

# APCO

## MEMBER CHAPTER SERVICES Committee

### Member Chapter Services Monthly Poll

This month's poll will be focused on Cybersecurity. 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.

<https://www.surveymonkey.com/r/CyberSurvey2023>

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## Membership Information

Member Type	3/1/2022	3/1/2023
Associate Members	1,903	1,748
Full Members	3,530	3,440
Full Group Members	7,969	8,641
Online Group Members	19,208	21,540
Commercial Members	383	365
Commercial Group Members	203	107
<b>Total Number of Members</b>	<b>33,143</b>	<b>35,841</b>
Total Number of Group Agencies	1,331	1,465
Commercial Groups	44	27

## SILENT KEY

Frank L. Huggins, Jr.  
*North Carolina Chapter*



We have learned that Frank Huggins passed away on  
March 4th, 2023



For more information, his Silent Key can be found here:  
<https://psc.apcointl.org/2023/03/07/silent-key-frank-l-huggins-jr/>



## 2023 Conference Host Committee Co-Chairs

Jackie Jackson, who is one of your Nashville Host Committee Chairs, has always had a passion for helping others and that’s why he chose to get into public safety work. Jackie started his journey as a volunteer fire fighter in 1986 while still in high school. Shortly after graduation he attended Vol State Community College and received his EMT-IV certification and went to work for an EMS company for roughly 7 years. Jackie was given the opportunity to work as a 911 dispatcher in June of 1996 with Williamson County 911 in Franklin, TN. In 1998 he had the opportunity to work for the City of Brentwood and has been there ever since. He works as a front-line dispatcher, and occasionally helps in the training of new hires. Jackie is married to his wife, Elysse, and has two daughters who have attended the University of Tennessee (Go Vols). One has graduated with her master’s and the other is currently a Junior. Jackie feels blessed that he can be co-chair of the 2023 APCO Conference & Expo in Nashville, TN. He is looking forward to working with all those who attend and sharing his experiences with others. Jackie was born and raised in middle Tennessee and loves this great state!

Chris Burst is your other Conference Host Committee Chair for APCO 2023 in Nashville. Chris started dispatching in 2017, just a year after graduating from high school. His story is not unique to our field. Like many others, dispatching was not his first choice as he wanted to be a cop. Chris started dispatching in a small city with less than 50,000 people in middle Tennessee to get his foot in the door at the local police department. In 2019, his agency consolidated with a larger one in the area. With the help of two mentors at the agency, he was able to start volunteering at the state level. Being able to help agencies across the state and make real changes to our industry completely changed his mindset. Dispatching became his passion as he achieved RPL and ENP certifications, and now he can’t see himself doing anything else. Chris was honored to be selected as part of the host committee and looks forward to seeing that everyone has a great time in Nashville this August!

## Commercial Corner

**Who Knew?** If you sell a product in our industry you are encouraged to become an APCO member in the states that you are working and receiving awards from. APCO members are automatically set up within their home state or regional area, as applicable. Membership is very inexpensive at \$168.00 a year. Additional chapter memberships are only \$50.40 a year! Giving back to the people who you support and you are paid from is a very easy way to be recognized as a supporter at hardly any cost. Many APCO chapter members have indicated that they look to their membership base first when looking to purchase products and services. The more you participate the more opportunities you have to grow your business. Who knew?!

Join APCO and add chapters by accessing this link:

[Commercial Membership – APCO International \(apcointl.org\)](https://apcointl.org)

Submitted by: Tina Jackson | The Spectrum Firm, Inc. | (858) 484-8502 | [tina.jackson@thespectrumfirm.com](mailto:tina.jackson@thespectrumfirm.com)



## Health & Wellness Committee

### Stress and Emotional Eating

It's not uncommon to have a bad day, then turn to food for comfort. Many of us turn to foods that are high in sugar or fat. These types of "comfort foods" can trigger the reward system in our brain, releasing the chemical dopamine. Dopamine can quite literally make you feel better, but only for a little while. This temporary euphoria can cause us to reach for those comfort foods every time we feel stressed.

This cycle is referred to as emotional eating. As emergency telecommunicators, we tend to be chronically stressed. Even though we may have the best of intentions and pack a healthier lunch or snacks for work, as the stress builds, we sometimes cave into the treats left in the room by well-intentioned co-workers or throw our order in with the rest of the group for the dinner run. These and other emotional eating behaviors, even if you are only doing them in the workplace (or maybe you splurge on your weekend!) can lead to weight gain, feelings of lethargy, and eventually chronic conditions such as high blood pressure and diabetes.

There are ways to break the emotional eating cycle. The very first step is recognizing that you are an emotional eater. You can do this by keeping a food log and jot down how you were feeling when you ate each meal or snack. If you are an emotional eater, you will quickly see a pattern of feeling stressed (maybe that looks like frustration, anger, sadness) and the foods you eat. You might even find that you eat when you are happy as a way to celebrate, and this is something to note, especially if you are celebrating several days a week with a high calorie, sugary or fatty foods. But for the purpose of this article, we will focus on the negative emotions associated with eating habits. You may be drawn to very specific foods and can eat several servings without feeling full. Once you recognize your own emotional eating triggers and habits, you can begin to seek other ways to manage your emotions and avoid overconsumption of those comfort foods.

Think about things you like to do and find ways to use those to mitigate the stress response when you have it. At work, it might be difficult to squeeze in something like reading a favorite book or doing a craft, but you can plan to do those on break or after work to give your mind a reprieve from what you're facing. Some simple things you can do would be to take a few minutes to go for a walk or talk to a trusted co-worker or friend. These actions can disrupt the urge to eat at the onset of an emotion, and if you enjoy these activities, they can also trigger the dopamine release and help you begin to feel the positive emotions you are seeking. If you find that simple strategies are not working, you may want to consider hiring a health coach or seeking guidance from a doctor or psychologist that specializes in eating or emotional disorders.

Submitted by: Amy Kubasak  
Phoenix Police Communications Manager



## CPRA Chapter Highlights

### CPRA (California Public-Safety Radio Association)

#### SoCal APCO Chapter Highlights

We are the Southern California APCO Chapter founded in 1935. California is a large state and therefore, in 1941 it was divided between the North and South. As the Southern Chapter, we cover ten counties. Imperial County, Kern County, Los Angeles County, Orange County, Riverside County, San Bernardino County, San Diego County, San Luis Obispo County, Santa Barbara County and Ventura County. Our membership is made up of over 600 local volunteer public safety professionals from Police, Fire, EMS, 9-1-1, State/Local Government, Tribal, Military, Forestry, Highway and Conservation services who volunteer their time and expertise for the betterment of public safety communications. We represent more than 250 Public Safety agencies and 9-1-1 Answering Points (PSAPs) that serve over 23 million people throughout Southern California.

This past year, we continued our long-standing tradition of hosting monthly meetings and Frequency Coordination for our members and the public. We had amazing presenters who provided innovative, valuable information for all. We started a new practice this year and is proving to be successful. While the technical staff attends Frequency Coordination, Operations staff gather together to discuss "Dispatch and Operations" issues. This gives everyone an opportunity to share their practices, tactics, techniques that may be applied to their corresponding centers.



In **April**, we held our 34<sup>th</sup> Annual Awards Banquet celebrating National Telecommunicators Week. This was held at the Knott's Berry Farm Hotel and was well attended by over 300 9-1-1 Professionals and Technologists. It is an amazing event and great to see the support from the numerous departments who take the time to submit nominations for well deserving individuals. With support from our Commercial Vendors this event is always a memorable one for all. We are very grateful to them all.



Also in **April**, a Historic Photo was taken, where fifteen past presidents gathered to commemorate CPRA's 87<sup>th</sup> Anniversary.

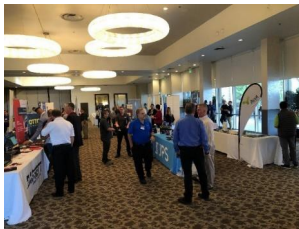


## CPRA Chapter Highlights (continued)

In **May**, three members of the Chapter Executive Board traveled to our state’s capital to attend “9-1-1 Goes to Sacramento” for 2022. This is a group effort with members from SoCal APCO, NoCal APCO (NAPCO), CAL NENA, and a few police legislative groups. We are supporting, speaking up, and promoting the need to re-classify Telecommunicators to “First Responders.” In addition, we debate the need for continued funding support for 9-1-1 training and equipment. We want our State Politicians to concentrate and stay focused on our 9-1-1 issues in the Communications Centers.



In **August**, the APCO International Conference came to the Anaheim Convention Center, home of Disneyland! Members of the Executive Committee volunteered for various jobs throughout the conference and did make time to have dinner with our NAPCO Executive team. We were able to reflect on the year’s activities and plan for upcoming events.



In **October**, during the same week, a joint State-wide Vendor Showcase and Training was hosted by NAPCO & SoCal APCO. NAPCO had their event in Elk Grove, CA and we had it two days later in Montebello, CA. This event was a huge success, both in attendance numbers and vendor support. In Southern California, there were over 50 exhibitors and we hosted multiple sessions of Public Safety training throughout the event.



In **November**, our Chapter supported the Southern California Radio Rodeo 2022, held simultaneously in Riverside and Orange County. There were multiple agencies represented from across the Southern region, Law, Fire, EMS, Tribal, and Military.

In **December**, we finished the year with the Officer Installation Dinner held on the rooftop of the Riverside City Hall, with a beautiful view of the city. With a DJ and an open bar, the evening was enjoyed by all.

With all these events throughout the year, we are blessed and grateful to have the support of a strong group of dedicated Commercial Partners.



They are the ones that give us a strong foundation to carry out our vision. We are starting 2023 with a forward momentum to continue increasing membership and building great relationships



with our Commercial members.

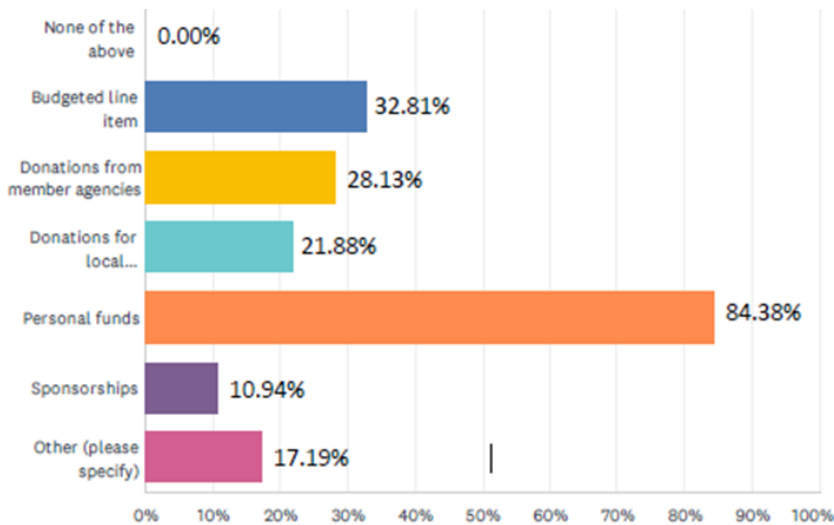
## MCSC Survey Results

In March’s Member & Chapter Services Committee survey, we focused on National Public Safety Telecommunicators Week. We received 64 responses from 19 Chapters. The Chapters that responded were:

- Alabama
- Alaska
- Atlantic
- Colorado
- Florida
- Idaho
- Illinois
- Iowa
- Kansas
- Montana
- Northern California
- Ohio
- Oregon
- Pennsylvania
- Tennessee
- Texas
- Washington
- Wisconsin
- Wyoming

We asked you, “How do you fund activities for National Public Safety Telecommunicators Week?” All respondents answered, summarized below.

- Budgeted line item (21 responses)
- Donations from member agencies (18 responses)
- Donations from local businesses (14 responses)
- Personal funds (54 responses)
- Sponsorships (7 responses)
- None (0 responses)
- Other (11 responses)



## MCSC Survey Results *(continued)*

In question #2, we asked, “Do you celebrate with theme days? If so, what have been some of the staff’s favorite days in which to participate?” 55 respondents answered, 9 did not.

- Beach/tropical/Hawaiian (26 responses)
- Collegiate (12 responses)
- Crazy hat/socks (14 responses)
- Decades-themed (17 responses)
- Disney (7 responses)
- Dress-down (23 responses)
- Formal/Prom (4 responses)
- Friends (0 responses)
- Mardi Gras (8 responses)
- Movie characters (9 responses)
- Pirates (4 responses)
- Sports-themed (29 responses)
- Superheroes (20 responses)
- Twin/matching (11 responses)
- Western (15 responses)
- Other (27 responses)
  - ◊ 4<sup>th</sup> of July
  - ◊ Circus
  - ◊ Crazy hair day
  - ◊ Dress-like-a-coworker
  - ◊ Fiesta
  - ◊ Harry Potter
  - ◊ Mocktails & Mockaritas
  - ◊ Nerf
  - ◊ Pajama Days
  - ◊ Taco Tuesday
  - ◊ Ugly Sweater
  - ◊ Under the Sea

Question #3 asked, “How do you encourage recognition by your member agencies? Ex: LE/FD/EMS staff?” 48 respondents answered, with 16 abstaining. Responses are summarized as follows:

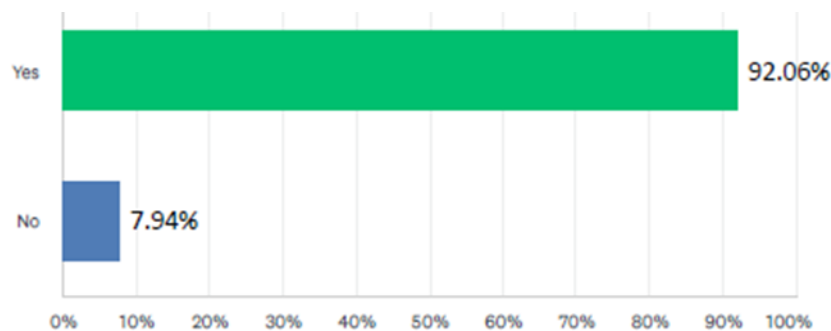


## MCSC Survey Results *(continued)*

- Ask officers to write little notes on post-its to put around the center
- Email the agencies to encourage recognition
- Host a barbeque and invite the agencies
- Invite them to participate by judging contests, visit the center, etc.
- Life-saving tree for recognition of an outstanding job on a call
- Proclamation from the city/county
- Send a Survey Monkey
- The association takes on the coordination of reaching out to agencies
- Verbally request during meetings
- Word of mouth

In question #4 we asked, “Do you usually provide a gift during the week?” 63 respondents answered, with one skipping the question. Answers are summarized as follows:

- Yes (58 responses)
- No (5 responses)



Question #5 asked, “Which gifts have been a big hit with staff?” 60 respondents answered, with four skipping the question. Responses are summarized as follows, ranked from most popular to least popular:

- Gift cards (car wash vouchers, lottery tickets, travel vouchers) (4.61 stars)
- Food (any kind!) (4.60 stars)
- Clothing (beanies, t-shirts, hoodies, sweatshirts) (4.33 stars)
- Bags (backpacks, gym bags, headset bags, totes) (3.96 stars)
- Food-related items (lunch boxes, mugs, spill-proof cups, tumblers) (3.87 stars)
- Blankets (3.85 stars)



## MCSC Survey Results *(continued)*

- Agency-branded items (3.74 stars)
- Miscellaneous (personalized items, shadow boxes, umbrellas) (3.70 stars)
- Electronic items (electronics chargers, tablets, televisions) (3.29 stars)
- Challenge coins (3.26 stars)
- Beach towels (2.33 stars)

In question #6 we asked, “Is there anything else you’d like to share about how you celebrate NPSTW?” 27 responded, with 37 not providing a response. Responses are summarized as follows:

- A “thank-you” video from all of our agencies.
- Cook-offs (barbeque, salsa, chili, etc.)
- Make games (crossword puzzles, word search, guessing games, etc.) they can do while at their consoles and submit for prize drawings.
- Nerf wars.
- Peer-selected awards.
- Social media posts acknowledging the week and also recognizing different employees during the week.
- We do raffle prizes and the most common want is a mulligan which saves them from being mandated to work overtime on one day.
- Week-long themed events are popular, with a little something different each day related to the theme

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 Cybersecurity. Please visit

<https://www.surveymonkey.com/r/CyberSurvey2023>.

## Upcoming Conferences



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# WIPSCOM

A Partnership of WI-APCO and WI-NENA

WIPSCOM Annual Conference, May 7, 2023 – May 10, 2023 at the Kalahari Resort and Conference Center Wisconsin Dells.

Visit [www.wipsc.com](http://www.wipsc.com) for details and registration

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## Upcoming Conferences (continued)



<https://lilly-consulting.com>

<https://ryanavery.com>

The Colorado NENA/APCO Chapter is excited to invite you to our annual conference! The conference will be held at the Embassy Suites in Loveland, Colorado. Dates are May 8<sup>th</sup> thru 10<sup>th</sup> of this year!

Our Pre-Conference class features Dr. Michelle Lilly who will present on a variety of mental health topics. This class will be held Monday May 8<sup>th</sup> from 8:00-5:00pm.

Our keynote speaker this year is Ryan Avery, who is a profound speaker on strategic communication and leadership. He is an “Emmy-Award winning, World Record-Breaking, Motivational Keynote Speaker” and his keynote will be relatable, relevant, and valuable.”

Come join us in Loveland, CO this year for this outstanding breakout sessions. Choose from an exciting and diverse session schedule featuring 33 sessions presented by nearly 30 different people from all over the United States including: Colorado, Nebraska, Kansas, Kentucky, North Carolina and more!

**Brad Flanagan:** Future of 911 & Extreme Leadership

**Daryl Branson:** State 9-1-1 Program Update

**Maureen Dieckmann:** Quality Assurance & Traveling Dispatchers & Doing More with Less

**Chandy Ghosh & Monica Million:** Women in 911

**Halcyon Frank:** Building Better Training & Feedback is Your Friend

**Roxanne van Gundy:** Lead Loud

**Jason Long:** Managing Conflict & PTSD and Suicide

**And many industry partners!**

Please see this link to learn more about the conference, registration, and housing!

<https://www.conenaapco.org/2023-state-conference>

## Upcoming Conferences (continued)



### Important Registration Dates:

- [Flash Sale](#): April 16 – 30th, 2023
- Regular Registration: May 1st – July 31st, 2023
- Registration Refunds @ 50%: after August 1st, 2023
- Late Registration: August 1st, 2023

Registration Deadline: no refunds after September 15, 2023

## Chapter Member Services Committee Members

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