



MEMBER CHAPTER SERVICES Committee

October *newsletter*

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IT'S TRUNK OR TREAT SEASON!

October is here and with it is a great opportunity to get involved in community outreach and education! Is your center involved in the local trunk or treat program? If not, there is still time to partner with your local police, fire and EMS partners and educate the community on interacting with 9-1-1!



Membership *momentum*

Membership Type	Previous Year 9/1/2025	This Year 9/1/2026
Associate Members	1,847	1,754
Full Members	3,733	3,595
Full Group Members	10,164	11,144
Online Group Members	25,427	27,756
Commercial Members	422	425
Commercial Group Members	395	373
Student/Educator Members	37	65
Total Number of Members	42,025	45,112
Total Number of Group Agencies	1,744	1,778
Commercial Groups	56	59

911 PULSE CHECK

APCO-George Mason University ECC Survey

The information gathered through this survey will help create one of the most comprehensive pictures of the current state of emergency communications. The results will be used to identify trends, measure workforce challenges, inform future research, support advocacy efforts, and guide the development of resources that directly benefit ECCs and the professionals who serve within them. Complete the survey to be entered into a random drawing for one of eight Visa gift cards (up to \$500). The survey is anonymous and takes about 25 minutes to complete. **The deadline is 10/15.**

https://gmu.az1.qualtrics.com/jfe/form/SV_bw5R2Ik3KK0Flum

Chapter Leader Badges

Our Chapter Leaders play an important role in keeping members connected, engaged and involved. We're excited to share APCO Chapter Leader social media badges as a way to recognize your involvement and the role you play within your chapter.

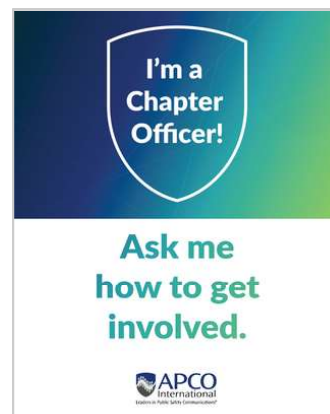
We've included two versions of the badge: one sized for Instagram and another designed for use across other social media platforms. Choose the one that works best for where you're sharing and add it to your social media to let your network know you're an APCO Chapter Officer.

Not sure what to say when you share your badge? We've also included a sample message that you can use as written or make your own:

Sample Message:

Eager to step into a leadership role? I'm happy to share my experience! As an APCO chapter officer, you can help shape training opportunities, advocate for public safety communications professionals and build strong connections across the industry. Becoming a chapter officer is a great way to give back and grow professionally at the same time.

If you share your badge, be sure to tag APCO so we can celebrate our Chapter Leaders and the work you're doing within your chapter.



[Click to Download Your Badge](#)

One Family's Legacy

APCO and Public Safety
Radio Communications

Published in PSC Online on August 31, 2026

Since the mid-20th century, four generations of the Troup-Hoover family have experienced some of the greatest moments in the history of APCO and Motorola. APCO member Mike Hoover opened up about the family's involvement and the impact it has had on generations.

Starting in the late 1940s, the family has taken part in public safety first responder wireless markets.

“APCO has played an instrumental role in not only my career, but those of my father and grandfather,” Hoover said.

Everett Troup, Mike's grandfather, started working for Motorola in Michigan in 1947. He founded Troup Electronics in the basement of the family home. By 1951, it had become the 13th Motorola Service Station. The same year Troup rose to president of the APCO Michigan chapter, and he remained an APCO member until his death in 1969.

“For Motorola, he supported and maintained many of the initial two-way radio system installations throughout south central Michigan,” Mike said. “In addition, he supported the Michigan State Police in the first installation of a Motorola analog, simplex, low-band radio system.”

Meanwhile, Hoover's father, Richard Hoover, was making his way working for his father-in-law. Later he became a Field Tech Rep for Motorola.

“My father served at Motorola until my grandfather's death when he took over the helm at Troup Electronics in 1970. In partnership with his wife, Barb (also an APCOan), Troup Electronics continued its growth until their retirement in 2004. Both maintained their memberships and attended many APCO events over 40 years,” Mike said.

Upon the elder Hoover's retirement, Mike's brother Steve joined former-Motorolan Paul Hughes to lead Troup Electronics. Both were APCOans.

Mike began his relationship with APCO in 1984 while working at the family business and continued through his 26-year career with Motorola in positions ranging from service to sales, market development and business development, delivering personal revenue growth of 238% and surpassing \$100 million along the way.

Mike left Motorola in 2013 to lead IPKeys Technologies (later IPKeys Power Partners), taking the company from \$900,000 to \$14 million in annual revenue by 2022 and driving the strategy behind its \$43 million acquisition by Parsons Corporation. Today, Mike serves as Senior Vice President of Large System Sales & Business Development at Parsons, leading the company's growth in next-generation technology platforms for public safety and critical infrastructure, including electric utilities. He remains an active member of APCO and the International Association of Chiefs of Police (IACP).

With so much history over the course of four generations, it's easy to see how big of an impact APCO involvement had for the Hoover family, both professionally and personally. APCO membership has been widely helpful to so many in the communications and public safety industries.

"My family has actively participated in APCO for 70 years while steering public-safety communications leaders through decades of evolution, from simple analog systems to advanced digital P25 IP-based networks," Mike said. "It's a great legacy and I'm proud to be a part of it."

A Fourth Generation Joins the Story

Three generations of Troup-Hoover family built, installed, and sold Motorola's public safety radio systems. Today, a fourth generation keeps the family's Motorola connection alive, this time on the customer support side of the business. Cheyenne Hoover and Christian Hoover, Mike's daughters, both work for Motorola Solutions.

Cheyenne joined Motorola Solutions in 2022 as a Portal Support Consultant and was promoted to Portal Support Team Lead, where she mentors and trains agents and serves as the specialist point of contact for complex issue resolution and de-escalation.

Christian has been with Motorola Solutions since 2021, moving from Customer Care Consultant to Portal Support to Customer Hub Specialist (helping onboard customers to Motorola's new digital platform), and now serves as a Jr. IT Customer Advocate.

From the basement workshop where Everett Troup built the family's first Motorola Service Station in 1951, to Cheyenne and Christian supporting Motorola Solutions customers today, the Troup-Hoover family's relationship with Motorola has now spanned four generations, nearly 80 years.

Looped in Late

What a 72+ Hour Weekend Taught Me About IT and Trust

By Kerry Kier

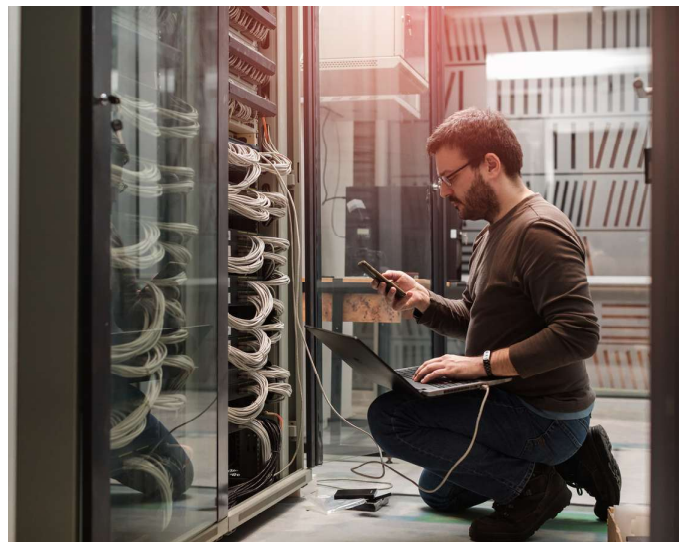
Every organization has the same argument. Operations says IT is slow and obstructive. IT says operations buys things without asking, then expects them to run by Monday. Without cooperation and a cohesive plan, needed technology gets delayed or compromised. The gap is not technical. It is trust, and it gets expensive fast: wasted budget, lost time, systems that underperform, and security risks nobody scoped.

Two weeks into my first IT job, in the early 2000s, the managed service provider (MSP) I worked for sent me three hours away to spend a weekend deploying a new practice management system at a skilled nursing facility: 200 beds, about 75 computers. The facility had worked with the vendor for seven months and signed the contract two months before go-live. Nobody looped in IT until the vendor and the facility administrator had already set the cutover date.

Once we looked, the gaps piled up: not enough drive space, an unconfirmed operating system and SQL version, missing prerequisites. The plan was a physical-to-virtual migration on the same hardware. I spent a day rebuilding a Redundant Array of Independent Disks (RAID) array, half a day backing up over a slow network, then wiped and reloaded.

When problems started, nobody on my team answered all weekend. At 2 a.m. Monday, after going most of the weekend without sleep, I emailed everyone that I was rolling back. That finally got a call.

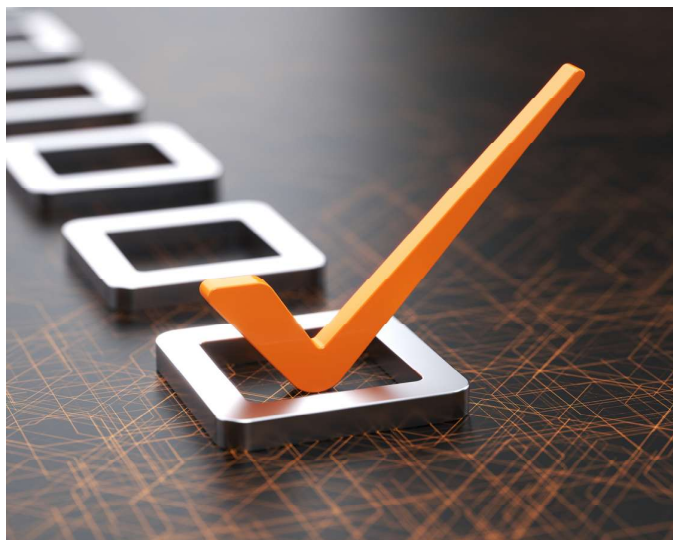
The server came up. Then logins failed. The software did not support a domain environment, which one question months earlier would have caught.



The vendor's answer was to pull the workstations off the domain, trading one outage for a standing hole in central authentication. We refused. Staff learned the Friday before that the system was changing. No training. Charting, prescriptions, admissions, and Medicare billing went to paper. After weeks of permissions troubleshooting, a forced vendor patch, and added modules nobody had scoped, the facility had a working system almost 60 days later.

We had no change control then, and none after. The National Institute of Standards and Technology's NIST SP 800-53, Revision 5 (2020), control CM-3 asks agencies to review a change for security and operational impact, document the decision, and test and validate before finalizing. One request form, one impact checklist, one test group of nurses, and a rollback plan would have caught every failure above.

Swap the nursing system for a CAD, call-handling, or radio-console project, and the story maps directly. Both environments run 24 hours a day, cannot stop documenting, and fall back to paper badly. In both, the people at the keyboard are the experts. And in both, every gap in the story is also a security gap: unverified prerequisites, workarounds around authentication, and a rollback improvised at 2 a.m. Bring IT into the first vendor demo. Bring telecommunicators into acceptance testing. Write down scope, impact, test, rollback, and communication. The Cybersecurity and Infrastructure Security Agency's (CISA, 2025) SAFECOM Lifecycle Planning Guide, refreshed in July 2025, offers checklists for every phase.



None of that is a process problem at heart. It is a culture problem. Trust between IT and the floor is built before the outage or the breach, not during it, in small habits that say we are on the same side. Invite IT to the meeting before the contract is signed. Invite the floor to the test before go-live. IT explains in plain language, shows up at the console, and treats "the old way worked" as useful information rather than resistance. Operations accepts that "we signed, make it work" is not a plan. Hold the review afterward without blame. Do that a few times and the argument I opened with starts to fade, because both sides have been in the room from the start.

Has this happened at your center? What changed afterward?

About the Author

Kerry Kier is the systems engineer for the Sacramento Regional Fire/EMS Communications Center and has supported 24/7 infrastructure for more than 20 years.

References

Cybersecurity and Infrastructure Security Agency. (2025, July 2). SAFECOM releases the Emergency Communications System Lifecycle Planning Guide Suite refresh. <https://www.cisa.gov/news-events/news/safecom-releases-emergency-communications-system-lifecycle-planning-guide-suite-refresh>

National Institute of Standards and Technology. (2020). Security and privacy controls for information systems and organizations (NIST Special Publication 800-53, Rev. 5). <https://doi.org/10.6028/NIST.SP.800-53r5>

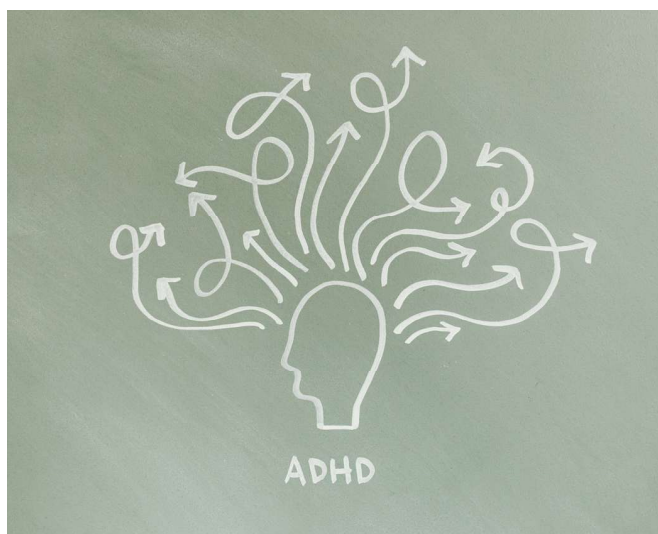
Health & Wellness

ADHD IN THE 9-1-1 CENTER

A Strength, Not A Setback

Alicia Williams, MA, RPL, CMCP | Phoenix Fire Department Regional Dispatch Center

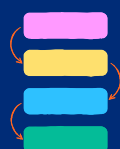
October is Attention Deficit Hyperactivity Disorder (ADHD) Awareness Month, and it's an important time to recognize how neurodiversity impacts our work in emergency communications. ADHD is often misunderstood as a challenge in highly structured environments, but in a 9-1-1 center, many of the characteristics associated with ADHD can actually become meaningful strengths.



As a 46-year-old woman who wasn't diagnosed with ADHD until age 40, I spent most of my 14-year career in dispatch, and now seven years as a supervisor, navigating its effects without knowing the cause. Looking back, many of the traits I once thought were personal quirks or struggles actually helped me perform under pressure. The rapid thinking, quick transitions between tasks, and ability to stay intensely focused during critical incidents weren't accidental—they were part of how my brain works.

People with ADHD often thrive in fast-paced, highly stimulating environments. Emergency communications demands rapid problem-solving and the ability to shift focus instantly as calls and priorities evolve. Hyperfocus can also be a powerful tool; during major incidents, many of us with ADHD lock in deeply, maintain strong situational awareness, and process large volumes of information efficiently.

To help dispatchers with ADHD thrive, centers can embrace strategies that support neurodiverse thinking:



Use structured workflows and checklists that reduce cognitive load.

Offer micro-breaks between intense calls to help reset attention.



Provide noise-reduction options or quieter spaces when possible.

Encourage personalized organization systems such as color-coding or visual task aids.



Foster open conversations about neurodiversity to reduce stigma and promote self-advocacy.

Emergency communications centers are strongest when they embrace diverse perspectives and cognitive styles. By recognizing ADHD as a potential asset and by supporting employees with simple, practical tools, we create teams that are more adaptive, resilient, and prepared for any challenge that comes through the headset.

Teammates *in Action*

A mother called 911 due to an unexpected loss of water at her residence. She had an infant who needed to be fed, but she had no access to water to prepare a bottle and no support readily available. There was no timeframe established for when the water issue would be resolved, so she called 911 for help.

Recognizing the vulnerability of the infant, Fleisha took immediate action beyond standard call handling. She located bottled water within the dispatch center and coordinated with a deputy to ensure the water was delivered directly to the residence.

Her quick thinking, compassion, and teamwork ensured the infant could be fed while the family was without water.



**FLEISHA
BARKS LOVETT**

Cannon County 911 Emergency Communications District | Tennessee

Teammates in Action Shine a Light on Your 911 Heroes!



Every 911 center has those teammates who make a difference - whether they handle a tough call with composure, jump in to help a coworker during a hectic shift, or show steady leadership when it's needed most. Now's your chance to recognize them! Nominate a dispatcher, call taker, supervisor, or manager who embodies teamwork and excellence for APCO International's Teammates in Action spotlight. Sharing these stories not only celebrates their dedication but also boosts morale, strengthens team pride, and reminds everyone that their work truly matters. Submit your Teammates in Action nomination today and help us honor the best in our 9-1-1 community!

<https://www.apcointl.org/membership/awards-recognition/teammates-in-action/>

Teammates *in Action*

Jessica Walters has demonstrated exceptional performance in multiple critical incidents, consistently going above and beyond the expectations of a Telecommunicator. During high volume call surges and rapidly evolving emergencies, Jessica stepped in without hesitation to stabilize operations, coordinate resources, and support both new and seasoned telecommunicators.

On several occasions, she assumed a leadership role during complex calls involving simultaneous medical, fire, and law enforcement responses. Her ability to maintain situational awareness, prioritize tasks, and provide clear guidance ensured that responders received timely and accurate information. Her awareness and compassion directly contributed to the smooth handling of back-to-back emergencies. Through each incident, Jessica demonstrated professionalism, sound judgment, and a dedication to service that exemplifies the highest standards of our profession.



JESSICA
ROBESON COUNTY 911 | NORTH CAROLINA
WALTERS

As a Communications Training Officer, Jessica consistently goes above and beyond the call of duty, demonstrating exceptional leadership, reliability, and dedication to both her team and the community we serve. Jessica is the type of professional who doesn't wait to be asked; she anticipates needs, solves problems proactively, and steps in wherever she's needed. Whether she is training new telecommunicators, supporting her peers during high stress incidents, or taking the lead during challenging shifts, Jessica's calm demeanor and deep knowledge set the tone for excellence in the communications center.

Her commitment to maintaining high standards is matched only by her compassion. She routinely checks on team members, offers guidance without hesitation, and ensures that everyone feels supported. Jessica's focus on teamwork, quality service, and operational readiness directly enhances our center's performance and the safety of our responders and community. Jessica embodies what it means to be a true teammate in action; dependable, motivated, and always willing to go the extra mile. Her daily efforts make a significant impact, and her leadership inspires those around her to be their best.

Upcoming Events



North Carolina APCO

2026

TELECOMMUNICATOR TRAINING SYMPOSIUM

November 9–11, 2026

Embassy Suites – Greensboro Airport

Training • Networking • Professional Growth

REGISTRATION NOW OPEN

Learn more and register at www.tcsymposium.org

Communications Training Officer Training

Great Trainers Help Build Great Dispatchers

Know someone who can turn a tough call into a teachable moment? APCO's Communications Training Officer (CTO), 6th Edition course is coming to Plainfield, Illinois, December 7–9, 2026. It's a chance for current and aspiring CTOs to sharpen the skills that help new telecommunicators grow from "Where's that button?" to "I've got this."

This three-day course covers how to prepare and motivate trainees, give useful feedback, document progress, and evaluate performance consistently. Participants will also explore the building blocks of a CTO program and take home practical tools, including daily observation report and trainee tracking templates.

When: December 7–9, 2026, 8 a.m.–5 p.m.

Where: Plainfield, IL

Credit: 24 CDEs

[Register Here](#)

Participants must have completed a formal, instructor-led 40-hour basic telecommunicator training program. View course details and register. If training the next generation of headset heroes is your thing, this one belongs on your calendar!

Register for the Public Safety Innovation Summit Featuring 5x5

Join us December 1-2 in Orlando, Florida, for the newest event in APCO's Summit Series: the Public Safety Innovation Summit featuring 5x5. Explore the full arc of public safety innovation — from emerging broadband capabilities to next-generation tools being developed and deployed today. Discover cutting-edge solutions, hear from industry leaders, connect with peers from across the profession and help shape the future of responder communications technology. Brought to you by APCO and the First Responder Network Authority, with technical contributions from National Institute of Standards and Technology's Public Safety Communications Research Division. Register now:
<https://apcosummits.org/innovation/registration/>



**Join us December 1-2
in Orlando, Florida!**

Secure your spot at
apcosummits.org/innovation



Member & Chapter Services

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Member & Chapter Services

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WORKGROUP ABBREVIATIONS

LMC - Life Member Content Working Group

NWG - Newsletter Working Group

PWG - Polls Working Group

TIA - Teammates in Action Working Group

TWG - Toolkit Working Group

WEB - Webinars Working Group