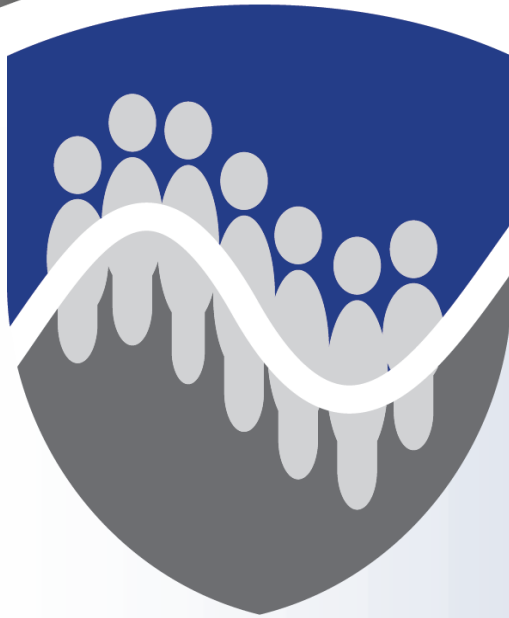




APCO

MEMBER CHAPTER SERVICES Committee



Member Chapter Services Monthly Poll

This month's poll will be focused on Uniforms. We request a member from each Agency 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.

[MCSC July 2024 - Uniforms in the Communication Center](#)

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Membership Information

Member Type	6/1/2023	6/1/2024
Associate Members	1,976	1,919
Full Members	3,986	3,919
Full Group Members	9,100	9,765
Online Group Members	23,400	24,246
Commercial Members	441	397
Commercial Group Members	287	278
Student/Educator Members	0	12
Total Number of Members	38,190	40,536
Total Number of Group Agencies	1,564	1,687
Commercial Groups	40	59



See you there!
www.apco2024.org/



Colorado Chapter Highlights

The Colorado NENA/APCO Chapter held a successful conference April 29-May 1, 2024! We had about 180 attendees, plus a sold-out vendor show! We started off with a full-day pre-conference class on First Responder Sleep Recovery, taught by Sean Toomey, firefighter and owner of AXS Wellness. The class "equips members with imperative information and practices to proactively address the risk of conditions caused by sleep deprivation in emergency service." - AXS Wellness. Attendees raved about the class and really enjoyed it!

We kicked off the next day with a keynote address from Jessica Rector on stress and burnout, spent the morning in breakout sessions taught by speakers from across the state (and even some out of state!), and had a great lunch, with a national NENA update given by 2nd VP Lee Ann Magoski, ENP. The afternoon brought dedicated vendor hours, with a scavenger hunt designed to increase engagement between vendors and attendees. Two lucky winners took home \$100 gift cards each! That evening we had a delicious dinner and entertainment from comedian Vinnie Montez, a former police officer. He kept us laughing for an hour, and then we gave away over 30 prizes!

Our final day brought more excellent breakout sessions, including our Manager/Director Roundtable. We held our chapter meeting in conjunction with lunch, where APCO 1st VP Steve Martini gave a national APCO update. This is the second year he's joined us for our state conference! Steve and Lee Ann helped swear in our new Board (We all look so serious!), and we presented plaques to those leaving the Board, thanking them for their service. We are grateful to everyone who attended the conference, and hope to see everyone again at the 2025 conference! Save the date for May 5-7, 2025!



Tennessee Chapter in the News!



It was almost 1 am on December the 10th 2023 when a vehicle ran off the roadway and was involved in a single vehicle multiple victim collision. The Carroll County Sheriffs Department, the Carroll County Rescue Squad, and Priority EMS was dispatched to the scene. Once on scene, they discovered 6 female passengers in and around the vehicle, some of which required

extensive extrication. Three officers and six EMS personnel had to triage and determine the appropriate destination and treatment of these young women. The EMS crews decided to rendezvous with Vanderbilt Life Flight at the local hospital to initiate the transport of several patients to Nashville. Vanderbilt Life Flight 8 of Humboldt responded and met with 2 of the EMS crews in the hospital parking lot. As the crew prepared to transport two patients, one of them became combative. The patient had hypothermia, extensive head and facial trauma, and a brain hemorrhage. The various teams worked together to secure the patient and get her intubated. She was transported to Vanderbilt University Medical Center where she underwent multiple surgeries for the head injury and facial fractures. She was discharged from the hospital nine days later.

Carroll County 911 Dispatch - Jamie Summers, Amanda Morgan

Carroll County Sheriffs Department - Michael Smith, Chance Townes, Sean Bongiovanni

Carroll County Rescue Squad - Tim Bennett, James Brotherton, Brian McCaslin, Curt Taylor, Tim Walton

Priority EMS - Brinnen Murray, Fred Vanderpool, Jonathan Arnold, Kelvin Mc Peake, Nikolas McPeake, Thurmon Garrison

Vanderbilt Life Flight 8 - Mark Dittrich, Lyle Holmes, Chad Hollingsworth

Commercial Advisory Committee

Every now and then I read a story that just warms my heart and makes me feel so proud to be a part of our public safety communications community. It is even more amazing when I find out that the story didn't end, that it has continued to transpire into an inspirational journey that is far from over. One of these stories is that of Tammy DeWolf, which she shared with CAC's Derek Dugas last year.



Tammy DeWolf

Tammy was a dispatcher at the Berlin Police Department in Connecticut in 2014 when she applied for a scholarship through the North Atlantic Chapter to attend a national APCO conference. She did not realize that this application would set the course for her professional growth and career progression. Watch Tammy's interview, *Pathway to Success*, to hear how it all happened and what happened afterwards. You'll understand why my heart is full after watching it. *Spoiler Alert: Her smile and energy is infectious!*

Video Interview: [Tammy DeWolf's A Pathway to Success](#)

As you can imagine, the story did not stop there. I alluded to a continuation at the start of this article. Tammy retired from the Berlin Police Department after 26 years of service. She is now the Antitrust Secretary for the State of Connecticut's Attorney General. She has credited her success to that conference, which opened her eyes to a world of education, networking, technology and products, and inspiration. This year, Tammy has taken a step to give another person the opportunity to experience the same life-changing moment at a public safety communications conference.

A few months ago, Tammy announced a scholarship opportunity for the 2024 Atlantic Conference, open to members within the Chapter, that she sponsored out of her own pocket. She received 120 applications! The applicants were diverse: many wanting to attend their first conference, many who've attended conferences in the past, and many who've paid for conferences out of their own pockets.

The motivation to invest in one's own growth and knowledge no matter what the cost has Tammy thinking of starting a non-profit organization to send many more to a conference. But for now, she selected the winner, and announced on June 1st that Victor Mercado from Tompkins County, NY will be going to the 2024 Atlantic Conference.

But wait. The story doesn't stop there.



Victor Mercado

Commercial Advisory Committee (continued)



Kimberly Winalski

The runner-up, Kimberly Winalski from East Hartford PD, CT will also be attending the conference courtesy of Atlantic Chapter Senior Member Larry Lafferty who matched Tammy's donation.

Two telecommunicators will now be attending a conference to further their own careers and make new connections.

Opportunities like this have the potential to change lives. Scholarships that are offered through the various public safety communications organizations and commercial partners are available for everyone to apply for. There is power in education, knowledge, and experience. There is a greater power when opportunities are paid forward for others to experience as well.

Thank you Larry - for offering Kimberly an experience that she will not forget.

Thank you Tammy - for sharing your story and giving Victor an opportunity to write his own story.

Submitted by: Diva Miranda Jones, Senior Sales Engineer, Carbyne



<https://www.apcointl.org/community/commercial-community/commercial-advisory-council/>



See you there!

www.apco2024.org/

Cybersecurity Committee

How many reading this article have ever heard of Zero Trust before in terms of Cybersecurity? Many resources have been brought forward in past articles of the Cybersecurity Committee that can help strengthen and bring more awareness to Cybersecurity concerns in the ECC so this topic is no different.

Commonly, in our ECCs, the decision to implement certain security and IT strategies is typically left to the IT professionals who support our Administrative and Management staff of the ECCs. It is good practice for really anyone who has access to our vital systems and that includes front line personnel to follow some of these established security practices and “never trust, always verify” (Microsoft, 2024) information coming across your various software platforms, web browsers, and email systems, a core belief of the Zero Trust model.

Zero Trust simply put is a security strategy, which follows these simple principles: Verify Explicitly, Use Least Privilege Access, and Assume Breaches. Translated easily to the everyday user to mean a) always identify and verify user access to your systems, b) to setup next-generation firewalls to protect against bad actors, and c) to assume your network is constantly under attack and deploy tools and network monitoring detection and response for those bad behaviors. Additionally, Zero Trust is also a security posture that understands and somewhat embraces those who must access our systems on the go, but also protects the users accounts, devices, applications and data, wherever they are accessed from.

Several organizations offer training on Zero Trust and how it can strengthen the security posture of your organization. Microsoft offers free training for their users, and vendor agnostic organizations like LinkedIn offer certification training.

If agencies ensure that their entire organization is reminded to follow their own established IT and Cybersecurity policies, based on the national standards and government guidelines from organizations like the Cybersecurity and Infrastructure Security Agency (CISA) as mentioned in previous articles by the Cybersecurity Committee, then they will be far ahead of the game with preparation and their ability to respond to threats and major disruptions that may affect their departments and personnel.

The Cybersecurity Committee will follow up on many of the topics and resources provided this past year in the new Committee year and improve and offer insights into even newer trends and technologies used to help protect the vital systems and personnel who make our critical ECC operations work all over the world.

Sources:

<https://learn.microsoft.com/en-us/security/zero-trust/zero-trust-overview>

<https://www.linkedin.com/learning/understanding-zero-trust>

Submitted by:

Kevin Lessard, MPA, ENP

Executive Director

Northern Middlesex RECC

MCSC Monthly Poll

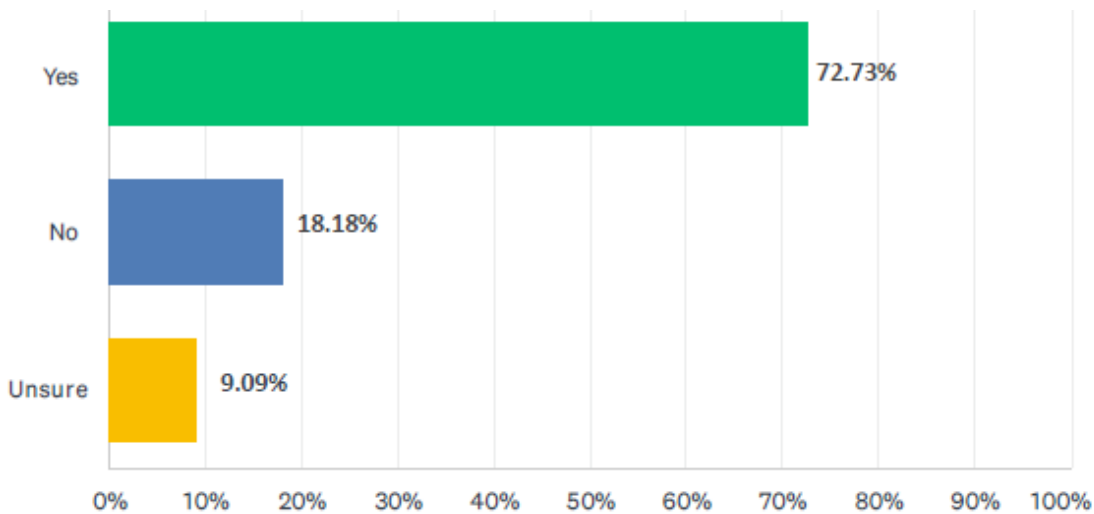
In May's Member & Chapter Services Committee survey, we focused on scholarships. We received 11 responses.

We asked you, "Does your Chapter offer scholarships?" All respondents answered.

Yes (8 responses)

No (2 responses)

Unsure (1 response)



In question #2, we asked, "If scholarships are offered, do they include APCO's RPL/CPE programs?" 11 respondents answered, summarized below.

Yes - RPL only (3 responses)

Yes - CPE only (0 responses)

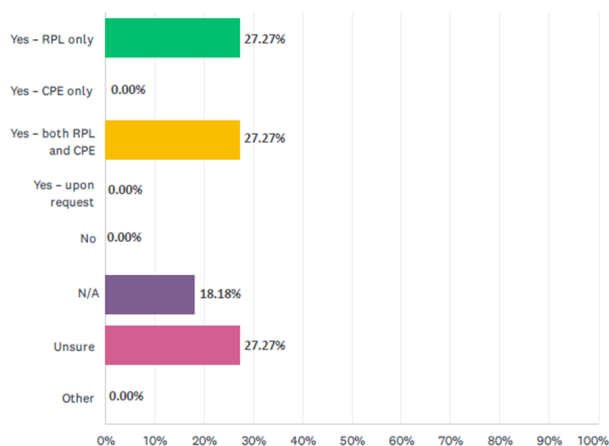
Yes - both RPL and CPE (3 responses)

No - RPL or CPE are not included (0 responses)

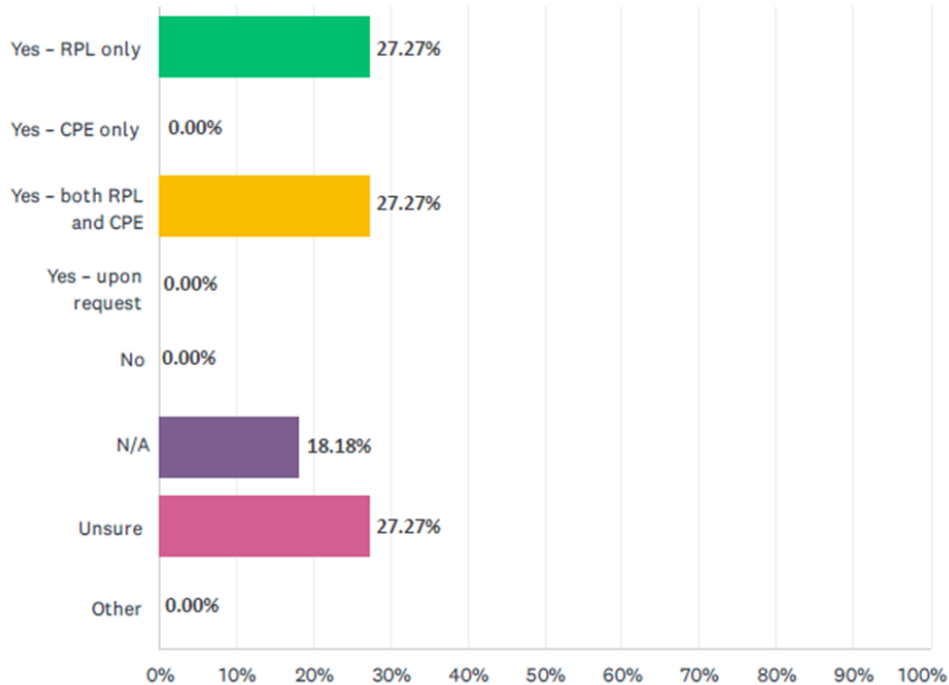
N/A - scholarships not offered by the Chapter (2 responses)

Unsure (3 responses)

Other (0 responses)



MCSC Monthly Poll (continued)



Question #3 asked, “Do your scholarships cover conference attendance?” All respondents answered. Responses are summarized as follows:

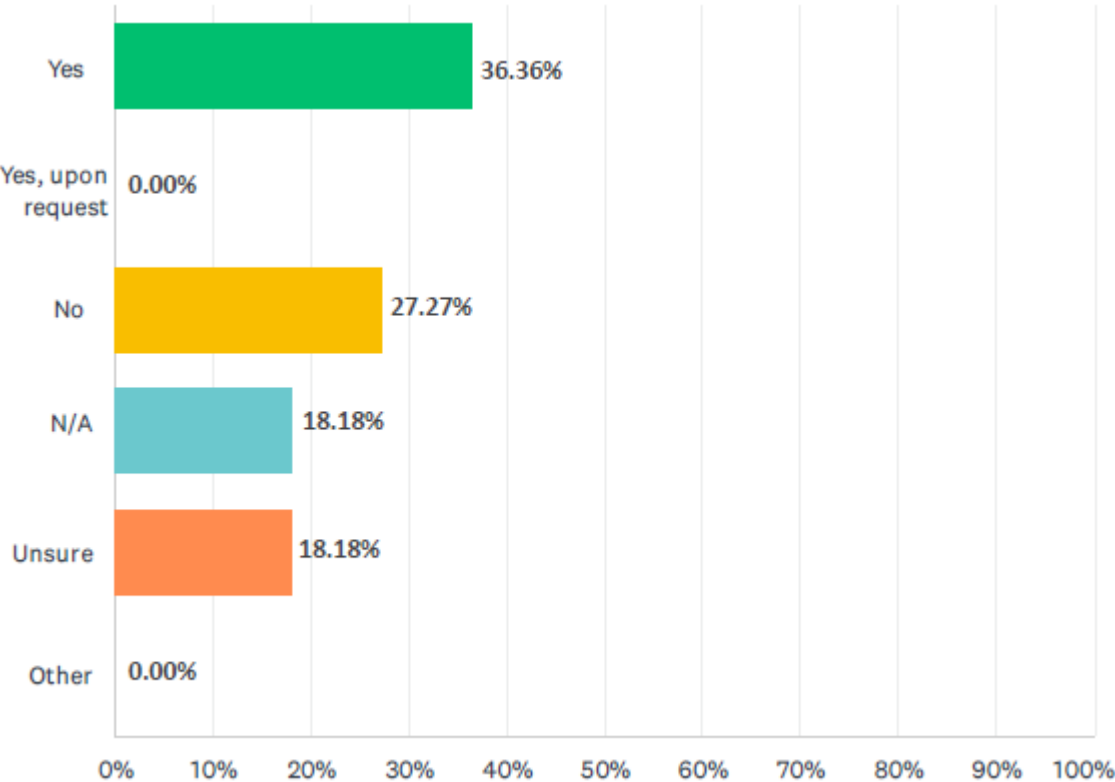
- Yes – Chapter conference only (3 responses)
- Yes – National conference only (0 responses)
- Yes – both conferences (3 responses)
- Yes – but only for certain award winners (0 responses)
- No – scholarships do not include conference attendance (1 response)
- N/A – scholarships not offered by the Chapter (2 responses)
- Unsure (2 responses)
- Other (0 responses)

In question #4 we asked, “Do your scholarships cover APCO Institute courses?” 11 respondents. Answers are summarized as follows:

- Yes (4 responses)
- Yes – upon request and review (0 responses)
- No (3 responses)
- N/A – scholarships not offered by the Chapter (2 responses)
- Unsure (2 responses)

MCSC Monthly Poll (continued)

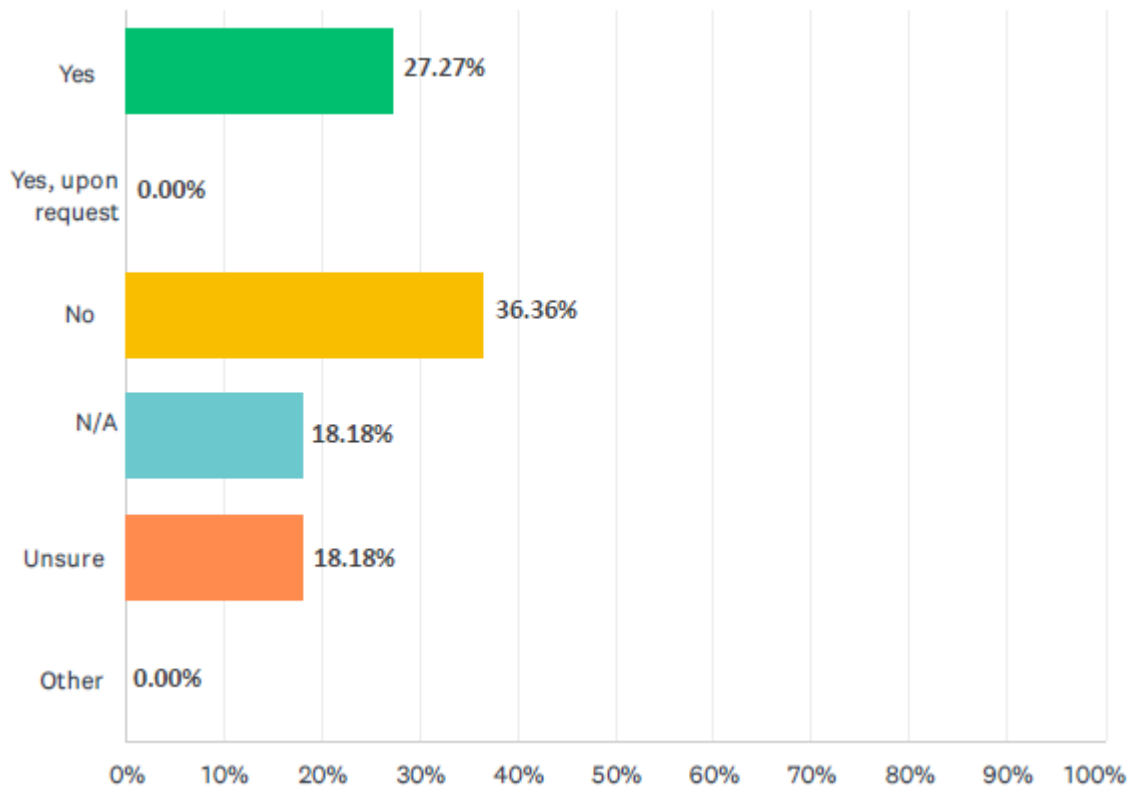
Other (0 responses)



Question #5 asked, “Do your scholarships cover non-APCO training?” All respondents answered, summarized as follows:

- Yes (3 responses)
- Yes – upon request and review (0 responses)
- No (4 responses)
- N/A – scholarships not offered by the Chapter (2 responses)
- Unsure (2 responses)
- Other (0 responses)



MCSC Monthly Poll (continued)

In question #6 we asked, “If yes, what are some examples of non-APCO training that your scholarships have funded?” 11 responded. Responses are summarized as follows:

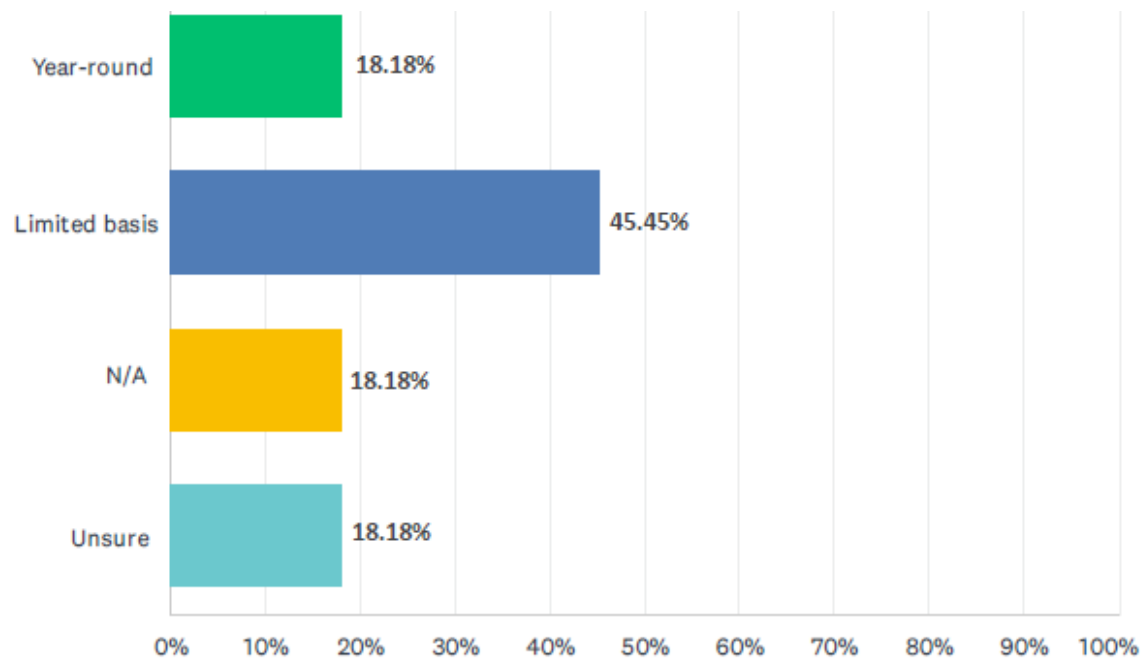
- Classes co-housed/sponsored/approved by a state’s standards/training agency (1 response)
- College courses (1 response)
- Executive Development Institute courses (0 responses)
- For members specifically supporting Chapter efforts (0 responses)
- International Academies of Emergency Dispatch (IAED) conferences (0 responses)
- NENA Center Managers (for combined chapters) (0 responses)
- NENA conferences (for combined chapters) (0 responses)
- Public safety courses (0 responses)
- N/A – scholarships not offered by the Chapter (6 responses)
- Other (3 responses)
 - At least one year prior
 - Unsure

Question #7 asked, “Are scholarships offered year-round or on a limited basis?” 11 respondents

MCSC Monthly Poll (continued)

answered. Responses are summarized as follows:

- Year-round (2 responses)
- Limited basis (5 responses)
- N/A – scholarships not offered by the Chapter (2 responses)
- Unsure (2 responses)



In question #8 we asked, “If scholarships are only on a limited basis, how often are applications open?” 10 responded, with one skipping. Responses are summarized as follows:

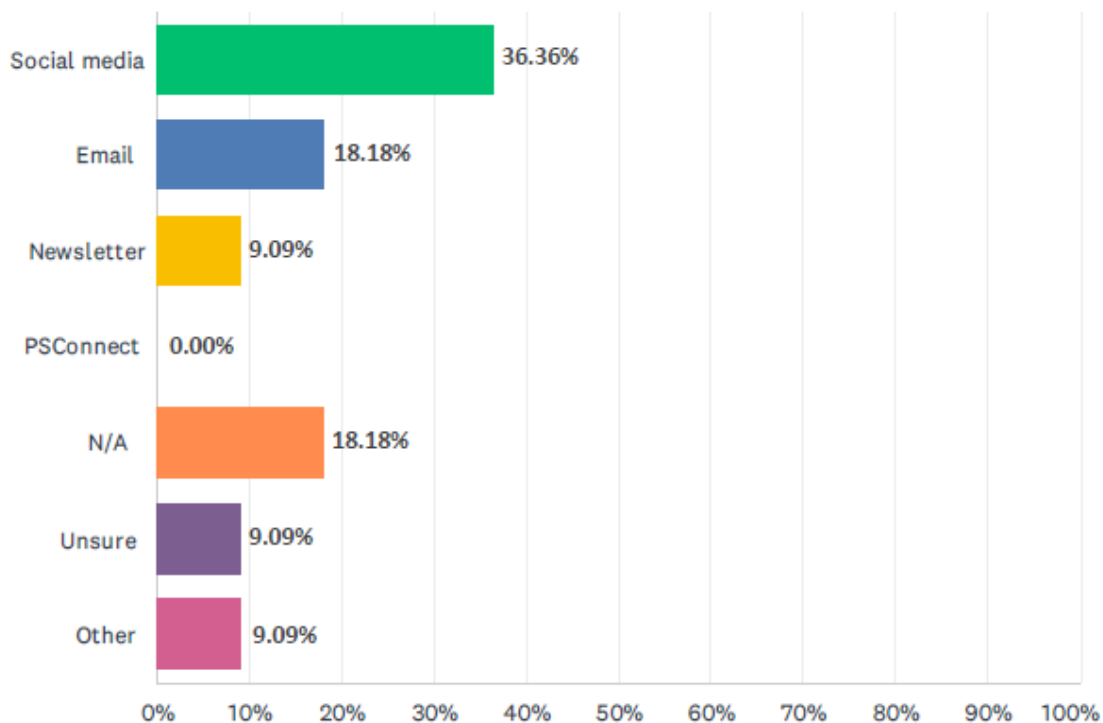
- Monthly (0 responses)
- Quarterly (0 responses)
- Bi-annually (1 response)
- Annually (4 responses)
- N/A – scholarships not offered by the Chapter (2 responses)
- Unsure (3 responses)
- Other (0 responses)



MCSC Monthly Poll (continued)

Question #9 asked, “How do you market your scholarships?” 11 respondents answered. Responses are summarized as follows:

Social media (4 responses)
Email (2 responses)
Newsletter (1 response)
PSConnect (0 responses)
N/A – scholarships not offered by the Chapter (2 responses)
Unsure (1 responses)
Other (1 response)



In question #10 we asked, “Do you feel you have adequate numbers of applicants for scholarships?” 11 responded. Responses are summarized as follows:

Yes, we have an abundance of applicants to select from (0 responses)
Yes, but it varies by scholarship type (0 responses)
No (4 responses)
N/A – scholarships not offered by the Chapter (2 responses)
Unsure (3 responses)
Other (2 responses)

MCSC Monthly Poll (continued)

Question #11 asked, “How are scholarship winners selected?” 11 respondents answered. Responses are summarized as follows:

- Award/Scholarship committee (5 responses)
- Board member review (1 response)
- Established criteria (previously unselected candidates, agency’s ability to pay, etc. (0 responses)
- Random drawing (0 responses)
- N/A – scholarships not offered by the Chapter (2 responses)
- Unsure (3 responses)
- Other (0 response)

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 Uniforms. Please visit [MCSC July 2024 - Uniforms in the Communication Center](#)

Upcoming Conferences



See you there!

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

Time: 0900-1500 Lunch Provided

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

Book your seat now!

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 or
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



Upcoming Conferences (continued)



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

MORE DETAILS COMING SOON!

Upcoming Conferences (continued)



WV 911 Telecommunicator Conference
2024 Linda G. Johnson Memorial

The Highlands
Event Center
355 Wharton Cir, Suite 235
Triadelphia, WV 26059

Save the Date!
November 18-22, 2024

Vendor Contact: Dean Meadows, dmeadows@wv911.com
Dedicated Vendor Days: 11/20/2024 and 11/21/2024

wvapco.org



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