



APCO

MEMBER CHAPTER SERVICES Committee

Member Chapter Services Monthly Poll

This month's poll will be focused on National Public Safety Telecommunicator Week. 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/MCSC022024NPSTW>

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Membership Information

Member Type	1/1/2023	1/1/2024
Associate Members	1,306	2,474
Full Members	2,637	3,987
Full Group Members	7,097	6,955
Online Group Members	16,443	16,937
Commercial Members	305	488
Commercial Group Members	6	57
Total Number of Members	27,794	30,900
Total Number of Group Agencies	1,151	1,254
Commercial Groups	13	26

APCO Membership Renewal

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



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, 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

Cybersecurity Skills in the ECC

How secure is your ECC based on the level of skills and expertise of those charged with the primary responsibility of providing Cybersecurity to your organization? It is a challenge for most ECCs to find the time, staffing, financial, and support/budget sources to help prevent cyber incidents and breaches in today's constantly evolving Cybersecurity threats.

Most ECCs can hire Cybersecurity staff in one of two ways; either they have a vendor or can hire an in-house trained professional whose primary responsibility is to perform those tasks whether they are full-time or part-time. For most organizations, the ECC may have to rely on the Communications Personnel and Administration to help provide all the planning, write policies, and ultimately respond to Cyber Incidents directly if outside technical experts with Cybersecurity skills are available to the ECC.

In a recent report conducted by Fortinet, "Cybersecurity skills were analyzed and according to the report, the numbers of organizations confirming five or more breaches jumped 53% between 2021 and 2022. 68% of organizations indicate they face additional risks because of Cybersecurity skills shortages, consistent with sixty-seven percent in 2021." (Security Magazine, 2024).

What does this mean for ECCs? It comes down to the same topic of conversation we are having nationally in our ECCs regarding our primary staffing of Public Safety Telecommunicators. These same issues in finding qualified and interested candidates are affecting those who we are relying on to help provide the expertise and skills to protect our ECCs and keep us running with constant threats at every turn.

So, what can be done about this? A recent update to the "Public Safety Communications and Cyber Resiliency Toolkit" created by CISA (Cybersecurity & Infrastructure Security Agency, 2023) was released in 2023, which provides any agency that works in the field of Emergency Communications with the tools to help educate, develop plans, and enhance existing resiliency efforts that your Center may have started looking into. If you haven't seen or heard about this before, check it out on CISA.gov as it is interactive and provides excellent resources and additional links (CISA, 2023). Finally the APCO Cybersecurity Committee is always striving to provide additional resources which may assist your agency in developing staff internally with the skills that are so critical and valuable in our industry.

Sources:

<https://www.securitymagazine.com/articles/100297-68-of-organizations-face-risks-due-to-cybersecurity-skills-shortage>

<https://www.cisa.gov/news-events/news/cisa-updates-toolkit-promote-public-safety-communications-and-cyber-resiliency-0>

<https://indd.adobe.com/view/12eb85bc-f137-4073-ae12-70acfa8b9e26>

Submitted by:

Kevin Lessard, MPA, ENP

Executive Director

Northern Middlesex RECC

Health & Wellness Committee

Getting to the Heart of the Matter

As a former Public Educator, data is something I can't get enough of. As any data analyst and most modern educators will tell you: "The Numbers Rarely Lie." When I began reviewing the data to prepare to write this, that idea left me feeling like I had quite the punch to the gut.

According to a December 2022 Center for Disease Control report, nearly 696,000 people died from heart disease in the United States in 2021. That equates to roughly 1 in every 5 deaths. The United States Bureau of Labor Statistics reports nearly 99,000 Public Safety Telecommunicator jobs in the United States around the same time. That means that during that time frame we likely lost almost 200 fellow Public Safety Telecommunicators to heart disease. In a field rife with high attrition and staffing issues, losing 200 partners to the silent killer is no small matter.

When one looks at the risk factors for heart disease: high blood pressure, high cholesterol, diabetes, obesity, unhealthy diet, lack of physical activity and possible alcohol abuse, they likely hear diagnosis' they or someone in their communication center have received. By its nature, our job as telecommunicators often means we are faced with extreme stress, which leads to one or all of the above conditions.

So, how might we in our field "Get to the heart" of the issue of Heart Health? Here are a few ideas:

- Perhaps most important, is to maintain a regular preventative screening schedule. Knowing "your numbers" isn't just for those of us that love data and the concept of "What I don't know, can't affect me" certainly doesn't apply to your health. Get your yearly physical, with a full panel of bloodwork. Doing so will allow you and your healthcare provider to be able to monitor your risk for diabetes, high blood pressure, high cholesterol and many of the various other silent, but deadly factors for heart disease.
- Get Moving! The Mayo Clinic suggests 30 to 60 minutes a day of physical movement to reduce the risk of heart disease. In a job where most of us are quite literally attached to our desks movement may not seem possible. Encourage your administration to invest in walking pads; if they won't or can't then stand up and start marching in place at your console. If your agency has a parking garage, park at the top and take the stairs down. Get outside on your break, walk your agency's building. Even small moments of physical activity are better than nothing!
- Eat a heart-healthy diet. For most of us in this field, snacking to the point of grazing is the norm. Most snack foods are highly processed, high in salt, carbs, fats and a slew of other unhealthy ingredients. Even though all of those things are what makes our snacks good, they are also what make them bad for our heart. Focus snacking and meal-prep on items high in fiber, containing a high serving of whole grains, use low-fat, or fat-free dairy products and throw in more vegetables and fruits (just use caution because several fruits contain large amounts of sugar).

Health & Wellness Committee (continued)

- Maintain a healthy weight. Lack of movement and poor diet combined with a sedentary occupation are all contributing factors to obesity. The more overweight one is the higher their risk for heart disease. The Mayo Clinic has found that even reducing your weight by just 3 to 5 percent can have a cascading effect, lowering your triglycerides (fat in your blood cells), your blood sugar, and lowering your blood pressure.
- Get quality sleep. Shift work wreaks havoc on the Telecommunicator's quality of sleep. Setting a sleep schedule, sticking to it, and taking action to ensure that your sleep quality is not affected by lights and sounds will all help ensure a quality sleep.
- Minimize alcohol and Tobacco use. Smoking causes significant damage to the body's blood vessels, lowers oxygen in your blood which will raise your blood pressure and your heart rate. In addition, the excessive use of alcohol can also lead to high blood pressure, heart failure and contribute to a disorder affecting the heart called cardiomyopathy.

Not a day goes by that many of us are not initiating Emergency Medical Dispatch Protocols for a heart related call. In the moment our concern is for the caller on the other line. That's our job but, we must remember that saving our own hearts is just as important. During Heart Health Month in February we put a special emphasis on combating the silent killer of heart disease. Our jobs make us extra susceptible to it and we must place emphasis on guarding our hearts every day of the year.

References:

<https://www.cdc.gov/nchs/images/databriefs/451-500/db456-fig4.png>

<https://www.cdc.gov/nchs/data/databriefs/db456-tables.pdf#4>

<https://www.bls.gov/ooh/office-and-administrative-support/police-fire-and-ambulance-dispatchers.htm>

<https://www.mayoclinic.org/diseases-conditions/heart-disease/in-depth/heart-disease-prevention/art-20046502>

<https://www.hopkinsmedicine.org/health/wellness-and-prevention/alcohol-and-heart-health-separating-fact-from-fiction>

Submitted by: William "Will" Young
Police Telecommunicator /CTO
Clearwater Police Department
Clearwater, Fl.



Health & Wellness Committee (continued)

FEBRUARY

EAT SEASONAL

WITH AHEALTHYLIFEFORME.COM

- BRUSSELS SPROUTS
- BROCCOLI
- CAULIFLOWER
- FENNEL
- GRAPEFRUIT
- GREENS
- LEEKs
- LEMONS
- ORANGES
- PARSNIPS
- POTATOES
- RADISHES
- SUNCHOKES
- TANGELOS
- TANGERINES
- TURNIPS
- WINTER SQUASH



Bylaws Committee

A Glimpse into Recent Policy Manual Upgrades

Let's delve into the recent modifications to our APCO International Policy Manual, approved by the Bylaws Committee during our recent committee meetings.

During our September Committee Meeting, we focused on changes that were approved at the Annual Conference and Expo in August. These include the addition of Student Membership to Policy Manual Section 4.12 and the removal of sections referencing membership cards under International Associate Member and Online Member since cards are no longer mailed but are available for e-printing.

During our October Committee Meeting, we amended the Knowledge, Skills, and Abilities Point Sheet which can be found in Appendix V of Policy Manual Section 6.4. The changes included elevating the minimum number of points required and adjusting point values in already existing categories. A point value for Group Leader was added and a point value for Other Equivalent Professional/Industry Achievements was removed. We also corrected a typographical error that involved unnecessarily repeated words in Article VII – Committees, Task Forces, and Service Rules in Section 7.4 Special Committees in Subsection 5.1.

A detailed memo of exact changes is available. Please send requests to Toby Akers at (tobyak5298@gmail.com).

Submitted by
Toby Akers
Bylaws Committee Chair



Awards Committee

Emergency Telecommunicators play a vital role in public safety. They are the first line of contact for people needing emergency assistance, and they are responsible for dispatching police, fire, and medical personnel to the scene of emergencies.

Emergency Telecommunicators are highly trained professionals who must remain calm and collected under pressure. They must also be able to think quickly and make critical decisions that could mean the difference between life and death. Despite their essential work, Emergency Telecommunicators are often overlooked and underappreciated. That is why the APCO International Awards Committee is dedicated to spotlighting these unsung heroes.

Here are some of the benefits of nominating Emergency Telecommunicators:

It shows your appreciation for their work. Emergency Telecommunicators put their lives on hold every day to help others. Nominating them for an award is a way to show them that we appreciate their hard work and dedication.

It raises awareness of the vital work they do daily worldwide. Many people don't realize how important Emergency Telecommunicators are to public safety. Nominating them for an award helps raise awareness of their work and their role in keeping our communities safe.

It inspires others to pursue careers in public safety. When Emergency Telecommunicators are recognized for their excellence, it can inspire others to consider careers in Public Safety. This is especially important in light of the current shortage of Emergency Telecommunicators in many parts of the country.

If you know an Emergency Telecommunicator who deserves to be recognized for their excellence, please consider nominating them for an award. You can find information about nomination procedures on the APCO International website:

<https://awards.apcointl.org/nominate>

Overall, nominating Emergency Telecommunicators is a crucial way to show appreciation for their work, raise awareness of their role in public safety, and inspire others to pursue careers in public safety.

Awards Committee *(continued)*

The APCO International Awards Committee is now accepting nominations, which will be awarded at the annual APCO International Conference in Orlando, Florida. The Awards Committee recognizes excellence in Public Safety Communications throughout the country. The APCO International Awards are open to all organizations, whether you are from a small center or a large center. The Awards Committee wants to hear about all the unsung heroes within our industry.

Here are all the categories available for nomination:

- Telecommunicator of the Year
- Communications Center Director of the Year
- Line Supervisor of the Year
- Trainer of the Year
- Team of the Year
- Radio Frequency Technologist of the Year
- Information Technologist of the Year
- Technology Leadership - Small Agency (1-75 employees)
- Technology Leadership - Large Agency (76+ employees)

To submit a nomination, please visit the APCO International Awards website and complete the online nomination form. All nominations must be submitted by midnight on April 1st, 2024.

The APCO International Awards Committee comprises members from all across the country working within the Public Safety Industry. The committee will review all nominations and select the finalists in each category. The finalists will be announced once all nominations are scored, and the winners will be celebrated at the APCO International Conference in August 2024.

Here are some tips for submitting a winning nomination:

- Be clear and concise in your nomination form.
- Complete all sections on the nomination form.
- Be specific about how your employee/co-worker made a difference.
- Provide evidence to support your claims, including news articles, etc.
- Ensure you add your nomination to the suitable awards category; nominations will not be moved once submitted.

We look forward to receiving your nominations!

Commercial Advisory Committee

How Joining APCO's Commercial Advisory Council Boosted My Small Business

Being a member of APCO's Commercial Advisory Council (CAC) has been immensely beneficial for my small business. In this blog post, I want to share how this membership has helped me grow my business, connect with industry professionals, and increase sales.

Here are my top 5 reasons.

1. Building a Strong Network:

Through APCO's CAC, I've connected with professionals in the public safety communications industry. These connections have opened doors to new business opportunities and collaborations, directly impacting my sales.

2. Industry Insights and Trends:

Being part of the CAC has provided me with valuable insights into the latest industry trends and best practices. This knowledge has empowered me to offer cutting-edge solutions to clients, positioning my business as innovative and trustworthy.

3. Enhanced Credibility:

Being associated with APCO's CAC has boosted my business's credibility and reputation. The council's affiliation with APCO has positively influenced potential clients' perception of my brand, making it easier to establish trust and secure sales.

4. Access to Thought Leadership:

Through the CAC, I've engaged with industry experts and learned from these leaders. This exposure has expanded my knowledge and allowed me to establish myself as an authority, increasing my business's visibility and sales potential.

5. Collaborative Opportunities:

Membership in the CAC has facilitated collaborations with like-minded professionals. These partnerships have resulted in joint ventures, co-marketing initiatives, and referrals, all of which have positively impacted my business growth and sales.

Submitted by Ken Carson, Vice President of Xybix Systems, Inc.

<https://www.apcointl.org/membership/awards>



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 three recipients of the Teammates in Action Award all from Metro Nashville Department of Emergency Communications! On December 26, 2023, 911 Operator, Lesly Hernandez of the Metro Nashville Department of Emergency Communications answered a 911 call for an 88-year-old female who was suffering from chest pain and shortness of breath. As the call began it seemed to be your standard ambulance request. While processing the call Lesly was notified by the caller that the patient had stopped breathing.

This type of information can make even the most seasoned 911 operator freeze in their tracks. Lesly was able to process the call for service and switch gears to providing CPR instructions to the caller. Lesly relied on her skill set to get the frantic caller to focus and process the information Lesly was disseminating to her. Lesly reassured the caller and was empathetic to their situation. The calming demeanor of Lesly’s voice was just one of reasons why she was able provide the level of care she was on this difficult call for service.

Please join me in congratulating 911 Operator Lesly Hernandez for her exceptional performance and awarding her the “Teammates in Action Award.”

Thank you, 911 Operator Lesly Hernandez, for your quick thinking on your feet and dedication to exceptional patient care.



Teammates In Action (continued)



On October 26, 2023, the Metro Nashville Department of Emergency Communications received a 911 call from a male who was driving his pregnant wife to the hospital. She was in labor, and the baby was not willing to wait until they were at the hospital. The male caller pulled over on the Interstate to assist his wife.

Telecommunicator Katie Minor provided excellent customer service on this incident. She was calm, compassionate, and reassuring with this family during a very hectic situation.

Thank you, Katie, for your commitment to providing exceptional customer service.

On October 26, 2023, the Metro Nashville Department of Emergency Communications received a 911 call of an unknown age male that overdosed and required CPR.

Telecommunicator Karimah Young answered the call. Young provided outstanding customer service reassuring the caller and others in the background that help was on the way. She assisted the callers in continuing CPR until help arrived and took over. She was compassionate and professional throughout the incident.

Please join us in congratulating Telecommunicator Karimah Young for her exceptional performance and awarding her the “Teammates in Action Award.”

Thank you, Karimah, for your commitment to providing exceptional customer service and spreading positivity all around you.



Humor Under the Headset



I took a call from a grocery store and the employee told me that a man had just shoplifted a basket full of items and ran out of the store. I asked the caller what kind of items were taken to try to determine the priority of the call. The caller was not sure, but would check with another employee. I didn't want to delay the call, so I started "flashing" out the information on the police channel since it had just occurred. As I was going out on the radio, the caller told me that it was a basket full of cheese and I had to go out over the radio with that. I ended up having to "flash" out a theft of cheese in progress. That story followed me through my 20-year career.

Dispatcher: "9-1-1, what's the address of your emergency?"

Citizen: "There's a guy running around the lobby and he's got a BAT!! He's swinging it around!!!"

The call continues, while I follow protocol and gather information for responders -- assuring the caller that I have police dispatched to help and he should stay a safe distance away from the person swinging the bat around, so he doesn't get hurt.

Officers arrive on scene shortly after the call starts...

Officer: "Uh, Dispatch... can we get animal control here? It's a bat, but the animal, not the sports equipment."

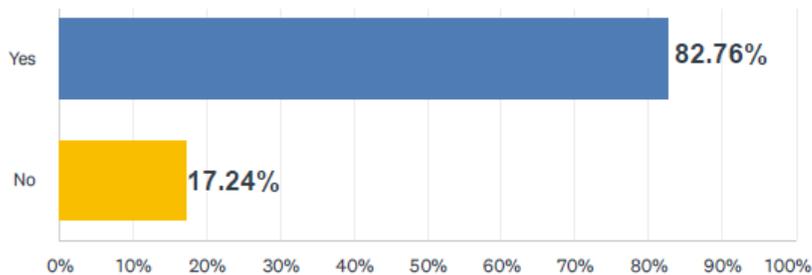


MCSC Monthly Survey Results

In January’s Member & Chapter Services Committee survey, we focused on Conference Planning. We received 29 responses from 18 Chapters. The Chapters that responded were:

Alaska	Minnesota	Pennsylvania
Atlantic	Missouri	Tennessee
Colorado	Montana	Virginia
Idaho	North Carolina	Washington
Illinois	North Dakota	Wisconsin
Iowa	Ohio	Wyoming

We asked you, “Does your Chapter host a conference?” All respondents answered. 24 (twenty-four) said “Yes”, and 5 (five) said “No”.



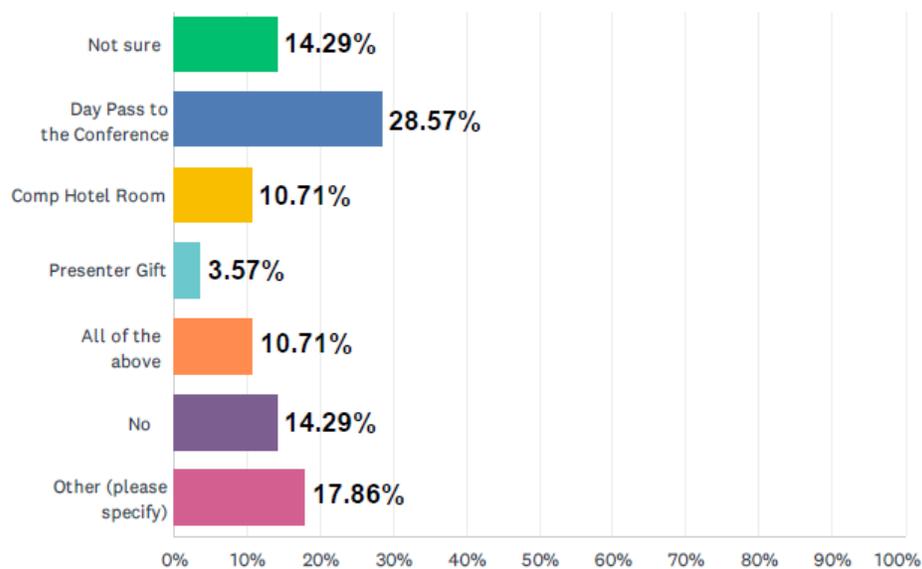
In question #2, we asked, “Does your Chapter partner with other organizations for their conference?” 28 respondents answered, with 1 (one) abstaining, summarized below.

- Yes (20 responses)
- No (6 responses)
- Unsure (0 response)
- Other (2 responses)
 - Chapter purchases a sponsorship from the NENA Chapter, allowing the hosting of a track of classes.
 - Partnership with the sheriff’s association.

MCSC Monthly Survey Results (continued)

Question #3 asked, “Does your Chapter offer incentives to conference presenters?” 28 respondents answered, with one skipping. Responses are summarized as follows:

- Not sure (4 responses)
- Day pass to the conference (8 responses)
- Comp hotel room (3 responses)
- Presenter gift (1 response)
- All of the above (3 responses)
- None of the above (4 responses)
- Other (5 responses)
 - Discounts, sometimes gift cards
 - Free conference attendance, including meals
 - Only the keynote speakers
 - Option of hotel room or full conference registration



Question #4 asked, “Does your conference host a vendor hall or expo?” 28 respondents answered, with one skipping the question. Responses are summarized as follows:

- Yes (26 responses)
- No (2 responses)

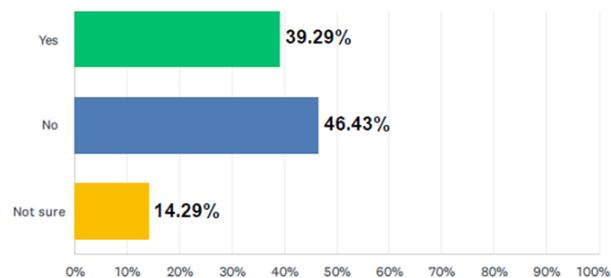


MCSC Monthly Survey Results

(continued)

In question #5 we asked, “Do you allow classes or presentations to be scheduled during vendor hall or expo hours?” 28 responded, with one not providing a response. Responses are summarized as follows:

- Yes (11 responses)
- No (13 responses)
- Not sure (4 responses)



Question #6 asked, “How do you determine your conference location?” 28 respondents answered. Responses are summarized as follows:

- One set location (4 responses)
- Contract with a venue brand (2 responses)
- Selected annually by the conference chair (8 responses)
- Not sure (4 responses)
- Other (10 responses)
 - Contract with one location for several years, then search to verify if we stay or move to a new location.
 - Determined by the conference committee, with an attempt to move the location to various locations within the Chapter.
 - Long-term contract with a single venue.
 - Rotate locations within the Chapter.
 - Set by partnering agency.
 - Signed a multi-year contract with chosen sites, to alternate the area within the state, but will likely move to the area with the highest attendance.

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 National Public Safety Telecommunicator Week.

Please visit: <https://www.surveymonkey.com/r/MCSC022024NPSTW>

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Happy Valentine's Day