



APCO

MEMBER CHAPTER SERVICES Committee

Happy New Year!

Member Chapter Services Monthly Poll

This month's poll is about RECERTIFICATION. 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/MCSCDecRecertification>

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Membership Information

Member Type	12/1/2020	12/1/2021
Associate Members	2,646	2,755
Full Members	4,658	4,613
Full Group Members	8,376	8,257
Online Group Members	19,391	19,790
Commercial Members	512	517
Commercial Group Members	233	337
Total Number of Members	35,816	36,269
Total Number of Group Agencies	1,292	1,400
Commercial Groups	46	56



APCO Membership Renewal

If you haven't paid your membership dues recently, they expired on Dec 31st. Log into myapcointl.org, and click on My Invoices to print or pay your invoice.

Compassionate Care Webinar

If you missed or were unable to attend the Compassionate Care webinar, it was recorded!

If you have any questions or comments, reach out to a MCSC member for further.

To view the recording, click here:

<https://attendee.gotowebinar.com/recording/6260641618171017231>

Idaho Chapter News

We are happy to announce the results of our recent election

1st Vice President – Kelly Copperi, Valley County
Treasurer – Melonie Wilson, Ada County
CCAM – Dana Hanford, The Sales Group
NENA Representative – Stephanie Johnson, Ada County
APCO Executive Council – DeLisa Orren, ISP
Congratulations to our new board members!

We would also like to extend a big Thank You to our outgoing board members. We appreciate the time, effort and knowledge that you each brought to your position.

CCAM – John Joseph, DataMark
1st Vice President – Mike Rowles
Treasurer – Ric Wilhelm, DHS
Executive Council – Melissa Stroh, ISP and APCO Western Regional Representative
NENA Representative – Kevin Haight, ISP-Retired

Thank you to those who made nominations and to those who voted. We appreciate your time.

Silent Key

Gary Lee Peters
Alaska Chapter

For more information about Gary, please click on the link below.

<https://psc.apointl.org/2021/12/09/silent-key-gary-lee-peters/>

Awards Committee

APCO International Awards Committee is gearing up for the go live of the 2021-2022 nomination process.

The APCO awards committee has preparations underway for the go live of the 2021-2022 ECC awards season. This is one of APCO's largest committee's and a bulk of the activity takes place from February 1st when the awards site opens up and closes at 0001 hours on April 2, 2022. But the work of the committee doesn't end at that point. Members still have to finish scoring any nominations that haven't yet been scored, and then they are tallied up by APCO staff and submitted to the executive board.

Work for the committee chair, vice-chair, and working group chairs goes much beyond these timelines though. These members start work in August of 2021, meet for virtual conference calls once every month or two, they have to track members and make sure they are completing the required webinar, submitting test nominations, scoring the nominations, ranking them and ready for the opening of the awards site.

If you would like to help evaluate and score some amazing nominations, please consider signing up to work on the 2022-2023 Awards Committee beginning on February 1, 2022 (yes, the same date that nominations will be taken for the 2021-2022 year). You can sign up to serve on any committee from the APCO International main web page under "Community" and then "Committees" after February 1st of each year.

With 152 members on this year's committee, we are looking forward to evaluating all the nominations for the great work that you all have been doing. Please remember you can submit an award for work done from April 1, 2021 to April 1, 2022. Please go to <http://awards.apcointl.org/> to see the award categories and to nominate someone. There are tips on how to fill out an outstanding nomination on this website. It is important to remember that members of the committee come from all over the country. You want to provide as much information as possible to describe the person, event, or technology so the committee has a clear picture on why your nomination should be selected as the winner. Each nomination will take some time to complete so we encourage you to look at the questions in advance so you can be as thorough as possible in answering each question.

Please remember to look at the website for tips on filling out a nomination and some answers to some commonly asked questions. We look forward to seeing your nominations for this year and hope you mark your calendars to help us out next year. Along with our 152 committee members, I want to thank our committee leadership for all their help this year, Vice-Chair – Jason Meeder, Director working group chair – Jennifer Finigan, Information Technology working group chair – Sandra Barfield, Radio Frequency Technology working group chair – Michael O'Connor, Line Supervisor working group chair – Brandie Ball, Team working group chair – Jim Eggeman, Technology and Leadership working group chair – Cindy Bresse, Telecommunicator working group chair – Brent Finster, and Trainer working group chair – Contessa Stilts. The awards committee is overseen by Group Leader Mark Spross.

Submitted by:

James Oehmke, Chair &

Mark Spross, Group Leader

ProCHRT Toolbox

The Professional Communications Human Resources (ProCHRT) Committee gathers, studies, and compiles information about topics related to the public safety communications profession. The committee's activity is relayed in an annual report. This report contains information about the use and growth of the ProCHRT committee's use of social media. In addition to recognizing Telecommunicators outstanding performance on social media, the annual report includes a "Teammates in Action Recognition" section. The committee updates the ProCHRT toolbox, which is a set of free resources on the APCO International website for the benefit of all public safety communications personnel. Updates and changes to the toolbox are summarized in the report. Because APCO strives to be receptive to Telecommunicator's needs, the ProCHRT annual report concludes with a discussion of topics that Telecommunicators suggested for inclusion. Last year, the committee included information about and resources for PTSD, the benefits of local training, Telecommunicator reclassification, and virtual consolidation. As the committee prepares to write the next report, we ask and encourage you to tell us what topics you would like to see in the upcoming report.



Health & Wellness Committee

5 Practical Ways to Reduce Compassion Fatigue

1. **If possible, do not skip regular breaks.** You physically and mentally need the time away.
2. **Utilize onsite relaxation and/or meditation rooms.** Allow the quiet time, away from your electronics and social media, to recharge you.
3. **Check in with family and friends that love you and are concerned about your mental and physical well-being.**
4. **Freely have open discussions about compassion fatigue in the workplace.** Share tips and practices that help you cope. More than likely, you are not alone.
5. **If your agency/center utilizes a counseling service, make an appointment to speak with a therapist.** Also, extend the invitation to your immediate family members.

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](#).

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](#)

Florida Chapter Highlight

The Florida APCO chapter gained its charter in 1944 and has been growing ever since. Florida APCO conducts an annual conference except years that APCO International has their annual conference and expo in Orlando. At our annual conference we present award winners, hold elections, and install our newly elected or returning board members. Our chapter has the following board positions: President, President-elect, Treasurer, Secretary, 3 Board members at large, Executive Council Rep, Immediate Past President, and CCAM; non-board positions include Sergeant at Arms and Chapter Historian. Florida APCO has the following committees: Conference Planning Committee, Florida TERT Committee, Pro-CHRT Committee, Public Affairs Committee, and the newly created Membership Committee.

Florida APCO has a very good social media committee which has a great presence for getting things out to the members and Public Safety community in Florida. Our membership committee does very well greeting and welcoming in new members to APCO. Our chapter in the last several years has started an RPL scholarship program and we currently have two participants in the RPL program nearing completion and work is underway to expand the scholarship to the CPE program as well.

One thing that makes the Florida chapter unique is we get the honor of having the International conference every four years in Orlando. Our chapter also makes every effort to send flowers to ECCs when we see any loss of public safety responder or ECC employee and after traumatic incidents that an ECC goes through.

Atlantic Chapter Highlight

Tell us about your Chapter: The name "Atlantic Chapter APCO" goes back to August 1966, but the chapter history can be traced to APCO's beginning in January 1935. Among the 30 communications people and three advisors at its first meeting in St. Louis, Mo., were George Searle of the New York State Police and William Nelson and Myron Eck of Niagara Falls, N.Y. On March 25, 1944, a group of police communication workers from all areas of New York State met in Endicott, N.Y., to discuss state radio problems and organized the New York Chapter of APCO. In April 1948, its members recognized the meetings of the New York Chapter had increasing numbers of communication workers from Pennsylvania, New Jersey, and Connecticut. At its April 3rd meeting, members changed the name to the Four State Chapter. In May 1966, a group of Four State Chapter members met to discuss the possibility of the Eastern States Police Radio League (ESPRL) and the Four State Chapter merging. In August 1966, after considerable discussion, the name "Atlantic Chapter APCO" was born.

How large is your state(s)? The Atlantic Chapter encompasses eight (8) states and approximately 3,500 members.

Do you host an annual conference? We host our annual conference in the Fall between October 1 and November 15 annually (except in 2020).

Atlantic Chapter Highlight

(continued)

Do you present awards? Our awards are presented during our annual conference held in the Fall. We have awards in the following categories:

- Telecommunicator / Dispatcher of the Year
- Trainer of the Year
- Director of the Year
- Supervisor of the Year
- Team / Group of the Year
- Radio Frequency Technologist of the Year

How many board members do you have? We have nine members. They are President, President-Elect, First Vice President, Executive Council Rep, Commercial Advisory Member, Two(2) At-large Members, Secretary, and a Treasurer. President-Elect and First Vice President are voted on every year. Executive Council is elected every two years. The rest of the members are appointed by the incoming president.

Do you have great outreach for Compassionate Care or assistance in emergencies? We do have a program that reaches out not only to our Chapter, but to others when events such as a line of duty death or other disasters occur.

Do you have a great social media presence, and if so, could you share what you do? We have a Facebook, Instagram, and Twitter page that we utilize. Now that Facebook and Instagram can post simultaneously, we primarily use that platform. We have a social media chair that schedules posts and searches the internet for note-worthy news articles. The chapter president also has access to post messages but usually leaves all the posting to one person. Here are the links to our socials:

Facebook: <https://www.facebook.com/AtlanticChapterofAPCO>

Instagram: <https://www.instagram.com/atlanticchapterofapco/>

Website: <https://apco-atlantic.org/>

Have you found ways to encourage new membership? Once we get a notification of a new member, we send them a welcome package.

Have you found ways to get the new workforce involved with the Chapter? We are all struggling to attract new people into this profession. When we find someone new, we want them to feel welcome and part of the group. When I started attending conferences, the Chapter had "Chapter Night Out". This was a chance to interact with the board and other chapter members in a setting away from the conference. Sadly, we have not been able to do this lately, but hope to bring it back in some fashion.

What do you offer members on the Chapter Level to encourage APCO membership? In 2019, we started a Training Committee to provide training through the Chapter. This training would be open to both members and non-members to show people the benefits of APCO membership. During conferences (both Chapter and International), if we see someone new in attendance, the board makes every effort to talk to that person and make them feel welcomed. Everyone has a place in this organization.

What makes your Chapter unique or different? Most other Chapters have the luxury of focusing on one state. We have the challenge of multiple states. But it can also be viewed as a positive in our shared experiences. We don't have to reinvent the wheel.

Texas Chapter Highlight

The Texas Chapter of APCO consists of 1,664 members covering 254 counties and representing 736 ECCs.

The Chapter is governed by a ten-member board. Elected board members include Immediate Past President, President, President-Elect, First Vice President, Second Vice President, Treasurer, Secretary, and Executive Council Representative. The Primary CCAM and Secondary CCAM are elected by the Industry Partners in the state. In addition to the elected board members, TX APCO is currently recruiting Regional Ambassadors to represent each of the six districts in the state.

Although not a joint chapter, TX APCO and TX NENA jointly host a Spring conference focusing on educational sessions, and specific time with the Industry Partners. The sessions are provided by volunteers who are subject matter experts in their fields. In addition, Industry Partners hold sessions to educate users about the finer points of their products. Several events are planned for the attendees including first-timers' breakfasts, Industry Partner events, and a final themed event on the last night of the conference. There are also pre-conference sessions such as eight-hour APCO classes available. Texas APCO holds another conference in the Fall that focuses specifically on educational sessions.

Each year at the Spring conference, awards are presented to individuals who have been recognized for their service and/or lifesaving events during the past year, either individually or as a group. There are five categories, and the recipients are awarded with free attendance to TX APCO events and the awards luncheon.

TX APCO also provides training scholarships for agencies/Telecommunicators who are financially unable to pay for professional development. Recipients of these scholarships are also announced at the Spring conference.

During the "down time" over the last two years, TX APCO has been working on several programs to promote the association and provide more benefits to members. A new committee, the MOD Squad (Membership Outreach & Development), is responsible for informing Telecommunicators about TX APCO in addition to training and other programs available to them. This outreach is also designed to attract new members. New videos, "Texas Briefs", are short videos posted to the TX APCO YouTube page to inform members about chapter happenings and provide short training videos with quick tips for use in their jobs.

"Totes of Love, Notes of Hope" is a way to show compassionate care after events that impact an agency's communications center. Following a program from another chapter, the Totes of Love will be filled by the chapter and/or an agency wanting to pay it forward and deployed to an agency after defined events such as a line of duty death, active shooter event, disaster, etc. The Notes of Hope are sent to agencies having less serious incidents but still affected by them.

In addition to these programs, TX APCO also has the Texas Sunshine Fund to assist Telecommunicators affected personally by certain events.

Communications with members and non-members is done through the new TX APCO website, Facebook, Twitter, and as mentioned before, YouTube.

Texas Chapter Highlight (continued)



South Dakota Chapter Highlight



South Dakota encompasses 77,123 square miles, ranking 16th in size among the 50 states. It is home to seven national parks and two historical monuments: Mount Rushmore and Crazy Horse Memorial. 32 ECCs serve 66 counties, 9 Indian reservations, and 309 incorporated municipalities. The population is 884,659 with a visitor rate of 12.6 million.

The Chapter is made up of 127 public safety professionals involved in varying roles from EMS, Police, Fire, 9-1-1, State/Local Government, and Tribal entities. The board currently consists of the President, Secretary/Treasurer, and Executive Council Representative. Elections for the open positions will be held in early 2022. APCO International has presented the Chapter with the Growth Percentage Award for the years 2020-2021 and 2015-2016.

Yearly conferences are co-hosted with Dakota 911 and the location rotates between North and South Dakota. The 2022 conference will be held in South Dakota, where members will gather to celebrate the 30th anniversary of South Dakota APCO.

An annual "You Made a Difference" award is presented at the conference to those 9-1-1 Dispatchers who handled an unusual or especially challenging situation, outside the normal scope of their duties and made a difference in the outcome of the event.

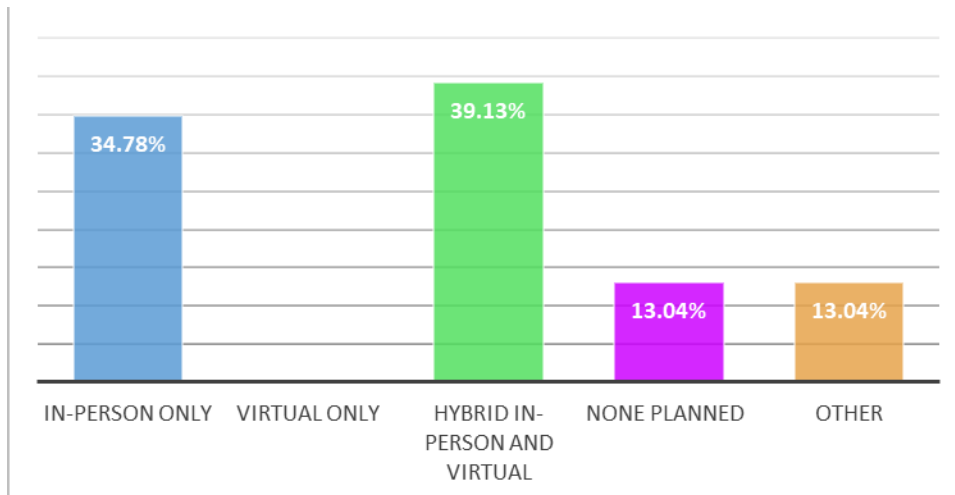
The Chapter believes it is important to recognize retirements and the long-term service of 9-1-1 professionals. In February 2021, the Chapter approved the use of funds for the "Long-Term Service Award." To date, the Chapter has proudly presented three of these awards.

MCSC Monthly Survey Results

In November's Member & Chapter Services Committee survey, we focused on training. We received 25 responses from 16 Chapters. The Chapters that responded were:

Arizona	Nebraska
Colorado	North Carolina
Georgia	Ohio
Kansas	Oklahoma
Michigan	Oregon
Mid-Eastern	South Carolina
Missouri	Utah
Montana	Wyoming

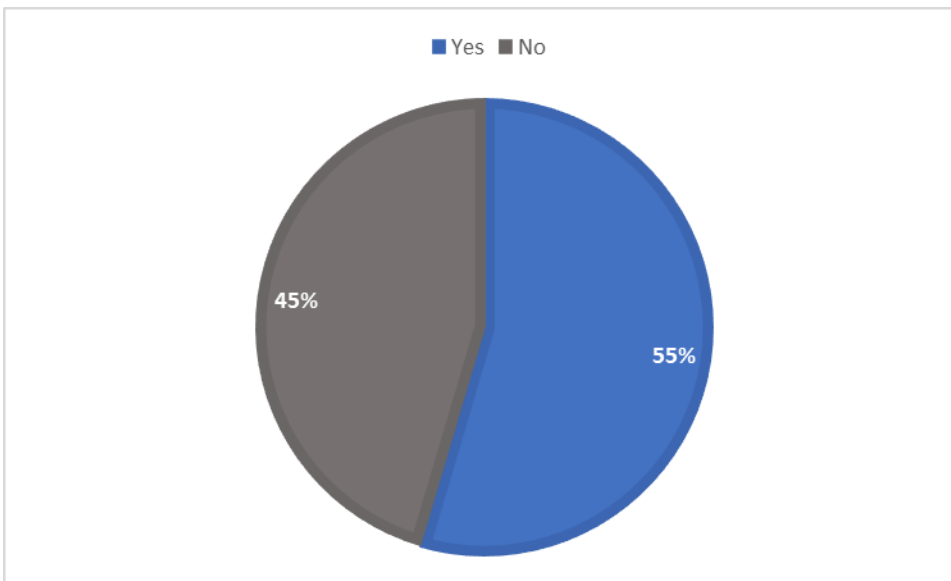
We asked you, "Is your Chapter planning in-person training activities or conferences?"



MCSC Monthly Survey Results

(continued)

In question #2, we asked, “Does your Chapter offer training opportunities to assist agencies whose budgets have been impacted over the last year?”



Question #3 asked, “What training topics do you feel need more emphasis?”



MCSC Monthly Survey Results *(continued)*

question #4 we asked, "What training topics do you feel have been worn out?"

Generalized burnout, let's address the whole person and resilience.

Culture

Line-level leadership

Next Gen 9-1-1

Any form of sales pitch in the form of a break-out.

Liability

Human Trafficking

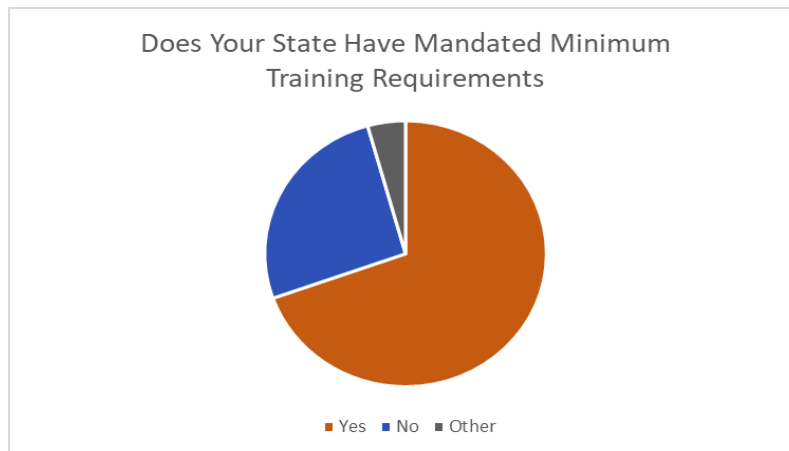
Suicide Prevention

Customer Service

Stress Management

As you can see, some of these responses were in direct contrast with the requested topics. Overall, it appeared that our respondents had some topics that had been overdone, however there were many comments that though this information may be old to seasoned veterans, it would still be new conversation for our newer employees.

Question #5 inquired training standards. We asked, "Does your state have mandated minimum training requirements?"



Question #6 tied in to Question #5 asking, "If so, what do they entail and how are they reported?"

Basic Communications Certification required within 6 months of employment. No continuing education requirement.

Continuing education hours required. The state has a system set up for course approval and reporting.

MCSC Monthly Survey Results (continued)

State requires an annual report.

Total of 24 hours of state approved training. It is reported to the Montana Law Enforcement Academy. Minimum requirements were just passed and are located on the Nebraska Public Service Commission's website.

The state requires the completion of a minimum 40 Telecommunicator Certification. They have several programs that can be selected from. Those agencies that fall under Sheriff's Standards must complete a certain number of continuing education hours. All PSAPs must have all ECSs certified in EMD. Reported to the state on an annual basis.

Required certification on General Telecommunicator, EMD and Ethics. Each new employee must complete an initial certification. The Telecommunicator must maintain 12 hours of continuing education training on telecommunications and 4 hours of training on EMD (if applicable). A minimum of 1 hour of training must be done on ethics. There is an addition 2 hours of leadership training for Supervisors, Managers, and Executives. This training is done through the Oregon Department of Public Safety Standards and Training.

Basic Telecommunicator Certification that is reported to the South Carolina Criminal Justice Academy.

There is a requirement of 20 hours POST training annually. This is reported through a state portal.

There is a requirement of 20 hours POST training every two years. The agency is responsible for reporting the hours to the state (POST) for each dispatcher.

The Wyoming POST requires 40 hours of training every two years. It is reported to them.

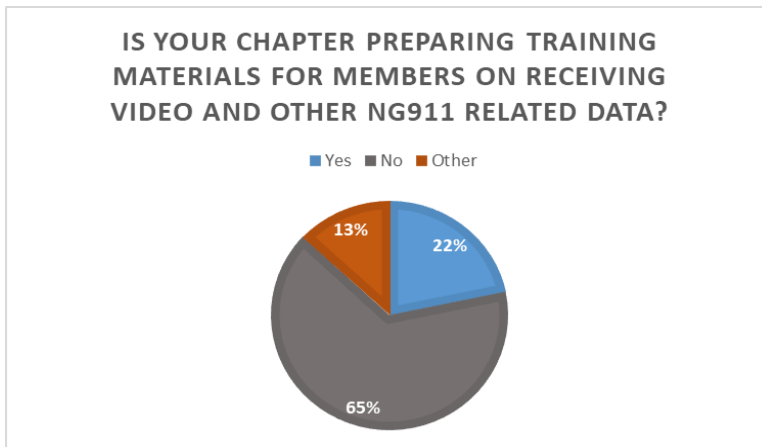
There is an initial requirement of 16 hours for a single discipline and 40 hours for joint communications center. There is recurring training of 24 hours required every 3 years.

Our state is in the process of revising their requirements.

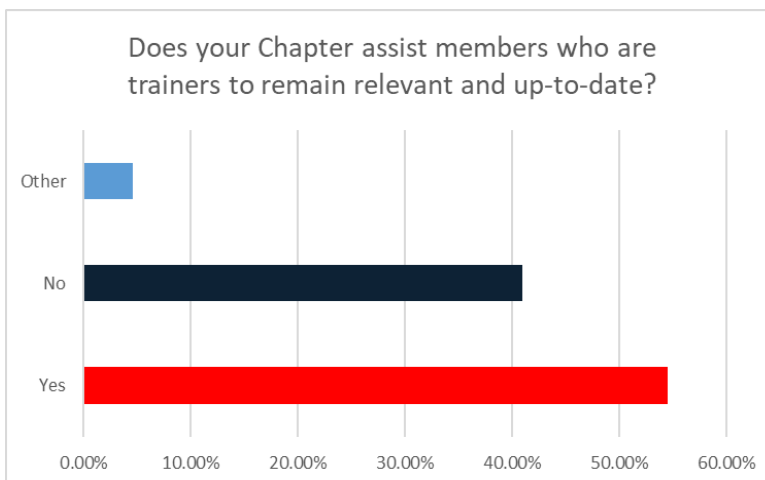
Minimum of 45 course work hours and 40 hours of on the job training. This is not officially reported. The State Board through the Training Coordinator position helps to support these minimum training requirements, and ensures they are met by local agencies.

MCSC Monthly Survey Results (continued)

For Question #7 the MCSC asked, “Is your chapter preparing training materials for members on receiving video and other NG911 related data?”



In Question #8, we asked, “Does your Chapter assist members who are trainers to remain relevant and up-to-date?”



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.

Upcoming Conferences



Upcoming Conferences (continued)



Save The Date!

2022 Georgia Emergency Communications Conference

February 28 – March 3, 2022

The Classic Center – Athens, Georgia

www.ga911.com

Call for Papers and Registration Now Open!

The Georgia Emergency Communications Conference (GECC) is a joint effort of the Georgia Chapters of APCO and NENA. We are proud to have joined together to bring the resources of the two largest and most powerful organizations dedicated to the improvement and advancement of Public-Safety Communications in the world to the people of Georgia.

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