

# NEWSLETTER



Member & Chapter Services Committee

November 2017

## Nominate your Shining Star January 1st 2018



APCO International presents annual awards to public safety communications personnel recognizing those who have demonstrated the highest levels of performance in the practice of public safety communications. Nominees must have been employed in the applicable category by a public safety agency at any time between April 1, 2017 and March 31, 2018. Nominees do not have to be members of APCO and the Nominator also does not have to be a member of APCO.

### PSAP Award Categories

- Telecommunicator of the Year
- Communications Center Director of the Year
- Line Supervisor of the Year
- Radio Frequency (RF) Technologist of the Year
- Information Technologist of the Year
- Trainer of the Year
- Team of the Year

Award recipients will receive a VIP trip to the 2018 APCO Annual Conference & Expo in Las Vegas, NV. The VIP treatment will include travel expenses, hotel accommodations and conference registration. During the conference, recipients will be recognized on stage in front of their peers from around the nation. They will also be featured in a press release and in an article in APCO's *Public Safety Communications* magazine announcing the winners.

Nominations for the **Technology Leadership Award** are also being accepted for both the Large Agency (76+ Employees) and Small Agency (1-75 Employees) categories. This award is intended to recognize an emergency communications center's use of technological advancement to increase operational efficiency and provide a higher level of service to the customers it serves. Nominations should detail the positive impact of the

implemented technology as well as any modifications to policies and procedures. Examples of projects include but are not limited to computer aided dispatch (CAD), radio systems, 9-1-1 answering equipment, public safety IT, broadband, electronic crime reporting, mapping, GPS, etc. The Award Recipients for the Technology Leadership Award shall receive a complimentary "day-pass" registration to APCO 2018 for the day of the award ceremony. A representative from the winning PSAP(s) will be recognized at the annual conference, in Public Safety Communications and on the Web site. Visit <http://apcointl.org/apco-membership/awards/psap-awards.html> for more information. Nominations are being accepted in the online format starting January 1<sup>st</sup>, 2018 until April 1, 2018.

## Membership Information

Member Type	11/1/2016	11/1/2017
Associate	3,168	3,067
Full Member	5,825	5,530
Full Group Members	4,884	5,690
Online Group Members	12,733	15,771
Commercial	751	698
Commercial Group Members	203	254
<b>Total Number of Members</b>	<b>27,564</b>	<b>31,010</b>
<b>Total Number of Group Agencies</b>	<b>779</b>	<b>919</b>
<b>Commercial Group</b>	<b>38</b>	<b>45</b>

## APCO Institute Schedule and Upcoming APCO Institute Courses



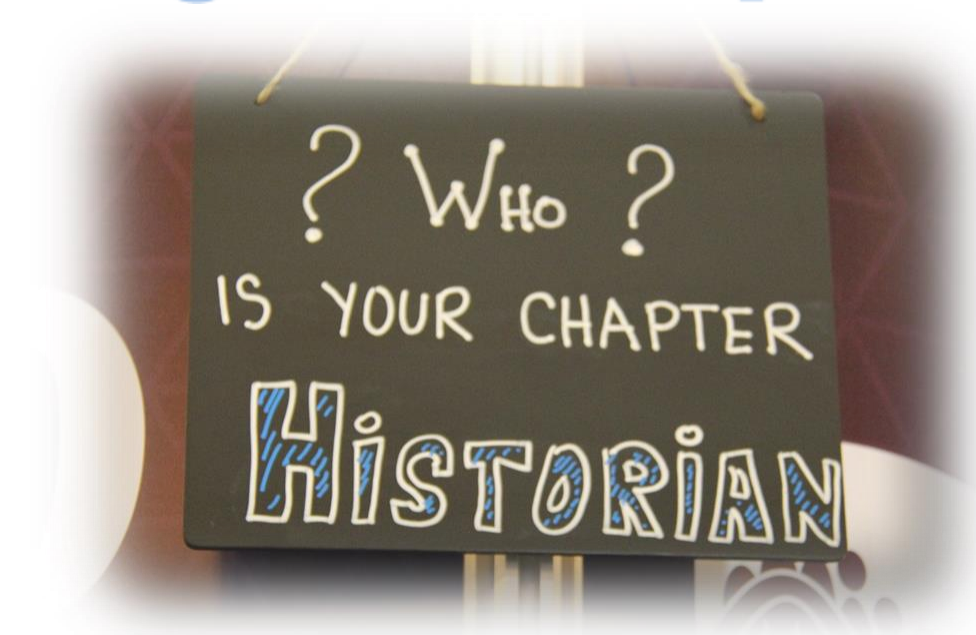
### Where Public Safety Turns to Learn

The APCO Institute offers a variety of certification and CDE courses online and at agencies around the country. All are taught by the Institutes adjunct instructor corps, who bring a wealth of real-world experience to the classroom. See what [live courses](#) are coming to your area. Or, view the upcoming [online course](#) listing. For more information, [contact](#) the Institute.

**APCO Historical Committee**

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# Calling ALL Chapters!!



The Historical Committee would like to know who is your designated Chapter Historian!

Chapter Historians are encouraged to collect historical Documents and photos from their chapter.

Please submit the name of your Historian to [aspirecu@ocsd.org](mailto:aspirecu@ocsd.org)

Thank you.



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## Florida Chapter – Telecommunicator Emergency Response Taskforce

### FL-TERT Deployments *Hurricane Irma*



**'Pray for us': Hurricane Irma declared major disaster as it batters Florida.**

As we all kept our eyes on the news on September 7<sup>th</sup> anticipating this monster storm, I thought about the possibilities of agencies requesting TERT Teams. Knowing that I was in its path living in Miami, I called a fellow retired Regional Coordinator asking her to assume the role of State Coordinator should I become unable to function as one.

I provided all our FL-TERT Regional Coordinators with my landline number knowing that it would be the best way to stay in communications. It pays to have a landline when you live in a hurricane-prone state. I have been able to stay in touch with family and friends.

Hurricane Irma made landfall in the early hours on Sunday, September 10<sup>th</sup> slowly moving eastward towards Miami. By 9 p.m. Sunday nearly 2.2 million homes and business in Miami-Dade and Broward counties were without power. By September 11, IRMA cut power to 3 million FPL customers as the storm was now tracking up the West Coast of Florida.

Considering myself one of the lucky ones, I lost power from Sept 9 through Sept. 12.

This was my post when I finally received power on Tuesday evening.



### Florida TERT

Published by Natalie Duran · September 12 at 10:35pm ·

It has been a very long week in FL and it's only Tuesday.

Today I finally got power and was finally able to connect to the outside world.

This is what we know so far: (information received from two of our Regional Coordinators in SW & Central)

- Many of us still without power and phone service
- Polk & Pasco County requested TERT Teams to standby pre-Irma and canceled request Post-Irma
- A request for a TERT team to assist a police station in Marco Island is pending
- A PSAP in the SW Region my request a Team to assist her agency with the amount of call volume they are receiving
- We are still waiting for a status report on Monroe County & Key West PD Dispatch Center. The State ESF 4/9 (Fire/Rescue) have boots on the ground and will check on their welfare.
- Tampa PD is helping Collier County SO and they attached two TERT Dispatchers to their Police convey.

We are waiting to hear from other PSAPS in the State that were affected. Our PSAPS are getting slammed with calls and they are working hard. Our schools in Miami-Dade & Broward are closed until Monday, Sept. 18th.

I will continue to provide updates as we receive them. We appreciate the many emails, text, and social media posts we have received from many of our TERT Family across the US. Thank you.

We will post updates on the FL-TERT and NJTI-TERT Face book pages.

Natalie Duran-FL-TERT State Coordinator  
BFIT911@att.net

On September 13<sup>th</sup> at 15:42 we received a request from Bob Finny III, manager at Collier County Sheriff Office for 20 TERT Members to respond to his agency.

Posted on the FL-TERT page:

Sept 13, 2017 (5:42p.m.)

FL-TERT has a request for 20 TERT Members to assist Collier County SO in Naples, FL.

We are working on building 4 teams to respond. Updates to follow...

The next day, Sept 14, we receive this post which made us happy we were making a difference.

Bob Finney III THANK YOU SO MUCH Florida TERT! Teams are arriving and we will be able to get a little relief from behind the console to take care of ourselves. You are all great!

If I tell you that it was a piece of cake calling the agencies where the TERT Members were based out of (checking the TERT database for their certifications) to see if they could deploy, would be a lie. Our biggest challenge was trying to find

agencies that had not been impacted by Hurricane Irma. She impacted almost the whole state of FL and almost every PSAP was activated into A/B hurricane mode in their own agencies.

But, you may have never met what I lovingly called my "TERTle Squad".



These ladies were on fire! Meet Christine Wade from Orange County Sheriff Office on the far left



and keyholder of our FL-TERT Database. On the far right is Debbie Gailbreath, retired from

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Sarasota County SO and a veteran of the Storms of 04 deployments. Within one day, we had 6 members responding from Tampa PD, Orlando Fire Rescue, Orlando PD. By September 15, twelve (12) members responded from Pasco County SO, Orange County SO, Polk County SO, Winter Park PD. On Sept 17, we added two (2) members from Winter Park. Completing the initial

request for 20 Telecommunicators to assist their Center.

While taking care of Collier, On September 15<sup>th</sup>, I received a request from Lt. Charlene Springle from Monroe County Sheriff Office for a TERT team of 12 members to respond to their 911 center. The Florida Keys had received the greatest impact of Hurricane Irma at a Cat. 4 with 130 mph winds.

The devastation in the Keys was apparent



Challenged with TERT Teams already responding to the West Coast, coupled with most of Miami's PSASP's working their own A/B, plus the distance to the Keys, Broward Sheriff Office stepped up and arrived with a team of six the next day on Sept. 16th.

Followed by Palm Beach County Sheriff Office, PBC Fire Dept., and Apopka. Monroe County Sheriff Office would have 11 Telecommunicators working A/B shifts the following day.

FL-TERT's program for intrastate deployments calls for an up to a 5-day deployment tour of duty.

It was apparent that Florida was limited on how many of our own TERT members would be available to deploy and I needed them to go way south to the Keys.

Knowing that the first teams that arrived in Collier were about to end, an interstate deployment was needed. A EMACC request for the Georgia & Tennessee TERT Teams was placed with the local Emergency Management in Collier to replace our 18 FL-TERT members. By the end of the first week, Collier had reduced their request for twelve TERT members. Both GA & TN would arrive with 6 TERT members on their teams.





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## GA-TERT & TN-TERT Teams worked in Collier County SO (9/17/18-9-24)



### GA (Georgia)-TERT

### TN (Tennessee)-TERT

Lee County Sheriff Office, a neighboring agency send four (4) TERT Member to help Collier SO transition back to normal operations.

Mission # 3311 accomplished by Sept. 29, 2017.

With Collier taken care of, we focused on deploying available FL-TERT teams to MCSO in Marathon, FL.

**The following agencies deployed:** (9-21 through 9-29)

Largo PD, Palm Beach Gardens PD, Boynton Beach PD, Coral Springs PD, Palm Springs PD, Broward Sheriff Office, Orange County SO, and St. John's Sheriff Office closing Mission # 4583 in the Keys on September 30, 2017.



### **In summary:**

In Collier County SO needs were met by eight (8) PSAPS in Florida, adding the State of Georgia and Tennessee. A total of 36 Telecommunicators deployed.

In MCSO we had eleven (11) Agencies respond with 25 FL-TERT Members.

Our FL-TERT Teams accomplished their mission with the utmost respect for their colleagues who were greatly impacted by Hurricane Irma. They worked alongside our local Telecommunicators and helped them serve their agencies as well as the community with professionalism and care. Post-deployments: There were a few lessons learned on these deployments that will be addressed in our After-Action-Report. Overall, having the relationship with the State Emergency Management, attending the twice a day conference calls, calling or texting the Team Leaders every day on every shift to check on their well-being and their team. Checking in with the

Agency's Point of contact on their locals were vital and equally important. Posting on the FL TERT, FL-TERT Regional Coordinator's and NJTI Facebook pages with updates and pictures kept many of you informed knowing that our Telecommunicators, in their time of need, were being take care of by their 911 Public Safety Family.

We also were graced by the generosity of Chris Faircloth, the rep. for Airbus in Collier County. A provider of VESTA911 call taking, mapping and Next Generation 911 Core routing service who stepped up and offered to get us Hurricane Irma T-shirts for all those involved in these deployments. Thank you.

By

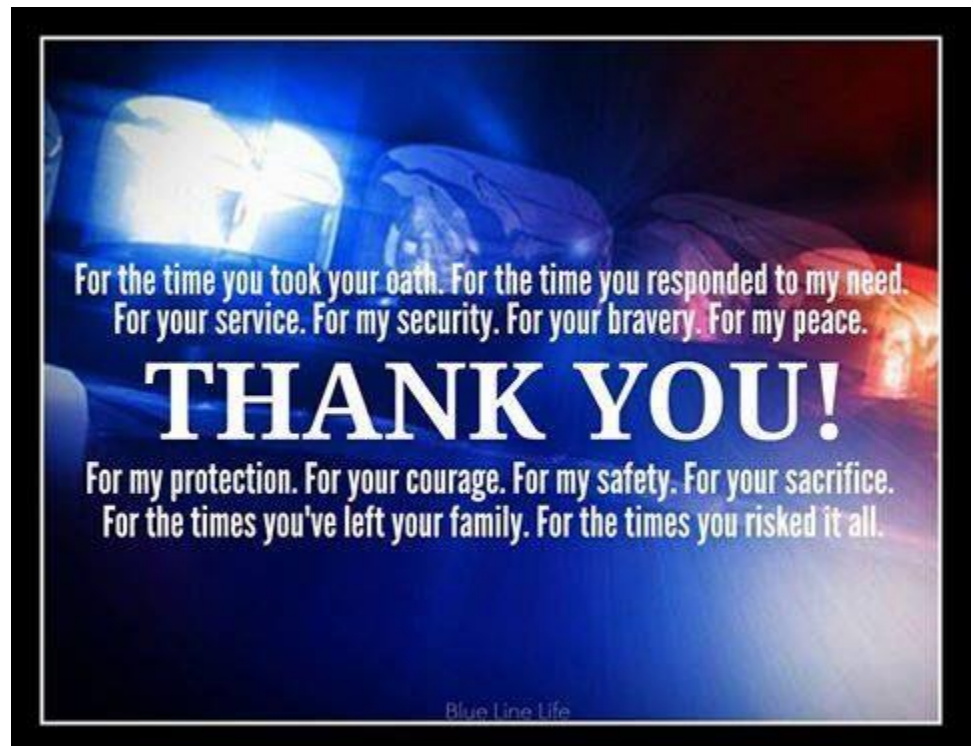
*Natalie Duran*

*FL-TERT State Coordinator*

*BFIT911@att.net*



To learn more about **TERT** teams in your area contact your Chapter Leadership Team





## 2017 APCO Atlantic Chapter Conference And Exhibition



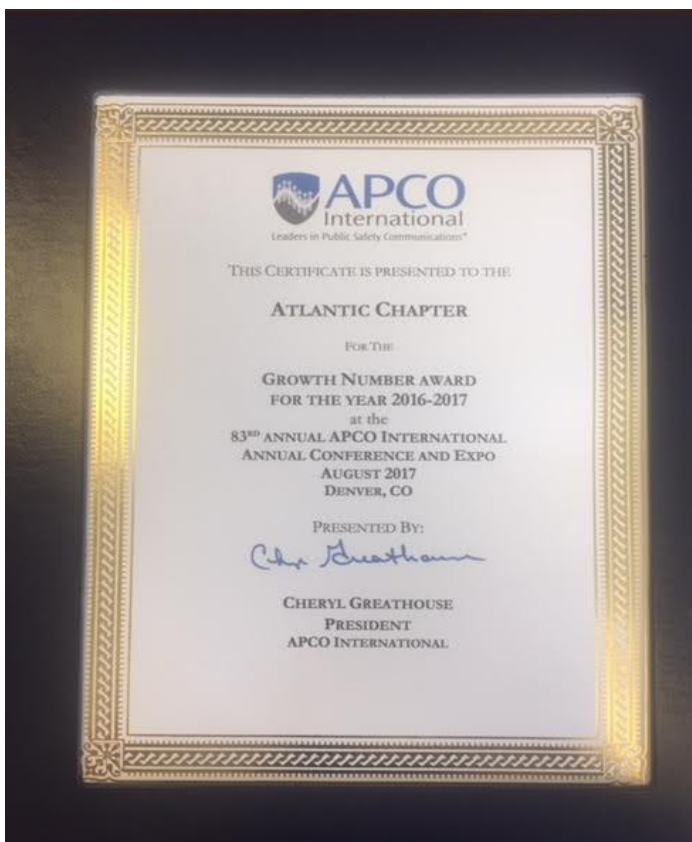
Charting the Course for Emergency Communications



### 2017 APCO Atlantic Chapter Fall Conference Award Winners

Thomas Andross - Grafton County SO (NH) Director of the Year  
Kathy Blagdon -Lincoln County 911 Communications (ME) Supervisor of the Year  
Erin Hannafin - Lakes Region Mutual Fire Aid (NH) Team/Group of the Year  
Lt Paul Steele - Lakes Region Mutual Fire Aid (NH) Team/Group of the Year  
John Ruggiero - Massachusetts State Police (MA) RF Technologist of the Year  
Eugene Jopeak - Glastonbury, CT Police Dept (CT) Dispatcher of the Year  
Anita Danzy - Rochester NY Emergency Communications (NY) Trainer of the Year

### **Atlantic Chapter received Growth Numbers Award at APCO International 2017 Conference & Exhibition**



### APCO Senior Member Recognition

Thomas Andross	George Phorilak
Blake Haskell	Phil Terrill
Jonathan Goldman	Maureen Will
Lawrence Lafferty	Jerry Zarwanski





On the evening of Friday August 25th, the strongest Hurricane to make landfall in over a decade unleashed its devastation over Port Aransas and Port Connor, TX. In the days following Hurricane Harvey, the Gulf coast of Texas and Louisiana were devastated with high winds and over 50 inches of rain. As the waters rose, Public Safety Employees went to work. Law enforcement, firefighters, EMS and the heroes behind the headset - 911 Telecommunicators - worked day in and day out to serve their communities. Many of those helping would lose their own property and in some cases their own family members. Many of these employees worked for days, unable to return home and unable to communicate with family or knowing whether they had a home left to go back to. As the waters begin to recede, the needs for these families are becoming greater every day. 911 Telecommunicators from the entire Texas coastline need our help.

The Denise Amber Lee Foundation, Texas APCO, The Healthy Dispatcher, Texas NENA Team911, IXII and Gulf Breeze Custom Apparel have come together to start this fundraiser to help these unsung Heroes.

All donations are appreciated and **100%** of all proceeds will be distributed to these families who have lost family members or property during this tragic event. With a donation of \$20 or more, you will receive a #TEXASSTRONG T-Shirt that has been custom-designed to help with this Fund!

Let's give back to those who are working tirelessly to ensure that citizens of this great state are getting the help they need during this trying time.



## 2018 APCO Envision -- The Future of Public Safety Communications



### APCO Envision

The Future of Public Safety Communications

Austin, TX | January 16, 2018

Nashville, TN | February 15, 2018

This intensive training is designed to give current and aspiring leaders in emergency communications the knowledge and strategies they need to manage technology-focused issues such as cybersecurity and NG9-1-1. Learn from top experts of the very latest developments that will impact the future of your role and profession. *This training is worth seven (7) CEUs.*

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

Sponsored by



### Cybersecurity Hygiene Training

APCO Headquarters, Daytona Beach, FL | January 11, 2018

Internet technology brings powerful tools to the public safety sector, but also creates risks, flaws, and vulnerabilities for cybersecurity. As the industry moves to NG9-1-1 and mobile broadband, cybersecurity becomes even more vital to the day-to-day operations of your PSAP or communications center. This one-day live course will expand your cybersecurity knowledge and help you make your center a more secure environment. *This training is worth eight(8) CEUs.*

[Learn more](#)

Sponsored by





## 2018 APCO Missouri Conference

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### Missouri Public Safety Communications Conference - March 2018

SAVE THE DATE: March 4-7, 2018 at St Louis Union Station

Call for Papers Open

[www.mpscc911.org](http://www.mpscc911.org)

## 2018 APCO Pennsylvania Conference

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### 2018 Pennsylvania APCO Conference – Lancaster, Pennsylvania

The Pennsylvania Chapter of APCO International is proud to announce their 2018 PA APCO Conference! The conference will be held April 15<sup>th</sup> – 18<sup>th</sup>, 2018, at the Best Western Premier Eden Resort in Lancaster, Pennsylvania.

**Vendor Booths and Conference Sponsorships are available!**

Visit <http://www.paapco.org> for additional info!

## 2018 APCO North Carolina Telecommunicator Training Symposium

**SAVE THE DATES**  
**TELECOMMUNICATOR  
TRAINING SYMPOSIUM**

**9-1-1**  
**BACK TO THE BASICS**

North  
Carolina  
APCO

**North Carolina APCO  
is pleased to announce  
the 2018 Telecommunicator  
Training Symposium**

**APRIL 9-11, 2018**

**Embassy Suites - Greensboro Airport  
204 Centreport Dr | Greensboro, NC**

**Registration Opens October 1, 2017**

**Visit [www.tcsymposium.org](http://www.tcsymposium.org) for more details!**

North Carolina APCO is pleased to announce that the 5<sup>th</sup> Annual Telecommunicator Training Symposium will be held **April 9-11, 2018** at the **Embassy Suites – Greensboro Airport** (204 Centreport Dr, Greensboro, NC). The target audience for this event are front line telecommunicators, providing three days of high quality, relevant training. **Call for Presentations and Registration** will be opening soon. Visit [www.tcsymposium.org](http://www.tcsymposium.org) for additional details!

## 2018 APCO Western Regional Conference

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2018 APCO Western Regional Conference hosted by the Washington State Chapter of APCO-NENA

Tacoma Convention Center, Tacoma, WA

Week of March 26, 2018

[Click here for CALL FOR PAPERS details](#)

2 primary hotels: Murano Hotel & Courtyard by Marriot (10 hotels total)

Visit [www.2018.apcowrc.org](http://www.2018.apcowrc.org) for more information.





## Committee Members and Chapter Assignments

NAME	CHAPTER ASSIGNMENT	EMAIL ADDRESS
Diamond, David – Group Leader	Group Leader	<a href="mailto:djosephdiamond@comcast.net">djosephdiamond@comcast.net</a>
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LaMonica, Brian E. RPL	Vice Chair	<a href="mailto:Svpsd116@gmail.com">Svpsd116@gmail.com</a>
Allgood, Austin	Kentucky, West Virginia	<a href="mailto:aallgood@nhcgov.com">aallgood@nhcgov.com</a>
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## From the Member and Chapter Services Committee

Dear APCO Officers and Members,

The Member and Chapter Services Committee (MCSC) supports the membership at the chapter level by building relationships with chapter leaders. Each MCSC member is assigned to represent Chapters and throughout the year they maintain information flow with the chapter leaders. We are here to keep APCO members informed of association policies, governance guidelines, and other APCO programs. Just as important, we push issues from the local level to the APCO leadership level. We work for the people and strive to make sure you receive all that you can from your APCO membership.

MCSC members work diligently to get program questions or information out to the local chapters, gather the needed feedback, and get answers back to the APCO organization. We share information about programs, training, and initiatives supported by APCO International as well as upcoming events through the monthly MCSC e-Newsletter.

MCSC works to build relationships among chapter leaders through training classes and webinars hosted during the year. We also assist the APCO organization staff to provide chapter leader training and workshops at the annual conference. But, we need your help to make these things happen. You can assist us by:

- Keeping your Chapter officer list up-to-date with APCO headquarters.
- Submitting information about upcoming events or programs in your Chapter for the e-Newsletter.
- Keeping the contact information of your MCSC representative handy so if you have questions or need anything you can call on us to help.
- Participating in chapter officer calls, webinars, and training so that you are up-to-date with the current information.
- Letting your MCSC representative know who to contact in order to get information about your chapter if the President of your Chapter is not the primary contact person..
- Looking for the monthly e-Newsletter and providing us with feedback through your chapter.

We are very fortunate to have members on the MCSC who support APCO and are willing to volunteer their time to make sure that APCO can meet its vision to strengthen our communities by empowering and educating public safety communications professionals. As a committee, we look forward to continuing to work with you!

Sincerely,

Member and Chapter Services Committee