



# APCO

## MEMBER CHAPTER SERVICES Committee

### *Member Chapter Services Monthly Poll*

**This month's poll is about MEMBERSHIP ENGAGEMENT. 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/MCSCApr22Engagement>

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## Membership Information

Member Type	3/1/2021	3/1/2022
Associate Members	2,140	1,903
Full Members	3,655	3,530
Full Group Members	7,863	7,916
Online Group Members	18,900	19,208
Commercial Members	401	383
Commercial Group Members	196	203
<b>Total Number of Members</b>	<b>33,155</b>	<b>33,143</b>
Total Number of Group Agencies	1,206	1,331
Commercial Groups	41	44

### Flash Day Is April 4!



Registration for [APCO 2022](#) opens on Flash Day, **April 4th**. For one day only, you can save \$100 on a full conference registration. Your membership must be in good standing by April 4th to get this deal!

## Nebraska Chapter Highlights

This month, we are excited to highlight the Nebraska Chapter. Our state is just over 77,000 square miles in size with a population of over 1.9 million. The largest cities are its capital Lincoln and nearby Omaha. Although Nebraska has no national sports teams, we are strong supporters of its college football team, the University of Nebraska Cornhuskers. Fans fill a 45-acre area around the stadium with more people than the state's third largest city at over 90,000 people in attendance.

Representing our state, the chapter has a board of seven people comprised of representatives from seven different agencies, as well as commercial representation. Our board positions consist of an Immediate Past President, President, Vice President, Second Vice President/Secretary, Executive Council Representative, and Commercial Advisor. We have a diverse group of officers from small to large and consolidated agencies, PSAPs, and non-PSAPs all with a range of length of time in the industry. The Nebraska chapter also utilizes committee chairs that become subject matter experts in their specialized areas. These committee chairs provide expertise on their areas of interest to the board and engage the entire membership with training opportunities and educational resources. Our Executive Council rep meets with telecommunicators across the state when available (and not limited by COVID). We collaborate with Directors and leadership from agencies of all sizes, identifying how state and national representation can benefit their communities and their dispatchers.

The Nebraska chapter hosts an annual conference each Fall. Each year we bring together members from across the state in a fun and engaging way (we also have amazing food). Our conference provides educational opportunities, networking, and we celebrate the accomplishments of our membership. Nebraska recognizes ENP's and RPL's, and highlights members who have shown outstanding commitment to their communities and profession. Every year, our conference reaches out to every agency, seeking the involvement of dispatchers from varying ranges of experience. Few people start their working lives as dispatchers, and we inspire members to use previous experience to aid in offering a wonderful training and networking event for colleagues. We also celebrate the fact that our board is comprised of telecommunicators from line-level to Director. Title does not limit anyone in our chapter from excelling.

The Nebraska chapter has an active role with the state's TERT program. With that, we work side by side supporting each other when needed. Our telecommunicators do an AMAZING job of caring for each other, reaching out via social media and sending support to those agencies experiencing an event, big or small, that is impactful for them. COVID created a unique use of virtual resources and our chapter sponsored monthly conference calls in collaboration with the Nebraska Emergency Management Agency and our state's 9-1-1 Field Coordinator to assist and support our members through unprecedented times. We are a joint chapter with NENA and collaborate with another Nebraska organization, NESCA, to bring needed educational opportunities to our membership. Our secondary and non-traditional PSAPs have a strong representation and we strive for involvement across the state.

Our chapter is working on rebuilding our social media presence. We have a Facebook group that provides information on training as well as wellness support. It is used as a collaboration space for any member to seek advice from others in an informal way. You can find us on Facebook at Nebraska APCO NENA. We also have a member-managed website, <https://www.neapconena.org/> where you can find information about our conference as well as highlights from the amazing things our members are doing every day.

## Conference & Exposition Committee

Introducing the 2022 Conference & Expo Host Committee Chair...Part two...

Last month we introduced you to the 2022 Conference & Expo Chairperson, Maureen Will. This month, the Conference and Exposition Committee is pleased to introduce you to the rest of the committee members already putting in many hours to make the event in Anaheim a memorable one for you.

Lawrence Lafferty is the Logistics Chair. He was born and raised in the state of Connecticut and is a Dispatcher / Telecommunicator for the Watertown Police Department. He has been a member of APCO since 2003 and became the APCO Atlantic Chapter, Co-Editor for Connecticut in 2010. He has served on several committees and task forces including Member Chapter Services Committee, Awards Committee & Professional Development & Events Committee and the Membership Task Force. Lawrence has volunteered at National and State Conferences since 2015 and is an APCO International Senior Member. Prior to becoming a Dispatcher / Telecommunicator, he had six months EMS experience with a local ambulance company and over 30 years Firefighting/EMS experience with the Watertown Volunteer Fire Department. Lawrence is also a 24-year United States Navy Veteran, who has enormous experience traveling and being deployed around the world.

Kelle Hall is a volunteer Co-Chair for the 2022 Conference & Expo. She has been in the public safety communications industry for 37 years. Her current position is Communications Manager for the Town of Highland Park's Department of Public Safety in Dallas. Prior to moving to Dallas, she served and retired from the Randall County Sheriff's Office in Amarillo, TX. Both of her children are public safety telecommunicators; her husband is a retired assistant chief of police; and her son-in-law is an active police officer, so you could say that public safety is a family affair. Kelle has been responsible for a communications center since 1991, which equates to lots of middle of the night phone calls and/or responses to work. She plans to retire in April 2024, and she will not miss those interruptions. She is very excited about being able to leave her phone in another room during the night! Kelle has passion for our profession and believes in APCO International's mission. You may recognize her, as she served as the 2021 Conference & Expo Chair in San Antonio...she just could not get enough of conference work. She is looking forward to seeing everyone in sunny Anaheim!

Tammy Wright is the other volunteer Co-Chair. She served as an E911 Commissioner for the State of Connecticut for four years and as the Administrative Dispatcher for the Berlin Police Department for 26 years. Within the past year, she has retired from both positions, is now married, has moved to New York, and is currently serving at the Monroe County ECD in Rochester, NY as a Public Records Officer. Tammy also serves on the Atlantic Chapter Board as President-Elect. In her free time, she is enjoying married life, exploring the State of NY, volunteering and getting involved as much as she can. Tammy brings her knowledge and experience to this role as she is also returning to conference work, having served as the volunteer Co-Chair last year in San Antonio.

## Conference & Exposition Committee (continued)

Pauline Soria, DPA., the Local Flavor Chair, began her career nearly 24 years ago working with the Riverside Sheriff's Department (RSO) as a Dispatcher. Over those years she became a Senior Dispatcher, worked as a Communications Trainer and trained in the academy. Her greatest achievements with RSO have been creating a peer support team among dispatch – Dispatchers Achieving Relief Together (D.A.R.T) and assisting in creating a peer support team for the department. She also helped in getting a comfort dog for dispatch. As much as she loved it at RSO, she made the decision to expand her career and now serves as the Dispatch Supervisor at UC Irvine Police Department. Pauline believes as public servants we have a few duties we should strive for; the first is that we owe it to ourselves to be learning something new any time we get a chance, so she returned to school and received her Doctorate degree in Public Administration (2019). The second is that we should make a difference by teaching others what we have learned. She serves as an adjunct instructor, teaching American Government, Politics & Government, Wellness for Dispatch, Domestic Violence & Sexual Assault, and PSAP & Radio procedures for Dispatch. And third, we should offer our time in volunteering. She is extremely excited about serving the APCO members and cannot wait to meet you all!

Derek Gard is serving as the Communications Chair. He is a Communications Supervisor with the Orange County Sheriff's Department. An admitted country mouse living in the city, he is hoping to move back to the country someday. Derek is married and has a son who is studying Space Physics at Embry-Riddle. Derek serves on several SWIC committees and is the Interoperability Coordinator for Orange County. He is an All-Hazards Communications Unit Leader and an Alert & Warning Practitioner. He is involved in training and mentoring other communications personnel and truly enjoys helping teach others.

## Young Professionals Committee

Do you know someone who excels in your communications center? Nominate a Young Professional in your communications center to be interviewed by the Young Professionals Committee and be highlighted in the weekly APCO Enews.

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

The Young Professionals Committee is seeking input from chapters with mentor programs in assisting us with creating a document in the Chapter Officer Toolkit. Please feel free to answer a few quick questions to our survey. Thank you!

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

## Bylaws Committee

The Bylaws Committee has completed another Chapter document this committee year, with the recommendations and templates sent out to the Chapter and their Bylaws committee. We will begin work on our final (so far) document for this committee year at our April meeting.

The Committee has further completed and approved our new template for your Policy Manuals. This document will assist in alignment of policies and procedures with your Bylaws. It contains a table of content that has a section to include the date the manual was updated, and most importantly, the page that the information is found on. Finally, a work group has formed to address a policy manual change on submission of minutes from Chapters. This edit will be in compliance with by Bylaws and Policy Manual of the Association and have all Chapter Board Minutes added to a specific folder electronically in lieu of faxing or mailing to Headquarters as required.

We encourage all Chapters to take time to review their governing documents and to submit them to the committee for review. Remember its Committee sign-up time, and if you are a member of any Committee you must still sign up to participate (no exceptions) or if you want to get involved, come join us, we always welcome new members! Signup runs to April 1, so why not consider joining us – you will come away with a new appreciation for our governing documents!

Inquires can be sent to either myself or our Vice-Chair Daniel Dunlap ([Maureen.will@newtown-ct.gov](mailto:Maureen.will@newtown-ct.gov) or [ddunlap@augustaga.gov](mailto:ddunlap@augustaga.gov) )

Submitted by: Maureen A. Will, CPE—Bylaws Chair

## Cybersecurity Committee

Do you get notices about potential Cybersecurity vulnerabilities? Did you know that Apple just released “Security Updates for Multiple Products” including iOS for iPhones and iPads, Safari, Apple TV, and macOS, and other Apple products? Have you heard about the threats posed by Russian state-sponsored exploitations of multifactor authentication (MFA) protocols and a known vulnerability with the Windows Print Spooler?

If you haven't, it is easy to keep yourself up to date on these and any number of the multitude of cyberthreats that are lurking in the ether of the internet. By arming yourself with the latest threat information you will be better positioned to protect yourself and your PSAP from these ever-increasing threats.

The US Department of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA) is tasked with protecting our critical infrastructure from cyberattack to the extent possible. They publish regular bulletins on known and emerging threats and vulnerabilities to commercial systems. They also provide FREE Cybersecurity tools and services. You can also sign up for an email list that sends out notifications for immediate threats, links to protective resources, and summaries of known vulnerabilities and the corrective actions to protect your systems. Visit [www.cisa.gov](http://www.cisa.gov) to see the cornucopia of tools and resources that are available.

To subscribe to email updates, go to [www.cisa.gov](http://www.cisa.gov) and click on SUBSCRIBE at the bottom of the page.

## Commercial Corner

When I put my hat in the ring to be the CCAM (Chapter Commercial Advisory Member) for Colorado I didn't even know what CCAM meant. I did know it was time to give back to the industry after years of working in it. Colorado was looking for a new CCAM, also called an industry partner rep, to help with the tradeshow and much more, which I found out as I eased into the job.

I really enjoy organizing the tradeshow but the added benefits are the best part of being a CCAM. Let me talk about what my job entails first. I am tasked with organizing the vendor side of the annual trade show. This includes signing up vendors, laying out the booth arrangement, coordinating with the hotel and working with the Conference Committee team. A lot of work to be honest with you, but like any volunteer role, the more you put in the more you get out of it.

This has put me in contact with way more industry people than in the past. I get to talk to each vendor to see how things are going and build that relationship, which is what sales is all about.

In Colorado, I became an executive member of Colorado NENA APCO. What an eye-opener! I have thoroughly enjoyed sitting in on the meetings and getting to participate with state 911 issues. Getting to work with a team of people who truly care about 911 and put in extra effort to make it work has been fantastic for me.

My knowledge of the 911 industry is better than ever before. I'm able to use this knowledge when I am working with one of my customers in any state to help the sales conversation go in the right direction. I have a better understanding of the issues in our 911 centers across the nation. I wouldn't say I am a 911 subject matter expert, but I feel more confident when talking with Directors and Supervisors.

Talking to someone during a sales call is usually a fun experience in this industry, but getting to know the people working in a different environment is special. The openness and caring they have for each other is nice to be part of. I have committed to four years and will see other board members come and go, but I look forward to meeting the new people who share my passion for the 911 industry.

So what does it mean to step up and be a CCAM for your state? You can find the list of benefits on the website <https://www.apcointl.org/community/commercial-community/commercial-advisory-council/>, but the real deal is working with people who really want to make a difference in 911.

I attend most of the 911 conferences, so look me up and ask me about being a CCAM in your state and I will be happy to share more of my great experience.

Submitted by: Ken Carson  
Vice President/Owner  
Xybix Systems, Inc.



## Health & Wellness Committee

### Tips for Staying Awake and Alert on Night Shift

#### 1. Sleep

- **Avoid stimulants before bedtime.**
- **Avoid light.** Wear sunglasses on your way home from your shift. Avoid use of light-emitting screens before bedtime. Use room darkening shades on the windows or wear an eye mask.
- **Create a quiet environment.** Have a comfortable place free of unexpected noise. Use a fan or other "white noise" source to help cover intermittent sound.

#### 2. Stay hydrated

While coffee or tea can help jumpstart your day, too much can dehydrate you or make you restless. A good way to stay awake without caffeine is to drink low or no calorie fluids, such as water or herbal tea. Fluids help your circulatory system and get your blood flowing. If you have a headache from too much caffeine, fluids can help relieve it.

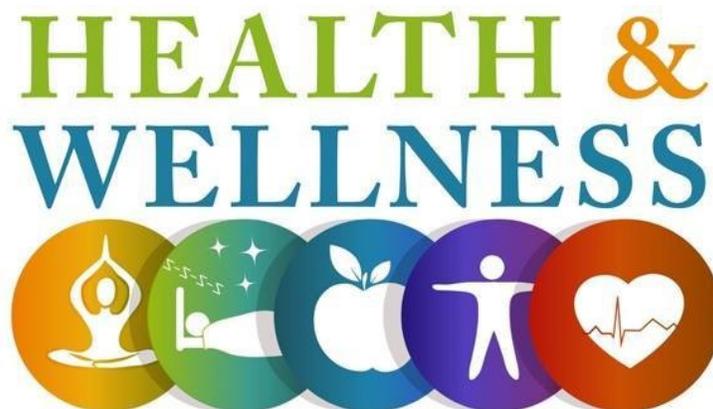
#### 3. Splash your face with cold water

A splash of cold water over your face will draw your circulation upward, toward your head, temporarily renewing your energy, making you feel more awake.

#### 4. Reduce your sugar intake

Eating sugar is often thought to be one of the best ways to stay awake. But it's actually best to avoid sugar when you're tired. It causes blood sugar spikes – which is a spurt of high energy followed by very low energy, which can leave you feeling sleepy.

Sources for more information: [mayoclinic.org](http://mayoclinic.org) and [cigna.com](http://cigna.com)



## MCSC Monthly Survey Results

In the March Member & Chapter Services Committee survey, we focused on State Conferences. We received 23 responses from 17 Chapters. The Chapters that responded were:

Arizona	Missouri	Texas
Atlantic	Montana	Virginia
CPRA – Southern Cal	Nebraska	Washington
Florida	North Carolina	Wisconsin
Illinois	Oregon	Wyoming
Kansas	Pennsylvania	

We asked you, “How do you market your conference to first-time attendees?” All respondents answered, with two saying they do not market the conference to first-time attendees. The 21 remaining responses are summarized as follows:

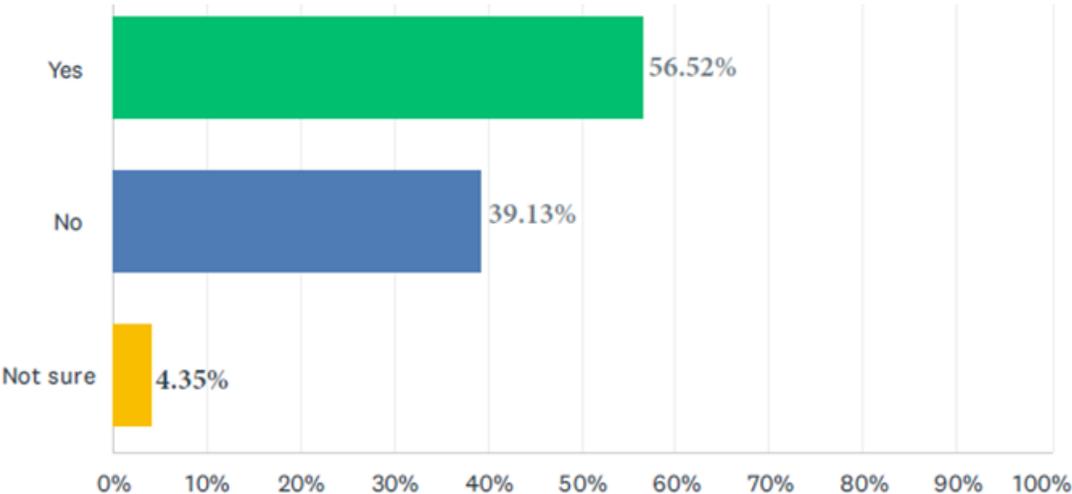
- In virtual events, provide informational slides on the benefits of membership and conference attendance during breaks
- Utilize PSConnect, social media, email, newsletters, Chapter, and conference websites
- Provide a special swag bag that is only for new attendees
- Emphasize the networking opportunities
- Provide recognition during opening session
- Conduct video interviews with attendees
- Provide testimonials
- Network with PSAPs and PSAP staff
- Provide "What to know, before you go" information
- Market a special session for new attendees to provide tips on being successful in the Chapter; have Chapter leadership present on Chapter/National committee opportunities

In question #2, we asked, “Do you offer any special activities for first-time attendees?” We received 23 responses, with 10 saying they didn’t offer any special activities. Those that do offer activities provided examples including:

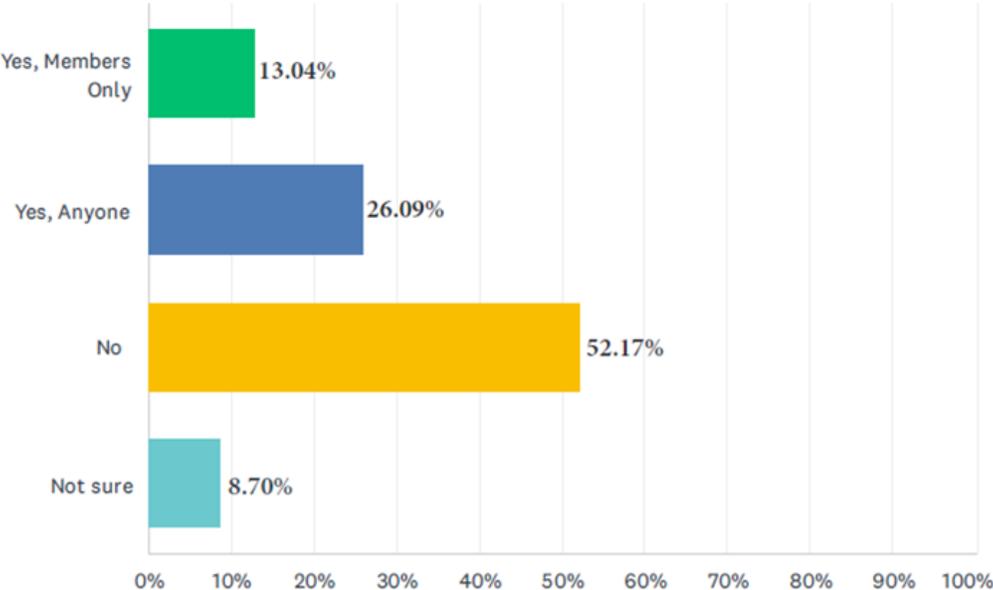
- New Attendee reception
- New Attendee reception for attendees and board members only
- Meet & Greet event
- Provide “first time attendee” ribbon with name tag
- New Attendee breakfast
- Reception that includes an orientation, gift bag, and door prizes
- Event that includes ice breakers, games with prizes, and special gift bags

## MCSC Monthly Survey Results *(continued)*

Question #3 asked, “Does your Chapter offer any educational tracks outside of the standard tracks?” We received 23 answers, including 13 who said “Yes”, nine who said “No”, and one who wasn’t sure.

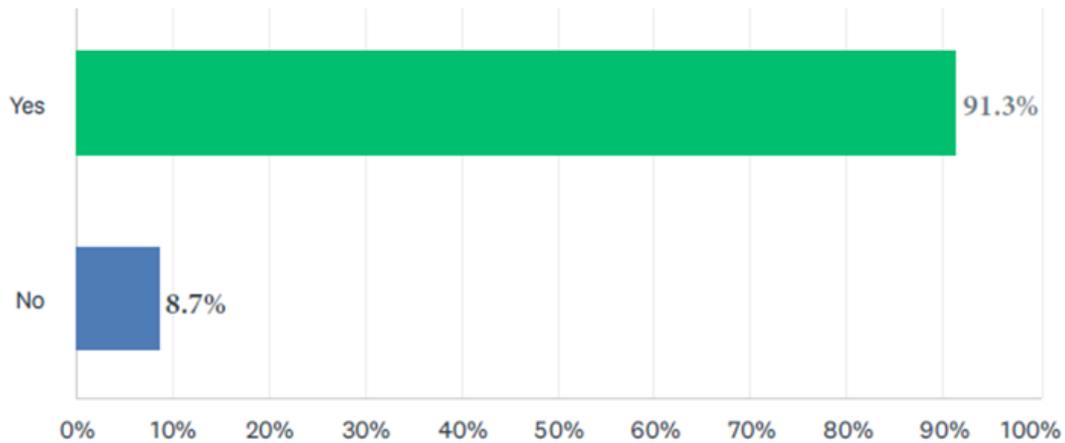


In question #4 we asked, “Does your Chapter offer scholarships for attendees?” All 23 respondents answered, with three providing scholarships for members only, six more providing scholarships in general, 12 who do not provide scholarships, and two who were not sure.



## MCSC Monthly Survey Results (continued)

Question #5 asked, “Does your conference include an event for Industry Partners to meet and entertain attendees?” We received 23 answers, with 21 saying “Yes” and two saying “No”.



In question #6 we asked respondents to “Describe any Industry Partner Events”. The 23 responses are summarized as follows:

- Exclusive events for vendors and decision makers
- Exclusive vendor hall hours
- Meal/event sponsorships
- Mixer/reception events
- Multi-vendor event hosted off-site from conference location
- Networking event
- Networking event exclusively for premium level sponsorship
- Power-hour where vendors can schedule demos for customers or potential customers
- Scheduled activities in the vendor hall to draw in participation

Question #7 asked, “How long prior to the conference do you begin your Call for Papers?” All 23 respondents answered, as summarized below:

- Less than 3 months (2 responses)
- 3 – 6 months (11 responses)
- 6 – 9 months (6 responses)
- 9+ months (3 responses)
- Unknown (1 response)



## MCSC Monthly Survey Results *(continued)*

Question #7 asked, “How long prior to the conference do you begin your Call for Papers?” All 23 respondents answered, as summarized below:

- Less than 3 months (2 responses)
- 3 – 6 months (11 responses)
- 6 – 9 months (6 responses)
- 9+ months (3 responses)
- Unknown (1 response)

Other media platforms used include:

- PSCConnect (3 responses)
- Email marketing tools (1 response)
- Chapter websites (4 responses)
- Chapter newsletters (1 response)
- Blogs (1 response)

\*Some responses fell into multiple categories

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.

CELEBRATE  
NATIONAL PUBLIC SAFETY  
TELECOMMUNICATORS WEEK  
APRIL 10TH—16TH



## Upcoming Conferences



## Upcoming Conferences (continued)



### 2022 Annual State Conference & Exposition

Hilton Bayfront Hotel  
St Petersburg, Florida  
May 2 - 6, 2022



We are so excited to be having a face-to-face conference this year and we can't wait to see you! It will be an exciting time to gather, educate and have some fun in beautiful St. Petersburg, Florida.



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