



APCO

MEMBER CHAPTER SERVICES Committee

Member Chapter Services Monthly Poll

This month's poll will be focused on Peer Support. 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/MCSCJun22PeerSupport>

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Membership Information

Member Type	5/1/2021	5/1/2022
Associate Members	2,356	2,113
Full Members	4,035	3,980
Full Group Members	8,183	8,349
Online Group Members	20,157	20,702
Commercial Members	439	430
Commercial Group Members	206	252
Total Number of Members	35,376	35,826
Total Number of Group Agencies	1,266	1,420
Commercial Groups	48	48

Silent Key

Todd A Austin
CPRA Chapter

Molly M. Elliott
Washington Chapter

Stephanie A, Kulowiec
Atlantic Chapter

We have learned that Todd Austin passed away On May 12th, 2022

We have learned that Molly Elliott passed away on April 18, 2022.

We have learned that Stephanie Kuliwiec passed away on April 22, 2022

For more information, his Silent Key can be found here:
<https://psc.apcointl.org/2022/05/12/silent-key-todd-a-austin/>



For more information, her Silent Key can be found here: <https://psc.apcointl.org/2022/04/22/silent-key-stephanie-a-kulowiec/>

South Carolina Chapter Highlights

South Carolina Chapter was established on May 9, 1979 and has a membership of 792 with an increase in 2021 of 183 new members and 82 new members in 2022 so far. The SC APCO Board consists of President, 1st Vice-President, 2nd Vice-President, Secretary-Treasurer, Immediate Past President, Member at Large, Executive Committee Member, and 2 Chapter Commercial Executive Committee Members.

SC APCO hosts three training sessions a year: Our Spring Training is a joint training session with the SC NENA Chapter held in April, usually before or after National Public Safety Telecommunicator's week. This year, we provided the training FREE of charge, and thanks to sponsorships with Industry Partners like Carolina Recording Systems, we also provided lunch.

The Summer Training is a one-day training session held in June at the South Carolina State Museum. This Summers Training will be on Thursday, June 23. The training will also be conducted FREE to the attendees.

The Fall Conference is a joint three-day conference with the SC NENA Chapter held in October. The conference is held in Myrtle Beach. The 2022 Fall Conference will be held October 5-7 at the Marriott Grande Dunes, Myrtle Beach. We have two great keynote speakers for October. Stephen Martini, Director of Metro Nashville Department of Emergency Communications. Maureen Will, Director of Emergency Communications Center, Newtown, CT.

During the Fall Conference we present Annual awards that include:

- Palmetto Award
- Telecommunicator of the Year
- Team 911 Award of Merit
- Training Coordinator/Officer of the Year
- Shift Supervisor of the Year
- 911 Technician of the Year
- Communications/911 Center of the Year
- 911 Director of the Year

South Carolina APCO is dedicated to the mission and vision of APCO International. To serve as a leader committed to providing complete expertise, professional development, technical assistance, advocacy and outreach to benefit our members and the public. We are committed to strengthening our communities by empowering and educating public safety communications professionals.

By: Russell Rigouard, ENP, GCT1
Radio Maintenance Manager
Spartanburg County 911



Washington Chapter Highlights

WA APCO-NENA is a joint chapter representing both APCO and NENA with close to thirteen hundred members from across the state. The Washington Chapter was chartered in 1944 as a Northwest Chapter that included Alaska, Washington, Oregon, Idaho, Montana, Wyoming and northern Utah. Now a single state Chapter, we host 2-day educational forums (usually 2 per year) and an annual state Public Safety Communications Conference.

WA APCO-NENA is in front of public safety leaders on a regular basis. We have positions on the state 911 Advisory Committee, State Interoperable Executive Committee, and a very active [Public and Governmental Affairs committee](#) working on 911 legislation. In 2022, we helped pass a [bill](#) that defines our PSTs as first responders and creates a Certification Board that will establish minimum training standards for PSTs.

Our [Executive Committee](#) consists of the President, Past President, Vice President, APCO Executive Council Representative, APCO Treasurer, NENA Treasurer, Secretary, West and East Side Ambassadors and a Commercial Representative. There are multiple ways we engage with our commercial members. They are allowed to vote in chapter business, their Commercial Representative is voted on by the commercial members, and we recently began having dedicated [commercial membership meetings](#). Our leadership team includes the Executive Committee and all Committee Chairs. We meet each month to attend to Chapter business and have a little fun too!



Organized by our Events Committee, the [annual conference](#) is four days of incredible training (organized by our Professional Development Committee), networking opportunities and includes a vendor hall with dedicated vendor time. The chapter offers scholarships for conference attendance and all annual

award winners are given free conference registrations, rooms, and board. Attendees make new connections through a fun event we call "Speed Networking", and our New Attendee Breakfast helps welcome newcomers. Our yearly basket auction is a great way for agencies and individuals to showcase their creativity in basket-goodie development and the tense last minute bidding makes for a fun but competitive atmosphere.

Other [chapter committees](#) offer great opportunities for our members to support and encourage each other, network, learn new skills and share their knowledge with others. In addition to our Event Committee, we have Administrative, Engagement, Awards, Marketing, Public & Government Affairs, Professional Development and TERT. The Awards Committee is very active. The committee selects our [Chapter Award](#) winners in the first quarter of the year, announces them during National Public Safety Telecommunicators Week and organizes the presentation ceremonies during the awards banquet held at conference.

Annually, the Chapter recognizes Telecommunicator of the Year – Critical Incident, Team of the Year, Technician of the Year, Supervisor of the Year, Trainer of the Year, and Telecommunicator of

Washington Chapter Highlights (continued)

the Year – Sustained Performance. In addition to the annual awards, we honor members through special awards. The [Maurice Courtright Award](#) recognizes Washington State Chapter members who influence others to accomplish great deeds via a caring attitude and who inspire others to greatness beyond the limits they themselves ever imagined. [The Presidential Award](#) was created in 2010 to recognize an individual or group who has contributed to the communications profession that had or will have an undeniable impact on the profession. The Washington Chapter has bestowed 16 [Chapter Life Memberships](#) to celebrate these special contributors to our Chapter.

Some activates our chapter recently adopted include welcome packets to new members, local ambassadors in our ECCs that can help engage PSTs with the Chapter, an annual chapter wall calendar with pictures selected from a photo contest, and, taking a nod from APCO Intl, a Chapter t-shirt contest. Our marketing committee manages our website, LinkedIn, and social media accounts – keeping everyone updated with fun and interesting posts that celebrate our memberships’ accomplishments and publicizing our events.

Our Chapter has a strong history with brilliant, engaging, and inclusive members and leaders. We are proud of our Chapter, grateful for the legacy of those that came before, and inspired as we continue to prepare for and influence the future.

Check us out at: <https://wapconena.org/>



Mission: Join together as public safety communications professionals to lead, learn, and leverage our influence, for the benefit of our profession, the public safety workforce, and ultimately the public we serve.

By: Katy Myers, ENP,MSML
Washington APCO/NENA President
Deputy Director NORCOM 911



Wyoming Chapter Highlights



The State of Wyoming is comprised of 97,914 square miles of towering mountains, rolling prairies, unique towns, and hidden gems. We are home to the first national park-Yellowstone, Grand Teton National Park and the first national US monument Devils Tower among others. We also have 8 national forests that make up over nine million acres of pristine wilderness. Add to that our over 4,000 lakes and reservoirs and blue-ribbon fly-fishing streams/rivers and you know our fishing rocks!

We host a fall conference annually in November every year. This year's conference will be held in Casper, WY November 13th-16th, 2022. More information will be posted to our web page www.wyomingapco.com soon.

We present the following awards every year:

- Supervisor/Manager/Director of the year
- Telecommunicator of the year
- Radio frequency technician of the year
- Information technologist of the year
- Team of the year

And at each conference the attendees pick the vendor of the year. Our vendors are amazing and without them we couldn't have such a fantastic conference for our members!

Our chapter board is made up of nine (9) officers counting our immediate past president. We do it a little different here in that we also make our training coordinator and awards coordinator full voting member to ensure all aspects of the chapter have a voice. We excel at providing affordable training across the state and working together as an organization to advance the causes of 9-1-1. This year we successfully wrote legislation to further our cause in advancing NG9-1-1 for Wyoming. Through successful outreach across the state, we have a large pool of stakeholders who are ready to assist when asked. No matter what anyone says, a project this size cannot be taken on by just a few people.

Just as our communities come together in a time of need the 9-1-1 community is small here in Wyoming. We are a close-knit "family" here and when an emergency strikes, we take advantage of our network and mobilize support as needed. It's just how it's done. While we don't have a formal "program" it's a small close-knit group in our profession that allows us to provide assistance with just a few phone calls bringing help from across the state.

Our chapter has a web page www.wyomingapco.com and we utilize a Wyoming APCO NENA Facebook page as well for information sharing and updates along with emails to our membership. At every conference we solicit ideas from the membership on matters of importance and if a member requests information be shared it's done!

Wyoming Chapter Highlights (continued)

Our chapter buys a gift for each telecommunicator in Wyoming annually for telecommunications week in appreciation and we work with all ECC supervisors directly across the state to ensure our membership stays strong. Since our state requires P.O.S.T. certification the benefits of membership are also available and discussed when they attend the Wyoming Law Enforcement Academy to help them understand our purpose and goals.

Currently the State of Wyoming is working on implementing NG9-1-1 and we encourage newer employees to be a part of the ground level discussions right alongside their supervisors. As we like to say, every day we as leaders come to work, we are training our replacements. Due to the limited staff resources we have in the State, every long term employee retirement poses a threat to the institutional knowledge needed to help our chapter stay successful in its endeavors.

We provide numerous training opportunities at our conference every year and will work with individual ECC/PSAPS to ensure that training requirements are met. Need a training for your agency? We can do that! Heck, the last two trainings I did cost them lunch for me at a Subway! Of course, this was before fuel prices decided to climb a mountain. Our costs to members for the annual conference is very low and we are fiscally responsible in providing training that meets their needs and allows us to continue as a chapter. For example, recently our chapter worked diligently with our Governor's office to provide EMD software to the final 6 ECC/PSAPS that didn't have the means to purchase it. When some of your counties have less than 5,000 residents a 911 surcharge just doesn't allow funding for everything no matter what. By the time you read this, every ECC/PSAP that receives 9-1-1 calls will be providing EMD in our state for callers.

Wyoming has a population of 563,626 and of that population, only 360 are telecommunicators. We have 23 counties across this great state, 34 ECC/PSAPs and 6 State/Federal dispatch (non-9-1-1) centers cover this great state and no, Sheriff Longmire and Absaroka County while incredibly entertaining, are not real. Author Craig Johnson who writes the *Longmire* series of books is an ardent supporter of our chapter and lives in Ucross, Wyoming. Population 25. Oh, and we know where the "train station" is here in Wyoming from the popular television show *Yellowstone*..... Wanna go?

If you would like to know more, please contact me!

Monte McClain
Wyoming Chapter APCO/NENA President
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Health & Wellness Committee

MEAL PREP!

At work, breakrooms usually have their fair share of goodies and confections, our lives can be so busy that we don't have a lot of time to think about or eat a good, healthy meal.

These are all relatively inexpensive, quick "grab and go" healthy foods. You can mix and match proteins with your veggies. Throw on your favorite seasonings, sauces or condiments so that your prepped meal is still appetizing by the time your meal break comes around. My absolute favorite sauce is Primal Kitchen Buffalo sauce. It adds a ton of flavor and a nice kick! When meal prepping, think pre-cooked meats, pre-cut veggies, and if you have time, roast your veggies for a deeper flavor!

Things to buy:

Protein:

Tuna - Canned or rotisserie chicken - Chicken Sausage - Almonds (or favorite nut) - Turkey or Beef Burger patties

Vegetables:

Bagged salad - Sweet potato - Pre-chopped Kale - Baby carrots -Pre-cut broccoli

Fruits:

Any! But some good grab and go options – Apples - Bananas - Pears - Oranges – Strawberries – Blueberries – Raspberries - Blackberries - Grapes

Snacks:

Yogurt – Nuts - Any of your fruits – veggies - Cheese sticks or squares

Tuna and pre-cooked chicken always pair nicely with a salad or greens. Even if you have no time at all, having these items on hand means you can grab your protein and the whole bag of salad, throw it in your bag, and mix it up when you get to work.

If you've got even 20 minutes, you can cook up a **burger patty** and pair it with sweet potato chunks. Make your burger into a regular burger if you like or throw your usual burger toppings on the side and eat it protein style!

For quick **potato** prep, wash your potato and poke holes in it with a fork (lots of holes). Place your potato in the microwave for 4-5 minutes (depending on the size of the spud). Give it a few minutes to cool before you handle it. Cut it into chunks. The potato chunks will be soft. You could throw the chunks in with your burger with a little oil and brown them if you like. Because they are already cooked, they will brown quickly and taste like homemade French fries!

Health & Wellness Committee (continued)

Chicken sausages have lots of flavor and they cook quickly in a pan. Throw a little oil and a big handful of kale or broccoli in your pan while the sausage is cooking, and your meal is ready in minutes!

I hope you'll try a little meal prep yourself. Keep in mind, eating better for even one day is better than not eating good at all. The more days and more meals you can incorporate healthy foods, the better equipped your body will be to deal with all the excitement life hands you!

By: Amy Kubasak
Communications Manager
Phoenix Police Communications
Phoenix, AZ



Commercial Corner

CCAM Perspective:

As I look back at the four years I have been a CCAM for Arizona APCO I see a group that values camaraderie, teamwork, a willingness to listen and the respect of each other individually. The board changes annually, however the spirit of the people that take on these voluntary positions is always the same; how can we support our chapter? The CCAM position and opinion are viewed as an integral part of bridging the relationship between the commercial partners and our PSAPs. The Chapter understands that there is no chapter without commercial support. Our standard events for funding are still quarterly general meetings (open to the public), the Annual State Training Conference and an annual golf tournament. The success of these events relies on the involvement of our industry partner community. During the pandemic we found these traditional events were not going to support the chapter's goals. A CCAM-lead committee was created to focus on other events that can bring our vendors and PSAPs together all in support of the chapter's scholarship funds. This committee is still in place today looking for new ways to support the Chapter.

Whether it be a new raffle via Facebook, updated information for our partners on our LinkedIn page or an educational Instagram post, Arizona APCO is united in our desire to do the best for our chapter and our commercial partners.

By: Deedee Wight
CCAM AZ APCO

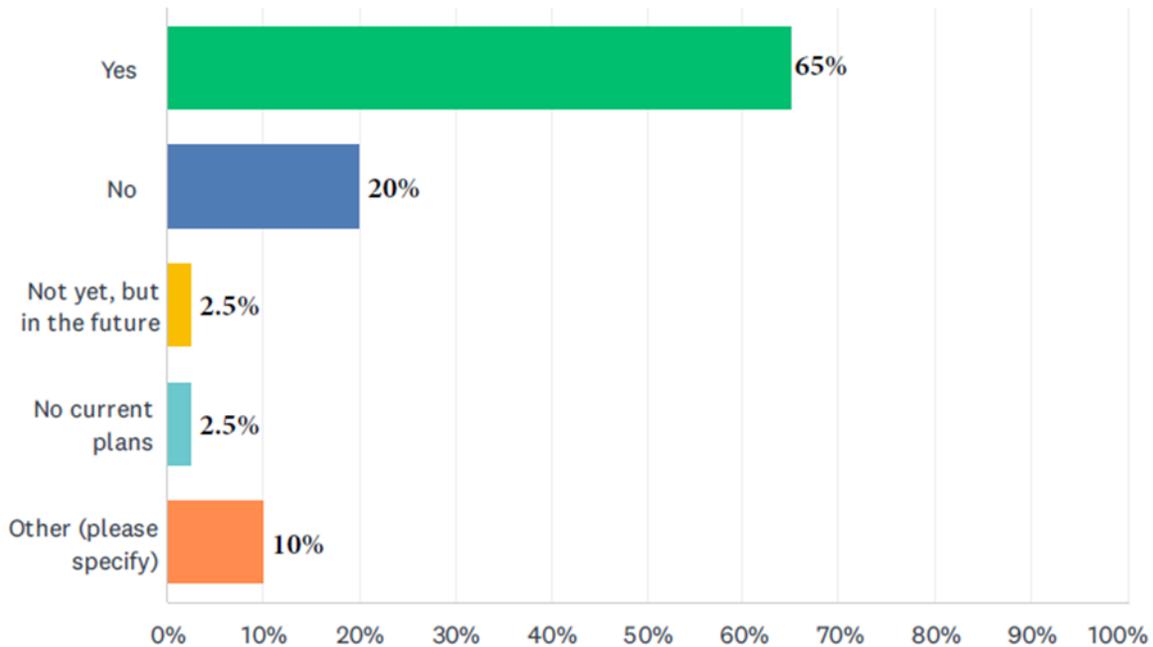


MCSC Monthly Survey Results

In last month’s Member & Chapter Services Committee survey, we focused on Scholarships. We received 40 responses from 22 Chapters. The Chapters that responded were:

- Arizona
- CPRA (Southern California)
- Kentucky
- Mississippi
- Nevada
- Oregon
- Virginia
- Wyoming
- Atlantic
- Florida
- Michigan
- Missouri
- North Carolina
- Texas
- Washington
- Colorado
- Illinois
- Mid-Eastern
- Montana
- Oklahoma
- Utah
- West Virginia

We asked you, “Does your Chapter currently have a scholarship program?” All respondents answered, with 26 saying they do, eight said they don’t, one responded that they will in the future, one said they had no current plans, and four answered with “other”. Those responding as other included those who were unsure, those who had discussed it in the past, and those who had a program, but no scholarships have been given out for a few years.



MCSC Monthly Survey Results *(continued)*

In question #2, we asked, “Which scholarships are offered by your Chapter?” We received 35* responses, including:

- APCO CPE Program (13 responses)
- APCO Institute Training Courses (13 responses)
- APCO International Annual Conference & Exhibition (8 responses)
- APCO RPL Program (15 responses)
- Chapter Events (11 responses)
- Chapter Training (15 responses)
- No Scholarships Offered (3 responses)
- Other (8 responses)
 - ◇ College fees/tuition for specific technical classes
 - ◇ Other industry training or events
 - ◇ Unsure

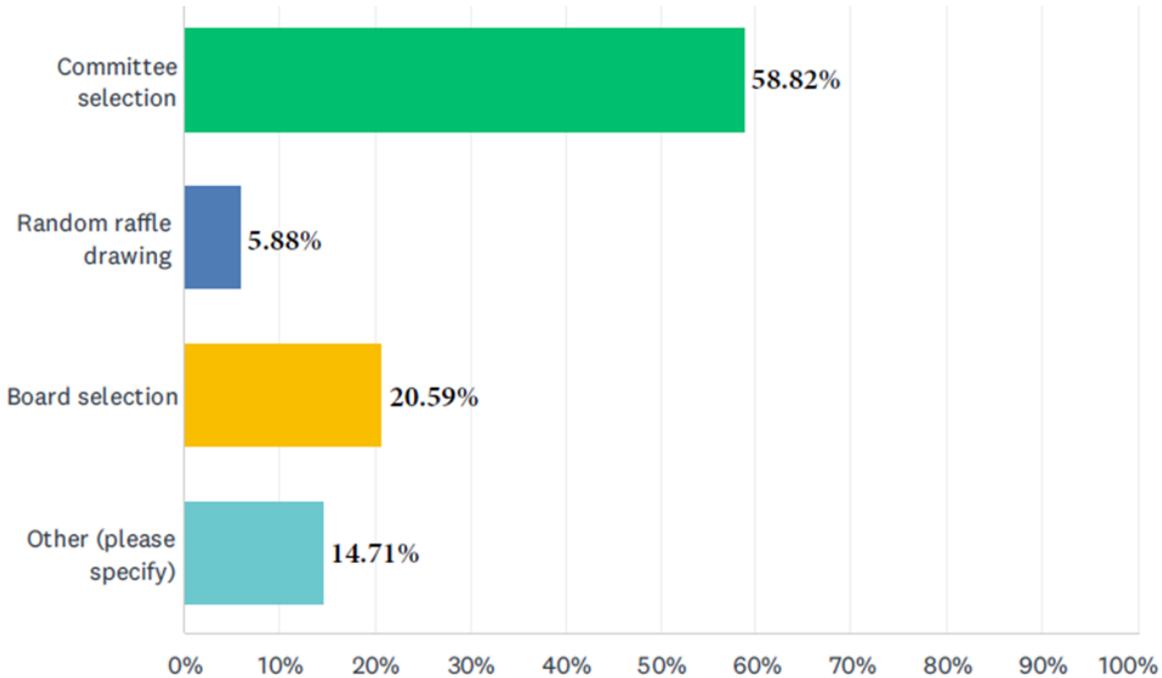
*Some responses fell into multiple categories

Question #3 asked, “How does your chapter distribute funds?” 34 responded, with six not providing a response. Responses are summarized as follows:

- Student pays up front and is reimbursed after the class (4 responses)
- Student registers and the Chapter pays the invoice (18 responses)
- Other (12 responses)
 - ◇ Chapter handles the entire process
 - ◇ Each situation depends on the scholarship awarded
 - ◇ Flexible based on the needs of applicant or agency
 - ◇ Registration is paid up front, travel expenses are reimbursed
 - ◇ Unsure

In question #4 we asked, “How are scholarships awarded?” 34 responded, with six not providing a response. 20 responded that a committee selects based on applications, two do a random raffle drawing, seven have their board select, and five answered with “other”. Those responding as other included those still developing a policy and those who were unsure.

MCSC Monthly Survey Results (continued)



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 Peer Support. Please visit <https://www.surveymonkey.com/r/MCSCJun22PeerSupport>

Don't Forget to Register for
APCO 22
August 7– 10
Anaheim, CA

Upcoming Conferences



OKLAHOMA PUBLIC SAFETY CONFERENCE 2022

▶ OUR ORGANIZERS ◀

Oklahoma Chapter of NENA



National Emergency Number Association



OKLAHOMA
APCO
Leaders in Public Safety Communications

▶ **DATE: OCT 2 - 5**
Tulsa Southern Hills Marriott

REGISTER NOW AT
WWW.OKPSC.ORG

Follow us on Facebook Oklahoma Public Safety Conference

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