



# APCO

## MEMBER CHAPTER SERVICES Committee



June is the sixth month of the year, with 30 days, in the Julian and Gregorian calendars. It comes after May and before July. In the Northern Hemisphere, June is the month that marks the start of summer, while in the Southern Hemisphere, it marks the start of winter. June also has the longest days of the year in the Northern Hemisphere, and the shortest in the Southern Hemisphere.

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## Membership Information

Member Type	5/1/2023	5/1/2024
Associate Members	1,930	1,877
Full Members	3,906	3,840
Full Group Members	9,049	9,684
Online Group Members	22,982	24,045
Commercial Members	426	389
Commercial Group Members	281	260
Student/Educator Members	0	11
<b>Total Number of Members</b>	<b>38,574</b>	<b>40,070</b>
Total Number of Group Agencies	1,541	1,652
Commercial Groups	39	61



See you there!

[www.apco2024.org/](http://www.apco2024.org/)



## Cybersecurity Committee

### 9-1-1 Cybersecurity Resource Hub

In March 2024, the Cybersecurity and Infrastructure Security Agency (CISA), in cooperation with the Next Generation 9-1-1 Working Group of SAFECOM, introduced the Emergency Communications community to the “**911 Cybersecurity Resource Hub**”, a comprehensive cyber-incident reporting and information tool tailored specifically for our nation’s PSAPs and ECCs.

The Resource Hub provides guidance in seven distinct topic areas:

- Reporting a Cyber Incident
- Real World Use Cases
- Planning: Response & Recovery
- Cybersecurity Awareness & Training
- Protecting Networks from Cyberattacks
- Design & Implementation
- Risk Assessments

For many 9-1-1 leaders, knowing where to begin when it comes to developing a cybersecurity response policy or plan is one of the biggest hurdles in the process. CISA’s 9-1-1 Cybersecurity Resource Hub puts virtually all the tools needed to develop a cyber incident response plan in one easy to navigate space.

One of the first statements visitors to the site will see is a recommendation by CISA that PSAPs and “ECCs refer to and follow their cyber incident response plan as soon as they observe signs of compromise” within their systems. This statement immediately reinforces the need for all 9-1-1 centers to have or begin developing a plan to address nefarious cyber events. The “**Reporting**” tool provides information on who at the local, state, and federal level should be contacted in the event of a cyber-attack.

“**Real World Use Cases**” lists several actual cyber incident situations along with best practices and actionable tips to help PSAPs/ECCs prepare for and respond to an incident. “**Planning: Response & Recovery**” builds on the information provided in Real World Use Cases, with links to white papers and other publications detailing what to expect during a cyber incident as well as documents on initial response and recovery.

As the title indicates, “**Cybersecurity Awareness and Training**” is a great link for 9-1-1 leaders to visit if they’re looking for publications with ways to educate team members about the importance of cyber awareness.

“**Protecting Networks from Cyberattacks**” and “**Design and Implementation**” identify resources to prevent cyberattacks and provide guidance on building internal controls into 9-1-1 and NG9-1-1 systems and architecture, respectively.

## Cybersecurity Committee (continued)

“Risk Assessments” identify known cybersecurity risks and vulnerabilities in 9-1-1 centers throughout the country.

The 9-1-1 Cybersecurity Resource Hub is a FREE resource to PSAP and ECC leaders and is available online at: <https://www.cisa.gov/911-cybersecurity-resource-hub>

Submitted by:  
D. Jeremy DeMar, MA, CPE, ENP  
Cybersecurity Committee Member

## Humor Under The Headset



[www.headsethumor@apointl.org](http://www.headsethumor@apointl.org)

Working for a police department in a college town always makes Halloween very interesting. One Halloween, we had a call and officers were out investigating and looking for suspects. Given the time of year, the descriptions got peculiar...

*Officer 1:* We're looking for a male dressed as a Ninja Turtle.

*Officer 2:* Which Ninja Turtle?

*Officer 1:* Um... I don't know my Ninja Turtles. The orange one?

*Officer 2:* That's Michelangelo.

Meanwhile, Dispatch was giggling and waiting to see Michelangelo show up on the Booking Room cameras. Maybe we should order some pizza?

## 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/>

## Teammates In Action (continued)

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

On November 7<sup>th</sup>, 2023, Williamson County Department of Emergency Services in Tennessee received a call for a fire in a wood line. That fire began to grow quickly from being small to peaking at 150 acres. TC Hake and TC Cummings worked together to dispatch additional needed units, document responses, and coordinated communication with the scene. This incident lasted over 10 hours, involved 36 fire apparatuses, command vehicles, and support vehicles attached on the fireside as well as Air1, state forestry, law enforcement, and a plethora of volunteers that came to the scene to assist. TC Hake and Cummings are being praised for doing a phenomenal job throughout this incident, representing WC911 with the highest level of professionalism. They demonstrated quick on-the-fly decision-making, leadership, teamwork, and thorough knowledge of the job.

Join APCO Member Chapter Services Committee in recognizing TC Hake and TC Cummings as Teammates in Action!



On February 27, 2024, Telecommunications Operator, Lyz Wood of the Pampa Police Department in Pampa Texas, was dealing with a several wildfires that were threatening the city of Pampa and the county.

At the start of the wildfires Telecommunications Operator, Lyz Wood, took control of the situation by first ensuring that all the involved agencies were informed about how the wildfires were unfolding. Lyz was in contact with the EOC and making sure everyone was on the same page. Lyz was also checking in on her co-workers who were handling 911 calls and radio traffic to ensure they did not need any further assistance.

Please join us in congratulating Telecommunications Operator, Lyz Wood who went above and

## Teammates In Action (continued)

beyond for her community by presenting her the "Teammates in Action Award."

Thank you, Telecommunications Operator Lyz Wood, for your calm in a chaotic situation and eye to detail, and teamwork which ensured the best possible outcome during the wildfires.



On Friday, September 1, 2023 in Scottsdale, Arizona, at approximately 0238 hours, Communications Supervisor Derrik Gregg received a 911 call that disconnected shortly after he answered.

Derrik was able to see on Rapid Deploy\* that the caller was on Hayden Road near McCormick Parkway. A few seconds later, Rapid Deploy updated the caller's location on Hayden Road, north of the original location. Derrik entered a CFS for a 911 welfare check for a vehicle possibly traveling between McCormick Parkway and Via De Ventura on Hayden Road.

Another dispatcher immediately aired the information, and Derrik attempted to contact the caller. At the same time, Derrik selected "request additional information," a feature request on Rapid Deploy that signifies that the 911 center feels there is a potential emergency and will send the requestor any emergency information put into a smartphone by the caller. This returned the phone owner's name, parent's contact information, and her home address.

On Derrik's second call to the phone, a female answered and immediately stated that she would call him back. Derrik attempted to get information from her and asked her if she had an emergency, to which she replied, "Yes," and then announced again that she would call back and hung up the phone. Using the information on the supplemental information from the caller's phone, Derrik ran a query to find vehicles registered to a person with the caller's name. At this time, an officer working with a trainee affected a stop on a vehicle traveling northbound on Hayden. Derrik quickly relayed the vehicle information he received through his query and confirmed that the license plate matched the vehicle pulled over.

Officers approached the vehicle and determined that the female passenger of the vehicle needed medical attention. Investigation revealed that the male driver had run over the female passenger prior to leaving with her in the vehicle from a bar in Scottsdale. The female had been unable to speak freely because she was afraid of the driver.

This call came to a successful ending due to the quick actions of Supervisor Derrik Gregg. Derrik took the call and recognized the possibility that the caller had an emergency but was unable to verbalize it due to a dangerous situation.

## Teammates In Action (continued)

He utilized Rapid Deploy and noticed movement northbound in the few seconds the caller was on the line. Rapid Deploy's advanced technology quickly showed the direction of travel and returned emergency contact information for the caller. This gave him enough information to start the call for service while he attempted to contact the caller. Derrick then took the initiative to query the phone owner's vehicles, and was able to identify the car that the caller was in. Officers stopped the vehicle and saw scrapes on the female's knees, prompting a more thorough investigation in which it was determined that she had broken fingernails, bloody hands, cuts, and had been run over by the driver.

I believe it is likely that the actions taken by Scottsdale Communications and Patrol saved this young woman's life that night.

Thank you, Derrick, for your dedication to your profession and to your callers. Join us in recognizing Supervisor Gregg as a Teammate in Action.



## Commercial Advisory Committee

### What Does APCO Mean to You?

The Commercial Advisory Council (CAC) is excited to bring to you the latest in our video series What Does APCO Mean to You?

Tune in to our CAC members explaining why APCO is so important to them. They also provide insight into the value of an APCO commercial membership.

Click on the link to hear testimony from Amy Marion:

<https://www.youtube.com/watch?v=8QCIfNFfSM>

We also want to recognize and thank Virtual Academy and Kelly Sanders-Kelley for their generosity in creating and publishing these videos for our APCO Community.

Submitted by: Diva C. Miranda Jones  
Senior Sales Engineer at Carbyne





## Health & Wellness Committee

### SURVIVING SPRING Allergies

**1 in 4** people suffer from allergies

#### Common Symptoms

- Runny nose
- Nasal congestion
- Coughing
- Sneezing
- Watery eyes
- Itchy nose and eyes
- Worsened asthma symptoms (for asthmatics)
- Decreased quality of sleep

#### Triggers

Spring allergies are most commonly related to tree pollens:

- Birch
- White Ash
- Elm
- Walnut
- Maple

#### Remedies

- Nasal saline rinses
- Nasal steroid sprays
- Antihistamines (*oral or prescription nasal spray*)
- Immunotherapy (*allergy shots*)

#### Prevention

- Overall avoidance
- Check pollen counts daily and stay inside on high pollen days
- HEPA filter air cleaners in your home
- Wash bedding and clothing often in hot water
- Shower and change clothes after you've been outside on high pollen day

#### Allergy Testing

Testing can be done with a skin test or a blood test.

MASSACHUSETTS EYE AND EAR

## Health & Wellness (continued)



## Health & Wellness continued

### Summer Safety Reminders: Tips for Staying Safe During Outdoor Activities

Summer is just about here so it is important to begin focusing on staying safe during outdoor activities. As the weather warms up and people spend more time outdoors, it's essential to remember some key safety tips to ensure a fun and incident-free summer. Whether you're hiking, swimming, camping, or simply enjoying a barbecue in the backyard, these reminders will help you and your loved ones stay safe and healthy.

1. **Stay Hydrated:** With longer days filled with sun and higher temperatures, it's easy to become dehydrated. Always carry water with you, especially on hot days, and drink regularly to stay hydrated. Avoid excessive caffeine and alcohol consumption, as they can contribute to dehydration.
2. **Protect Your Skin:** Use sunscreen with a high SPF rating to protect your skin from harmful UV rays. Reapply sunscreen every few hours, especially if you're swimming or sweating. Wearing hats, sunglasses, and lightweight clothing can also provide additional protection. Avoid the hours of 10am to 2pm when the sun is at its peak.
3. **Be Aware of Heat-Related Illnesses:** Heatstroke and heat exhaustion are serious risks during summer. Know the signs, which include dizziness, nausea, rapid heartbeat, and hot, dry skin. If you or someone else shows these symptoms, move to a cooler place, hydrate, and seek medical help if needed.
4. **Practice Water Safety:** Whether you're swimming in a pool, lake, or ocean, always follow water safety guidelines. Swim in designated areas with lifeguards if possible, and never swim alone. Keep a close eye on children and inexperienced swimmers, and make sure everyone wears appropriate flotation devices if needed.
5. **Stay Alert in Nature:** If you're hiking, camping, or exploring nature trails, be aware of your surroundings. Watch out for wildlife, stay on marked paths, and be prepared for changes in weather conditions. Carry a first aid kit, map, and communication device in case of emergencies.
6. **Grill Safely:** Barbecues are a summer staple, but they can pose fire and burn risks. Place grills on stable surfaces away from flammable materials, never leave them unattended while in use and keep a fire extinguisher nearby. Use long-handled utensils to prevent burns.
7. **Stay Informed:** Check weather forecasts and local regulations before planning outdoor activities. Be aware of any heat advisories, wildfire warnings, or water quality alerts in your area. Stay

## Health & Wellness continued

informed to make informed decisions about your safety.

8. Plan for Emergencies: Always have a plan in place for emergencies. Share your itinerary with someone trustworthy if you're going on a trip, carry essential supplies like water, food, and a flashlight, and know how to contact emergency services if needed.

By following these summer safety reminders, you can enjoy all the fun and excitement of outdoor activities while minimizing the risks. Remember, staying safe is key to making lasting summer memories. Wishing you a safe and enjoyable summer season!

References:

<https://www.hopkinsmedicine.org/health/wellness-and-prevention/summer-safety>

[https://www.usfa.fema.gov/downloads/pdf/publications/summer\\_safety\\_flyer.pdf](https://www.usfa.fema.gov/downloads/pdf/publications/summer_safety_flyer.pdf)

Submitted by: Priya Robles, CPE RPL ENP  
Dispatch Communications Supervisor  
City of Fremont Police Department

## Upcoming Conferences



See you there!

[www.apco2024.org/](http://www.apco2024.org/)

## Upcoming Conferences (continued)



**FREE**  
**DISPATCH**  
**TRAINING**  
Sponsored by  
**OMAG**

- APR 10
- MAY 09
- JUNE 11
- JULY 18

**LOCATIONS:**

- APRIL 10 - LAWTON
- MAY 9 - EDMOND
- JUNE 11 - MIAMI
- JULY 18 - WOODWARD
- SOUTHEAST REGION - TBD

Topics:  
OLETS, TERT  
DV & 911, 988,  
Breaking through  
the Rainbow

Time: 0900-1500 Lunch Provided

Book your seat now!  
[WWW.OKAPCO.ORG](http://WWW.OKAPCO.ORG)



## Upcoming Conferences *(continued)*



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

## Upcoming Conferences *(continued)*



NAVIGATING  
INTO THE  
FUTURE of 9-1-1

Ohio NENA/APCO  
Joint State Conference

**SAVE THE DATE**

**SEPT. 9-12, 2024**

Kalahari Resort & Conventions Sandusky, Ohio 

Visit [www.ohioapco.org](http://www.ohioapco.org) or  
[www.ohionena.org](http://www.ohionena.org) for future information 

 

## 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)



**2024  
OKPSC**

**CHECK  
OUT OUR  
NEW  
VENUE**



**CHOCTAW CASINO  
DURANT, OK**

**OCT 13 -  
OCT 16**

**[WWW.OKPSC.ORG](http://WWW.OKPSC.ORG)**



## Upcoming Conferences (continued)



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

**MORE DETAILS COMING SOON!**

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