

# APCO

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## MEMBER CHAPTER SERVICES Committee

### *Member Chapter Services Monthly Poll*

**This months poll is about TRAINING. 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 months newsletter.**

<https://www.surveymonkey.com/r/MCSCDec21TrainingPoll>

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## Membership Information

Member Type	11/1/2020	11/1/2021
Associate Members	2,602	2,705
Full Members	4,592	4,545
Full Group Members	8,302	8,258
Online Group Members	19,198	19,734
Commercial Members	509	508
Commercial Group Members	219	335
<b>Total Number of Members</b>	<b>35,422</b>	<b>36,085</b>
Total Number of Group Agencies	1,277	1,373
Commercial Groups	45	56



### APCO Membership Renewal

Your membership will expire on Dec 31st. Log into [myapcointl.org](http://myapcointl.org), click on My Invoices, to print or pay your invoice.



## Military Employment Committee

The Military Employment Committee was formed with the desire to create options for military veterans and active duty spouses with potential employment opportunities in ECCs. The effort aligns with the Department of Defense legislation to offer programs to employ military spouses and provide portable skills, which may offer a potential partnership for the endeavor. The idea is to offer support to our transitioning military veterans, or family members of active duty military, in gaining employment opportunities as well as help to address the staffing crisis faced by many ECCs across the country.

The Military Employment Committee is hitting the ground running; working on establishing goals and considering all of the challenges that this endeavor may face. The committee will be holding monthly meetings, which may increase in the future when connections are made and as more involvement from ECCs happen. The committee hopes to have objectives in place to help direct their efforts by June 2022.

Based on the Military Committee Task Force recommendations one of the goals will be to create a "Military 101 Guide for ECCs." This guide will assist ECCs with how to engage a military base and how to recruit members under the guidelines of military rules and restrictions successfully.

One of the challenges the committee hopes to address is the realization that the talent recruited may be subject to limited availability due to duty assignments and moving between bases. ECCs will need to go into the endeavor with eyes wide open, understanding that while they are putting in time to give portable skills to a military member, other agencies will be doing the same. Working together they will be creating resources that others can benefit from and that they will someday potentially receive the same in return.

A few questions the committee will be addressing are: How do ECCs participate? What special considerations need to be given? Lateral hiring, pay based on experience, are there union considerations? Will there be training differences necessary based on applicants military background? And much more.

ECCs looking for more information, or APCO Members that have ideas to share can find contact information and resources through PSCconnect in the Military Employment Committee Community and through PSCconnect can reach out to the Chair, Michael Brewer.

## Silent Key

Mark Pallens  
*Nevada Chapter*

For more information about Mark, please click on the link below.  
<https://psc.apcointl.org/2021/10/29/silent-key-mark-david-pallans/>

## Commercial Corner

### Commercial Member Partners – A Chapter Leader’s Perspective

Reflecting back on 2020, while it may have rocked us to the core, it taught us so much more. Our Awards Committee learned this as we questioned how to celebrate all chapter members, while finding the answer in partners that are sometimes overlooked.

I was the 2020 Awards Committee Chair for the Atlantic Chapter. Our committee was faced with figuring out the chapter awards which would be presented at our conference in the fall. The year had been exhausting for everyone and the last thing on anyone’s mind was a fall conference. We were all just trying to hold it together in our agencies and keep everyone safe and healthy. We decided that since we were in the middle of a pandemic, which made it a special kind of year, we were going to respond in a special kind of way and celebrate all Atlantic Chapter Members at our conference with one award for distinguished service. Their dedication, pride, honor, and strength was truly admirable. While we were hard at work trying to figure out how we were going to do this, and where the money was going to come from, we had to cancel our conference.

Instead of giving up the idea, it made us want to work harder to make sure it happened. 2020 had changed our lives, plans, and jobs greatly without advance notice and this was no exception. The hard work being done by all of our members is why we had announced that we were going to be celebrating all members, and that didn’t change. Although the pandemic took our conference, it could not take the pride we have for the strength and dedication of our members.

We had decided to come up with a special challenge coin since our chapter did not have one. This pandemic had certainly been a challenge and our members deserved something special. We felt that this was the perfect gift for our members but after doing some research on how much the project would cost, there was no way we could afford it. We had over 4,000 members and sending a challenge coin award to all members would have cost us over \$20,000. That was a lot more than the personal donations a few of us came up with to pay for the original idea.

Motorola’s expression “In the moments that matter” came to my mind. I am so grateful that it did, because I couldn’t think of a moment that mattered more at that time. Celebrating our members by sending them the gift of taking a moment for themselves to receive the award, and to reflect on the courage and strength they carried out throughout the pandemic...that moment mattered!

I called Joe Grube, an Area Sales Manager for Motorola Solutions, and explained the idea to him. Without hesitation Joe, being a proud Atlantic Chapter member for almost 20 years, was on board. He wanted us to know that he saw what our members were dealing with every day and wanted them to know that Motorola Solutions would be honored to stand by our side and celebrate our members. That conversation gave me the confidence that this was going to work. Since my first call went well, I reached out to Tim Hale, Client Executive at Tyler Technologies. He was just as quick to let me know that Tyler Technologies would be happy to stand with us and celebrate our members, knowing the hardships this pandemic had brought to us.

## Comercial Corner (continued)

I brought the good news back to our Awards committee and several of us got busy reaching out to other Commercial Partners. In no time we had the money we needed to purchase the coins and send them out to over 4,000 members! We were beyond grateful and appreciative that they wanted to be a part of this celebration and make sure that it happened.

Our Awards committee worked hard, my living room looked like a post office for a month, and we were able to get an award out to every one of our members. With the few leftover coins we had, due to open positions at agencies, we were able to sell the coins and donate the money to the Sunshine Fund.

Our celebration was held virtually through our website and PSConnect, where we shared pictures of members receiving their awards. Members shared kind, positive words of support and appreciation for each other, which created a stronger bond and sense of belonging. For several months after, we continued to hear what a powerful impact the awards had on our members. This could not have been accomplished if it were not for the support from our Commercial Partners.

I will always be so very thankful to Motorola Solutions, Tyler Technologies, L3Harris, RapidSOS, 911eye, OnSolve/Code Red, Rave/Smart 911, Burlington Communications, and Police Legal Sciences. They stepped up without hesitation at the chance to stand by our side and to make sure this celebration took place. They came through for us and really changed the Commercial Partnership perspective for me and many others. Our Commercial Partners are not just there for sponsorships at conferences or when we need to buy new software, services, etc. They are there, for us and with us, standing side by side working for Public Safety. I encourage all chapters to build stronger relationships with your Commercial Partners. We truly are all in this together and building better relationships will make us all stronger.

Submitted by:  
Tammy DeWolf (Wright)  
President Elect  
Atlantic Chapter APCO



## APCO Announcements



Did you miss out on the virtual [APCO Emerging Technology Forum](#)? Here's your chance to still receive vital education. We are offering all sessions on-demand so you can receive the most up-to-date industry content from 29 expert speakers and earn 12 CEU credits at the same time.

[LEARN MORE](#)

### **New Topics Added to APCO Illuminations**

Additional topics for 2022 have been added for all three tracks of APCO Illuminations—EMD, CTO and the general track. An annual subscription can earn up to 12 CDEs.

[LEARN MORE](#)

### **Cybersecurity Training for ECCs**

Cybersecurity Fundamentals for the ECC is a one-day course in the APCO Virtual Classroom. Training will include the anatomy of a cyberattack, signs of an ongoing cyberattack and mitigation techniques. Worth 8 CDEs. Register now for an upcoming 2022 class: [January 11](#) or [February 9](#).



### **Call for Speakers**

The [APCO 2022](#) Call for Speakers invites industry associates, business professionals and educators to [submit a proposal](#) to be considered for a presentation within our professional development program. The deadline to submit is **December 17...**

[SUBMIT A PROPOSAL](#)

## APCO Announcements (continued)

### APCO 2023 Host Conference Committee Chair Nominations

The Conference & Exposition Committee (CEC) is seeking a Host Committee Chairperson for APCO 2023, taking place August 6-9 in Nashville, Tennessee. For complete information on nomination requirements, please contact the CEC Chair, Kim D. Ostin, at [kostin594@gmail.com](mailto:kostin594@gmail.com). The deadline to submit your completed nomination packet is **December 1**.

### APCO is [seeking comments](#) for the following candidate standards:

- American National Standard (ANS) for Public Safety Telecommunicators When Responding to Calls of Missing, Abducted and/or Sexually Exploited Children (deadline to comment is November 22).
- Candidate Standard for Core Competencies and Minimum Training Standards for Public Safety Communications Technician (deadline to comment is December 13).
- Candid Standard for Core Competencies and Minimum Training Standards for Public Safety Communications Managers/Director (deadline to comment is December 20).

We need producers of public safety communications equipment, products, processes, systems and services to help in the development of APCO American National Standards. If you are interested in joining, please [complete this survey](#)

### 4.9 GHz Licensing Freeze

The FCC has partially lifted the freeze on 4.9 GHz licensing. Applicants that already have a geographical license or fixed P2P licenses can now add additional sites as long as they remain within their geographical area. Frequency coordination is not required for licensing P2P sites in 4.9 GHz but applicants are expected to research the frequencies they assign to their fixed sites. APCO can create and process applications for any entity that does not want to file on the FCC's ULS, a minimal processing fee will apply.

The eligibility requirements are:

- Applications filed by incumbent 4.9 GHz licensees to modify existing licenses in the 4.9 GHz band, whether for permanent fixed sites or geographic areas.
- Applications filed by incumbent 4.9 GHz licensees for new permanent fixed site operations located within their licensed service areas.

[LEARN MORE](#)

## APCO Announcements (continued)

### November/December PSC Magazine Now Available

The latest edition of PSC Magazine is now available. Check out these featured stories and more:

- Lessons Learned From the Nashville Christmas Day Bombing
- Keys to Handling a Mass Shooting as a Public Safety Telecommunicator
- Living in a Fault Zone & Quiz (1 CDE)
- Civil Unrest How Do You Deal With It in the ECC? & Quiz (1 CDE)

[READ IT NOW](#)

## Young Professionals

The Young Professionals Committee is seeking nominations for our next Young Professionals quarterly interview in the APCO Enews. If you know someone 35 and younger that stands out from the rest in your organization please fill out the nomination form in the link below.

<https://www.apcointl.org/community/committees/young-professionals-spotlight/>





## ProCHRT Toolbox

Have you ever noticed questions circulating on PSConnect? Have you remembered seeing a thread and wanted to go back to review the replies because the topic is now a salient issue in your center? The ProCHRT Toolbox was created to store topics important to public safety communications: Health and Wellness, Personnel and Recognition, Public Education and Media Relations, and Public Safety Communications Resources. Each of these categories is loaded with subtopics and resources.

The ProCHRT Toolbox has been renamed to the [Human Resources Toolbox](#). Many outdated links have been removed and new content has, and will continue, to be added over the next few months.

Within the Toolbox, Legislative Affairs will be retuning with a new name and a new focus. All APCO chapters will be able to share filed or recently passed legislation from their respective states. This will serve as a valuable resource to copy what other states have done or are attempting to do. And perhaps, more important, to provide some early warning to other states about legislation that may be of detriment to public safety communications.

Check out the new [Human Resources Toolbox](#). If you see something that piques your interest but would like to see more detail, or you have more information you would like to share, reach out to APCO ProCHRT and we will make it happen!



## Health & Wellness Committee

Everything can seem overwhelming when we're stressed. When this happens, we have to take a moment to focus on the present. It helps to take a minute or two to count your breathing and focus solely on it. For example, count 1 when you breathe in, and count 2 when you breathe out. You will continue this method until you reach 10. It will resemble 1,2; 3,4; 5,6; 7,8; 9,10. Once you reach 10, you will start over at 1. If your mind starts to wonder away during the counting, it's ok. You will simply allow the thought to come in, and leave. Then, you will refocus on your breathing and being present. The best part? This simple trick can be done anywhere, and can vary in time!

By: Megan Etheridge, Health & Wellness Committee member



# MCSC Monthly Survey Results

For the October Member nd Chapter Services Committee Survey, we dove in to the topic of commercial membership/partners. We had 9 Chapters respond with information to help all Chapters with involving their commercial members/partners. Please take a few minutes and review our survey results.

Number of responding Chapters: 9

- NC
- Missouri
- Colorado
- CPRA
- Georgia
- Michigan
- Washington
- Wyoming
- Illinois

Do you have a Corporate Sponsor/Partner Program set up for your vendors? (or something similar?)

No 4  
Yes 5



# MCSC Monthly Survey Results (continued)

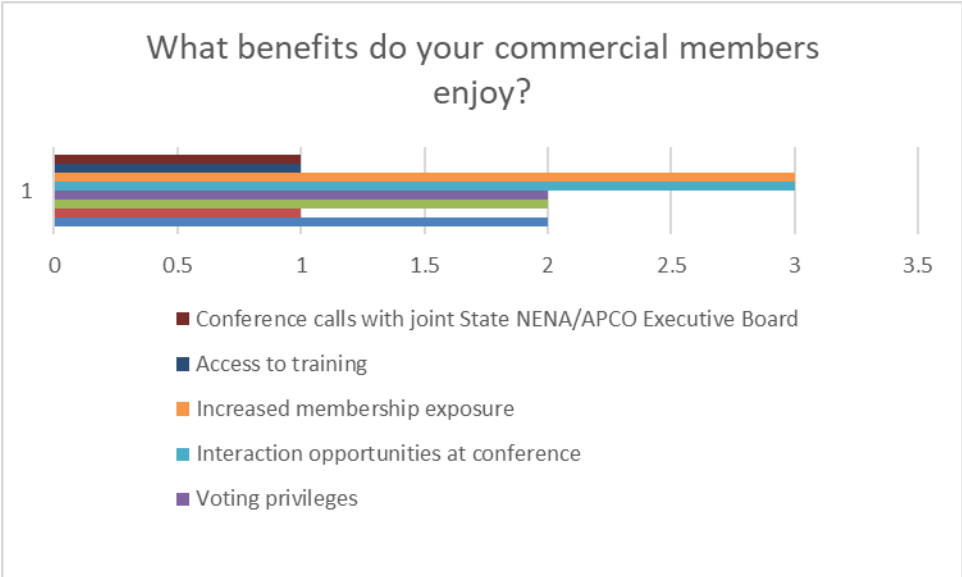
Do you have a CCAM? (Chapter Commercial Advisory Member)

No 0  
Yes 9

Is your CCAM a member of your Chapter Board?

No 0  
Yes 9

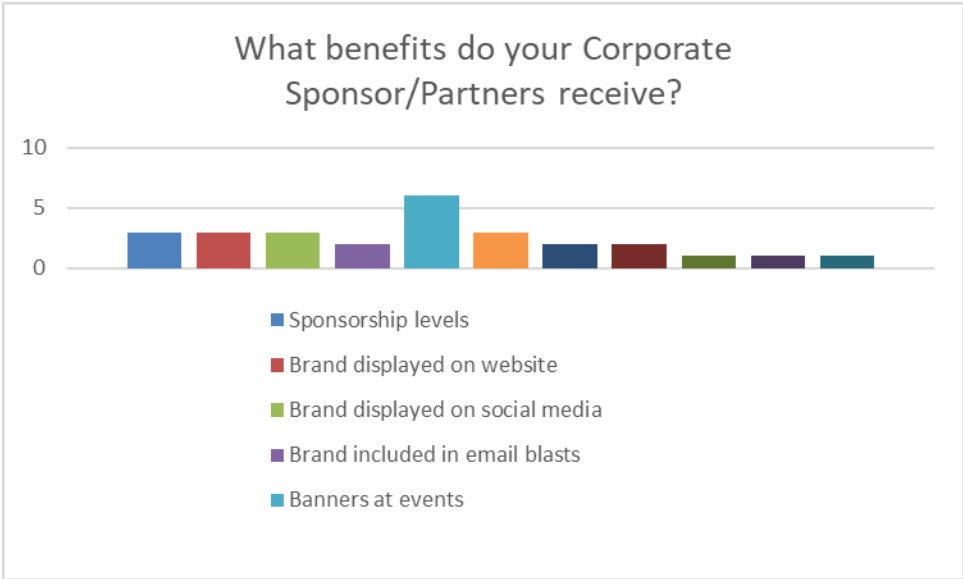
What benefits do your commercial members enjoy?



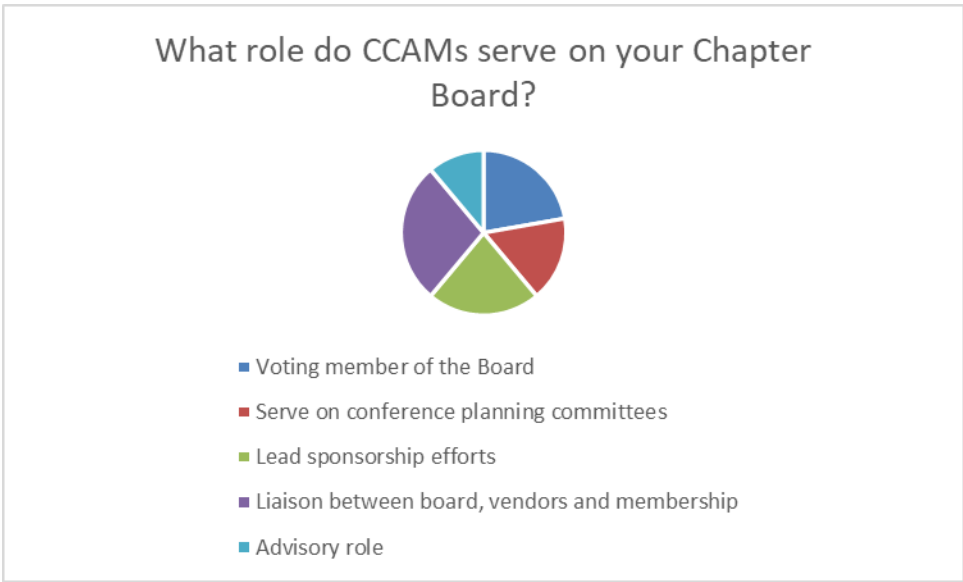
What benefits do your Corporate/Sponsor Partners receive?



# MCSC Monthly Survey Results (continued)



What role do CCAMs serve on your Chapter Board?



## Upcoming Conferences



MPSCC SPRING 2022  
9-1-1 Conference  
March 13th - 16th 2022  
Chateau on the Lake  
Branson, MO  
Learn, Laugh, Relax

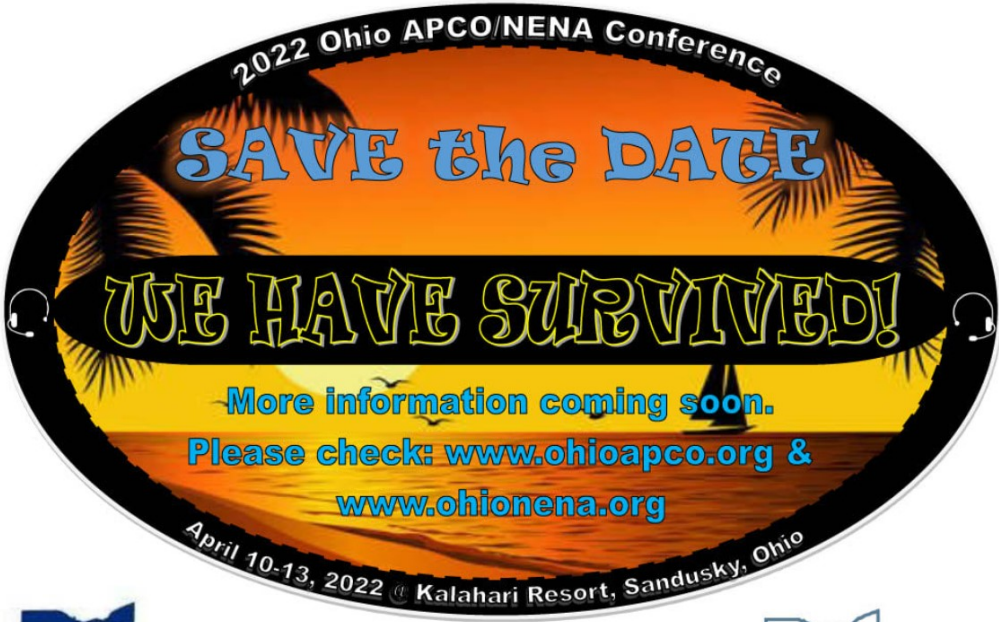


Save the Dates!

**2022 NC PUBLIC-SAFETY  
COMMUNICATIONS CONFERENCE**  
WILMINGTON, NORTH CAROLINA

**MAY 1-5, 2022**  
[WWW.NC911CONFERENCE.COM](http://WWW.NC911CONFERENCE.COM)

# Upcoming Conferences (continued)



## CHAPTER MEMBER SERVICES COMMITTEE MEMBERS

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