

APCO

MEMBER CHAPTER SERVICES Committee



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*"Saluting Our Professionals - The Telecommunicator"**



Tracey M. Hilburn RPL, ENP

*"In a play-on words
defining a
telecommunicator:*

*Those Employees
Locating
Emergencies Can
Often Move
Mountains, Uncover
Needs, Instruct with
Care and Tenacity,
Officiating a
Response".*

*Article from March/
April PSC magazine

As we move into the changing of the season, we anticipate the excitement of warmer weather and the Easter holiday. This is also a time to salute those in the profession of public safety communications and celebrate National Public Safety Telecommunicators Week (NPSTW). This year's designated week of April 12 – 18 will be a time to express gratitude and appreciation of a job well done as ECCs around the country celebrate their public safety telecommunicators. This is also an opportune time to acknowledge the much-deserved recognition of our telecommunicators as public safety professionals.

Communications personnel are a highly intricate part of the response to emergency requests. They not only gather and verify information, but are also the first point of contact, exert the voice of calm, and give instruction where needed, while at the same time multi-task by making quick decisions about appropriate response type and by whom. Telecommunicator decision making may also include the level of response, appropriate units to respond, the level of required supervisory notification needed along with the actual dispatching of units, all the while monitoring responding units during the entire event.

In a play-on-words defining a telecommunicator:

Those Employees Locating Emergencies Can Often Move Mountains, Uncover Needs, Instruct with Care and Tenacity, Officiating a Response.

With this in mind, it is prudent for leadership to remember that, as expectations continue to grow and technology capabilities increase, the responsibilities of our telecommunicators are becoming more demanding and stressful. As the old saying goes, "just one more thing to do," but it remains vital to continue to monitor just how many more things we are adding to the plate.

Even though telecommunicators for the most part are very resilient, bouncing back following the majority of incidents, it is important to consider how the addition of multi-media containing pictures and/or video could require a different level of managing emotional reactions after receiving a true visual of an incident. In today's environment, there are those who work well handling critical incidents while receiving vocal descriptions, but visuals can change a person's emotional control. Now is the opportune time to begin giving thought to these types of job performance requirements and responsibilities. We must determine what telecommunicators need to visualize versus just allowing a media gateway to the field responders. Not all calls for service will require visual aid. Vocal information may suffice but allowing for this new means of information for call processing is vital as policy and standards are developed. But for now, let us seize the opportunity during this designated week to rally, and show appreciation and recognition for the everyday unsung heroes behind the microphone. On behalf of APCO and the executive committee, we take this opportunity to say thank you for all you do every day. Our goal as your representatives is to continue to support and assist the membership in areas of training and standards development, radio spectrum and guidance for technology procurement, just to name a few, as these components are instrumental in advancing ECCs and telecommunicators into the future of NG 9-1-1. We wish you all a very happy NPSTW and always remember everyone is an intricate part of the future. Achieving success is not a one-person journey but a team adventure.



Membership Information

Member Type	3/1/2019	3/1/2020
Associate	2168	2176
Full Member	4158	3811
Full Group Members	6173	6535
Online Group Members	17,565	18,037
Commercial	414	421
Commercial Group Members	168	37
Total Number of Members	30,646	31,053
Total Number of Group Agencies	1004	1096
Commercial Group	34	27

Silent Key

Robert "Bob" Cook North Carolina



While attending training at a nearby agency on Thursday, January 23, 2020, Davie County NC Telecommunicator Robert "Bob" Cook experienced a sudden cardiac arrest. Bob served as a Telecommunicator for Davie County 911 since 2016 and was also an active member of North Carolina APCO.

The full obituary can be found at <https://www.lambertgrahamfuneralhome.com/obituary/RobertBob-Cook>

Condolences can be sent to : Davie County 911, 146 Doctor Slate Dr., Mocksville, NC 27028.



Upcoming Live Webinars - Free for APCO members

<https://www.apcointl.org/webinars>

APCO Webinars are presented as live events and then made available as recordings. Most webinars are one-hour and many offer CEUs. Unless otherwise indicated, APCO webinars are free to APCO members.



Upcoming Webinars

March 26: **Quality Assurance**

April 15: **Cybersecurity**

April 22: **Situational Awareness**

Commercial Advisory Council (CAC)

The objectives and purpose of the Commercial Advisory Council (CAC) of APCO include:

Providing guidance and support to APCO leadership and staff from the Commercial member perspective;

Supporting the Corporate Partnership Program;

Supporting chapter enhancement initiatives; and

Promoting commercial membership among peers and non-member exhibitors at the annual conference and chapter/regional conferences.



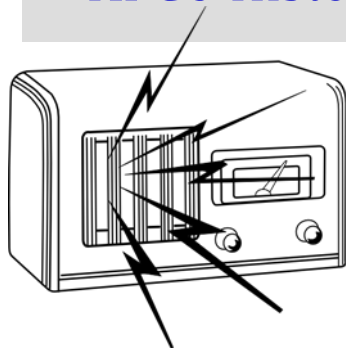
Bylaws Committee

The Bylaws committee is continuously reviewing the governing documents of the association. We recently finished reviewing the Policy Manual at the end of the last committee year for grammatical and layout errors. When the committee finds any discrepancies, the recommendation is brought to the APCO HQ team for their input, rationale, direction, and final acceptance.

The Bylaws committee is currently midway through reviewing the Bylaws document and are projected to be finished in March 2020.

We would like to remind all Chapter officers that we are available to review any Chapters governing documents for the same reasons as we do for the Association. If any chapter is in need of a document review, please reach out to the Bylaws committee for any assistance we can provide you.

APCO Historical Committee



About the APCO Online Museum

APCO's Historical Committee works to capture and memorialize the many changes that have occurred during the organization's history. The artifacts you'll find in this Online Museum were contributed by former and current public safety communications professionals in an effort to share this history rich in the traditions of helping others and excellence in service. As an organization formed nearly 80 years ago, APCO International has a rich history. Since that time, the organization and the field of public safety communications have undergone myriad changes. The people, the technology, the memorabilia all weave together to tell the story of how APCO has grown to be the largest public safety communications membership organization, and how the industry's capabilities have grown exponentially to keep pace with the needs of the public it serves.

<http://apco.pastperfectonline.com/>

Submissions to the Online Museum are welcome and are included at the discretion of the APCO International Historical Committee. To submit a photograph of an item, please use the online museum submission form.

For more information about the Historical Committee, visit their web page.

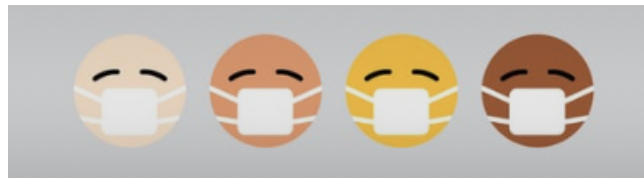
For questions concerning the Online Museum, please email museum@apcointl.org

9-1-1 Resources

[Information on COVID-19 for Emergency Communications Centers](#)

A malicious website pretending to be the live map for Coronavirus COVID-19 Global Cases by Johns Hopkins University is circulating on the internet waiting for unwitting internet users to visit the website. Visiting the website infects the user with the AZORult trojan, an information stealing program which can exfiltrate a variety of sensitive data. It is likely being spread via infected email attachments, malicious online advertisements, and social engineering. Furthermore, anyone searching the internet for a Coronavirus map could unwittingly navigate to this malicious website. IOCs and Analysis may be found here: [COVID-19](#)

PSConnect COVID-19 Discussion Forum



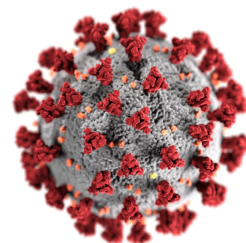
APCO has created a PSConnect discussion group for members to ask questions and share information regarding the COVID-19 response and impact on emergency communications centers. This is intended to serve as a hosted discussion among members and is not monitored by APCO staff for the purpose of responding to inquiries.

This forum, and the content herein, does not represent any official position by APCO International. It is offered as a service to our members and agencies and intended for information sharing and situational awareness. The forum is not monitored by APCO Staff. For any official guidance, please refer to governmental authorities.

APCO Resources

As a reminder, all APCO EMD agency EMD instructors and EMD Managers have access to the Pandemic guide card and information in their PSConnect communities.

COVID-19 - Recommendations Regarding Caller Interrogation
General - Health and Wellness Resources



APCO Committees



Learn About Opportunities – Sign Up for Committee(s)

Volunteers are at the heart of APCO's work. We need your skills, passion and perspectives to build a vibrant, inclusive, and multicultural corps of volunteer leaders throughout our committees. Volunteer opportunities with APCO exist within many different areas of interest.

We hope to add your expertise and enthusiasm to the active and talented group of volunteers for 2019-2020. Please take the time to review the opportunities for participation as a volunteer and see which committee is right for you...

Agency Training Program - The Agency Training Program Committee advises APCO staff on the training certification program process and solicit, review and make recommendations on training certification program applications.

Awards - The Awards Committee solicits, reviews and scores annual nominations of our peers and recommends recipients to the Executive Committee to receive National Recognition.

Bylaws - The Bylaws Committee maintains the Association Bylaws and Policy Manual to reflect the actions of governing bodies and assist chapters with development and review of their governance documents.

Cybersecurity - The Cybersecurity Committee conducts research and provide recommendations concerning illegal intrusions into IP-based PS communications networks.

Editorial - The Editorial Committee solicits articles from public safety communications subject-matter experts for monthly magazine and to review and peruse website to maintain a consistent message and style.

Historical - The Historical Committee preserves APCO history, supporting the online museum, displaying documents and artifacts at the APCO Annual Conference & Exposition, and by assisting chapters in preserving their own history.

MCSC - The Member & Chapter Services Committee (MCSC) supports the membership at the chapter level by building relationships with chapter officers to keep them informed of membership initiatives and Association programs.

Pro-CHRT - The Pro-CHRT Committee champions the professionalism of the public safety telecommunicator in all disciplines (Law Enforcement, Fire-Rescue and Emergency Medical Service).

Professional Development Events - The Professional Development Events Committee assists in selecting quality program topics and content for the educational tracks at the Annual Conference.

Spectrum and Technology - The Spectrum and Technology Committee will research and recommend positions and strategies concerning all aspects of spectrum and related technology available to public safety. This includes analysis of current and future trends and developments with respect to the use, coordination, interference management, interoperability, sharing, and operational considerations for land mobile radio, broadband and emerging spectrum resources as they apply specifically to public safety use. This work may include research and recommendations into IP based dispatch consoles, as well as other IP based technologies and services.

Young Professional - The Young Professional Committee creates and implements programs to assist professional members 35 years of age or younger. Works to enhance opportunities for young professional participation by creating a platform to build relationships and to create professional awareness. Encourages young professionals to become active in their community and leaders in the public safety industry.

Volunteers are at the heart of APCO's work. We need your skills, passion and perspectives to build a vibrant, inclusive, and multicultural corps of volunteer leaders throughout our committees. Volunteer opportunities with APCO exist within many different areas of interest.

The deadline to sign up for a Committee is April 1, 2020

Already know which committees you'd like to sign up for? Sign up today!

Go to: www.apcointl.org/CommitteeSignUp

Teammates In Action



#TeammatesInAction: Missouri

January 23, 2020

When Dispatcher-Trainer Lexi Friedli answered the call on January 23, 2020, she had a man on the line who was driving into Vandalia. In his backseat - a woman in active labor about to deliver a baby. Lexi had the man pull his truck over and began to provide Emergency Medical Dispatch (EMD) instructions which the caller then relayed to the father of the baby in the backseat.

Only seconds after Lexi took the call, Dispatcher Tiffany Beede dispatched an ambulance to the scene. Lexi's timely instruction, paired with the careful, calm relay of the caller, were instrumental to the birth of a healthy, breathing, crying baby girl. Van-Far Ambulance arrived on scene shortly after the birth and took over care of the mother and newborn baby.

The Missouri Chapter of APCO adds our appreciation for the efficient and coordinated teamwork of Lexi and Tiffany. Lexi is the first Audrain County 9-1-1 Dispatcher to work through the EMD childbirth protocols to the actual delivery of a little life without field responders at the scene. We congratulate the baby's parents on the birth of their baby girl.

Tiffany has been a dispatcher for three years. Lexi has been a dispatcher for almost two and half years and was recently promoted as a trainer. She has always shown a high aptitude for medical calls. This one was the highlight of her career to date. In her own words "By far, the best day I have ever had here!"

Missouri APCO is proud to acknowledge Lexi Friedli and Tiffany Beede as Missouri Teammates in Action

Learn more about the Teammates in Action program, or nominate your teammate today at
moapco.org/mo-teammate-recognition

APCO ProCHRT



The Professional Communications Human Resources Taskforce (ProCHRT) was established in 2009 to gather information, study trends, and prepare reference materials which focused on communications human resources and recognition issues across the country. The very first ProCHRT report underscored the challenges facing 9-1-1 Public Safety Communications Professionals and focused on several issues including training standards, labor laws, employee recognition, retention, and pension benefits. These reports led to the transition from Taskforce to Standing Committee in 2012.

ProCHRT provides APCO membership information regarding trending topics effecting public safety communications by monitoring PSConnect forums for trending topics. Committee members then direct members to the ProCHRT Toolbox which contains a wealth of information on training, retention, and other professional topics or create resource materials in response to the member discussions.

The committee also shares positive posts on social media platforms to raise awareness of the amazing acts members of our profession do each day to support our responders and the citizens of this nation. They also manage "Teammates in Action" the ProCHRT social media recognition program.

The ProCHRT Committee continues to foster professionalism within our community, provide timely resources and spotlight the day-to-day achievements of public safety communications professionals. If you'd like to join the group of individuals working towards these goals, volunteer today. Visit the APCO website and sign-up for the ProCHRT committee.

APCO Chapter Event Cancellations



Let your MCSC Chapter Liaison know about your Chapter cancellations and postponements due to COVID-19 and we can get the word out in the monthly newsletter

APCO Institute Schedule

GO TO the following website for more information

<https://apconetforum.org/eweb/DynamicPage.aspx?Webcode=APCOScheduleRegistration>

Course Name	Dates	Location
Fire Service Communications, 2nd Ed. Version 1	4/1/20-5/12/20	On line
Communications Center Supervisor, 5th Ed. Version 1 Instructor Update (2019)	4/1/20-4/21/20	On line
Communications Center Supervisor, 5th Ed. Version 1	4/1/20-4/21/20	On line
EMD, 5th Ed. Version 4 Instructor Update (2020)	4/1/20-4/21/20	On line
EMD 5th Ed. Version 4	4/1/20-5/12/20	On line
Public Safety Telecommunicator	4/8/20-5/5/20	On line
Crisis Negotiations	4/15/20-5/5/20	On line
Customer Service in Today's Public Safety Communication	4/15/20-5/5/20	On line
Disaster Operations and the Communications Center	4/15/20-5/5/20	On line
Public Safety Staffing and Employee Retention	4/15/20-5/5/20	On line

APCO Institute to Require Advance Course Registration as of July 1

Beginning July 1, all individuals participating in live APCO co-host courses must register in advance to participate in those courses. Walk-ins and substitutions on the first day of class will no longer be allowed. The change is being made to ensure in advance that students registered for the courses meet all class prerequisites and that necessary registration processes are complete prior to the course beginning.

Visit the APCO Institute Site for the most up-to-date course information!

Live Courses -- <https://www.apcointl.org/lp/live/>
 Online Courses -- <https://www.apcointl.org/lp/online/>

2020 APCO Conference



APCO 2020

August 2-5 | Orlando, FL

MARK YOUR CALENDARS!

Registration opens on Flash Day, April 1, 2020

To save \$100 on your registration, on April 1st visit <https://www.apco2020.org/registration/> and click on the register button.

Exhibitor registration will open on May 4. Exhibitors must register through the portal.

NTW April 12-18 2020

Every year during the second week of April, the telecommunications personnel in the public safety community, are honored. This week-long event, initially set up in 1981 by Patricia Anderson of the Contra Costa County Sheriff's Office in California, is a time to celebrate and thank those who dedicate their lives to serving the public. It is a week that should be set aside so everyone can be made aware of their hard work and dedication.

We encourage all of you to celebrate and honor yourselves, your co-workers, your bosses and your employees. Host a party, reach out to your local media and public officials, or launch an awards program. Use the tools and suggestions on this blog to help you make National Public Safety Telecommunicators Week 2019 a memorable one for you and your colleagues.

Thank you, again, for all the sacrifices you make to create a better and safer world for the public. Your commitment to your profession is appreciated by all of APCO International, the public safety communications community, and the citizens you serve.

This week's for you!

~ APCO International



National Public Safety
Telecommunicators Week
April 12-18, 2020

2020 Georgia Emergency Communications

2020 Georgia Emergency Communications Conference

March 8, 2020—Monday
8:00 AM-5:00 PM
Columbus Convention Center
801 Front Avenue
Columbus, GA 31901

OR MORE INFORMATION GO TO: <http://www.ga911.com/>

CPRA Annual Telecommunicator Banquet



Presents the

32nd Annual Telecommunicator Awards Banquet

Please come join us to honor our employees for their outstanding service.

Date: **March 15, 2020**

Time:

Location: **Marriott Buena Vista**
7670 Wilshire Blvd.
Buena Vista, CA 92604
(714) 995-1111



Guest rooms are available at a discounted rate. Please call for a tax, when you mention "CPRA." You must book by March 15, to take advantage of this rate.

Contact: Terri Nelson (714) 425-1691 or cpa@cpa.org
To register by mail, send the attached payment to:

CPRA Banquet
3410 La Sierra Ave., #F1185
Riverside, California 92503

To register via electronic mail with credit card payment: Treasurer@cpa.org

There will be door prize drawings throughout the evening!

We look forward to a wonderful evening honoring our best of the best!

Texas Public Safety Conference



Iowa Chapter APCO Conference



Kansas Chapter APCO Spring Conference



We have been monitoring the evolving COVID-19 (also known as coronavirus) situation, especially in relation to the KS SPRING APCO 2020 Conference. In an abundance of caution, we have decided to move the KS SPRING APCO 2020 Conference to the Fall Conference October 5th-7th, 2020 at the Hilton Garden Inn, 410 S. 3rd, St, Manhattan, KS 66502.

Indiana Chapter APCO Conference



2020 North Carolina Telecommunicator Training Symposium

North Carolina APCO

2020 Telecommunicator Training Symposium

ENGAGE • ENERGIZE • EMPOWER

Join North Carolina APCO as we bring you "Insights" at our 2020 Telecommunicator Training Symposium

April 5, 2020

FLASH REGISTRATION DAY IS HERE! Register by March 18 - Save \$25!

Visit www.tcsymposium.org or www.ncapco.org for more info...

CPRA Historical Picture Invitation

All Past CPRA Presidents are invited to gather for an Historic Picture at the monthly chapter meeting on April 16th, 2020 at the Knott's Berry Farm Hotel commemorating CPRA's 85th Anniversary!

85 YEARS

CANCELED

APCO International
Leaders in Public Safety Communications™

Pictured From Left to Right

Jerry Campbell, Gary David Gray, Don Root, Joe Parrino, Spence Leafdale, John Wright, Jim Acosta, Ernest Gallo, David Buchannan, Richard Granado, John Sarkission, Ron Wong, Anna Holmes, Bob Uribie, Ken Mann & Gary Poon

CHAPTER MEMBER SERVICES COMMITTEE MEMBERS

NAME	CHAPTER ASSIGNMENT	EMAIL ADDRESS
LaMonica, Brian E. RPL	Chair	Svpsd116@gmail.com
Stroh, Melissa	Vice Chair	Melissa.stroh@isp.idaho.gov
Anderson, Jeryl	Arkansas, Missouri, Minnesota	janderson@orangecountync.gov
Brost, William	Pacific, Caribbean	wbrost.ycv@gmail.com
Diamond, David	Atlantic, Pennsylvania, Michigan	djosephdiamond@comcast.net
Entsua-Mensah, Isaac	Louisiana, Mississippi, Saudi Arabia	ie34@georgetown.edu
Essic, Travis	North Carolina, CPRA, N. California	Travis.Essic@DavidsonCountyNC.gov
Gusa, Grayson	Virginia, Mideastern, Alaska	Grayson.gusa@ncapco.org
Heimkes, Julie	Commercial	jheimkes@gmail.com
Holbrooks, Darlene	Oregon, Utah, Nevada	dholbrooks@greenvillesc.gov
Hughes, Jessica	Indiana, South Dakota	Jessica.Hughes@decaturga.com
Ivory, Roberta	Tennessee, South Carolina	Roberta.Ivory@shelbycountyttn.gov
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Scott, Laramie	Scribe	laramie.scott@clintonky911.com
Spirescu, Adriana	Arizona, New Mexico, Texas,	aspirecu@ocsd.org
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Hull, Rebecca	Staff Liaison	hullr@apointnl.org
Stowell Corder, Susan	Staff Liaison	stowells@apointnl.org

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

