APCO MEMBER CHAPTER SERVICES Committee

Member Chapter Services Monthly Poll

This month's poll will be focused on Scholarships. We request a member from each Chapter to PLEASE participate in answering our poll questions. It will only take a few minutes and the results will be shown in next month's newsletter.

Scholarships

Membership Information

Member Type	4/1/2023	4/1/2024
Associate Members	1,818	1,813
Full Members	3,705	3,709
Full Group Members	8,915	9,472
Online Group Members	22,758	22,030
Commercial Members	405	375
Commercial Group Members	227	174
Student/Educator Members	0	9
Total Number of Members	37,828	37,582
Total Number of Group Agencies	1,519	1,637
Commercial Groups	35	61

Don't forget to send your Humor Under the Headset to your MCSC Liaison
or
headsethumor@apcointl.org

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/

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

Cybersecurity Committee

Don't Miss a Cyber Attack sign due to complacency

Last month's article, "Your 911 center has been a victim of a cyberattack, now what?" discussed the potential monetary cost and those people needed in the response process. Identifying the correct responders is imperative; however, what about the first person to actually report the attack? Does your ECC have a complacency issue that could lead to a missed notification? Building confidence in your telecommunicators to ensure they understand, can identify, and will report possible indicators of a cyber-attack will allow you more peace of mind than trying to figure out what went wrong after the fact. The women and men in front of the monitors daily need to be educated and aware because they are a primary line of defense and notification.

Are you preparing your staff properly to prevent and report attacks? According to National Institute of Standards and Technology (NIST) several examples of preparations include:

- Provide user awareness and training on identification of attacks
- Have a cyber-attack response plan or an IRP
- Train your staff on the response plan
- Listen to your staff when they report any issues

Does your staff know the signs indicating your system(s) may be under attack? The National Cyber Security Centre and FEMA Preparedness Community advise the following examples are signs of attack::

- Slow running computer or drop in performance of computer
- Locked out of the computer or denied access to documents
- Messages demanding ransom or overwhelming popups
- Redirect to a different site
- Unexpected information on the toolbar

Understanding how your ECC prepares staff is the first step to understanding whether your staff is really ready. Some agencies have more financial luxuries, personnel resources, and IT assets to help ensure proper preparation is developed, implemented, and maintained. These luxuries are not always available and can lead to a lack of understanding or awareness. Additionally, agencies with these resources may become complacent and fail to report the small, less significant indicators such as a slow computer or getting locked out. These indicators are often passed off as "that's just how that computer runs" or "I must have forgotten my password."

The first line of identification from cyberattacks often falls on the shoulders of those telecommunicators who are already working on the radio and answering the phones. An anomaly on a CAD screen, a blimp in the radio, or something more obvious like spam calls overloading the phone system are some of the first signs that an attack is coming or is already present in your system. Your staff should be prepared with training, awareness, and the confidence that you listen when they report an issue. Leadership should address the slow computers, ensure reported incidents are remediated, and follow up with their staff by including them in the prevention and response processes.

REFERENCES:

10 Signs Your Network Is Under a Cyber Attack and How You Can Reduce Them with Managed Cyber Security: https://insider.ssi-net.com/insights/10-signs-your-network-is-under-a-cyber-attack -and-how-you-can-reduce-them-with-managed-cyber-security

Cybersecurity Committee

Computer Security Handling Guide: https://doi.org/10.6028/NIST.SP.800-61r2
Cyberattacks: Signs and Clues: Watch for suspicious activity: https://community.fema.gov/ProtectiveActions/s/article/Cyberattack-Signs-and-Clues-Watch-for-Suspicious-Activity#:~:text=Shows%20new%20and%20unexpected%20toolbars,emails%20you%20didn't%20write

Incident Response Plan (IRP) Basics: https://www.cisa.gov/sites/default/files/publications/Incident-Response-Plan-Basics_508c.pdf

Small Business Guide: Response & Recovery: https://www.ncsc.gov.uk/collection/small-business-guidance--response-and-recovery/step-2-identify-what-s-happening

Submitted By:
 Jen Miles, Captain
Oakland County Sheriff's Office
Emergency Communications and Operations Division

Commercial Advisory Committee

We are excited to report that CCAM mentoring sessions began in January of this year where several CCAMs from across the country shared successes and ideas to consider within their chapters. There are many passionate and dedicated commercial members within each chapter. Some take on leadership roles in support of the chapter initiatives and so that commercial members have a voice in sharing how this member segment can positively impact the entire membership.

There was great enthusiasm going into the sessions, new relationships made and being fostered, along with giving back for the greater good of APCO.

We look forward to spending more time on mentoring and welcome any and all CCAMs and Chapter Officers to participate as they are able to do so.

For more information and to get connected contact Tina Jackson @ (858) 484-8502
or tina.jackson@thespectrumfirm.com or Kerry O'Connell @406-930-2849 or Kerry@thesalesgroup.com .

Young Professionals Committee

"Establishing a Chapter Mentorship Program"
Brought to you by YPC and MCSC

Wednesday May 22, 2024 11:00 AM—12:00PM PDT

Are you eager to unlock career growth opportunities for telecommunicators? There is an abundance of opportunity out there for new telecommunicators. However, without proper guidance, many will never know that they are available. Join members of the Young Professional Committee and walk through how a mentorship program for your chapter could change that!

Aimed at chapter leadership, this webinar will walk through the process of creating a mentorship program from scratch to foster chapter and individual member growth. We aim to accomplish the following:

- Explain the purpose of a mentorship program.
- Detail recommended mentor qualifications and responsibilities.
- Walk through program facilitation.
- Provide sample forms to get you started.

Don't miss your chance to shape future telecommunicators in your chapter. Secure your spot now to learn more about this chapter growth opportunity!

https://attendee.gotowebinar.com/register/4590955165265775448

MCSC Webinar

Chapter Leaders Reference Guide:
What is it, where do I find it, and why do I need it?
Are you ready to unlock the full potential of your chapter leadership role?

Wednesday May 15, 2024 11:00 AM—12:00PM PDT

We're thrilled to welcome you to this webinar focused on the all-new Chapter Leaders Reference Guide (CLRG)! Whether you're a seasoned leader or just stepping into the role, this revamped resource is packed with valuable information to help you excel.

In today's session, we'll be diving deep into the latest version of the CLRG, highlighting the exciting refresh and showcasing the brand-new resources available at your fingertips.
But that's not all! We'll also be taking you on a guided tour of PSConnect All Chapter Officer Forum and the APCO Chapter Officers Toolkit, ensuring you know exactly where to find everything you need to thrive as a chapter leader.

So, buckle up and get ready to take your leadership journey to the next level!

https://attendee.gotowebinar.com/register/4765511431692335968

MCSC Monthly Survey Results

In April's Member & Chapter Services Committee survey, we focused on Quality Assurance and Quality Improvement. We received 33 responses.

In question #1, we asked you, "Does your agency use a protocol system to process calls for service?" All respondents answered. 26 (twenty-six) said "Yes", and 7 (seven) said "No".

In question #2, we asked, "Does your agency have a formal Quality Assurance/Quality Improvement program in place?" All respondents answered, summarized below.

- Yes (29 responses)
- No (4 responses)
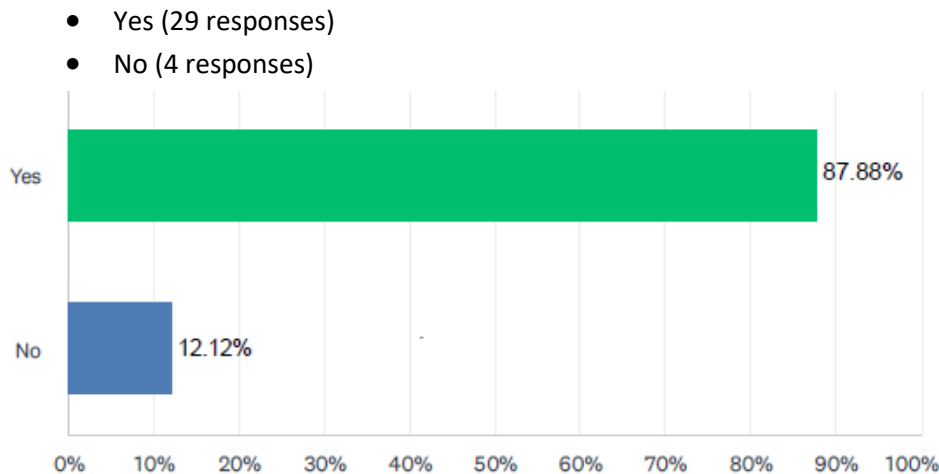
Question #3 asked, "How would you rate the effectiveness of your agency's Quality Assurance/ Quality Improvement program?" 33 respondents answered. Responses are summarized as follows:
- Highly effective (5 responses)
- Effective (18 response)
- Poor (6 responses)
- Not effective (3 responses)
- N/A (1 response)

In question #4 we asked, "Do you feel the feedback on your calls is received in a timely manner?" All respondents answered. Answers are summarized as follows:
- Yes (17 responses)
- No (14 responses)
- N/A (2 responses)

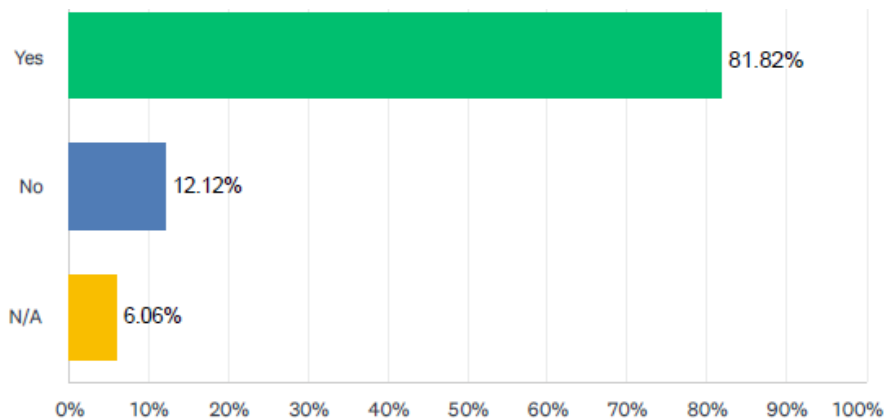# MCSC Monthly Survey Results (continued)
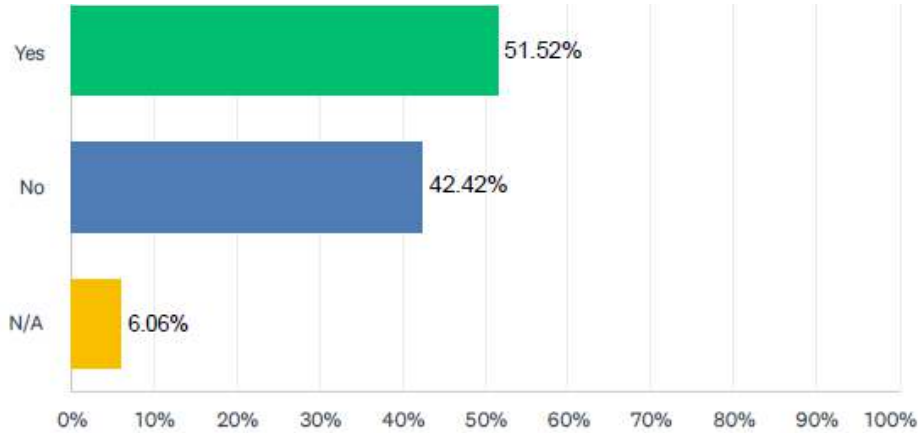
Question #5 asked, "Does your Quality Assurance/Quality Improvement Department work with your Training Department to develop in-house training?" 33 respondents answered, with responses summarized as follows:

- Yes (22 responses)
- No (8 responses)
- N/A (3 responses)

In question #6 we asked, "Do you feel the feedback is honest and objective?" All responded. Responses are summarized as follows:

- Yes (27 responses)
- No (4 responses)
- N/A (2 responses)

MCSC Monthly Survey Results (continued)

Question #7 asked, "Has the feedback helped improve your job performance?" 33 respondents answered. Responses are summarized as follows:

- Yes (25 responses)
- No (2 responses)
- N/A (6 responses)

In question #8 we asked, "Do you read all the feedback received and use it to improve your skills?" All responded. Responses are summarized as follows:

- Yes (19 responses)
- No (2 responses)
- N/A (12 responses)
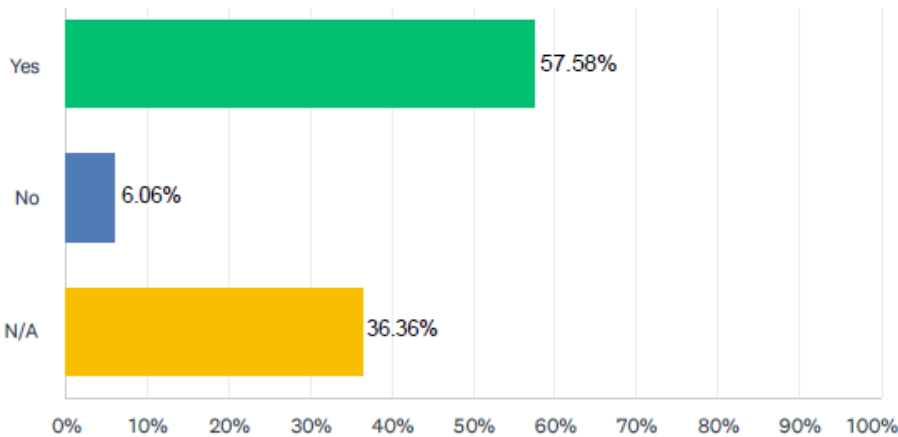
Question #9 asked, "Is your Quality Assurance/Quality Improvement Department receptive to answering questions you have on the feedback received?" 33 respondents answered. Responses are summarized as follows:

- Yes (27 responses)
- No (2 responses)
- N/A (4 responses)

MCSC Monthly Survey Results (continued)

In question #10 we asked, "Overall, do you feel your Quality Assurance/Quality Improvement program is effective to help you meet the expectations of your department?" All responded. Responses are summarized as follows:

- Yes (20 responses)
- No (9 responses)
- N/A (4 responses)
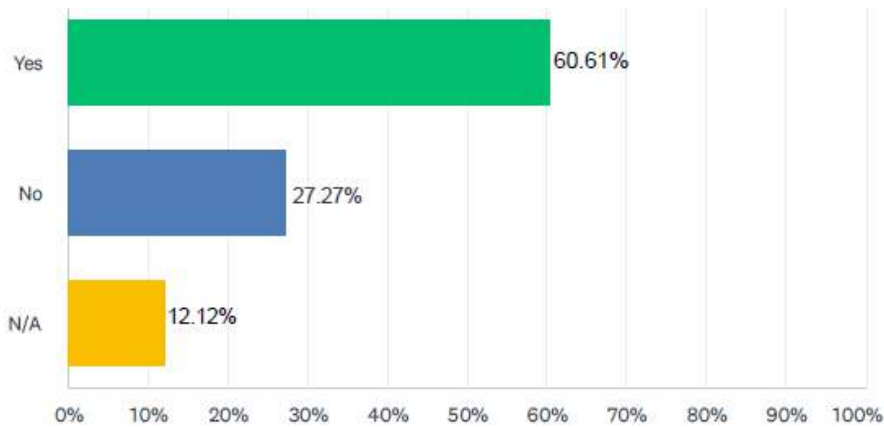
Thank you to those who responded to this survey. We appreciate your time and the detail you provided, as this will help the Member & Chapter Services Committee to better assist you and your Chapters.

This month's survey will be focused on Scholarships. Please visit Scholarships.

Upcoming Conferences

Upcoming Conferences (continued)

Upcoming Conferences (continued)

www.wipscom.com

Sunday May 12th—Wednesday May 15th

Kalahari Resorts & Conventions

Wisconsin Dells, Baraboo, WI

Upcoming Conferences (continued)

MAY 20TH - MAY 23RD
MUSKEGON, MICHIGAN
VANDYK MORTGAGE CONVENTION CENTER

Michigan Public Safety Telecommunications
9 - 1 - 1
NENAPCO
Annual Conference

2024 Michigan Public Safety
Telecommunications Conference

SAVE THE DATE
May 20th - May 23rd
Muskegon, Michigan

Keynote Speaker
Bo Guvner-McGowan

#MPSTC2024

2024 Michigan Public Safety
Telecommunications Conference

SAVE THE DATE
May 20th - May 23rd
Muskegon, Michigan

Keynote Speaker
Kim Turner

#MPSTC2024

2024 Michigan Public Safety
Telecommunications Conference

SAVE THE DATE
May 20th - May 23rd
Muskegon, Michigan

Keynote Speaker
Halcyon Frank
"Be an Encourager"

#MPSTC2024

2024 Michigan Public Safety
Telecommunications Conference

SAVE THE DATE
May 20th - May 23rd
Muskegon, Michigan

Keynote Speaker
Renee Thorton

#MPSTC2024

Upcoming Conferences (continued)

https://waapconena.org/event/june-forum/

Upcoming Conferences (continued)

Upcoming Conferences (continued)

2024 INDIANA 911 PROFESSIONALS CONFERENCE

Save the Date

SEPTEMBER 23-26

→ New Location ←

Embassy Suites & Conference Center
Noblesville, Indiana

MORE DETAILS COMING SOON!

Upcoming Conferences (continued)

Upcoming Conferences (continued)

Save the Date:
October 15– 18, 2024
Spokane, Washington

MORE DETAILS COMING SOON!

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