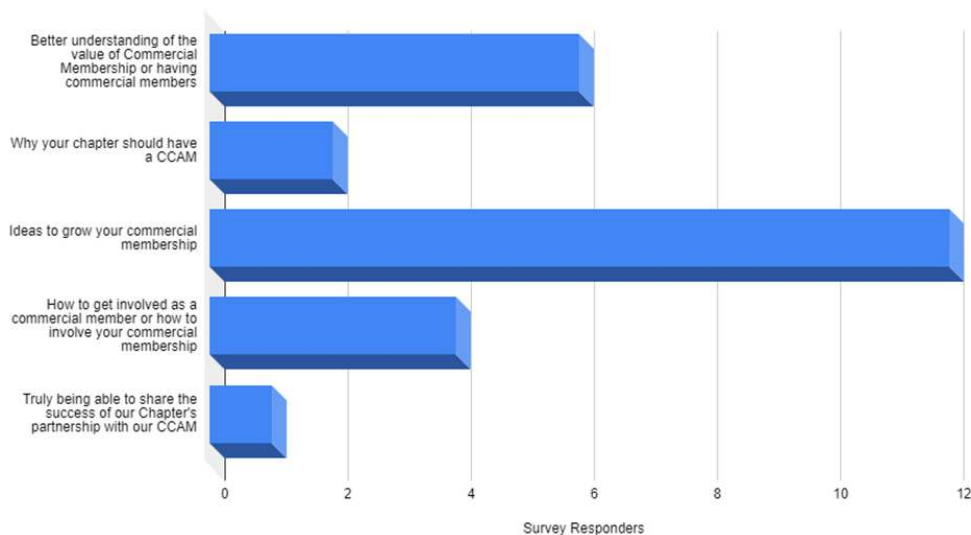
Our respondents told us that they were really looking forward to our CCAM committee’s articles and videos with testimonials and webinars. We are proud to report that we have been hard at work publishing articles and videos in the Membership Chapter and Services Committee monthly newsletter. We have featured the Illinois, CPRA, and Atlantic chapters in our CCAM perspective videos that you can find on [YouTube](#). We heard from vice presidents (chapter and commercial) and directors in our articles about why commercial membership is important. We have a couple of new videos coming soon!

Our webinar in November focused on growing and engaging commercial chapter membership. If you missed it, you can access it [here](#)! Stay tuned for our next webinar coming up on March 9th. SAVE THE DATE! We are excited to see you there!

We are actively preparing for a mentorship program: *We Are Better Together*. If you are interested in more information on being a chapter mentor or mentee, please reach out to:

Tina Jackson tina.jackson@thespectrumfirm.com (858) 484-8502, or
Kerry O’Connell Kerry.oconnell@theaegisarray.com (406) 930-2849

What did you learn from the breakfast presentation?



Our participants learned a lot during the presentation that we gave at the breakfast. The respondents were able to select one or more topics that they learned. Many gained a better understanding of the importance of having commercial members as part of their Chapter, which was one of the main goals of the breakfast. We were especially thrilled to see that so many walked away with new ideas on how to grow their commercial membership!

Commercial Corner (continued)

Key Takeaways



We asked our participants to share their thoughts on their key takeaways from the breakfast. They had some great responses, which let us know our presentation was beneficial and educational.

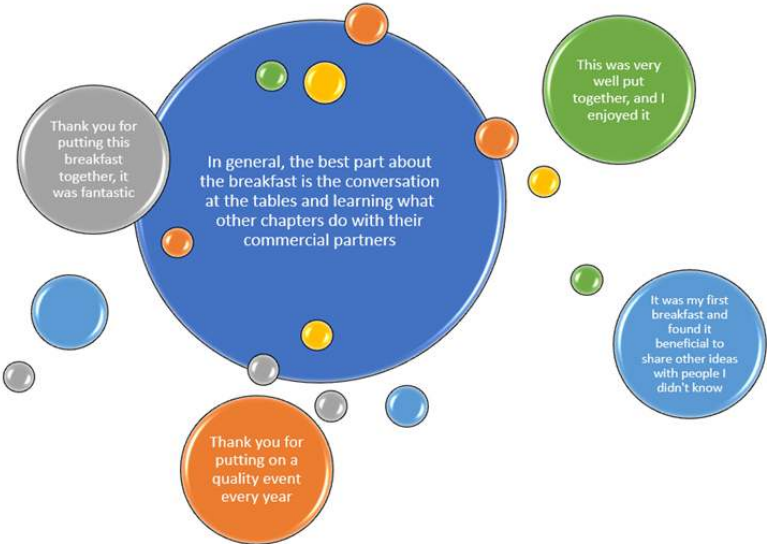
What can we do better?



Commercial Corner (continued)

Honest feedback is valuable, it lets us know what we are doing well at and what we can improve on for the next breakfast. Most importantly, we agree, especially with Mr. Stronger Coffee!

Final Thoughts



Finally, we asked if the participants had any other ideas or feedback to share with us. They were very complimentary, and we love it!

We look forward to seeing **everyone** at our breakfast later this year at APCO 2023 in Nashville, Tennessee. We can't wait for the amazing conversations and networking that will happen!

Submitted by: Diva Miranda Jones, ENP
CAC CCAM Subcommittee



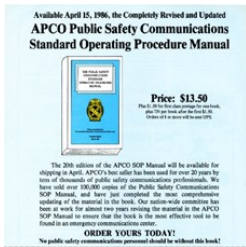
Historical Committee

The Evolution of APCO Training

The Association of Public Safety Communication Officials (APCO) has always promoted training and standards. One of the earliest standards was the establishment of the familiar “10 Codes” in 1937.

This was followed by APCO’S first publication, the APCO Standard Operating Procedure Manual, first edition, circa 1940. The official title is “Basic Operating Procedure for Police-Radiophone Stations.” It was written by the State Standards Committee chaired by Ray Gronier under the guidance of Ero Erickson, then Secretary-Treasurer of the Association. This 34-page book was given to each member of the organization. Copies of the book were also available for fifteen cents; commercial members were charged twenty-five cents.

The second edition of the APCO Standard Operating Procedure Manual was funded by a grant from Law Enforcement Assistance Administration (LEAA). The manual addressed radio, teletypewriter, and radiotelegraph use. It was labeled Project Two of the APCO project series in 1967. The project was approved by APCO President Richard Quantz. J Rhett McMillan, APCO’s first Executive Director oversaw the publication. It was 120 pages and sold for one dollar. More than 23,000 copies were sold by April 1971, and it was translated into French, Spanish, and Japanese.



The manual had minor changes annually when a new edition was published. In 1984 President Charles English authorized a rewrite for the twenty-first edition. The operating Procedure Committee chaired by Steve Proctor revised and updated the manual. New chapters were added including CAD and 911 Services. The cost was \$13.50.

In March of 1986 discussion started about establishing a center for basic and advanced learning on all aspects of public safety telecommunications. In March of that year the Executive Committee approved the further study of the Institute. At the 1986 Milwaukee National conference it was approved to create a subsidiary to be known as the APCO Institute.

During the 1987 Executive Board meeting it was approved to take a portion of the membership dues to establish the APCO Institute building fund. The institute would not only have a training facility, but there were also plans for field staff to take the training to individual agencies.

The resolution to establish the Institute was presented at the 1987 National Conference in Baltimore. With the resolution passing, the establishment of the Institute began in earnest. The January 1988 Bulletin lists eight courses available from the institute. This included the established 80-hour Telecommunicator Training. From this humble beginning, the Institute now offers courses in several disciplines of dispatching culminating in the Registered Public-Safety Leader (RPL) and Certified Public-Safety Executive (CPE) programs.

Would you like to learn more about . . . **APCO INSTITUTE** Training and Education Programs?

TELECOMMUNICATOR TRAINING:
APCO's 80-hour Telecommunicator Course has been accepted as the national standard for training and certifying new employees for working in radioed dispatching, mobile and in-plant units, in the public safety field. The course is available in several formats: classroom, on-site, or video. APCO's course is widely used for the "basic" telecommunicator training. The APCO Institute Training and Certification Program has become the leading provider of this course.

CAREER ADVANCEMENT TO LOCAL AGENCIES:
APCO's Institute Telecommunicator Course is recognized as a primary requirement for the local agencies. In many instances, APCO's course is the standard for training and certifying new employees for working in radioed dispatching, mobile and in-plant units, in the public safety field.

ADMINISTRATIVE COURSEWORK:
These courses of instruction, presented from highly qualified instructors, provide the necessary administrative and supervisory knowledge and skills for telecommunicator and dispatcher positions.

APCO HRP MANUALS:
Long the standard for the Public Safety Communications field, the APCO HRP Manual is the most widely used manual in the field. APCO's HRP Manual is the most widely used manual in the field.

TRAIN THE TRAINER COURSES:
APCO has developed a series of courses for the Trainer Course designed to provide the training needed to successfully train the APCO's HRP Manual. The Trainer Course includes the following elements:
• Instructor Certification - A type of training designed to help trainers become more effective in their training role.
• The Trainer's Role - A course designed to help trainers become more effective in their training role.
• The Trainer's Role - A course designed to help trainers become more effective in their training role.

TELECOMMUNICATOR TRAINING COURSES:
APCO's Institute Telecommunicator Course is recognized as a primary requirement for the local agencies. In many instances, APCO's course is the standard for training and certifying new employees for working in radioed dispatching, mobile and in-plant units, in the public safety field.

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MCSC Survey Results

In February’s Member & Chapter Services Committee survey, we focused on Conference Planning. We received 22 responses from 17 Chapters. The Chapters that responded were:

- Alabama
- Arizona
- Atlantic
- Idaho
- Illinois
- Indiana
- Kentucky
- Louisiana
- Minnesota
- Missouri
- Montana
- Nevada
- North Carolina
- Oregon
- Virginia
- Washington
- Wisconsin

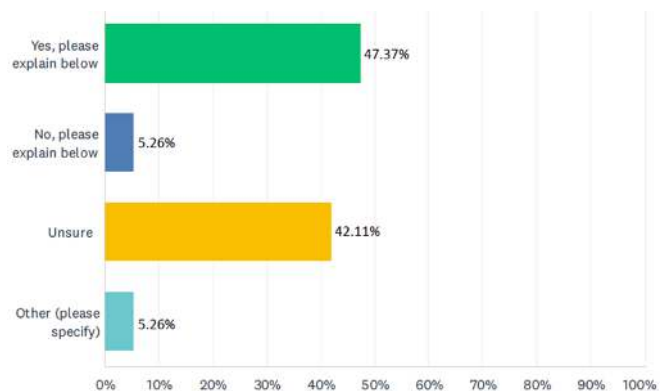
We asked you, “Does your Chapter host an annual conference?” All respondents answered. Eighteen (18) said “Yes”, two (2) said “No”, one (1) said they hosted more than one conference, and one (1) answered with “Other”. Those who answered “other” provided additional information that they hosted a workshop, typically two days in length.

In question #2, we asked, “Does your Chapter partner with other organizations for their conference?” Twenty-six (26) respondents answered, summarized below.

- Yes (14 responses)
- No (3 responses)
- Unsure (1 response)
- Other (4 responses)
 - ◇ Oregon is a combined APCO/NENA Chapter. We also partner with other groups like the SIEC/SWIC at some of our meetings.
 - ◇ We have a PSAP committee which includes members of our APCO/NENA board but also other representatives from 911 entities.
 - ◇ Once in a while, we have a joint conference with other state specific dispatch organizations within our Chapter. Our Chapter covers eight States.

Question #3 asked, “If yes, has this impacted attendance and vendor support? How so?” 19 respondents answered, with three abstaining. Responses are summarized as follows:

- Yes (9 responses)
- No (1 response)
- Unsure (8 responses)
- Other (1 response)



MCSC Survey Results (continued)

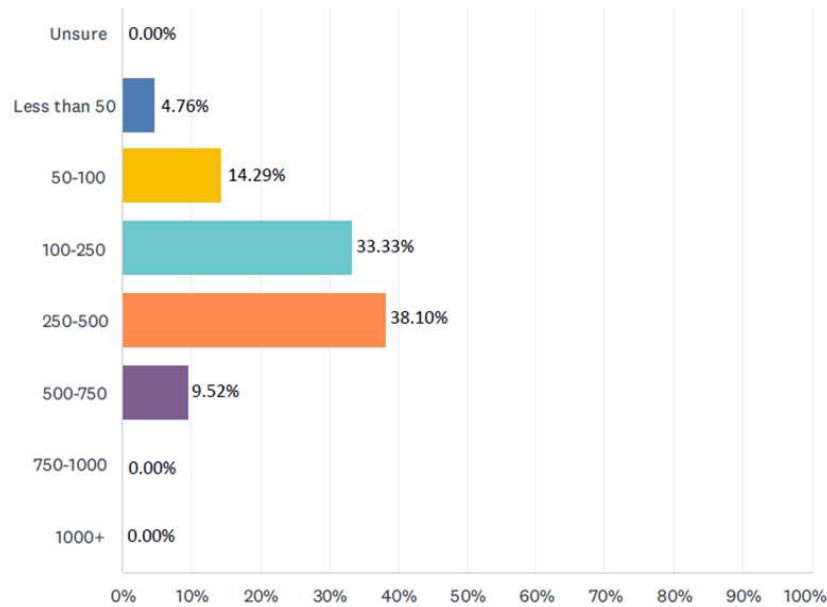
Impact Responses:

- A joint conference allows for non-competition, therefore getting a larger group of both attendees and vendors at a single event instead of spreading across two events.
- Greater attendance and more cost effective.
- I think we have increased sponsorship significantly by having an all-association conference.
- It has been a joint conference for several years, unsure if there was an increase or decrease in attendance.
- Most of the members are APCO members as well, so I am not sure if there really is a large impact. A few different members or vendors may show that wouldn't have, but for us it hasn't been a significant impact.
- NENA and APCO hold joint meetings and work in conjunction with each other in planning the symposium.
- Partnership is with the Minnesota Sheriff's Association. Sheriff's Offices oversee 80%+ of PSAPs in the state. Sheriffs send staff due to their sponsorship of the conference. Vendors view sheriffs as important stakeholders in purchasing and therefore support the conference.
- Still basically the same industry partners that attend.
- We have been doing a joint conference for decades. I would say "yes" it likely impacts it, but no data to compare a standalone conference. I am not sure if we ever did a stand-alone conference, we are at over 35 years of joint conferences.
- We have pretty inclusive support which means more funding since our conference isn't limited to a specific organization like APCO or NENA (or something else).
- We partner with NENA and have partnered with the state 911 office in the past. We seem to get more people attending with NENA's involvement. We haven't seen a change in vendor involvement.
- We partner with the Virginia Chapter of NENA and the State Interoperability. This allows us to offer more training and information to our attendees at one conference. Making it less expensive on the localities.
- Wisconsin has a joint conference with both WI-NENA and WI-APCO

In question #4 we asked, "What is our average conference attendance?" Twenty-one (21) respondents answered, with one (1) skipping the question. Answers are summarized as follows:

- Less than 50 (1 response)
- 50-100 (3 responses)
- 100-250 (7 responses)
- 250-500 (8 responses)
- 500-750 (2 responses)
- 750-1000 (0 responses)
- 1000+ (0 responses)

MCSC Survey Results *(continued)*



Question #5 asked, “How is your conference funded?” Twenty-one (21) respondents answered, with one (1) skipping the question. Responses are summarized as follows:

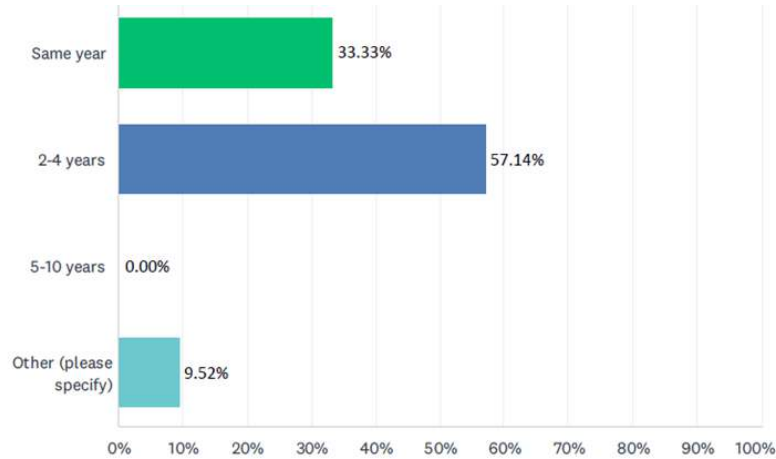
- Registration fees / vendor booths (5 responses)
- Donations (0 responses)
- Sponsorships (0 responses)
- All the above (12 responses)
- Other (4 responses)
 - ◊ Combination of registration fees, booths, and sponsorships
 - ◊ Registration and sponsorships
 - ◊ Until 2023, registration had been free. The 2022 conference did not end up fully funded, so registration fees will appear in 2023.
 - ◊ We do not have vendor booths, just registration fees

In question #6 we asked, “How far out are your conference destinations planned/committed to?” Twenty-one (21) responded, with one not providing a response. Responses are summarized as follows:

- Same year (7 responses)
- 2-4 years (12 responses)
- 5-10 years (0 responses)
- Other (2 responses)
 - ◊ At least one year prior
 - ◊ Unsure



MCSC Survey Results (continued)



Question #7 asked, "Is there anything you believe your conference committee does exceptionally well that you would suggest other Chapters consider doing?" Eight (8) respondents answered. Responses are summarized as follows:

- Mentorship with chairs so we have a pool of people to continue after others have gone. Chapter Conference manual that spells out everything that is needed and "Lessons Learned" and finally a conference report that details all aspects of the conference.
- Annual sponsorship opportunities. Assigned committee responsibilities that does not rotate every year and participation is not limited to board members.
- Our annual awards are done at a banquet with a sit-down served meal. Awardees are given a "Make a Difference" recognition coin - feel it is a step up from a certificate.
- They look for engaging, relevant keynote speakers and class tracks.
- I would suggest that other chapters consider doing a first-time attendee welcome reception prior to their welcome reception or opening. I would also suggest the incoming President lead the meeting. This way the new attendees, and in many cases new members, can feel that connection right away with the incoming President. They can also meet new people to enjoy the conference with.
- Quality time with exhibitors/networking opportunities all in the exhibit hall.
- We are still working towards standing up our conference. This is the second year under new leadership, and it seems to be growing. Overall, we are still learning.
- Meet regularly!

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. This month's survey will be focused on National Public Safety Telecommunicator Week. Please visit <https://www.surveymonkey.com/r/MCSCFeb23NPSTW>

Upcoming Conferences



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 for details and registration

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