

APCO

MEMBER CHAPTER SERVICES Committee

Member Chapter Services Monthly Poll

This month's poll, MCSC partnered with the ProCHRT Committee to focus on ECC Multi Media. 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/ProCHRT_ECCMultiMedia0223

Inside This Issue

Membership Information.....	2
Health & Wellness Committee	3
Historical Committee	4
Commercial Corner	5
Cybersecurity Committee.....	6
MCSC Survey Results.....	7
Upcoming Conferences	15
MCSC Members	17



Membership Information

Member Type	4/1/2022	4/1/2023
Associate Members	2,053	1,818
Full Members	3,834	3,705
Full Group Members	8,227	8,915
Online Group Members	20,104	22,758
Commercial Members	418	405
Commercial Group Members	226	227
Total Number of Members	34,862	37,828
Total Number of Group Agencies	1,394	1,519
Commercial Groups	47	35



APCO 2023

August 6-9 | Nashville, TN



Health & Wellness Committee

The job of a dispatcher may be separated from the physical scene of a crime or an accident, or any other type of call; however, it is viscerally connected to the voice of an individual that is in the middle of a traumatic event, either perceived or real. That trauma travels through the chain of communication, from the victim or witness to the ears and central nervous system of the telecommunicator tasked with sending the message to first responders.

Our culture is one that suggests that we “suck it up”. As a telecommunicator, you take that trauma, and you move on to the next call. You then absorb another trauma that traveled through that chain of communication, and again triggers your central nervous system. We shove it in a box and move on to the next call, shoving yet more into our little box that we keep locked down. Typically, we are not privy to the outcome of the call, thus leaving it to our imaginations, which can be much worse than the actual outcome. Many telecommunicators have no help available, nowhere to really turn, and with few to no resources to help. Debriefing is a rare occurrence in many agencies.

With constant shots of adrenaline hitting our systems, telecommunicators stay in a fight, flight, or freeze response with an inability to respond to that dumping. Because telecommunications involve a constant state of emergency, our bodies and brains lack the time for a scheduled maintenance session and rest, and, in turn, that continuous cycling and hits of adrenaline and other hormones can have detrimental effects on our bodies. “It is estimated that 30 percent of first responders develop behavioral health conditions including, but not limited to, depression and [PTSD], as compared with 20% in the general population” (Luster. 2022).

What can we do? First and foremost, forget the stigma surrounding mental health! Physical health is tied to mental health, and vice versa. Talk to your peers. This is a healthy way to communicate and process traumas. Start a peer support program if your center does not have one. Eat properly, and regularly. We have a sedentary career, so adding even 20 minutes of exercise a day can help work off some of that stress. Meditation: even a few moments of deep breathing and focusing on your body can help alleviate stress. Go out in nature, maybe take a hike. Create and follow a self-care plan. Have the self-care plan in place for the day, week, month, whatever you need. Create and maintain a routine. CIT (Crisis Intervention Team)-do you have one available? We use crisis intervention every single day on many calls. Use those skills on your peers and your family, even on yourself.

Submitted by: Bridgett Clark on behalf of the APCO Health & Wellness Committee
Wilson County Emergency Communication District
Lebanon, TN
United States



Historical Committee

95th Anniversary of Police Radio

April 7 marks the 95th Anniversary of Police Radio.

The building that housed the Police station on Belle Isle Park in the middle of the Detroit River has an interesting history. In 1893, architects George D. Mason and Zachariah Rice designed a building that would fit with the sylvan surroundings of the island -- a fieldstone structure blending earth colors and natural materials for use as a Police Station.



The Police Station (Harbor Master) merging Richardsonian Romanesque style with Shingle style of the same era and with the robust look of a Norman farmhouse. The contract price of the completed structure was \$10,000, and this reflects much credit upon the skill and capability of its designers.

George DeWitt Mason was "the dean of Detroit architects," - working with his firms Mason & Rice and George D. Mason & Co. - he designed dozens of landmarks in the city. Sadly, few of them remain today. Among his lasting contributions to the Motor City are the Masonic Temple and the Detroit Yacht Club, also on Belle Isle. He also designed the legendary Grand Hotel on Mackinac Island, Michigan.

A police detail worked from this building from 1884 until 2010. The upstairs contained living quarters for the commanding officer. It also had a Matron's office for lost children and first aid. The Police Radio bureau moved into the second floor over the garage, which was formally used as a hayloft. The move was made in 1927 to avoid electrical interference in the vicinity of Downtown Detroit.

Radio operations commenced on April 7, 1928 at 8 AM with a broadcast of stolen vehicles. In 1978 the International Electrical and Electronic Engineers honored the 50th Anniversary of Police Radio by placing a plaque on the building to the left of the front door. In 2008 the Michigan APCO Chapter erected a Michigan State Historical marker at the site. A rededication was held in 2018 for the 90th Anniversary.

1929 – Prohibition Scandal at the Belle Isle Police Station:

About one year later at noon on April 11, 1929, Captain Joseph A. Burkheiser, harbormaster and commanding officer of the Belle Isle Police Station was suspended, and will face charges of aiding rum runners to smuggle Canadian liquor across the Detroit River." Police Commissioner William P. Rutledge (The father of Police Radio) termed the affair one of "the worst scandals in the history of the Detroit Police Department."

The investigation extended over 1 ½ years. On March 1, Burkheiser was ordered to vacate the free-living quarters every harbormaster for the past 30 years has had in the park. Superintendent Sprott said that the reason Burkheiser was moved was to allow more room for the police radio equipment.

Historical Committee (continued)

Charges were:

- (1) In the latter part of 1927, Capt. Burkheiser ordered two patrolmen to convoy a load of liquor from the Canadian shore to the American shore and to stand by the boatload of liquor and protect it from seizure from federal officers or state troopers;
- (2) In the latter part of 1927, Burkheiser ordered two other patrolmen to use a police department boat to convoy a load of liquor from the Canadian shore to the American shore.
- (3) On Dec. 16, 1925, at about 9:15 pm Capt. Burkheiser permitted police officers under his command to appropriate certain liquors for themselves which was part of a seizure made by the officers;
- (4) That Capt. Burkheiser ordered certain liquor from the seizure of the tugboat Radio taken to his apartments over the Belle Isle Police Station by two patrolmen.
- (5) That Capt. Burkheiser reported only 64 cases of whiskeys, cordials, and wines were seized from the tug Radio when in truth approx. 100 cases were seized;
- (6) That sometime in the latter part of 1927, Capt. Burkheiser ordered two patrolmen to take approx.. 50 cases of beer from the attic in the Belle Isle Police Station which was loaded in a Studebaker police department car and driven by Capt. Burkheiser over the Belle Isle Bridge in three separate trips.

The building is currently closed to the public due to asbestos and lead paint problems. The One Hundredth Anniversary of Police radio is only five short years away in 2028. The building is on the Department of Natural Resources (DNR) and the Belle Isle conservancy (BIC) schedule for restoration. Unfortunately, the list is long, and revenue is in short supply.



Commercial Corner

Who Knew?

- Did you know that APCO Commercial Group Members can receive a 7% discount on exhibit fees?
- Commercial Group Members receive a 7% rebate on exhibit booth spaces regardless of size if reserved and paid for in their entirety by December 31st for the year preceding the annual conference. Spaces reserved but not paid in full by December 31st are eligible for a 3% discount.
- Commercial Group Members get a 3% discount on exhibit booth spaces regardless of size if reserved and paid for after December 31st of the previous year and up until July 1st before the start of the annual conference. Who knew?!

Join APCO and add chapters be accessing this link:

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

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



Cybersecurity Committee

For most, security is a regular (and accepted) part of life. We lock the doors of our homes at night, install cameras to monitor activity outside, and secure our vehicles with the touch of a button. While those are all physical examples of personal security, how much thought is given to the measures we take to protect ourselves in the digital world? We have pin numbers for our ATM and Credit Cards, passwords for the computers we use at home and at work, and biometrics for our smartphones to prevent unauthorized access. We even have guest passwords for the wireless routers in our homes, so we don't have to hand out the actual passwords to those who are just stopping by for a short time. Yes, we're constantly being asked to verify our identities.

OneSpan, a digital identity and anti-fraud provider, describes Digital Identity Verification in the following way: "Identity verification is the important process of ensuring that a person is who they claim to be when opening a bank account, applying for a loan, or other financial processes. Digital identity verification methods such as biometric verification, face recognition and digital ID document verification can help companies, governments, and financial institutions verify the identity of a person online. "

Other forms of Digital Identity Verification include ID Document Verification, Liveness Detection (anti-spoofing), multi-factor authentication, Knowledge Based Authentication, and Trusted Identity Network. While it is difficult to rely on any one form of security to keep ourselves and our digital information safe, using a multi-factor approach or employing a variety of security measures gives us the best chance for maintaining information integrity.

Source: <https://www.onespan.com/topics/identity-verification>

With the increase in remote and hybrid working environments, there has been a significant rise in insider threats (Tullman-Botzer, 2022). "Historically, insider threats focused on malicious or disgruntled employees, ..today, insider threats more often mean that people made honest mistakes" (Szebeni, 2023). Understanding that most insider threats are inadvertent, can guide a more effective defense strategy.

The article by Szilveszter Szebeni offers several useful recommendations. His main assertion is that we need to build trust with our own workforces by adopting approaches that they understand and are easy for them to implement. Key points include using zero-knowledge solutions (don't store login credentials), enabling more encryption, and automating workflows. The overall aim is to make it easier for employees to maintain security. "In doing this, they reduce insider threat risk by building insider trust" (Szebeni, 2023).

Works Cited

Tullman-Botzer, J. (2022, February 28). *Why Remote Work Increases The Risk of Insider Threats*. Retrieved from Cyolo: <https://cyolo.io/blog/why-remote-work-increases-the-risk-of-insider-threats/>

Szebeni, S. (2023, February 21). *Insider Threats Don't Mean Insiders Are Threatening*. Retrieved from DARKReading: [Insider Threats Don't Mean Insiders Are Threatening \(darkreading.com\)](https://darkreading.com/insider-threats-dont-mean-insiders-are-threatening/)

MCSC Survey Results

In April, the Member & Chapter Services Committee compiled the results from the survey created by the Cybersecurity Committee. We received 30 responses. ECCs that responded were from the following states:

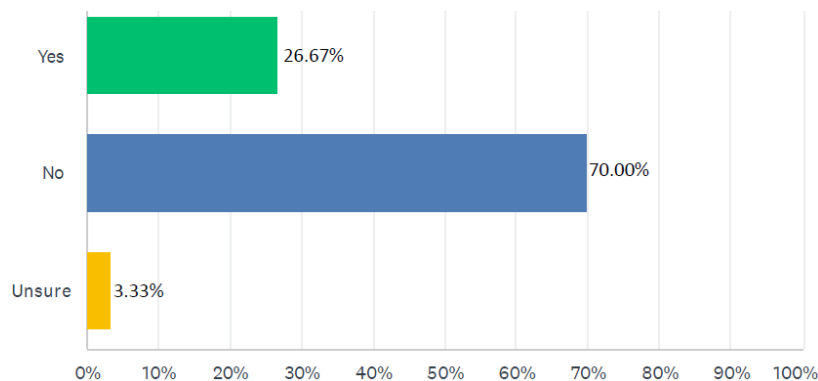
- Arkansas
- California
- Colorado
- Illinois
- Indiana
- Iowa
- Kansas
- Maryland
- Missouri
- Montana
- New Hampshire
- New Jersey
- North Carolina
- North Dakota
- Ohio
- Oklahoma
- Tennessee
- Texas
- Washington
- Wisconsin
- Wyoming

We asked you, “Who is the responsible agent for your cybersecurity program?” All respondents answered, summarized below.

- County IT Department (10 responses)
- Dedicated ECC IT Support (9 responses)
- Outside contracted vendor (6 responses)
- Other (5 responses)
 - ◊ City IT Department
 - ◊ Airport IT Department
 - ◊ COG is responsible for the 9-1-1 call handling equipment only

In question #2, we asked, “Has your ECC ever experienced a cybersecurity incident?” All respondents answered, summarized below.

- Yes (8 responses)
- No (21 responses)
- Unsure (1 response)



MCSC Survey Results *(continued)*

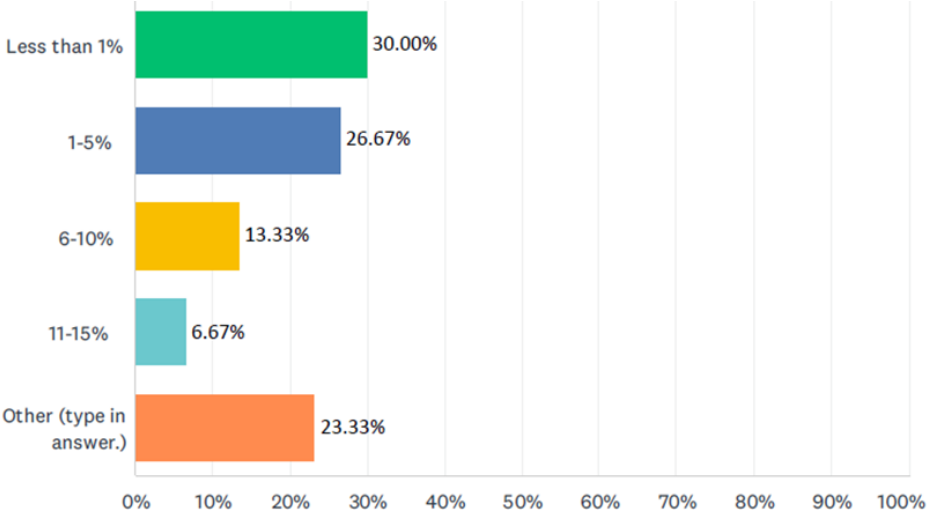
Question #3 asked, “What funding options are available to your ECC? (allow for multiple answers)?” 29 respondents answered, with one abstaining. Responses are summarized as follows:

- Sales tax (1 response)
- Shared fund w/ other organizations (1 response)
- General fund (10 responses)
- Grant funding (1 response)
- Telecom surcharges (5 responses)
- Other (11 responses)
 - 911 tax revenue
 - Agency assessments, surcharge funds
 - Airport budget
 - Enterprise funding
 - Excise Tax, state grant, user fees
 - Federal cybersecurity grant
 - General fund and telecom surcharges
 - General fund, grant funding, telecom surcharges
 - General fund, sales tax, telecom surcharges
 - State grants specific to cybersecurity

In question #4 we asked, “What percent of your budget (or responsible party) is allocated for Cybersecurity?” 30 respondents answered. Answers are summarized as follows:

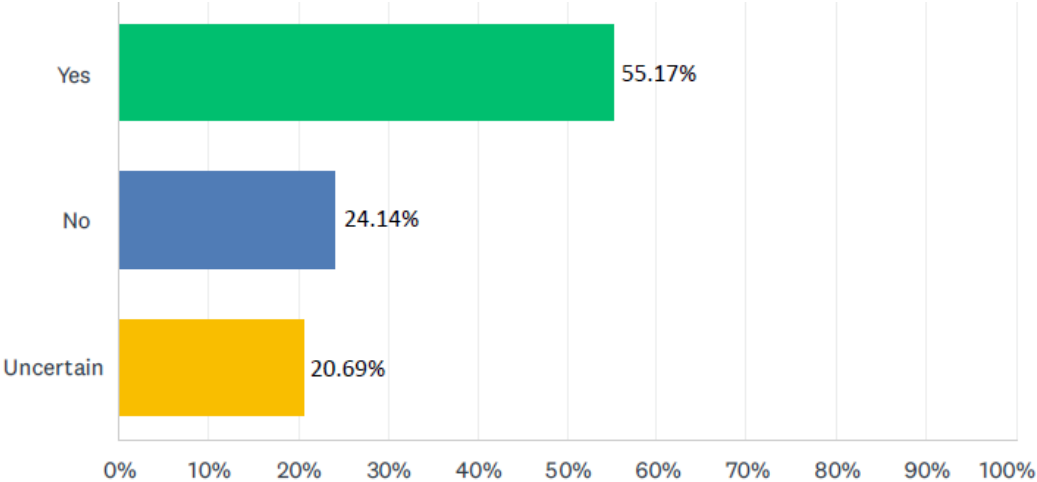
- Less than 1% (9 responses)
- 1 – 5 % (8 responses)
- 6 – 10 % (4 responses)
- 11 – 15 % (2 responses)
- Other (7 responses)
 - Unknown
 - Unknown, it all goes through the IT department

MCSC Survey Results (continued)



Question #5 asked, “Has your spending for Cybersecurity increased since 2020?” 29 respondents answered, with one skipping the question. Responses are summarized as follows:

- Yes (16 responses)
- No (7 responses)
- Uncertain (6 responses)
 - Unknown
 - IT would have the exact budget amounts



MCSC Survey Results *(continued)*

In question #6 we asked, “Does your ECC currently conduct Cybersecurity Training?” 30 responded. Responses are summarized as follows:

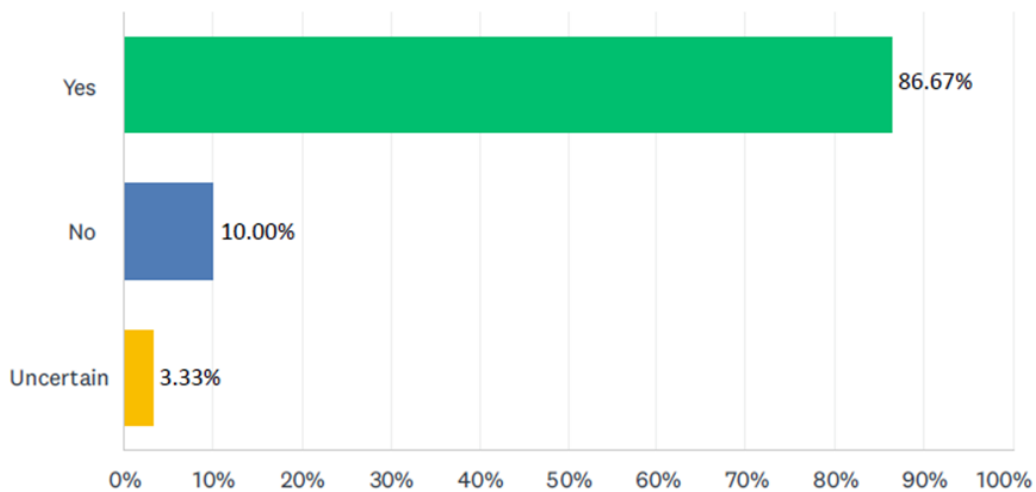
- Yes (23 responses)
- No (4 responses)
- Uncertain (3 responses)
 - CJIS security training
 - No, but we will be developing one
 - Unknown

Question #7 asked, “How many hours of Cybersecurity training is conducted annually?” All respondents answered. Responses are summarized as follows:

- None (2 responses)
- 1-4 hours (22 responses)
- 5-10 hours (5 responses)
- 11-15 hours (1 response)

In question #8 we asked, “Does your ECC currently conduct Cybersecurity Training?” 30 responded. Responses are summarized as follows:

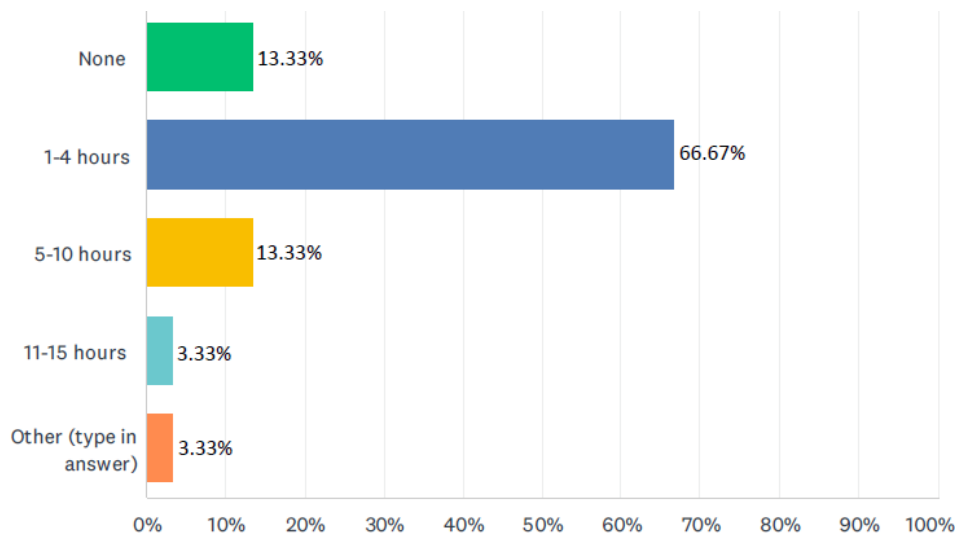
- Yes (26 responses)
- No (3 responses)
- Uncertain (1 response)
 - General training by HR when they are hired



MCSC Survey Results *(continued)*

Question #9 asked, “How many hours of Cybersecurity training is required annually?” All respondents answered. Responses are summarized as follows:

- None (4 responses)
- 1-4 hours (20 responses)
- 5-10 hours (4 responses)
- 11-15 hours (1 response)
- Other (1 response)



In question #10 we asked, “Is your ECC (or responsible party) currently utilizing any grants that help with your Cybersecurity budget?” 30 responded. Responses are summarized as follows:

- Yes (4 responses)
- No (14 responses)
- Uncertain (12 responses)
 - Handled by the IT department

Question #11 asked, “Is your ECC (or responsible party) seeking additional funding to apply towards your Cybersecurity budget?” All respondents answered. Responses are summarized as follows:

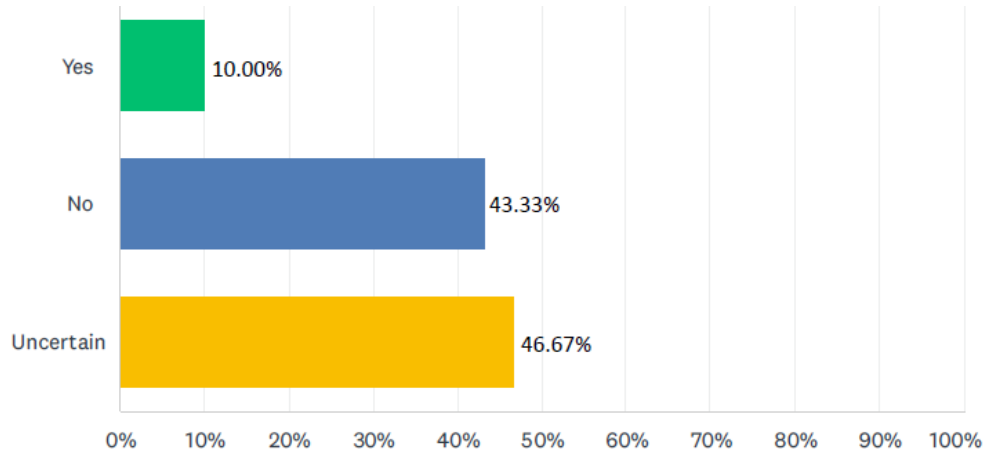
- Yes (6 responses)
- No (11 responses)
- Uncertain (13 responses)



MCSC Survey Results *(continued)*

In question #12 we asked, “Has your ECC (or responsible party) applied for any State or Federal funding for Cybersecurity?” 30 responded. Responses are summarized as follows:

- Yes (3 responses)
- No (13 responses)
- Uncertain (14 responses)
 - Handled by the IT department
 - We are a state department, unknown if we applied for federal funding



Question #13 asked, “Is your ECC (or responsible party) planning to apply for State or Federal funding for Cybersecurity?” All respondents answered. Responses are summarized as follows:

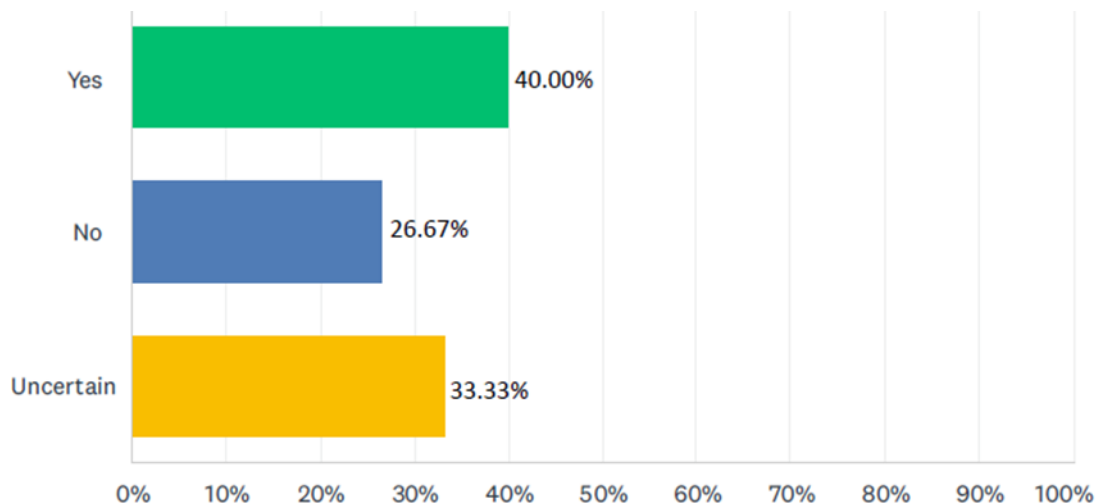
- Yes (5 responses)
- No (10 responses)
- Uncertain (15 responses)
 - Handled by the IT department
 - We are considering applying

In question #14 we asked, “Does your ECC have a developed Cyber Incident Response Plan?” 30 responded. Responses are summarized as follows:

- Yes (12 responses)
- No (8 responses)
- Uncertain (10 responses)
 - Handled by the IT department
 - The County/City as a whole, yes. The ECC specifically, no.
 - We are working on one
 - Partially
 - I’m sure they do, they make us do all kinds of training for it.



MCSC Survey Results *(continued)*



Question #15 asked, “If your ECC does not have a developed Cyber Incident Response Plan, are you developing one?” All respondents answered. Responses are summarized as follows:

- Yes (8 responses)
- No (3 responses)
- N/A (19 responses)

In question #16 we asked, “Does your ECC (or responsible party) have Cyber Insurance?” 30 responded. Responses are summarized as follows:

- Yes (9 responses)
- No (6 responses)
- Uncertain (15 responses)
 - Handled by the IT department

Question #17 asked, “Please describe your position.” All respondents answered. Responses are summarized as follows:

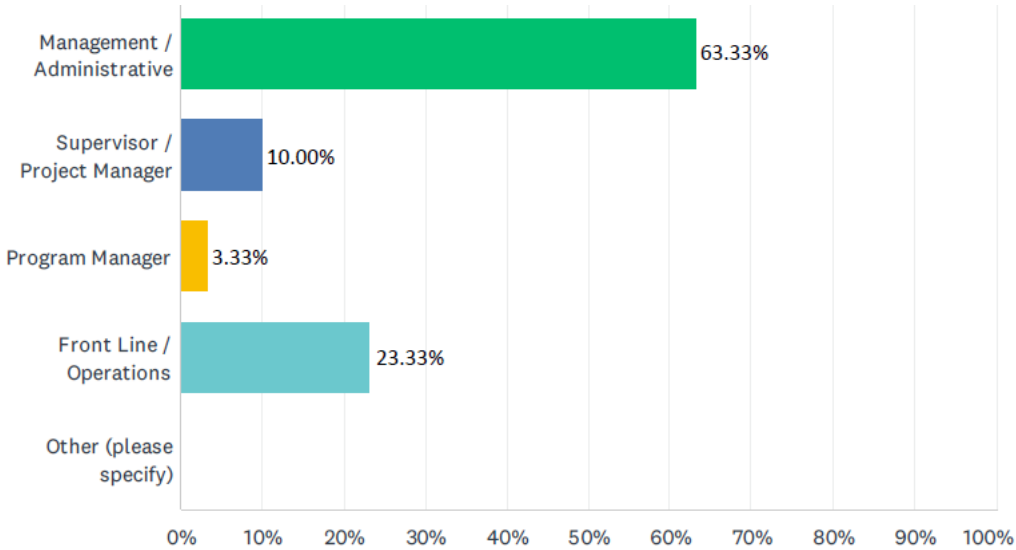
- 911 Coordinator (6 responses)
- C-level (1 response)
- Director (6 responses)
- Manager (5 responses)
- Public Safety Telecommunicator (3 responses)
- Supervisor (7 responses)
- Training and Education Coordinator (1 response)
- Video Management System Manager (1 response)



MCSC Survey Results *(continued)*

In question #18 we asked, “Please describe your function job level.” 30 responded. Responses are summarized as follows:

- Management/Administrative (19 responses)
- Supervisor/Project Manager (3 responses)
- Program Manager (1 response)
- Front Line/Operations (7 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 ECC Multi Media. Please visit:

https://www.surveymonkey.com/r/ProCHRT_ECCMultiMedia0223



Upcoming Conferences



<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 8th thru 10th 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 8th 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)

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 for details and registration



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

NAME	STATE CHAPTER ASSIGNMENT/OTHER DUTIES	EMAIL ADDRESS
LaToya Marz, RPL	Chair, Wyoming, Pennsylvania, Proofreader	lmarz@tri-com911.org
Christine Moore, RPL	Vice-Chair, Missouri, Mid Eastern, New Mexico, Webinar Coordinator	christine.moore@greensboro-nc.gov
Adriana Spirescu	CPRA, No. California, CL Guide	aspirecu@ocsd.org
Catherine M. Raley, RPL	Colorado, South Carolina, Atlantic, Webinars, Proofreader	craley@arapahoegov.com
Celeste Anne Baldino	Virginia, CL Guide	cbaldino@albemarle.org
Charles E. Venske, Retired	Minnesota, West Virginia, Nebraska, Life Member	charles.venske@outlook.com
Christine Marquardt	Ohio, Webinars	cmarquardt@nlets.org
Christopher Jasper	Oregon	cjasper@muscatineiowa.gov
Daryl George	Saudi Arabia	daryl_r.george@lvhn.org
Dawn Anderson	Kansas, Resources	dmanderson1@ncat.edu
Diva Miranda Jones	North Dakota, Commercial Member Highlight, Proofreader	divamirandajones@gmail.com
Don Champley	Georgia, Proofreader	dchampley@redcenter.org
Donna Crochet	Alaska	dcrochet@cpso.com
Felicia Taylor	Florida, South Dakota	ftaylor@cityofpuntagordafl.com
Heather Barnes	Texas, Pacific, Survey Coordinator	heather.barnes@csec.texas.gov
Herman Andrew Weiss	Nevada, Utah, Resources	herman.weiss@chowan.nc.gov
Jared William Pelham	Tennessee, Proofreader	pelham_j@hc911.org
Jennifer Garrett	Caribbean	jgarrett.kancomm@gmail.com
Jeryl Lynn Anderson, RPL, CPE	Retired	jbesttraining@yahoo.com
Jessica Loos	Montana, CL Guide	jloos@lincoln.ne.gov

Chapter Member Services Committee Members *(continued)*

Krista Kilmon	Michigan	kkilmon@co.northampton.va.us
Kyle James	Idaho, Resources	kjames@co.delaware.in.us
Laramie J. Scott	Kentucky, Surveys	ljscott224@gmail.com
Mark Hutchison	Arkansas	mark.hutchison@nashville.gov
Mary Sue Robey, RPL	Washington, Newsletter Editor	marysuer@valleycom.org
Michael Speigle	Indiana, Illinois, Webinars	michael.speigle@Sarasotasheriff.org
Nicole Whittaker	Oklahoma, Committee Article Coordinator, Proofreader	awhittaker@adaweb.net
Samantha Dutch	Mississippi, Iowa,	scameron@scotlandcounty.org
Tiffany Beckles	Louisiana, CL Guide	tbeckles@dinwiddieva.us
Tina L. Chaffin	Arizona, Surveys	tina@training911heroes.com
Trae Maeder	Wisconsin, Alabama,	traemaeder@flhsmv.gov
Jonathan Jones	Group Leader	jonathan.jones@gema.ga.gov
Rebecca Hull	Staff Liaison	hullr@apointl.org
Susan Stowell Corder	Staff Liaison	stowells@apointl.org



APCO 2023
August 6-9 | Nashville, TN