



APCO

MEMBER CHAPTER SERVICES Committee

Member Chapter Services Monthly Poll

This month's poll will be focused on Quality Assurance & Quality Improvement. We request a member from each agency within your 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/MCSCAPRIL24>



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Membership Information

Member Type	3/1/2023	3/1/2024
Associate Members	1,784	1,702
Full Members	3,440	3,401
Full Group Members	8,641	9,248
Online Group Members	21,540	21,555
Commercial Members	365	364
Commercial Group Members	107	139
Student/Educator Members	0	9
Total Number of Members	35,841	36,418
Total Number of Group Agencies	1,465	1,578
Commercial Groups	27	39

Flash Day Is April 1!

It's no April Fools' joke—Flash Day is back! You'll save on your [APCO 2024](#) full conference registration for one day only, April 1. As a member you already save \$200 on your registration, but with Flash Day you can save an additional \$100.

If you are not currently a member, [join](#) on or before **April 1** to enjoy the full \$300 off.

For more information, visit apco2024.org/registration.



Cybersecurity Committee

The password is “password” ... no caps.

One of the most fundamental aspects of security and access control for any system is the use of a password. It is a concept that has long been implemented in many different ways, and in today’s world, it has started to become more of a chore for our average end-users than a cornerstone of good cyber hygiene. If you were to ask anyone in your ECC about how they create their passwords for CAD, phone system, extranet or intranet passwords, most of them will probably make you a little squeamish for your security. Admittedly, I have been guilty of the “just add another number to it” mentality of that tri-monthly forced password change, but as cyberattacks on ECCs are on the rise, and many centers are moving toward more cloud-based technologies, I have taken a second look at what I consider when I create my passwords.

What can be done in the ECC? One of the first practices I implement for my own password creation is I NEVER use a password for work that I have used for access to a personal or school account; that work-life balance needs to apply to your passwords too. If a criminal gains access to an employee’s personal account (bank, social media, etc), and they use the same password for their bank that they use to access the ECC’s systems, they have unintentionally rolled out the red carpet for a cyberattack. While continuous education is helpful for your current employees, make sure your CTOs are also up to date on cybersecurity, and pass these skills on to your new recruits.

What does a secure password look like? I’ll be honest, when I first thought of this, I imagined an impossible string of numbers and letters that make it look like I banged my fist on the keyboard (which coincidentally is what I would do if I tried to remember that!) However, SpecOps Software has posted a couple of good summaries for secure password requirements that align with the National Institutes of Standards and Technology (NIST 2024). Key takeaways from these articles include keeping a minimum of 8 characters and a maximum of 64, screening new passwords against a database of known compromised passwords, allow the use of all ASCII and Unicode characters (including emojis!), as well as allowing the use of copy and paste functions to facilitate the use of password managers.

Another key takeaway which I will be implementing myself is the use of something called a *pass phrase*. A pass phrase is a phrase jumbled up in one string, substituting numbers and symbols for the letters, such as “MyP@Sw0rd1sth3Be\$t?”. With this, SpecOps goes on to suggest the prevention of context specific words, such as “ThisIsMyCADPassword”, or words that contain the “...name of the service, the username, and derivatives thereof” (SpecOps 2023). As we are moving forward into a brave new frontier in ECC technology, let’s not forget that the password is a cornerstone in access security, and let’s empower our end users to be creative in their own password creation; the security of your ECC may depend on it!

Submitted by: A. Cole Hansen-Elliott
CTO, Cobb County Department of Emergency Communications

Sources: SpecOps CJIS Password Security Requirements (<https://specopssoft.com/blog/cjis-password-policy-requirements/>)

SpecOps 2022-2023 NIST 800-63b Password Guidelines and Best Practices <https://specopssoft.com/blog/nist-800-63b/>

Teammates In Action



DAILY ACTIONS
BY HEADSET
HEROES.



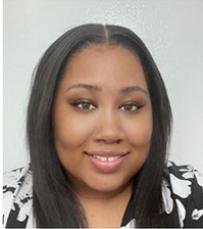
WE'RE
WORKING TO
BRING THESE
MOMENTS TO
LIGHT AND
NEED YOUR
NOMINATIONS!

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

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

Teammates In Action (continued)

This Month's Teammates in Action Awards both go to members of the Metro Nashville Department of Emergency Communications. Make sure you nominate your teammates so they too can be recognized!



On October 29, 2023, the Metro Nashville Department of Emergency Communications received a 911 call of an unknown age male that overdosed. He was not breathing and required CPR.

Telecommunicator Raionna Temple answered this call. She provided outstanding customer service. She remained calm, professional, and empathetic.

Please join us in congratulating Telecommunicator, Raionna Temple for her exceptional performance and awarding her the "Teammates in Action Award."



On November 2, 2023, the Metro Nashville Department of Emergency Communications received a 911 call from a 74-year-old female advising she was possibly having a heart attack. She was having trouble breathing.

During this call, the female stopped responding to Telecommunicator Mackenzie Bunker. Telecommunicator Bunker did a fantastic job on this incident. She recognized how serious this situation was and remained on the line after the female caller stopped responding.

She provided the responders with all updates and was diligent in her duties to provide the best outcome for the patient as possible.

Please join us in congratulating Telecommunicator, Mackenzie Bunker for her exceptional performance and awarding her the "Teammates in Action Award."



MCSC Monthly Survey Results

In March's Member & Chapter Services Committee survey, we focused on Training. We received 67 responses from 30 Chapters. The Chapters that responded were:

Alabama	Kentucky	Oklahoma
Alaska	Louisiana	Oregon
Arizona	Michigan	Pacific
Arkansas	Mid-Eastern	Pennsylvania
Atlantic	Missouri	South Carolina
Colorado	Montana	Utah
Florida	Nebraska	Virginia
Illinois	Nevada	Washington
Indiana	North Carolina	Wisconsin
Iowa	Ohio	Wyoming

We asked you, "What is your job title?" All respondents answered, summarized below.

- Dispatcher/Communications Technician/Public Safety Telecommunicator (5 responses)
- Training Officer (4 responses)
- Training Supervisor (9 responses)
- Communications/Shift Supervisor (13 responses)
- Other (36 responses)
 - Deputy Director
 - Director
 - Executive Director
 - Lieutenant
 - Manager
 - Office and GIS Manager
 - Quality Assurance Coordinator
 - Training Administrator / Coordinator

In question #2, we asked, "How long is your training program?" All respondents answered, summarized below.

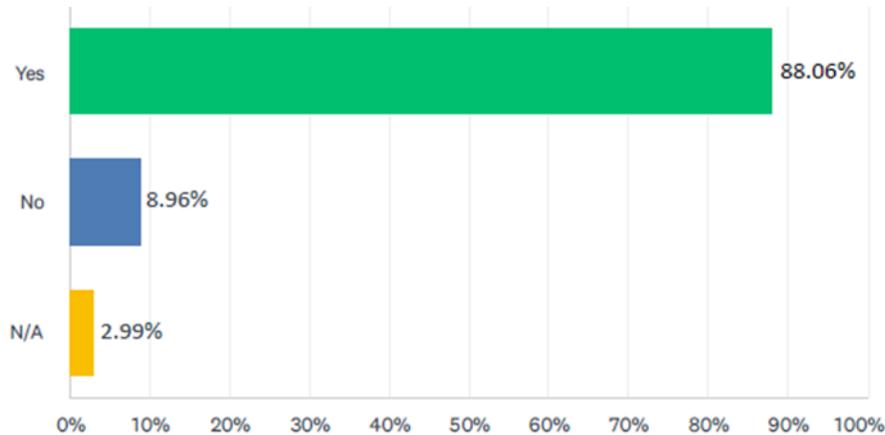
- 1 month (0 responses)
- 2-3 months (9 responses)

MCSC Monthly Survey Results *(continued)*

- 4-5 months (11 responses)
- 6 months (19 responses)
- 7+ months (20 responses)
- What is a training program? (1 response)
- Other (7 responses)
 - 4-6 months give or take experience and how quickly they learn two disciplines
 - 5-7 months
 - Academy time off the floor 3-4 weeks depending on how many people, then they move to the floor which will take up to another 6 months or so.
 - Call taker academy is 240 hours followed by call taker training of 520 hours. Each radio position is at least 240 hours. Supervisor training is 240 hours.
 - Initial recruit academy is 10-12 weeks. Individual training post-academy is individualized and averages around 600 hours for most trainees. Radio discipline training is 40 hours for general radio operations, 600 hours for fire dispatch (combination formal/OJT), and police is 350 hours (combination formal and OJT).
 - Ours averages six months but the curriculum/duration adapts to the performance of the trainee, providing fewer or additional months as needed.
 - The probationary period is one year. However, we are finding we have to extend personnel at least 3-4 months to attain a dispatch skill.

Question #3 asked, “Is your training program broken into phases?” 67 respondents answered. Responses are summarized as follows:

Yes (59 responses)
No (6 responses)
N/A (2 responses)



MCSC Monthly Survey Results (continued)

In question #4 we asked, "If yes to the previous question, how long is each phase?" 62 respondents answered with five skipping the question. Answers are summarized as follows:

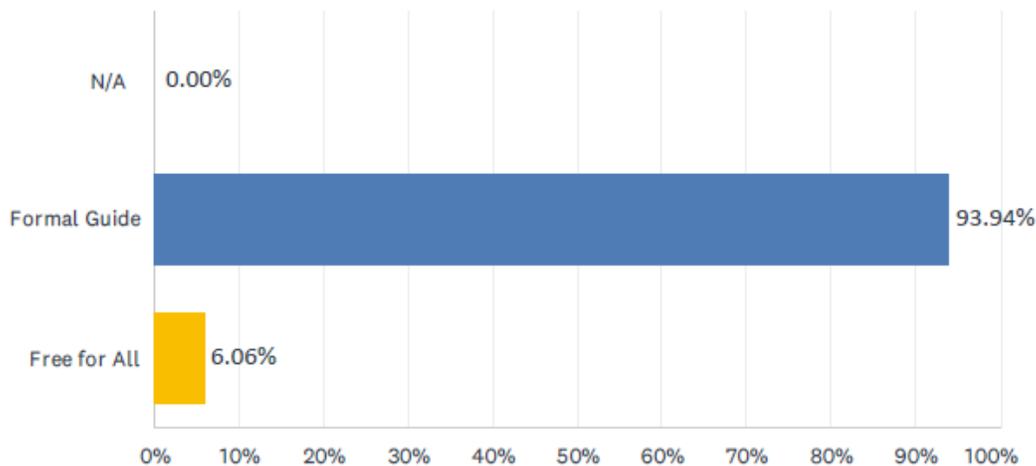
- N/A (4 responses)
- 1 month (5 responses)
- 2-3 months (26 responses)
- 4-5 months (3 responses)
- 6+ months (1 response)
- Other (23 responses)
 - 1-2 months. Varies on performance.
 - 2-3 Weeks each
 - 240 hrs. (30-8 hr. shifts)
 - 45 days worked
 - 4-5 weeks, not including the need for remedial training
 - 4-6 weeks
 - 6 weeks
 - Academy = 8 weeks, Call Taking = 4 weeks, Fire Dispatch = 4 weeks, EMS Dispatch = 4 weeks, Law Dispatch = 6 weeks
 - Based on the hours for phases
 - Call Taking - 4 weeks per phase based on 20 hours per week = 16 weeks; Police Dispatch Phase 2 is 4 weeks and Phase 3 is 14 weeks - both are based on 16 hours of training per week; Phase 4 is 7 weeks based on 32 hours of training per week; Fire Dispatch is 2 weeks per phase for 6 weeks based on 32 hours per week.
 - Depends on how quickly the trainee responds.
 - Hours not days or months to be more accurate in tracking
 - It varies by person. However, typically, for call taking, it averages 3 months, then for dispatch, it is 5-8 months.
 - Phase 1 – 2 weeks, Phase II – 8 weeks, Phase IIIa – 3 weeks, Phase IIIb – 6 weeks
 - Phase 1 - 3 weeks, Phase II - 4 weeks, Phase III - 6 weeks, Phase IV - 4 weeks, Phase V – 1 week.
 - Phase 1 (call taking) two weeks, Phase II (CAD) one month, Phase III (LEADS) three weeks, Phase IV (radio/alarms), shadow – three weeks
 - Phase I – 3-4 months, Phase II – 1 month, Phase 3 – 5 weeks, Phase IV – 2 weeks
 - Typically 1-2 months. It depends on the trainee and their ability to retain.
 - Varies depending on the progress of the trainee. They must be certified on call take within 6 months.

MCSC Monthly Survey Results (continued)

- Varies in weeks by phase
- We have 8 phases. The shortest is 1 week and the longest is 6

Question #5 asked, “Does your training program have a formal guide or do your CTOs do their own thing?” 66 respondents answered, with one skipping the question. Responses are summarized as follows:

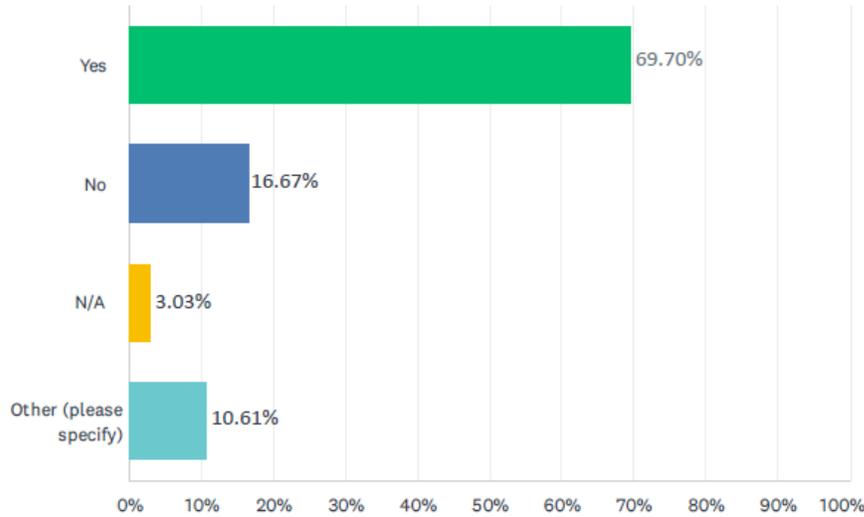
- N/A (0 responses)
- Formal guide (62 responses)
- Free for all (4 responses)



In question #6 we asked, “If a formal guide exists, are goals mapped out into weeks and phases?” 6 responded, with one not responding. Responses are summarized as follows:

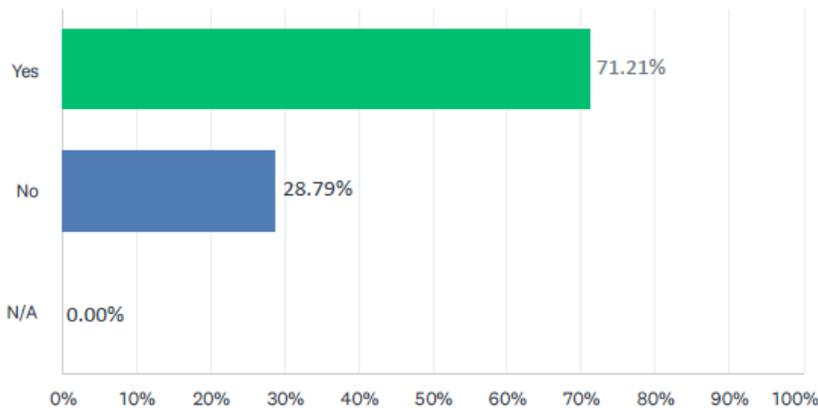
- Yes (46 responses)
- No (11 responses)
- N/A (2 responses)
- Other (7)
 - There are goals for each section, we don't have phases so to speak. We have call-taking/911, fire, police B (our information/NCIC channel), and police A (our main dispatch channel).
 - Phase I is mapped out by week. Phases II and III are mapped out by performance goals.
 - In the academy phase, there is a formal guide. Once they hit the floor, there are expectations of what still needs to be covered.
 - Benchmarks are set in each phase and must pass before moving to the next phase.
 - Each training discipline (call taking, radio operations, police, fire) has its own set of Standard Evaluation Guidelines.

MCSC Monthly Survey Results (continued)



Question #7 asked, “Does your training program have a classroom component?” 66 respondents answered, with one skipping. Responses are summarized as follows:

- Yes (47 responses)
- No (19 responses)
- N/A (0 responses)



Question #8 asked, “If yes to the last question, how long is the classroom component?” 63 respondents answered, with three not responding. Responses are summarized as follows:

- N/A (16 responses)
- 1 week (6 responses)
- 2-3 weeks (17 responses)
- 1 month (4 responses)



MCSC Monthly Survey Results (continued)

- Other (21 responses)
 - 1 day for orientation
 - 6 weeks
 - 12 weeks, including Phase I on-the-job training
 - For call-taking – 12 weeks; for police or fire dispatch – 6 weeks
 - 240 hours for state curriculum
 - 3 months
 - 8 weeks
 - We require APCO PST I and Fire Communications. Then there are class days sprinkled throughout the program.
 - 5 Days for state program & for online EMD program.
 - 2-3 months
 - Recruit Class – 10-12 weeks; Fire and Police Dispatch – 2-3 days
 - 4-8 weeks, depending on the class size

Question #9 asked, “Do you rotate your CTOs?” 66 respondents answered, with one skipping.

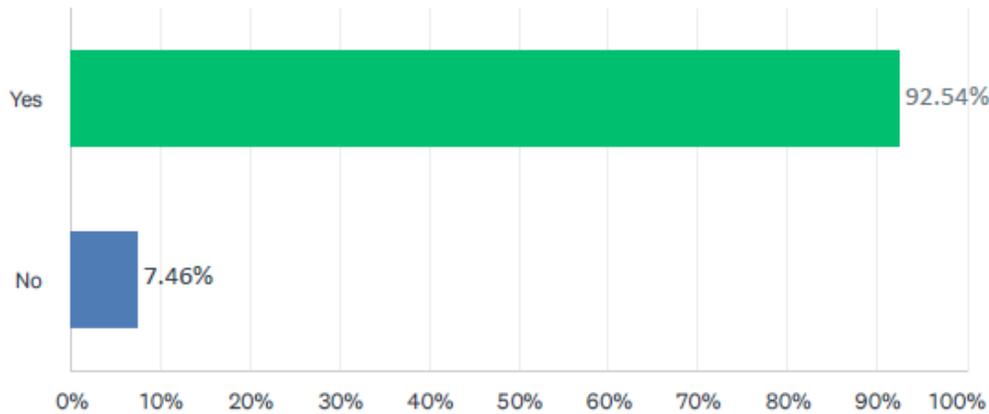
Responses are summarized as follows:

- N/A (2 responses)
- Yes – Weekly (2 responses)
- Yes – Monthly (15 responses)
- Yes – Quarterly (1 response)
- Yes – By discipline (13 responses)
- No (9 responses)
- Other (24 responses)
 - Depends on availability
 - When necessary for training specific sections or getting extra practice if needed
 - Anywhere from between 6-12 weeks
 - Every 6 weeks
 - Approximately every 2-3 months based on call volume, call type, and discipline
 - About halfway through, often switching the trainee to a different shift
 - We try to keep the trainee and trainer together for the majority of the training program.
 - As needed by availability and CTO burnout
 - Trainees are rotated to different shifts during training so they work with multiple people

MCSC Monthly Survey Results (continued)

Question #10 asked, “Do you have a continuing education requirement for all employees?” All respondents answered. Responses are summarized as follows:

- Yes (62 responses)
- No (5 responses)

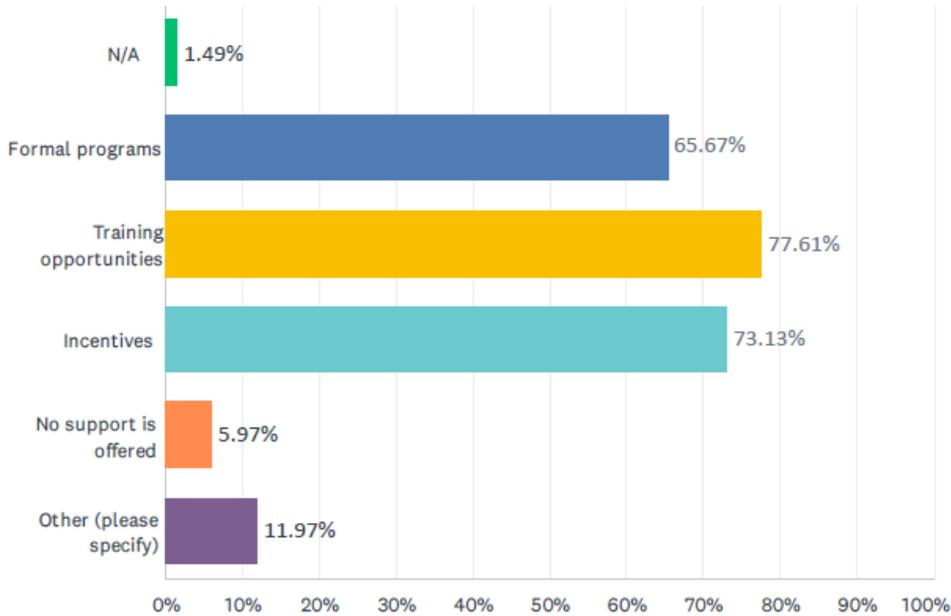


Question #11 asked, “What kind of support do you offer your CTOs? (formal programs, training opportunities, incentives, etc.)” All respondents answered. Responses are summarized as follows, with multiple responses allowed:

- N/A (1 response)
- Formal programs (44 responses)
- Training opportunities (52 responses)
- Incentives (49 responses)
- No support is offered (4 responses)
- Other (8 responses)
 - Bi-weekly training meetings.
 - FTO of the Month and FTO of the Year.
 - Independent study days- to give breaks.
 - Regular team meetings, this year we're doing our first "CTO Retreat" which is a day of focused training or work time together based on needs they identified.
 - We attend a Police Officer FTO training program. That is the only formal training we receive before training someone.



MCSC Monthly Survey Results (continued)



Question #12 asked, “Do you send employees to state and/or national conference for additional training opportunities?” All respondents answered. Responses are summarized as follows:

- Yes (54 responses)
- No (13 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 Quality Assurance & Quality Improvement . Please visit: <https://www.surveymonkey.com/r/MCSCAPRIL24>



Upcoming Conferences



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)



May 7-10 BOISE, ID

APCO

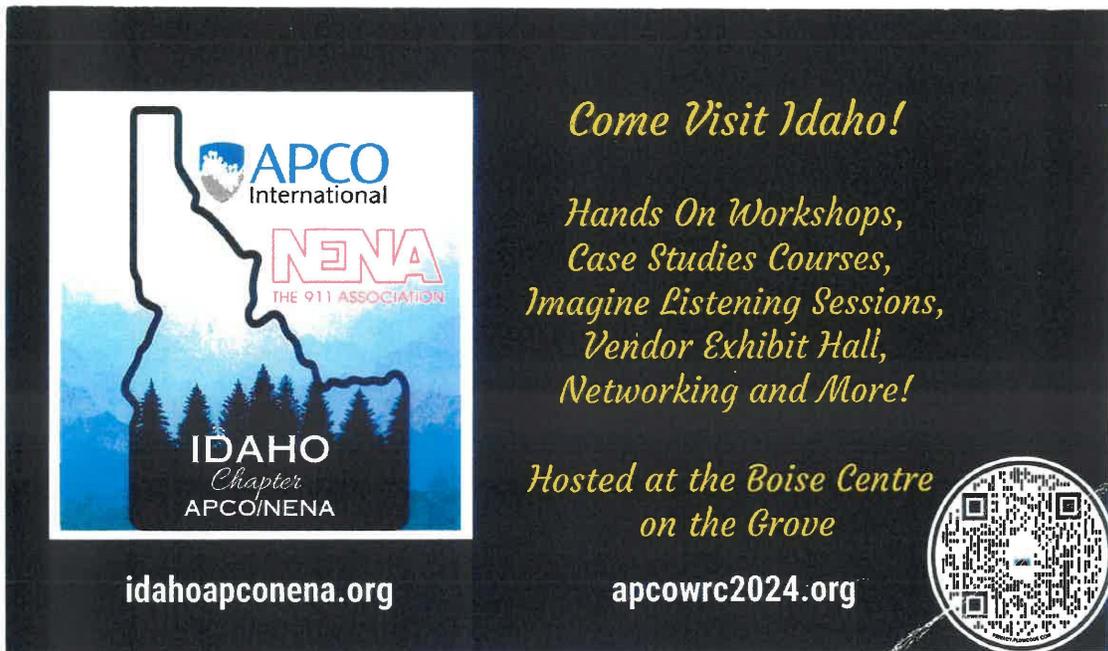
WRC
Western Regional Conference

Keynotes:
Sam Glenn & Ricardo Martinez

apcowrc2024.org

9-1-1

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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!

Chapter Member Services Committee Members (continued)

NAME	STATE CHAPTER LIAISON	OTHER COMMITTEE DUTIES	EMAIL ADDRESS
Karen Anderson	Nevada	CO Toolkit	kanderson@dcp.virginia.gov
Katrisha Harrison	Louisiana, Idaho	CO Toolkit & Polls	Kmharrison75@gmail.com
Kenneth Virdin	Indiana, Mid-Eastern	Polls	kenneth.virdin@newcastlede.gov
Krista Kilmon	Montana, Oregon	Webinars	kkilmon@co.northampton.va.us
Laramie Scott	Wisconsin	CO Toolkit Co-Coordinator	laramie.scott@madisoncountky.us
Lashonda Wilson	Arizona	Polls, Webinars, CL Guide, TIA	lashonda.wilson@maryland.gov
Mark Hutchison	Georgia	TIA	mark.hutchison@nashville.gov
Mary Sue Robey, RPL	Washington	Newsletter Editor	marysuer@valleycom.org
Michael Newsome, RPL	Virginia		michael.newsome@fultoncountyga.gov
Rebecca Taft	North Carolina	Webinars	rtaft@dekalbcounty.org
Rick Erickson	South Dakota	TIA & Polls	rerickson@thewoodlandstowship-tx.gov
Robert Hansen	Mississippi		bobbyb368@hotmail.com
Sabrina Morgan	South Carolina	Proofreader	breemorgen@hotmail.com
Samantha Dutch, RPL, CPE	Texas	Webinar Coordinator & Committee Content	scameron@scotlandcounty.org
Tara Vann	Wyoming	Polls	tcollis@fcva.us
Thomas Ward	Atlantic	TIA	tward1@frederickcountymd.gov
Trae Maeder, RPL	Caribbean	Polls, CL Guide, CO Toolkit & TIA	trae.maeder@FloridaAPCO.org
Tim Stencel	Group Leader	-	tstencel@NWCDs.org
Rebecca Hull	Staff Liaison	-	hullr@apointl.org
Susan Stowell Corder	Staff Liaison	-	stowells@apointl.org

Chapter Member Services Committee Members

NAME	STATE CHAPTER LIAISON	OTHER COMMITTEE DUTIES	EMAIL ADDRESS
LaToya Marz, RPL	Nebraska	Chair, Proofreader & CL Guide Coordinator	lmarz@tri-com911.org
Celeste Baldino, RPL	Illinois	Vice-Chair, Teammates In Action (TIA) Coordinator & CL Guide	cbaldino@albemarle.org
Amanda Dodd	Oklahoma, Ohio	TIA	adodd@wilson911.org
Amy Kosinsky, RPL	Florida	TIA, CL Guide & Proofreader	kosinskya@naperville.il.us
Catherine Raley, RPL	Michigan	Webinars & Proofreader	craley@arapahoegov.com
Charlene Fisk	Northern California & Pennsylvania	CO Toolkit, CL Guide, & Webinars	cafisk@nortonmaus.com
Charles Venske, <i>Retired</i>	Alabama	Life Member Content & Proofreader	charles.venske@outlook.com
Christine Marquardt	Colorado	Webinars & TIA	cmarquardt@nlets.org
Crissie Cook	Minnesota	Proofreader	ccook@cces911.org
Daryl George	Pacific		daryl_r.george@lvhn.org
Dennette Lilly	Kansas, New Mexico		lillyld@wfu.edu
Diva Miranda Jones	Iowa	Commercial Member Highlight Content, & Proofreader	divamirandajones@gmail.com
Dominique Mathis	North Dakota		dsmathis85@gmail.com
Donna Crochet	Tennessee	TIA & Polls	dcrochet@cpsso.com
Erin Eaton	CPRA	TIA	eeaton@nwcds.org
Felicia Taylor, RPL	West Virginia		ftaylor@cityofpuntagordafl.com
Heather Barnes		Poll Coordinator	heather.barnes@csec.texas.gov
Heather Butler	Kentucky	TIA	hbutler@dekalbcounty.org
Herman Weiss	Missouri	CO Toolkit Co-Coordinator & Webinars	herman.weiss@chowan.nc.gov
Jared Pelham	Saudi Arabia	Proofreader	pelham_j@hc911.org
Jarret Winkelman	Alaska	Proofreader	jarret.winkelman@emeres.com
Jeryl Anderson, RPL, CPE	Arkansas	CO Toolkit	jbesttraining@yahoo.com
Jessica Loos, RPL	Utah	CL Guide	jloos@lincoln.ne.gov