

APCO

MEMBER CHAPTER SERVICES Committee



APCO 2023
August 6-9 | Nashville, TN

For more information and to register go to:

<https://www.apco2023.org/>

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Membership Information

Member Type	5/1/2022	5/1/2023
Associate Members	2,113	1,930
Full Members	3,980	3,906
Full Group Members	8,349	9,049
Online Group Members	20,702	22,982
Commercial Members	430	426
Commercial Group Members	252	281
Total Number of Members	35,826	38,574
Total Number of Group Agencies	1,420	1,541
Commercial Groups	48	39

Silent Key

Joseph Robert Gately
Virginia Chapter

We have learned that Joseph Gately
passed away on
On April 24th, 2023

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

<https://psc.apcointl.org/2023/05/03/silent-key-joseph-robert-gately/>



Mary Katherine Messamore
Kansas Chapter

We have learned that Mary Messamore
passed away on
On May 10th, 2023

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

<https://psc.apcointl.org/2023/05/18/silent-key-mary-katherine-messamore/>

APCO Conference Committee

The Conference & Exposition Committee previously introduced you to the Nashville Host Committee Co-Chairs and now we would like to introduce you to the remainder of your Host Committee. Be sure to thank them for all the time and work they have put in with the APCO Staff to bring you a memorable experience at the Conference & Expo in August.

Barbara Boske - Communications Chair – has been with Metro Nashville Communications for 15 years, where 7 of those she has proudly served as one of the Operations Supervisor. She wears several hats and is one of four On-The-Job Training Lead (OJT). She is part of their Community Outreach and Education program and serves as their TERT Lead. Barb is very passionate about mental health in our industry and oversees their Peer Support program and hopes to expand it throughout the state of Tennessee. Her passion with this industry is to be mission driven, people focused.

Christy Perez - Volunteer Co-Chair - has a 23-year career with Metro Nashville Department of Emergency Communications. During her tenure, she has been active in the training program, community outreach, and employee recognition. She currently serves as an Operations Supervisor, APCO RPL facilitator, and APCO TN Chapter ProCHRT Co-Chair.

Tammy Wright - Volunteer Co-Chair – is the President of the Atlantic Chapter. She retired from Berlin Police Department, CT at the end of 2021 and finished her 4-year term as an E911 Commissioner for the State of CT. During 2022 she spent most of the year living in NY working part time for Monroe County ECD as a Public Records Officer on the discovery team. She is back living in CT and works full-time for the Office of the Attorney General as the Secretary for the Antitrust Division.

Taylor Johnson - Local Flavor Chair – Taylor is a Nashville native and a four-year veteran at the Williamson County Department of Emergency Communications. She is a Dayshift Supervisor, and when she is not supervising, Taylor dedicates her time to the Policy & Procedure Committee, TERT Team, and Quality Assurance Program at her department. Taylor is most excited to attend her first APCO Conference and celebrate the completion of APCO’s RPL Program. When she isn’t under the headset, you can find Taylor lounging with her Great Dane Rhett, cheering on the Tennessee Vols or crafting charcuterie boards to enjoy with friends.



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Cybersecurity Committee

Cybersecurity Basics

Cyber criminals are always looking for easy ways to gain access to a network, regardless of the size of the emergency communications center (ECC), so it's always good to refresh some of the cybersecurity basics to help keep your ECC safe. Protect your files and devices, use multi-factor authentication, require strong passwords, and keep your software and systems up to date. Physical security is another important one to keep in mind. Do you know who that is coming in the door behind you? Limit who has physical access to secure areas of the business, remind employees to lock their computers and secure any files that shouldn't be seen and shred any classified or important documents. Someone calls and tells you that your computer has an issue or has been infected with a virus, do you believe the person? Tech Support Scams are another way that people will try and gain access to systems by pretending to be IT staff, Microsoft, or a 3rd party support vendor, if you are unsure verify that the person is who they say they are or check with other staff before allowing them access to your network.

Some other basic areas we can focus on to protect ourselves are Phishing and Vendor Security. Phishing is still one of the top means of gaining access to systems. Threat actors will send e-mails with links or key phrases to get you to click on and they have access to your network. If you aren't sure if someone sent you an e-mail requesting sensitive information, contact them and ask them. If they didn't report to your IT staff immediately. Vendors are constantly in and out of our facilities working on equipment. Do you have an agreement with them as to where they can go in the facility, or do you have someone assigned to escort them? Vendors have access to the same sensitive data that employees do so it's important to treat them as you would an employee.

Have you heard of the National Institute for Standards and Technology (NIST) Cybersecurity Framework? If not, NIST is an agency that helps businesses of all sizes better understand, manage and reduce their cybersecurity risk and protect their network and data (<https://www.nist.gov/cybersecurity>). The framework is voluntary, but it helps give your ECC a guideline of best practices to help you decide where you should focus your time and effort for Cybersecurity protection. These are just some of the basics of cybersecurity and there are so many more that can be included. Train your employees, keep them aware, keep your systems up-to-date, patched, and always have a Cyber Incident Response Plan!

References:

https://www.ftc.gov/system/files/attachments/cybersecurity-small-business/cybersecurity_sb_factsheets_all.pdf

Commercial Corner

APCO Atlantic Conference:

Like many APCO chapters the Atlantic APCO chapter holds an annual conference at different venues each year. The 2022-chapter conference was held at the historic Omni Mount Washington in the great state of New Hampshire.

In the chapter highlight video below, Chapter President Tammy DeWolf describes the conference format and benefits for the Public Safety professionals and commercial industry partners who attend the chapter's annual conference.

In 2022 the chapter inaugurated a **first-time** attendee meet and greet where all **first-time** conference attendees are invited to an informal introduction session. This session has been created to promote information sharing and networking opportunities for the benefit of all new attendees to get a sense of what to expect and help build new relationships. It's a great opportunity to learn, understand what's coming next and make new friends.

Following this session is the official conference welcome session where all chapter members and conference attendees can meet and network.

The next morning following the welcome session the conference began with two and a half days of educational sessions and training session for the front line, management, and agency directors. The training sessions are designed to help the individual to expand on their role and to provide new information that may be taken back to their agency in the hopes of helping the agency they serve.

The exhibit hall is a great opportunity to meet with industry commercial partners representing areas such as software, CAD systems and consoles to name a few. The relationships that are built in the exhibit hall often go beyond the buying and selling and often help shape the direction the industry is heading.

To watch the **APCO Atlantic Conference video with Tammy DeWolf** please click the link below.

https://youtu.be/a2weR_Rgx-o

Video Produced by Derek Dugas and the Commercial Advisory Council

Conference Links:

For more information the Atlantic APCO 2023 conference visit the link below.

<https://apco-atlantic.org/Conference>

For information on your chapters conference or other APCO international events visit the link below.

<https://www.apcointl.org/events/>

Submitted by: Tammy DeWolf & Derek Dugas



Health & Wellness Committee

The job of a dispatcher may be separated from the physical scene of a crime or an accident, or any other type of call; however, it is viscerally connected to the voice of an individual that is in the middle of a traumatic event, either perceived or real. That trauma travels through the chain of communication, from the victim or witness to the ears and central nervous system of the telecommunicator tasked with sending the message to first responders.

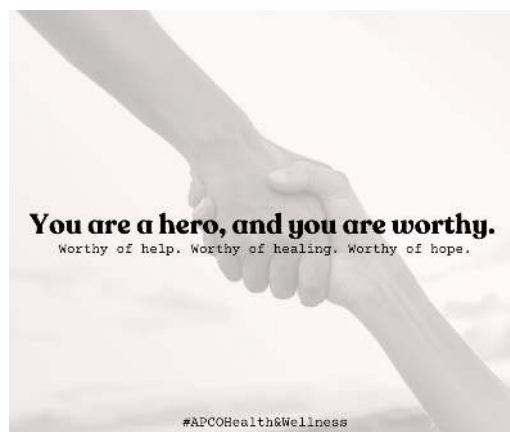


Our culture is one that suggests that we “suck it up”. As a telecommunicator, you take that trauma, and you move on to the next call. You then absorb another trauma that traveled through that chain of communication, and again triggers your central nervous system. We shove it in a box and move on to the next call, shoving yet more into our little box that we keep locked down. Typically, we are not privy to the outcome of the call, thus leaving it to our imaginations, which can be much worse than the actual outcome. Many telecommunicators have no help available, no where to really turn, and with few to no resources to help. Debriefing is a rare occurrence in many agencies.

With constant shots of adrenaline hitting our systems, telecommunicators stay in a fight, flight, or freeze response with an inability to respond to that dumping. Because telecommunications involve a constant state of emergency, our bodies and brains lack the time for a scheduled maintenance session and rest, and, in turn, that continuous cycling and hits of adrenaline and other hormones can have detrimental effects on our bodies. “It is estimated that 30 percent of first responders develop behavioral health conditions including, but not limited to, depression and [PTSD], as compared with 20% in the general population” (Luster. 2022).

What can we do? First and foremost, forget the stigma surrounding mental health! Physical health is tied to mental health, and vice versa. Talk to your peers. This is a healthy way to communicate and process traumas. Start a peer support program if your center does not have one. Eat properly, and regularly. We have a pretty sedentary career, so adding even 20 minutes of exercise a day can help work off some of that stress. Meditation: even a few moments of deep breathing and focusing on your body can help alleviate stress. Go out in nature, maybe take a hike. Create and follow a self-care plan. Have the self-care plan in place for the day, week, month, whatever you need. Create and maintain a routine. CIT (Crisis Intervention Team) - do you have one available? We use crisis intervention every single day on many calls. Use those skills on your peers and your family, even on yourself.

Know that you are worthy of these conversations and self care measures. You may be behind the scenes, but you are every bit as important as those on scene. Take the time to take care of yourself. You are a hero, and you are worthy.



Health & Wellness Committee *(continued)*

Embracing Holistic Wellness: Alternative Forms of Treating Stress

In our lives as Public Safety Telecommunicators, stress has become an all-too-familiar companion. While conventional methods for stress management have their merits, exploring alternative approaches can provide unique and holistic ways to find relief. In this article, we'll delve into alternative forms of treating stress, including crystal healing, sound healing, yoga/tai chi, ecotherapy, aromatherapy, acupressure, and tapping.

Crystal Healing: Crystal healing is based on the belief that certain crystals and gemstones possess energies that can restore balance to the body and mind. Different crystals are associated with specific properties, such as promoting relaxation (howlite), reducing anxiety (amazonite), or enhancing clarity (amethyst). Practitioners use crystals by placing them on or around the body, meditating with them, or wearing them as jewelry to harness their potential healing effects.

Sound Healing: Sound healing is a practice that utilizes sound vibrations to promote relaxation and restore harmony within the body. This can be achieved through various means, such as the use of singing bowls, tuning forks, or even vocal toning. The soothing sounds and vibrations emitted during a sound healing session can help calm the mind, release tension, and promote a sense of overall well-being.

Yoga/Tai Chi: Yoga and Tai Chi are ancient practices that combine movement, breathing exercises, and meditation to promote physical, mental, and emotional well-being. Both practices emphasize mindfulness and body awareness, helping individuals cultivate a sense of calm, reduce stress levels, and improve flexibility and balance. Whether you prefer the dynamic flow of yoga or the gentle, deliberate movements of Tai Chi, these practices can provide a powerful antidote to stress.

Ecotherapy: Ecotherapy, also known as nature therapy or green therapy, recognizes the healing power of nature on our well-being. Spending time in natural environments, such as forests, parks, or gardens, has been shown to reduce stress, lower blood pressure, and improve mood. Ecotherapy encourages activities like walking in nature, gardening, or simply immersing oneself in the natural world to promote relaxation and reconnect with the rhythms of the Earth.

Aromatherapy: Aromatherapy utilizes the aromatic essences of plants to enhance well-being and alleviate stress. Essential oils, derived from various plant sources, are used in diffusers, baths, massages, or inhalation to evoke specific responses. Lavender, chamomile, and bergamot are commonly used essential oils known for their calming and stress-reducing properties. Aromatherapy can be a delightful and effective way to create a serene and soothing environment that supports relaxation.

Acupressure: Acupressure is a practice rooted in traditional Chinese medicine, similar to acupuncture but without the use of needles. It involves applying pressure to specific points on the body to promote the flow of energy, relieve tension, and restore balance. By stimulating these acupressure points, stress and anxiety can be reduced, and a sense of relaxation and well-being can be achieved. Acupressure techniques can be learned and practiced both professionally and as self-care.

Health & Wellness Committee (continued)

Tapping: Tapping, also known as Emotional Freedom Techniques (EFT), is a powerful stress management technique that combines gentle tapping on specific acupressure points with affirmations. This practice aims to alleviate stress, anxiety, and emotional distress by addressing the underlying energy imbalances in the body. By tapping on these meridian points while focusing on the stress or negative emotion, individuals can release tension, promote relaxation, and restore emotional well-being.

As we navigate the demands of our stressful careers, it's essential to explore alternative forms of stress management that cater to our individual needs. Crystal healing, sound healing, yoga/tai chi, ecotherapy, aromatherapy, acupressure, and tapping are just a few examples of holistic practices that can help us find balance, reduce stress, and foster well-being. By embracing these alternative forms of treatment, we open ourselves up to a world of natural and transformative possibilities for self-care and stress relief. Remember to approach these practices with an open mind, explore what resonates with you, and embrace the journey toward holistic wellness.



Congratulations!

News from Washington State

Governor Inslee signs HB-1055

On May 1, 2023, Washington State Governor Inslee signed House Bill 1055 and moved 911 Public Safety Telecommunicators into the Public Safety Employees Retirement System. This change puts PSTs into the appropriate retirement system with retirement options and benefits suitable for their roles as first responders. At the Bill signing were WA APCO-NENA lobbyist Scott Sigmon, State Representative Roger Goodman, State 911 Coordinator Adam Wasserman, TCOMM 911 Director & Public/Governmental Relations



Committee co-chair Wendy Hill, King County Sheriff Office PST Erica Brown, and NORCOM Deputy Director and Chapter President Katy Myers. This bill is a high point in the Chapter's 20 plus years of work to ensure PSTs and the profession receive suitable acknowledgment and benefits.

News from Alaska



Alaska Governor Mike Dunleavy issued a proclamation recognizing April 9-15th, 2023 as Public Safety Telecommunicator Week. He presented it in person in Juneau during a dispatch training class.

Submitted by: Erann Kalwara
Juneau Police Department
Public Safety Manager

Congratulations!



Indiana Chapter Highlight



The Indiana 911 Professionals Conference was held September 26 – 29, 2022 in Indianapolis. This was the first conference in over 3 years. Many of the conference committee had never even attended a state conference, let alone served on the conference committee, so this was new territory for many of us. The conference was a joint effort with INAPCO and INNENA. With hard work, determination, and great teamwork, the conference turned out to be a great success.

The vendor hall was a bustling hub of attendees view the latest in products, services, and technologies.



Closing Dinner of the 2022 Indiana 911 Professionals Conference.



Planning is already heavily underway for the 2023 Indiana 911 Professionals Conference coming up on September 25th-28th at the Marriott East in Indianapolis. For further information on the 2023 conference visit www.indiana911.org.

Missouri Chapter Highlights

The annual Missouri Public Safety Communications Awards Program is hosted by the Missouri Chapter of APCO, NENA and the Missouri 9-1-1 Director's Association during the annual spring Missouri Public Safety Communications Conference. This year the award banquet took place at Margaritaville Lake Resort in Osage Beach, Missouri. In total, 40 nominations were received for the nine award categories. You can learn more about the recipients at mpsc911.org/annual-awards.

We would like to recognize and congratulate the winners of the 2023 Missouri Public Safety Communications Awards program!

- Director of the Year - Kimberly Davis, Ray County 9-1-1
- Supervisor of the Year - Dawn Moore, Missouri State Highway Patrol - Troop E
- Support Services Professional of the Year - Megan Cunningham, Springfield-Greene County 9-1-1
- 'George Major' Trainer of the Year - Kendra Shell, Missouri State Highway Patrol - Troop E
- Telecommunicator of the Year - Blake Johnson, Springfield-Greene County 9-1-1
- Team of the Year - North Kansas City Police Department
- Information Technologist of the Year - Edward Baird, St. Louis County Police Department
- Radio Technologist of the Year - James Adkins, Missouri State Highway Patrol



Congratulations!



On Tuesday, April 11, 2023, approximately 30 public safety communications professionals representing a combined 500+ years of service attended the 2023 Emergency Communications Goes to Jefferson City day at the Missouri Capitol. These professionals represented all levels of operations from frontline to supervisor to executive level. They were agencies from all over the state that represented various size centers in both rural and urban areas.

The event was hosted by the three public safety communications associations in Missouri - Missouri APCO, Missouri NENA and the Missouri 9-1-1 Director's Association. These Associations worked

Missouri Chapter Highlights *(continued)*

together with their lobbyist to plan a day of celebration, recognition and advocacy.

While at the Capitol, a limited group of attendees was able to meet with Missouri Governor Mike Parson, a former Sheriff who was instrumental in establishing a standalone ECC during his term. During this meet and greet, Emergency Communications leaders provided an update on legislation impacting emergency communications in the state including reclassification and the potential for additional NG911 funding. Governor Parson treated the group with a memory of his time as Sheriff in which one of his Deputies was shot in the middle of the night and how the life saving link was the Dispatcher on shift.

During the afternoon, both chambers of the Missouri Legislature returned to session. Attendees were treated to resolution readings officially recognizing National Public Safety Telecommunicator Week in both the Missouri House of Representatives and the Senate. The Missouri Director of the Year Kimberly Davis of Ray County 9-1-1 and Telecommunicator of the Year Blake Johnson of Springfield-Greene County 9-1-1 were present on the chamber floor to accept copies of the resolution.

Between the meeting with the Governor and the resolution readings in the afternoon, attendees were provided talking points and literature to make the rounds and advocate to their legislatures. This event focused on the potential for reclassification in Missouri through several potential legislative vehicles as well as the need for additional funding to continue the build out of NG9-1-1 in Missouri.

Overall, this event was a success and the Associations will look at planning another one for 2024. Missouri's 2023 Legislative session ends on May 12. There are currently bills that have been introduced in several aspects before both the House and Senate that would lead to reclassification in Missouri. Missouri APCO along with our fellow Associations will continue to work to ensure reclassification is accomplished in this state.



Source: Missouri Office of the Governor

Congratulations!

Submitted by: Zachary Dykes—Missouri Chapter President

MCSC Survey Results

In May the Member & Chapter Services Committee partnered with ProCHRT, we focused on ECC Multi Media. We received 75 responses.

We asked you, “Does your ECC or agency currently monitor or have access to live camera feeds such as traffic or security cameras?” All respondents answered, summarized below.

- Yes (42 responses)
- No (26 responses)
- Plan to implement within the next 18 months (2 responses)
- Other (5 responses)
 - FLOCK
 - Limited access, not generally used for calls-for-service
 - Nuclear Radiation Center, Security outside center
 - Only three in the city, but no where else
 - Our building security cameras, but we are not required to monitor them

In question #2, we asked, “Does your ECC or agency currently receive multimedia data such as texts, pictures, videos, or other data?” All respondents answered, summarized below.

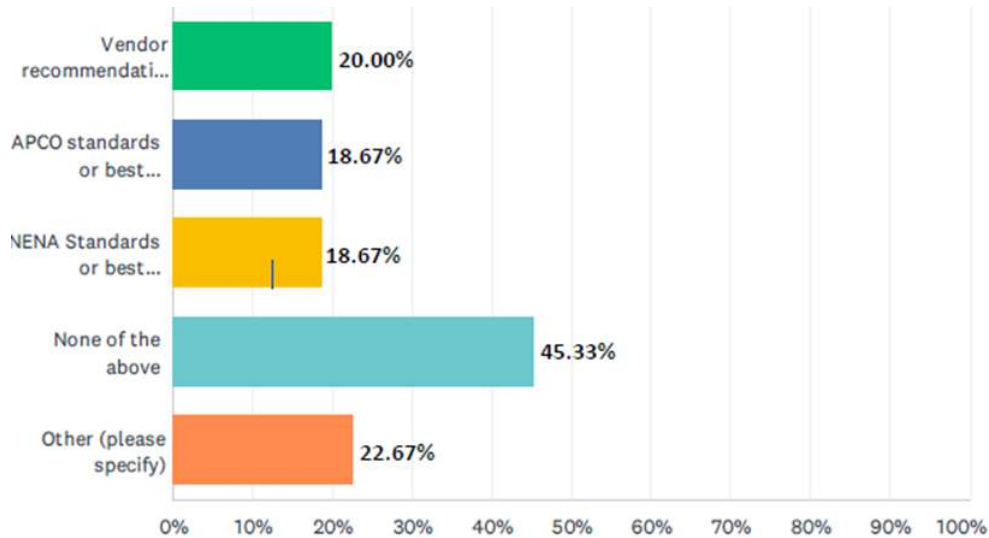
- Yes (39 responses)
- No (24 responses)
- Plan to implement within the next 18 months (5 responses)
- Other (7 responses)
 - On a dispatch cell phone provided by the county only for office use
 - Text-to-911 only
 - We are NG9-1-1 on the statewide ESInet, but do not accept MMS at this time.

Question #3 asked, “If your ECC or agency currently receives multimedia data such as texts, pictures, videos, or other data do you have operational policies and procedures, including standards or best practices based on any of the following?” All respondents answered, with multiple responses allowed. Responses are summarized as follows:

- Vendor recommendations (15 response)
- APCO standards or best practices (14 response)
- NENA standards or best practices (14 responses)
- None of the above (34 responses)
- Other (17 responses)
 - Dispatch cell phone provided by county only for office use only
 - Internal polices created against regional policies
 - Internal policy for Text-to-911
 - Internal procedures

MCSC Survey Results *(continued)*

- Not applicable - do not receive multimedia/data
- Sample policies/procedures provided by the state
- SOP for Text-to-911 but it was in place prior to multimedia so not sure if it is based on APCO or NENA



In question #4 we asked, “If your ECC or agency currently receives multimedia data such as texts, pictures, videos, or other data do you have CISM Teams, debriefing of critical incidents or wellness programs in place?” 75 respondents answered. Answers are summarized as follows:

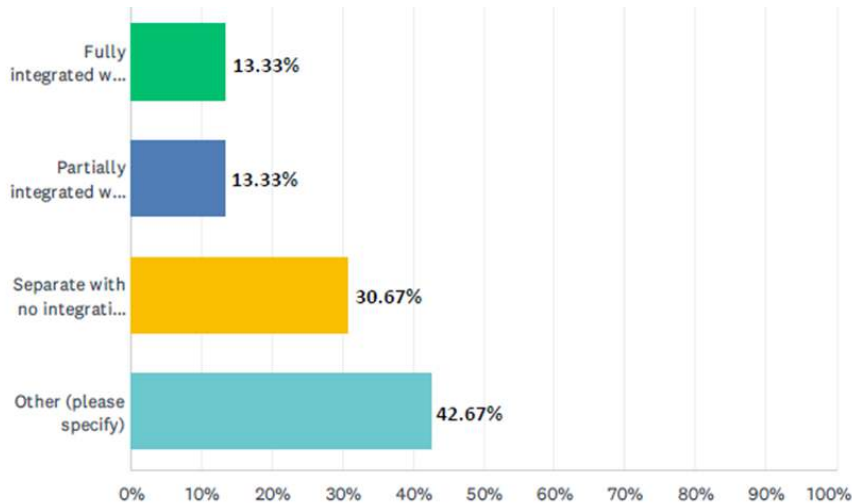
- Yes, and our CISM Team and wellness program has been updated to address multimedia issues (5 responses)
- In the process of addressing multimedia issues (6 responses)
- Have CISM Team or wellness program but need to address multimedia issues specifically (22 responses)
- Do not have a CISM TEAM or wellness program in place (22 responses)
- Other (20 responses)
 - Do not have an in-house CISM Team, but access to one.
 - Join in local agencies CISM
 - Not applicable
 - Only have text-to-911 at this time, can call on a CISM team is needed but don't feel texts will push us to that point more than a voice call
 - Our city offers an Employee Assistance Program which provides counseling
 - State offers CISM Team if needed



MCSC Survey Results *(continued)*

Question #5 asked, “If your ECC or agency currently receives multimedia data such as texts, pictures, videos, or other data, is your multimedia applications?” All respondents answered. Responses are summarized as follows:

- Fully integrated with CAD and/or phone system (10 responses)
- Partially integrated with CAD and/or phone system (10 responses)
- Separate with no integration with CAD and/or phone system (23 responses)
- Other (32 responses)
 - Dispatch cell phone provided by county
 - Integrated with phone system but not CAD
 - Not applicable
 - Not yet deployed; waiting to be able to afford CAD
 - Text-to-911 is fully integrated with phones. Video is stand alone.
 - Text-to-911 is fully integrated with phones. We do not receive any multimedia yet.

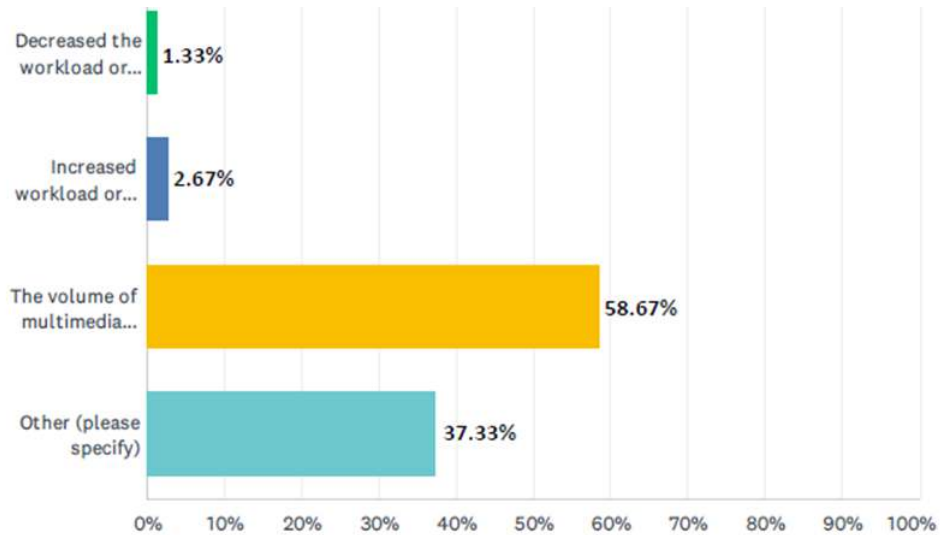


In question #6 we asked, “If your ECC or agency currently receives multimedia data such as texts, pictures, videos, or other data, how has the implementation of multimedia impacted the workload at your ECC or agency?” 75 responded. Responses are summarized as follows:

- Decreased the workload or made the processing time faster (1 response)
- Increased workload or processing time (2 responses)
- The volume of multimedia incidents is low enough that the result has little to no impact on overall staffing needs. (44 responses)
- Other (28 responses)
 - Not Applicable

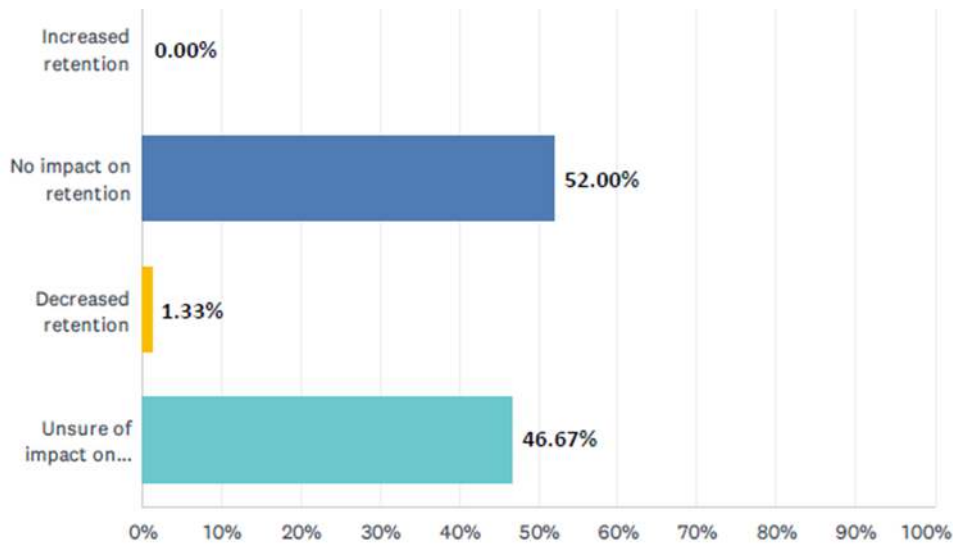


MCSC Survey Results (continued)



Question #7 asked, “If your ECC or agency currently receives multimedia data such as texts, pictures, videos, or other data, how has the implantation of multimedia impacted retention?” All respondents answered. Responses are summarized as follows:

- Increased retention (0 responses)
- No impact on retention (39 responses)
- Decreased retention (1 response)
- Unsure of impact on retention (35 responses)



MCSC Survey Results *(continued)*

In question #8 we asked for additional comments. Responses are summarized as follows:

- We currently only receive texts. We have the capability to receive photos and video, but we do not currently accept them.
- If the officers receive any text, picture or video it is normally sent to their email address and does not come through dispatch
- Can receive text messages through the phone system, but must type in the phone system to caller/texter and also type in CAD to create an event for dispatch or a placeholder record. Texts should be downloadable into CAD so workflow is efficient. Cannot initiate texts outbound through the phone system.
- I highly suggest having policies and procedures in place as well as a mental health peer team to process the calls and keep watch on who might be suffering from PTSD from the things they've seen. Most people sign up for this profession because they can't or do not want to see what responders see in the field so this tool completely changes the dynamic of that. The software we have, you have the ability to "blur" the image/video, however, what's a judge going to say when you get to court and you then have to view it and answer for why you didn't see it. These policies and procedures are very important for that reason. We currently do not have any policy in place for it, and I'm terrified for our telecommunicators.

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.



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Upcoming Conferences



The Texas Public Safety Fall Symposium, presented by Texas APCO and Texas NENA, is scheduled for Oct 15-18, 2023. The Symposium will be held at the Embassy Suites in Denton, TX

If you plan to book a room, the hotel block link is only active until September 22. If you cannot attend, please contact Cindy Bridges-Logan (cbridges@wilco.org) before canceling your room. If you prefer to call the hotel directly, the number is 940-243-3799, and ask for the discount rate for Texas Association of Public-Safety Officials International per our contract. Group room rates are only valid until 9/22/2023.

Hotel Link:

<https://www.hilton.com/en/book/reservation/deeplink&ctyhocn=DFWNTE&groupCode=APC&arrival=20231014&departure=20231018&cid=OM,WW,HILTONLINK,en,DirectLink&fromId=HILTONLINKDIRECT>

The early bird rate ends June 9. Don't wait till then; register now!

Register here: [Texas Public Safety Fall Symposium](#)

Upcoming Conferences (continued)



Important Registration Dates:

Regular Registration: May 1st – July 31st, 2023

Registration Refunds @ 50%: after August 1st, 2023

Late Registration: August 1st, 2023

Registration Deadline: no refunds after September 15, 2023



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