



Member Chapter Services Monthly Poll

This month's poll will be focused on Chapter Historians. We request a member from each 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/MCSCAug22Historians>

Inside This Issue

Membership Information	2
APCO 22.....	3
Commercial Corner.....	3
Montana Chapter Highlights.....	4
Silent Key.....	5
Health & Wellness Committee....	6
MCSC Monthly Survey Results....	8
Upcoming Conference	13
MCSC Members	16



Membership Information

Member Type	7/1/2021	7/1/2022
Associate Members	2,515	2,210
Full Members	4,262	4,124
Full Group Members	8,211	8,413
Online Group Members	19,991	20,502
Commercial Members	466	442
Commercial Group Members	214	264
Total Number of Members	35,659	35,955
Total Number of Group Agencies	1,313	1,453
Commercial Groups	52	50

Member Type	8/1/2021	8/1/2022
Associate Members	2,606	2,329
Full Members	4,381	4,202
Full Group Members	8,292	8,445
Online Group Members	20,094	20,491
Commercial Members	484	452
Commercial Group Members	221	280
Total Number of Members	36,078	36,199
Total Number of Group Agencies	1,325	1,471
Commercial Groups	54	54



It's a wrap...APCO 2022 was a success!
Thank you APCO staff, presenters,
volunteers and all that attended.

Commercial Corner

CAC/Illinois Chapter Highlight Video

The Commercial Advisory Council (CAC) is excited to share this highlight video showcasing the success of the Commercial Advisory Member's (CCAM) partnership between its members and commercial industry partners. The focus of this highlight video demonstrates how the role of the CCAM is established to help promote open communication, synergy, trust and to create a win-win relationship between the Public Safety Community and the Industry Partners. The CAC will be sharing more information in the future for your consideration on how to help strengthen your CCAM program at the Chapter level.

One of several initiatives discussed in this video is the APCO Illinois leadership symposium which gives an opportunity for the commercial members to have a deeper understanding of the public safety community inside the 9-1-1 centers.

Illinois APCO Chapter - <https://youtu.be/k3uVEcbZ6Fk>
Produced by Derek Dugas with Sustema Corporation.

Submitted by:
Diva Miranda Jones, MCSC Commercial Member



Montana Chapter Highlights

The State of Montana is 147,040 square miles of mountain ranges, western prairies, and badlands. Geographically we are the fourth-largest state but by populous, we are the eighth-least populated state. We're also known by several unofficial nicknames, such as Big Sky Country, The Treasure State and The Last Best Place. Montana is home to several tourist attractions; nearly 13 million tourists visit Glacier National Park, Yellowstone National Park, Beartooth Highway, Flathead Lake, Big Sky Resort, and many other attractions.

We host a conference/training forum annually in September. This year's conference will be held in Bozeman, MT September 6th – 8th, 2022. More information is posted on our website at <https://www.mtapco.org/conferences>. Our keynote speaker this year is Adam Timm from the training company The Healthy Dispatcher.

We present the following awards every year at our conference:

- Telecommunicator of the Year
- Trainer of the Year
- Supervisor of the Year
- Director of the Year

The Chapter Executive Committee is made up of 8 members. All members are voted into office by the membership except for the Chapter Commercial Advisory Member (CCAM). The CCAM is appointed by the President and confirmed by the Executive Committee. The Executive Committee comprised of the following members:

- President – 2 year term/4 year maximum
- Vice-President – 2 year term/4 year maximum
- Past-President – 2 year term/ 4 year maximum (this is dependent on if the current president serves one term or two)
- Secretary-Treasurer – 3 year term/6 year maximum
- Executive Council Rep – 4 year term/4 year maximum
- Western Ambassador – 2 year term/4 year maximum
- Eastern Ambassador – 2 year term/4 year maximum
- Chapter Commercial Advisory Member – 2 year term/no maximum

Our chapter has many challenges that we face due to the size of our state, making in person meetings or events almost impossible. One thing that we've excelled at and was recently brought to light, is the ability to lean on each other when needed. In June of this year, many areas within our state were met with unprecedented flooding. In many cases this caused an unbearable workload and the inability for 911 center staff to travel to work. At the request of several counties within our state, a call for help was sent out to our APCO membership. Within hours of putting the request out, we had at least 13 members from various 911 centers volunteer to assist wherever they were needed. We ended up deploying several members to two different counties and the others waited to see if they were needed. That weekend in June exemplified our chapter members and the responsibility they feel towards their brother and sister 911 professionals around the state. If needed, we'll drop what we're doing and come to the rescue.

Our chapter doesn't have a formal procedure for compassionate care or assistance in emergencies. Where we lack in formal procedure, we make up for in moving in quickly to care for one another. There have been several instances on a larger scale that our chapter has stepped in to assist with a 911 center that is in

Montana Chapter Highlights (continued)

need of help due to a death in their public safety community. We've also sent cards and flowers to individuals and 9-1-1 centers when appropriate.

We do have a social media presence on Facebook and profiles on Instagram and Twitter. The latter two haven't been used in quite some time. The Facebook page has been sporadic and used as needed. A team is being formed to manage our social media and make it more consistent. Follow us on Facebook at @MTAPCO .

Attracting new members has been challenging but we are beginning to see more members added to our membership. Our Executive Committee has spent a lot of time over the past year visiting with 911 Directors and Sheriffs across the state, encouraging them to sign their staff up to be members. Most of the 911 Centers within our state are overseen by Sheriffs. We have also spoken with the Montana Law Enforcement Academy about presenting the benefits of membership during the Public Safety Communicator Basic Course. This certification is mandated by the state for all Telecommunicators and a prime opportunity to present what we have to offer to new recruits. We will be presenting for the first time in July of 2022.

Submitted by:
Tim Martindale Jr. CPE, RPL, CMCP
Montana Chapter President



Silent Key



RoxAnn Brown
Tennessee Chapter

We have learned that
RoxAnn Brown passed away
On July 27th, 2022

For more information, her Silent Key can be found here:

<https://psc.apcointl.org/2022/07/29/silent-key-roxann-brown/>



Health & Wellness Committee

Healthy and convenience are two key ingredients when it comes to working shift work. During the winter months, I can't think of anything healthier and more convenient than soup. Today the recipe I am presenting is Icelandic Lamb soup or "Kjotsupa".

Before I give the recipe, let me explain the reason this is special to me; it reminds me a of a vacation we took to Iceland. Remember, vacation, rest, and time off is an important part to our overall health. We had gotten off the plane on a cold and blustery October day in Iceland, and for dinner we were served what appeared to be a simple looking dish, only to be blown away at how filled with flavor and hardy this meal in a bowl was. It took two years to get it close to right.

To make this you will need the following:

- 1 tablespoon olive oil
- 2 tablespoons chopped garlic
- 1 medium onion
- 1 tablespoon dried oregano
- 1 tablespoon dried thyme
- 2lbs of lamb, any cut. (can substitute with pork or beef)
- 1lb of turnips or parsnips chopped
- 12 oz of diced carrots
- 1lb potatoes
- 3 cups beef broth & 3 cups water
- 2 cups chopped cabbage
- Sea salt and pepper

Steps:

1. Sauté onions and garlic in olive oil until browned.
2. Increase the heat and add lamb for 4 minutes on each side to sear.
3. Add all ingredients to slow cooker (except the cabbage) and cook for three hours on medium.
4. Add cabbage, stir, and cook for one more hour, then salt and pepper to taste.

When it's done, don't eat it right away. Let this sit overnight in the refrigerator (which helps in fortifying the flavors); while you're waiting divide up for meal prep. Congratulations you've just made a delicious meal that you can enjoy for days!

Michael Lewis
Supervisor



Health & Wellness Committee (continued)

My ideal way to bring balance and well being into my daily routine is to utilize rhythmic breathing on my drive to and from work. Driving in silence seems to offer me the opportunity to relax my body, slow my busy brain down, and repeat positive affirmations while slowly inhaling and exhaling.

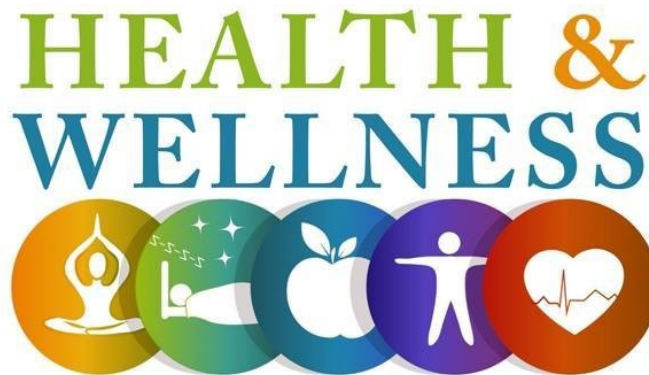
If you haven't tried rhythmic breathing before, do not fret because it is very simple to get started. Follow these steps and increase the length of your inhale and exhale as you become more comfortable.

1. With your mouth closed, inhale slowly through your nose, counting to 4.
2. Bring your breath all the way down into your belly, feel your belly slowly expand as you fill your lungs.
3. Hold that breath gently for as long as you are comfortable, strive for 5 seconds or longer if you can.
4. Exhale slowly through your mouth. Pursing your lips as you would when drinking through a straw helps to control the amount of breath being released.
5. While you are exhaling, count as high as you can, ideally for a count of 8. If you can not make it to a count of 8, start where you are comfortable and gradually through practice try to increase your exhale time.

By counting my breath I have found that my mind doesn't have the ability to focus on all of the thoughts and stressors that normally fill my brain because it is too focused on counting. This pause from the chaos will help your body and mind relax and unwind.

Now just think, doing this twice a day for 20 minutes at a time will have you feeling like a brand new person in no time!!

Melissa Lounsbury
Charlotte Fire Communications
Charlotte, NC

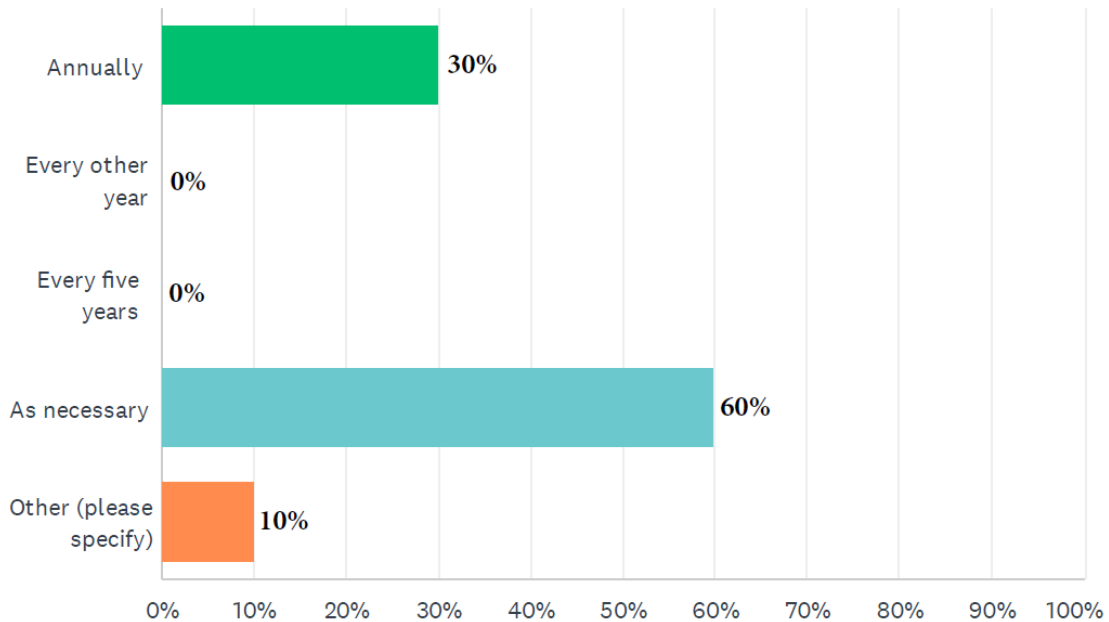


MCSC Monthly Survey Results

In June’s Member & Chapter Services Committee survey, we focused on Chapter Bylaws. We received 20 responses from 15 Chapters. The Chapters that responded were:

Arizona	Atlantic	Colorado
CPRA (Southern California)	Florida	Illinois
Indiana	Kansas	Michigan
Missouri	Montana	North Carolina
Texas	Virginia	Wyoming

We asked you, “How often are bylaws reviewed?” All respondents answered, with 6 saying “annually”, 12 saying “as necessary”, and two answering with “other”. Those responding as other included those who review every two-three years, and those who do not have a set schedule, but usually review when they make any changes.

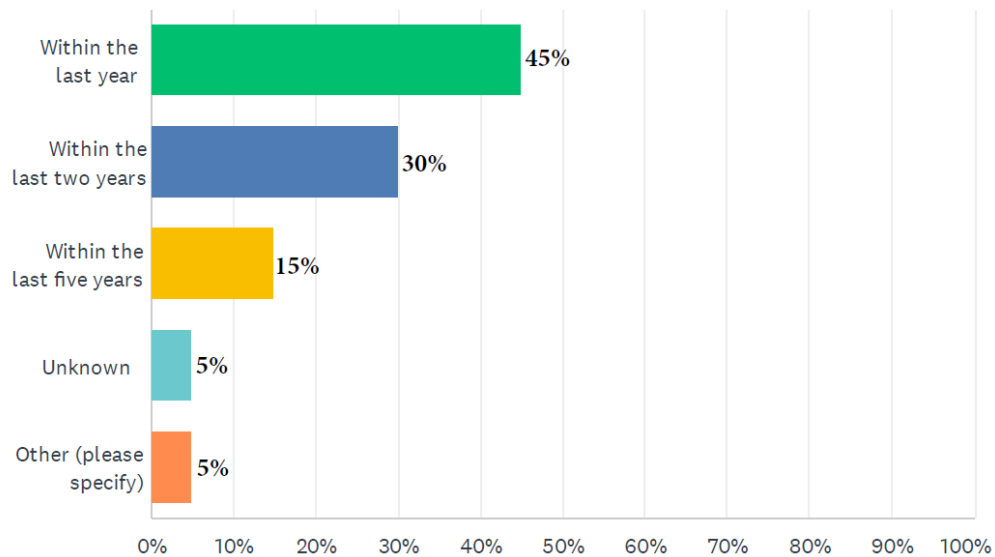


In question #2, we asked, “When was the last time your bylaws were reviewed?” All respondents answered.

- Within the last year (9 responses)
- Within the last year (6 responses)
- Within the last year (3 responses)
- Unknown (1 response)
- Other (1 response)
- Within the past two years, but about to be reviewed for addition to regions



MCSC Monthly Survey Results (continued)



Question #3 asked, “Do you have a committee to review bylaws?” All respondents answered. Responses are summarized as follows:

- Yes (16 responses)
- No (1 response)
- Other (3 responses)
 - ◊ Appointed as needed
 - ◊ Bylaws are reviewed by all chapter members
 - ◊ Chapter board

In question #4 we asked, “If Yes to Question 3, are any of the below positions included?” 16 responded, with four not providing a response:

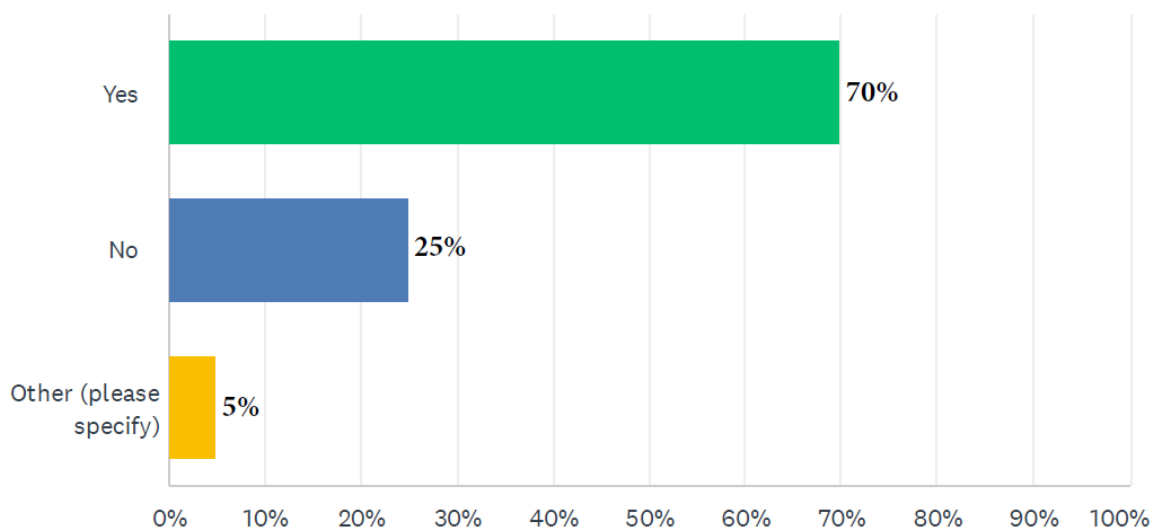
- Past president(s) (11 responses)
- Former board member(s) (4 responses)
- General membership (8 responses)
- Commercial member(s) (2 responses)
- Executive Council Representative (7 responses)
- Other (5 responses)
 - ◊ Administrative member-at-large
 - ◊ Chapter President
 - ◊ Executive Board
 - ◊ Executive Committee
 - ◊ Volunteers

**Responses fell into multiple categories*

MCSC Monthly Survey Results (continued)

Question #5 asked, "Is there a formal process for membership to propose bylaw changes?" All respondents answered. Responses are summarized as follows:

- Yes (14 responses)
- No (5 responses)
- Other (1 response)
 - ◊ Unsure



In question #6 we asked, "How does membership approve bylaw changes?" All respondents answered. Responses are summarized as follows:

- Electronic vote (1 response)
- Annual conference (12 responses)
- Other (7 responses)
 - ◊ Chapter meeting (in-person only)
 - ◊ State or International conference
 - ◊ Electronic vote AND chapter meeting

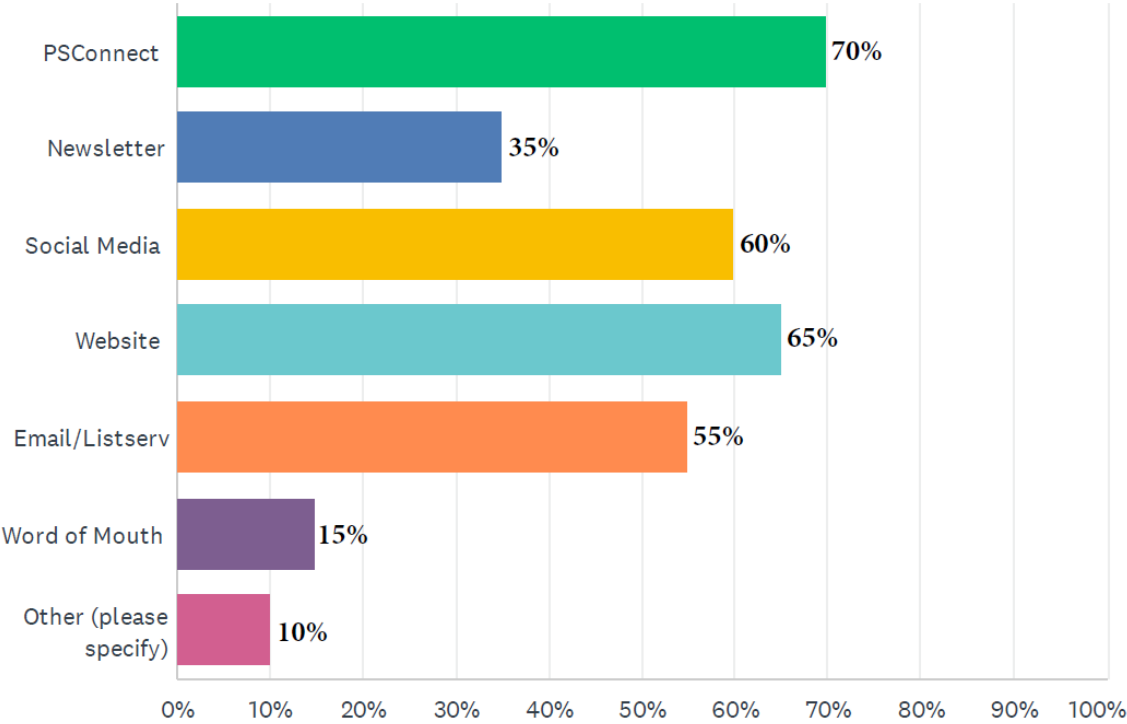


MCSC Monthly Survey Results (continued)

Question #7 asked, “How do you notify membership of proposed bylaw changes?” All respondents answered. Responses are summarized as follows:

- PSConnect (14 responses)
- Newsletter (7 responses)
- Social Media (12 responses)
- Website (13 responses)
- Email/Listserv (11 responses)
- Word of Mouth (3 responses)
- Other (2 responses)
 - ◊ Conference
 - ◊ Constant Contact

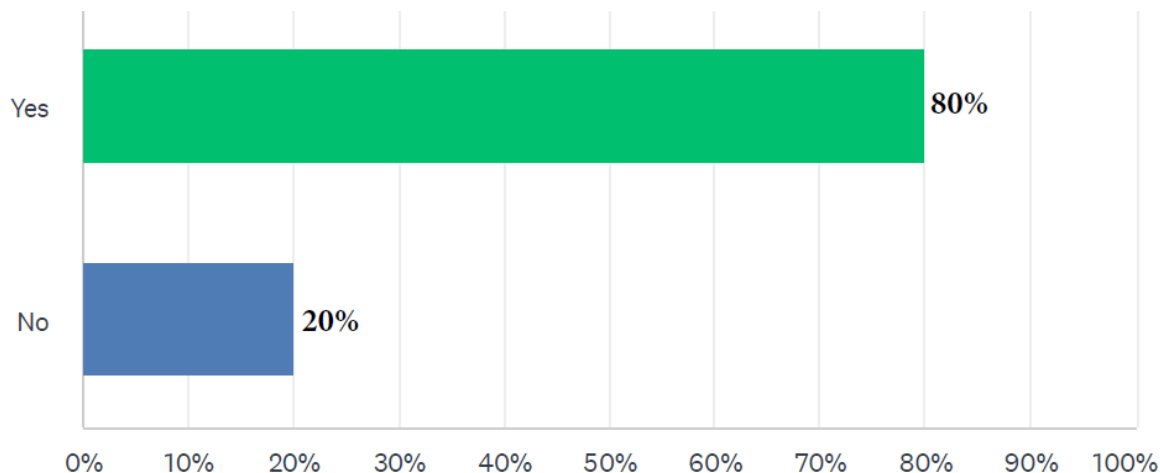
**Responses fell into multiple categories*



MCSC Monthly Survey Results (continued)

In question #8 we asked, “Did you know that the Bylaws Committee can review your Bylaws and/or Policy Manual?” All respondents answered. Responses are summarized as follows:

- Yes (16 responses)
- No (4 responses)



Question #9 asked, “When was the last time the Bylaws Committee did a review of your Bylaws or Policy Manual?” All respondents answered. Responses are summarized as follows:

- Within the last year (3 responses)
- Within the last two years (5 responses)
- Within the last five years (2 responses)
- Unknown (10 responses)

Thank you to those who responded to this survey. We appreciate your time and the detail you provided, as this will help the Member & Chapter Services Committee to better assist you and your Chapters. This month’s survey will be focused on Chapter Historians.

Please visit: <https://www.surveymonkey.com/r/MCSCAug22Historians>



Upcoming Conferences



OKLAHOMA PUBLIC SAFETY CONFERENCE 2022

▶ OUR ORGANIZERS ◀

Oklahoma Chapter of NENA



National Emergency Number Association



OKLAHOMA
APCO
Leaders in Public Safety Communications

▶ **DATE: OCT 2 - 5**
Tulsa Southern Hills Marriott

REGISTER NOW AT
WWW.OKPSC.ORG

Follow us on Facebook Oklahoma Public Safety Conference

Made with PosterMyWall.com



Upcoming Conferences (continued)

2022 Public Safety Communications Conference October 4 – 7th, 2022

We are back in person this year for the first time since 2019. Join 911 communication professionals from all over the state. Reconnect with folks you haven't seen in person for a long time, re-engage with in-person learning, and rejuvenate at the social and internment activities.

The conference is held in the city of Kennewick, WA at the Three Rivers Convention Center.

There are multiple training tracks to satisfy the interest of all attendees. A Chapter Meeting and Entertainment event will be held on Tuesday evening. This is a great opportunity to socialize and enjoy each other's company.

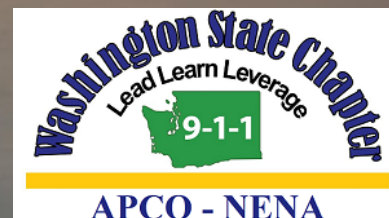
Stay for the Banquet & Awards Ceremony on Thursday night, and engage in the Recruitment and Retention workshop on Friday Morning. Brainstorm how the Chapter can help with these key issues.

We have so much to catch up on – this is the conference you don't want to miss!

- Multiple Tracks
- Vendor Floor
- Directors Meeting
- Chapter Meeting & Entertainment
- Opening Keynote
- Awards Ceremony & Banquet
- Recruitment & Retention Workshop
- State 911 Advisory Committee Meeting

[Visit Conference Page](#)

[Visit Conference Page](#)



Upcoming Conferences (continued)



The 2022 Nebraska
APCO NENA
Conference is going
a little **MAD!**

HAVE A SESSION IDEA?

Call for Papers is now open
for the annual Nebraska
APCO NENA Conference

October 11th-13th, 2022



Please visit: www.neapconena.org to submit your presentation and earn a Complimentary Full-Conference Registration if your session is selected!

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