

APCO

MEMBER CHAPTER SERVICES Committee

Member Chapter Services Monthly Poll

This month's poll will be focused on Compassionate Care. 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/MCSCNov23-CompassionateCare>

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Membership Information

Member Type	10/1/2022	10/1/2023
Associate Members	2,406	2,354
Full Members	4,290	4,259
Full Group Members	8,437	9,324
Online Group Members	20,367	24,049
Commercial Members	467	476
Commercial Group Members	315	351
Total Number of Members	36,282	40,381
Total Number of Group Agencies	1,487	1,640
Commercial Groups	54	50

APCO Membership Renewal

Your membership will expire on **December 31st**. If you have not renewed, log into myapcointl.org, click on My Invoices, to print or pay your invoice.



Indiana Chapter Highlights

The 2023 Indiana 911 Professionals Conference presented by Indiana APCO and Indiana NENA was held in Indianapolis last month. The conference ran from September 25th – 28th and was held at the Marriott East-Indianapolis. Over 165 attendees were present, and enjoyed four days of education, networking, and fun.

Our pre-conference course was presented by Tracy Eldridge from On Scene First. At our opening ceremony, the Indianapolis Metropolitan Police Department presented the colors while Amand Aird from Bartholomew County Dispatch sang the National Anthem. Rafael Sánchez, News Anchor for WRTV6-Indianapolis was the emcee for the opening ceremonies and introduced several award winners. The Keynote Speaker was Ty Wooten, ENP – Director of Government Affairs for IAED.

We were lucky to have several presenters for breakout sessions, including nationally known and respected speakers, as well as local up and coming speakers. Several topics were covered from mental health, to weather preparedness, and even SKUNKS IN DISPATCH! Yes, you read that correctly. Our star of the week was “Nugget” the Skunk, whose owner, Heather Blaney, uses Nugget as a support critter for the Knox County Dispatch Center. (Pictured with Ricardo Martinez of Within the Trenches Podcast)



The conference ended Thursday with a closing luncheon with best selling author, performing artist, and award-winning keynote speaker Sam Glenn presenting on a Positive Attitude.

Planning has already begun for next year’s conference which will take place September 23-26, 2024 at the Embassy Suites in Noblesville, Indiana.

Submitted by:

Kyle James, RPL

Indiana Chapter Secretary/Treasurer

(Pictured below part of the 2023 Indiana 911 Professionals Conference Committee with emcee Rafael Sánchez)



Historical Committee

The Historical Committee, chaired this year by Ken Roberts from the Virginia Chapter, had a wonderful National Conference. We certainly hope you visited the Historical display in the APCO Pavilion. We have a guest roster of over 150 names that enjoyed the presentation. Thanks for visiting.

One of the goals of the committee is the video series “Reminiscing with History Makers”. It is a series of live videos of APCO past presidents and Life members discussing their APCO adventures. Six individuals were interviewed this year at the conference. To view the interviews, go to <https://www.youtube.com/playlist?list=PLs3lGur0cA6iA4RlyF5K6UD5kgqA4ilwr>.

In case you were not at the Conference you can still assist the committee by sharing your Chapter’s history. Committee members will be reaching out to every chapter to discuss what can be done to save APCO history whether at the National or Local level.

Commercial Advisory Committee

What APCO Means To Me

APCO was crucial to the growth of Communication Center Specialists (CCS). We have attended every national conference available since we launched our company nationwide in 2012. It is often difficult for a small business to create relationships and grow nationally. APCO allowed us to meet and introduce our services and products to so many more potential customers (at a reasonable price) than we would have been able to on our own.

APCO membership means being a member of something larger. As a member of the APCO Commercial Advisory Council, I had the opportunity to work with other commercial members as well as public safety professionals to advise APCO on our thoughts and ideas, which helped to move the organization forward. I highly recommend participating on APCO’s committees; these groups introduce you to and allow you to work with the “movers & shakers” of the industry. This helped me develop customers for our business as well as lifelong friends, relationships, and mentors.

Submitted by Jenny Mason, CEO at Communication Center Specialists (CCS)



Cybersecurity Committee

Ransomware Vulnerability Warning Pilot Program

Ransomware is consistently a topic of concern for ECC managers and remains a top threat to cities and municipalities that can affect ECCs unless they are detected early. A recent announcement of a program to assist and prepare against this threat to the cybersecurity of our ECCs has been released by the Cybersecurity and Infrastructure Security Agency (CISA). Earlier in 2023, they established the Ransomware Vulnerability Warning Pilot (RVWP) which “determines vulnerabilities that are commonly associated with ransomware exploitation and warns critical infrastructure entities with those vulnerabilities, helping to enable mitigation before a ransomware incident occurs.” This pilot program was established as part of the Cyber Incident Reporting for Critical Infrastructure Act of 2022 and would be a great addition to an ECC’s Cyber Incident Response Plan.

Additionally, CISA developed a RVWP resource guide which will serve, “as a companion list of misconfigurations and weaknesses known to be used in ransomware campaigns which will guide organizations to quickly identify services known to be used by ransomware threat actors so they can implement mitigations or compensating controls.”

A recommendation would be to visit the CISA resources mentioned in this article to enroll in their vulnerability scanning service which is free for any organization in the United States.

Works Cited

- Radeksy, S (CISA), (2023, October 12) Ransomware Vulnerability Warning Pilot updates: Now a One-Stop Resource for Known Exploited Vulnerabilities and Misconfigurations Linked to Ransomware
<https://www.cisa.gov/news-events/news/ransomware-vulnerability-warning-pilot-updates-now-one-stop-resource-known-exploited-vulnerabilities>
- CISA (2023, March 13) CISA Establishes Ransomware Vulnerability Warning Pilot Program
<https://www.cisa.gov/news-events/news/cisa-establishes-ransomware-vulnerability-warning-pilot-program>

Health & Wellness Committee

A Silent Battle Behind the Headset

Have you ever contemplated the substantial support that various departments extend to the Breast Cancer cause? What motivates individuals to passionately share information about this disease? Why do people unite behind this cause, organizing fundraisers and selling pink patches? The explanation is refreshingly straightforward: As per Community Health Network, breast cancer stands as the second leading cause of death among women globally. Since the emphasis on education, advancements in medical care, and overall awareness has grown, the mortality rates from breast cancer witnessed a decline from 1989 to 2007 (Suzanne M. Mahon DNS, 2023). Given that this is the most prevalent cause of cancer-related deaths in women, it becomes exceedingly imperative for us to educate ourselves and our peers.

Breast cancer casts its shadow over countless lives around the world without discrimination; it affects women and, in rare instances, men. A significant number of us are acquainted with someone who has been affected by breast cancer. In the realm of emergency services, telecommunicators play an indispensable role in preserving lives. Nevertheless, our unwavering dedication to duty occasionally exacts a toll on our well-being, to such an extent that many among us have become accustomed to neglecting, or failing, to allocate time for regular check-ups and medical appointments. Attributing certain health concerns to exhaustion has become commonplace due to the rigors of shift work and the demanding nature of our profession. Consequently, individuals often find themselves in a situation where their battle against breast cancer commences much later than those who undergo regular check-ups. Early detection is entirely feasible for breast cancer, but the struggle becomes considerably more daunting when the issue remains unnoticed and undiagnosed for an extended period.

For numerous telecommunicators, a belated diagnosis introduces additional stress factors, given our prolonged working hours and erratic shifts. The physical and emotional toll can be exacerbated by distressing events, handling emergencies over the phone, and the cumulative stress of each shift. Telecommunicators must also grapple with the challenge of balancing treatment, recovery, and job responsibilities. Some individuals may require extended time off, further compounding the hardships they face.

So, how can we foster improvement?

Education: We must offer comprehensive education on breast cancer awareness, prevention, and early detection.

Supportive Policies: Implement workplace policies that provide flexibility during treatment, extend leave options, and grant access to Employee Assistance Programs (EAP).

Peer Support: Encourage the formation of peer support networks where telecommunicators

Health & Wellness Committee *(continued)*

can connect with colleagues who have navigated similar health challenges.

Chaplaincy: Promote the expression of individuals' spiritual beliefs and encourage them to draw strength from their faith and convictions to support both themselves and their families during challenging moments.

Wellness Programs: Advocate for physical and mental wellness initiatives to enhance overall health and well-being.

Breast Cancer Awareness Initiatives: Actively participate in breast cancer awareness campaigns and fundraising events, in order to exhibit solidarity and raise funds for research and support services.

Telecommunicators are not immune to the battle against breast cancer. By embracing education, support, and awareness, we can be empowered to face this challenge head-on, ensuring our health and well-being while we continue our critical work in emergency response.

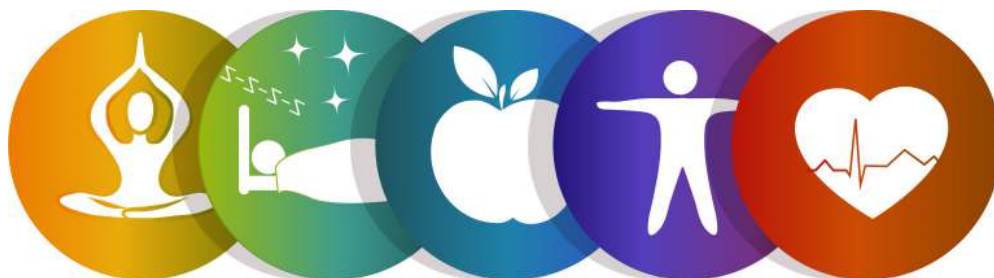
So, make your appointments, get checked out, and let's go pink in October to show support for those who have been impacted by this terrible disease!

References:

Suzanne M. Mahon DNS. (2023, August 18). *Why breast cancer awareness is important all year*. ONS Voice. <https://voice.ons.org/stories/why-breast-cancer-awareness-is-important-all-year>

Submitted By:

Priya Robles on Behalf of the APCO Health & Wellness Committee
Fremont Police Department
Fremont, CA



Health & Wellness Committee

Bring on the November Fun:

Get ready to sprinkle some holiday magic into your life while keeping things fun and healthy!

Start a Journal: As the weather gets a tad rainier and chillier, grab a cozy spot and spend 10-15 minutes jotting down your thoughts, dreams, and the whirlwind of emotions that come with the season.

Turkey Trot: Round up your squad and embark on a Turkey Trot adventure! It's not just a run; it's a hilarious, heart-pounding team pursuit that'll boost your spirits and keep you fit.

Walk/Hike: Take a crisp, invigorating walk or hike through the changing autumn landscape. Revel in the beauty of the season while getting your heart pumping.

Plan a "Friendsgiving": Gather your closest pals for an evening bursting with laughter and games. It's like Thanksgiving, but with friends!

Notes: Scribble down notes to remind yourself of all the wonderful things you're thankful for. Gratitude is the secret sauce to happiness!

Games/Activities: Get crafty and create handprint turkeys, concoct Thanksgiving-themed crossword puzzles and word searches, and have a blast playing Thanksgiving bingo. Fun and games for all!

Clean out Closet: Declutter your space and your life by clearing out your closet. Donate those items to those in need, and revel in the joy of giving back.

Movies: Snuggle up under a warm blanket and indulge in some heartwarming holiday movies. It's the perfect way to unwind and get into the festive spirit.



Source: [22 Health and Wellness Tips for 2022—New Chapter](#)

Group Leaders

Bridging the Gap: APCO Group Leaders – Connecting Committees and the Executive Committee

In the intricate tapestry of APCO International, the seamless flow of communication and collaboration is essential. Serving as the linchpin that connects the various APCO International Committees and the APCO Executive Committee, the Group Leaders form a vital conduit that ensures the organization's missions and objectives are achieved harmoniously.



The Role of APCO Group Leaders: A Bridge Connection

APCO International is an organization that brings together professionals and experts from diverse backgrounds within the public safety communications industry. To effectively navigate and harness the collective wisdom and expertise of its members, APCO has established several committees, each focused on a specific aspect of the organization's mission, working on specific goals and deliverables that are established each year.

The APCO Group Leaders, who are appointed by the APCO International President, play a pivotal role within this framework. They act as intermediaries, forging connections between these committees and the APCO Executive Committee, which holds the ultimate responsibility of overseeing the organization's strategic direction. There are five Group Leaders, with one being designated as the Group Leader Chair, who is responsible for overseeing all of the collaborative efforts.

A Crucial Connection: Why Group Leaders Matter

The significance of Group Leaders within APCO International cannot be overstated. The following are some compelling reasons why this role is indispensable within the organization:

Facilitating Effective Communication: Group Leaders serve as a direct conduit of communication between the committees and the Executive Committee. The role ensures that the Executive Committee remains well-informed about the initiatives, progress, and concerns of each committee.

Harmonizing Objectives: The success of APCO International hinges on its ability to synchronize the efforts of various committees toward common long range strategic goals. Group Leaders play a pivotal role ensuring that committee activities align with their established goals and deliverables.

In-Person Engagement: Group Leaders meet with the Executive Committee for face-to-face meetings twice annually. This interaction allows for in-depth discussions and thorough

Group Leaders (continued)

reviews of committee work. It also provides a platform for open dialogue and the exchange of valuable insights and guidance.

Ensuring Accountability: Group Leaders uphold accountability within committees, ensuring that they remain committed to their established goals and deliverables and within their pre-established budget. The Group Leaders also help committees in establishing their proposed goals and deliverables for the upcoming committee year, ensuring that APCO's objectives are efficiently met.

In summary, Group Leaders play a vital role ensuring the forward progress of APCO Committee work, and Group Leaders are here to assist the committees in any way possible. Through unwavering dedication, Group Leaders contribute significantly to the achievements of APCO's mission and the overall advancement of public safety communications.

Meet Your 2023-2024 APCO Group Leaders

Grayson Gusa currently holds the position of Chair of the Group Leaders and is affiliated with North Carolina APCO. With an extensive 24-year background in public safety communications,



Grayson Gusa



Tim Stencil



Christine Massengale



Christine Moore



Shantelle Oliver

Grayson serves as the Training Supervisor at Davie County Emergency Communications. In his role as Chair, he assumes overarching responsibility for overseeing all administrative functions within the Group Leaders and acts as the primary channel for information exchange between the Group Leaders and APCO International President Becky Neugent.

Tim Stencil, a dedicated member of Illinois APCO, boasts 13 years of invaluable experience in the field of public safety communications. Tim serves as a Telecommunicator, Weather Coordinator, and EMA Liaison at Northwest Central Dispatch. In his role as a Group Leader, Tim is responsible for overseeing the Cybersecurity, Historical, and Member & Chapter Services Committees.

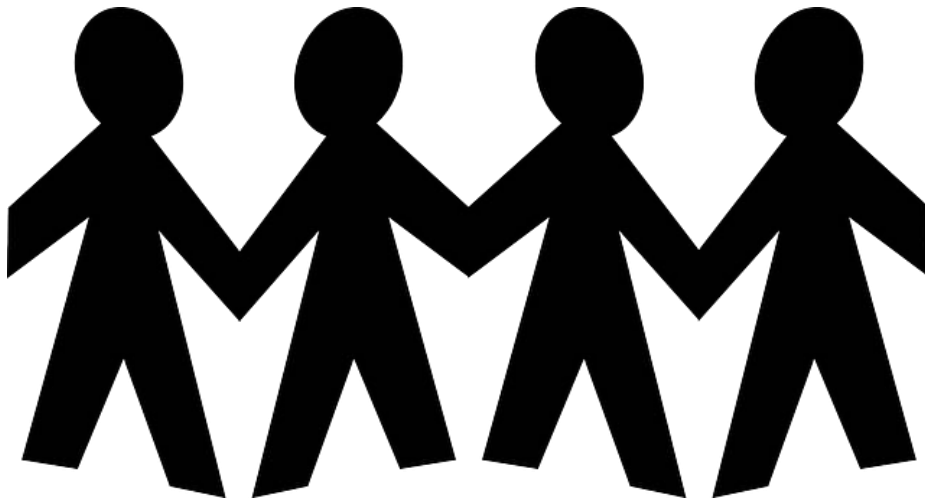
Christine Massengale, an esteemed member of Tennessee APCO, brings an impressive 30-year career in public safety communications to the forefront. Currently serving as the Statewide Interoperability Coordinator within the Tennessee Department of Safety and Homeland Security. In her role as Group Leader, Christine is responsible for overseeing the Editorial, Management,

Group Leaders *(continued)*

and Military Employment committees.

Christine Moore, a dedicated member of North Carolina APCO, leverages her 24 years of experience in public safety communications as the Operations Manager at the Guilford Metro 911 Center. In her capacity as a Group Leader, Christine is responsible for the management of the Awards, Commercial Advisory, Spectrum & Technology, and Young Professional committees.

Shantelle Oliver, representing Texas APCO, brings an extensive 27-year career in public safety communications to her current role as the Director of Support Services for the Tarrant 9-1-1 District. In her capacity as a Group Leader, Shantelle assumes responsibility for overseeing the Agency Training Program, Bylaws, Health & Wellness, and Professional Development Events committees.



Teammates In Action



DAILY ACTIONS
BY HEADSET
HEROES.



WE'RE
WORKING TO
BRING THESE
MOMENTS TO
LIGHT AND
NEED YOUR
NOMINATIONS!

<https://www.apcointl.org/membership/awards-recognition/teammates-in-action/>

Teammates In Action (continued)

The Member Chapter Services Committee is pleased to announce our next recipients of the Teammates in Action Award.

On 12/8/2022, Communications Operator's, Dillan Sutton, Krysten Keeney, Brittany Stroud, and Justin Davis handled an incident that escalated quickly and required an extensive amount of teamwork. Communications Operator Davis received a phone call from the Butler County Sheriff's Office reporting shots fired. The information Operator Davis was working with was limited to say the least. The only thing heard was screaming over the radio and a report that shots had been fired. Operator Davis was then advised that a deputy was down and based on everything he knew at that moment, the scene was not secure.

As the situation unfolded Operator Davis's teammates sprung into action. Responders were given directions to the scene and coordinated where the responders needed to be positioned. Another update reported that the offender was armed with an AR-15 rifle. As information continued to flow, it became known that there were two victims along with the main suspect. Through their combined efforts the scene was secured, and it was determined that no officers were injured. The outcome was that the suspect was deceased after killing two other victims.

All four Communications Operators exemplified professionalism in the face of tragedy. The ability to coordinate all the moving pieces of a complex incident is something to be commended. By working together, they were able to provide a quick and safe response to the incident. The skill of keeping your voice calm and competent during a highly intense situation was displayed by all four Communication Operators. These Operators represented the Missouri State Highway Patrol as the true professionals they are.

Please join us in congratulating Communications Operators Dillan Sutton, Krysten Keeney, Brittany Stroud, and Justin Davis for their exceptional performance and awarding them the "Teammates in Action Award."

Thank you, Operators Sutton, Keeney, Stroud, and Davis, for your commitment to professionalism and the Missouri State Highway Patrol.



Humor Under the Headset



It was just a “normal day” in dispatch. You know, where you’re working overtime and time seems to stand still. You’re so tired, you may even space out. So, I constructed a great idea to stay awake and alert!

You see, in the same building as Comms, was the nursing class. It was always dark in that area of the building, seeing as I worked nights. I had often walked over to the nearby vending machine to get a drink and there was a nursing mannequin that sat in a chair near it. The mannequin would always startle me, and that’s where my brilliant idea was born. I’d get the mannequin and sit him on the toilet of the Comms bathroom, turn the lights off, and close the door.

My partner for my next 8-hour shift was on her way in to work. The anticipation of waiting for my partner to use the bathroom would keep me alert! I went over to the nursing side of the building, giggling on my way. The mannequin sat perfectly on the toilet. Now, I only had to wait for my partner to come in and go to the bathroom.

My partner arrived on time, as always. I asked her if she had any medical conditions, to which she said she was diabetic. I then asked her if she had any heart problems. She said, “No. Why?” My reply was, “Just in case something happens at work and I have to get you help, I just wanted to know your medical history.” She said, “How sweet!” She got up to go to the bathroom. I watched her walk down the hallway on the video monitor. When she got to the door, I was on full alert – this was it! She reached for the door handle and opened the door. She turned on the light, then screamed, “Oh Lord!!” I came out of the Comms Center to the hallway, laughing so hard that I had tears rolling down my face. She told me she was going to whoop me. We laughed together for half an hour.

I told her if she had grabbed her chest and fell to the floor, I would have died! She said, “If I had thought to do that, I would have!” She is one of the best dispatchers I have ever had the pleasure to work with.

**Don’t forget to submit your
Humor under the Headset
TODAY!**



Upcoming Conferences



SAVE THE DATES



**North
Carolina
APCO**
Leaders in Public Safety Communications

**2023 TELECOMMUNICATOR
TRAINING SYMPOSIUM**

December 3-6, 2023 | Greensboro, NC
www.tcsymposium.org



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