



APCO

MEMBER CHAPTER SERVICES Committee

Member Chapter Services Monthly Poll

This month's poll will be focused on Training. We request a member from each agency within your 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/MCSC032024Training>



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Membership Information

Member Type	2/1/2023	2/1/2024
Associate Members	1,581	1,590
Full Members	3,130	3,105
Full Group Members	8,217	8,746
Online Group Members	20,545	20,914
Commercial Members	345	356
Commercial Group Members	101	100
Total Number of Members	33,919	34,818
Total Number of Group Agencies	1,389	1,483
Commercial Groups	21	34

Committee Sign-ups

Committee Sign-ups for APCO International opened on February 1, 2024. Serving on an APCO International committee can be an excellent opportunity for you to get involved, contribute, and make a meaningful impact on the public safety communications industry. apcointl.org/CommitteeSignUp

Flash Day Is April 1!

It's no April Fools' joke—Flash Day is back! You'll save on your [APCO 2024](#) full conference registration for one day only, April 1. As a member you already save \$200 on your registration, but with Flash Day you can save an additional \$100.

If you are not currently a member, [join](#) on or before **April 1** to enjoy the full \$300 off.

For more information, visit apco2024.org/registration.

Cybersecurity Committee

Your 911 center has been a victim of a cyberattack, now what?

Cyberattacks have become more prevalent as time goes on. According to IBM, the average cost of recovering from a cyberattack in 2023 has increased 15 percent over the past 3 years to the tune of 4.4 million dollars. Although it is best to do everything in your power to prevent data breaches, it is imperative to have a proper response for when an attack occurs. The first step is to make sure you consult your cyber incident response plan. This document explains all the steps that need to be taken to mitigate the risk and contact the appropriate individuals that need to be involved in the response process.

Your information technology personnel should be at the top of this list. These experts should be able to identify the attack or consult someone who specializes in cyber incidents. Isolating machines on the network that were compromised is important to prevent the attack from spreading to any adjoining networks. This will most likely cause some network downtime and disruption but it's necessary on the road to recovery. Documentation is key when a cyberattack occurs, all steps taken should be notated as well as proper communication to those affected by the attack. Figuring out what data has been breached and/or lost is essential to determine the extent of the damage the cyberattack may have caused.

After determining what data has been breached, your agency may require communication to the public depending on your local laws. Consulting with your legal team will be necessary during this stage to determine your legal requirements. Work with your communications team to disseminate the necessary information to anyone who was affected by the breach including all stakeholders.

Finally, after all the dust has settled, make sure your documentation includes lessons learned from this event. Why the data breach occurred, how it was discovered, and the response taken to the attack are all essential to document, as it could prove useful to not only your operation in case of a future attack but could help to assist others if they were in a similar situation. Additionally, make sure your cyber incident response plan is updated accordingly, especially if any gaps were discovered during the process. It is unknown when the next cyberattack on your network will occur, so make sure you are always prepared!

Sources:

Cost of a Data Breach Report in 2023 - <https://www.ibm.com/reports/data-breach>

Data Breach Response: A Guide for Business - <https://www.ftc.gov/business-guidance/resources/data-breach-response-guide-business>

Submitted By: Chris Chandler

Awards Committee

The APCO International Awards Committee is encouraging all public safety agencies to consider nominating their outstanding Emergency Communications Center employees for any of the award categories this year. The committee recognizes that these employees play a vital role in public safety and is committed to honoring their excellence.

Emergency Communications Center employees are the first line of contact for people needing emergency help. They are responsible for assessing the severity of each call, dispatching the appropriate resources, providing pre-arrival instructions to callers, and ensuring vital equipment is working on a daily basis. They often work under extreme pressure and must make quick split-second decisions that can have life-or-death consequences.

Despite the challenges of their job, the dedicated ECC employees consistently demonstrate professionalism, compassion, and dedication to their communities. They are the unsung heroes of public safety, and they deserve to be recognized for their contributions.

The APCO International Awards Committee presents various yearly awards to recognize outstanding personnel in different categories. These awards include:

- Telecommunicator of the Year
- Communications Center Director of the Year
- Line Supervisor of the Year
- Trainer of the Year
- Team of the Year
- Radio Frequency Technologist of the Year
- Information Technologist of the Year
- Technology Leadership - Small Agency (1-75 employees)
- Technology Leadership - Large Agency (76+ employees)

The APCO International Awards Committee encourages all public safety agencies to nominate their outstanding employees/co-workers for these awards. The nomination process is simple and can be completed online:

<https://awards.apcointl.org/nominate>

Nominations will open on January 1st, 2024, and close on April 1st, 2024. All Award winners will be presented their awards at the APCO International Conference in Orlando, Florida, from August 4th through the 7th.

Awards Committee (continued)

Here are some reasons why agencies should nominate their outstanding personnel for awards:

- It recognizes the hard work and dedication of their employees. These employees often work long hours and deal with stressful and traumatic situations. Nominating them for awards is a way to thank them for their service and show their work is appreciated.
- It inspires others, and when they see their colleagues being recognized for their excellence, it motivates them to continue to do their best work.
- It raises awareness of the critical role that Emergency Communication Center employees play in public safety. Many people don't fully understand the challenges and responsibilities of a 911 center. Nominating their employees/co-workers for awards helps educate the public about our vital work within this industry.
- It encourages agencies to support dispatchers, call receivers, and technical staff. When agencies see that other agencies nominate their employees for awards, it conveys that supporting them is essential.

If you know an Emergency Communications Center employee who deserves to be recognized for their excellence, please consider nominating them for an award. It is a simple way to say thank you and show your support for these unsung public safety heroes.



Commercial Advisory Committee

Who Knew?

Did you know that APCO has a distinguished Presidential Award in honor of Jack Daniel for years of amazing service? This award recognizes exceptional accomplishments by a commercial member of APCO on a national or international level in the field of public safety communications. Jack was an exceptional leader as a Chapter Commercial Advisory Member of several chapters and International Commercial Advisory Council Chairperson. We will be sharing interviews from key industry leaders who knew and worked with Jack and how his extraordinary contributions lead to this award. Please see the first interview below!

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

The Jack Daniel Award of Distinction

The Jack Daniel Award of Distinction recognizes exceptional accomplishments by a commercial member of APCO on a national or international level in the field of public safety communications. This award honors the memory and legacy of the namesake who was instrumental to the growth and development of the commercial field within APCO. The Commercial Advisory Council (CAC) remembers Jack Daniel in this article through the words of his colleague and longtime friend, Gary Gray.

Gary sat down with Commercial Advisory Council's Joe Jackson (Sales and Licensing Associate with The Spectrum Firm) to talk about his experience working with Jack on the California Public-Safety Radio Association (CPRA, the Southern California Chapter of APCO). Gary is a 50-year CPRA member and remembers Jack with pride and fondness.

Joe: Tell us about Jack Daniel.

Gary: I first met Jack Daniel decades ago. Probably our first encounter was as a communications representative at Orange County Public Safety Communications. He was very kind, professional and very friendly. He was one of the most knowledgeable people that I ever met or knew.

Joe: From your perspective how did Jack impact APCO, and as a result our industry?

Gary: As with anything, Jack brought expertise, and enthusiasm for life and his profession. It always seemed like he gave his all. Our chapter [CPRA] was his home and he made us [the chapter membership] feel at home. He provided technical programs, conferences, presentations, and worked with the commercial community. He moved from assistant chair of the Commercial Membership to chair for several decades.

He also was a member of other chapters and supported their commercial members, including

Commercial Advisory Committee (continued)

supporting APCO International conferences. He was a mentor to other commercial members. He worked all over the country. He helped with APCO International and was involved with the Commercial Advisory Council.

Joe: What do you recall about Jack and his strong principles or beliefs?

Gary: Probably the strongest was that anything he did he had a strong professional outlook. He did not do anything that was unprofessional. He put on many programs and presentations that were uplifting and included non-technical and technical so that all people could understand the topics. He didn't talk down to people or talk over their heads. He spoke in a friendly and bright tone.

Joe: What is your favorite memory of Jack?

Gary: (Huge pause and emotion) When he was gone it was very emotional. It was after a CPRA meeting when he passed. I just really miss my friend.

Jack's contributions to the public safety communications commercial industry were extensive, positively changing the relationship between APCO's commercial members and public sector members. The CAC strives to continue his work by working closely with APCO to provide guidance and support, solicit new corporate sponsors, and promote commercial membership, among other initiatives.

If you would like to nominate someone who has made a great impact on the commercial side of APCO internationally, please send an email for more information to:

Tina Jackson at tina.jackson@thespectrumfirm.com



For more information on becoming a corporate partner visit...

<https://www.apcointl.org/community/commercial-community/corporate-partner-program/>

Teammates In Action



DAILY ACTIONS
BY HEADSET
HEROES.



WE'RE
WORKING TO
BRING THESE
MOMENTS TO
LIGHT AND
NEED YOUR
NOMINATIONS!

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

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

Teammates In Action (continued)



The Member Chapter Services Committee is pleased to announce our next recipients of the Teammates in Action Awards.

On September 11, 2023, what appeared to be a malicious attack on the REJIS system (a provider of data processing server and online information systems for law enforcement, prosecutors, courts, correctional institutions, probation, and parole agencies at the Federal, State, County, and local levels), agencies law enforcement printers were re-routed to Troop C. By doing so this accounted for over 120 agencies having their administrative messages, hit confirmation requests/responses forwarded to Troop C communications.

This situation went on for several days, which increased the workload on Troop C exponentially. Troop C maintained their normal duties along with reviewing numerous administrative messages and confirmation requests during already reduced staffing levels. Patrol personnel were also tasked with checking on individuals being released from holding facilities for outstanding warrants. Troop C went above and beyond their normal duties to assist local agencies during this shut down.

Please join us in congratulating, Assistant Chief Operator David Axelrod, Assistant Chief Operator Regina Cruise, Assistant Chief Operator Christopher Feilner, Communications Operator John Callihan, Communications Operator Trevor Dunn, Communications Operator Vincent Gasperson, Communications Operator Leslie Goedecke, Communications Operator Karen Olejniczak, Communications Operator Heather Thomas, Communications Operator Kayleigh Troske, Communications Operator (trainee) Rhonda Asmus, Communications Operator (trainee) Jennifer Durbin and Communications Operator (trainee) Nicole Wollbrinck. All of you handled a difficult and stressful situation like consummate professionals. Congratulations to you all on receiving the "Teammates in Action Award."

Thank you, Troop C, for all the help you provided to your surrounding law enforcement agencies.



Teammates In Action (continued)



The Member Chapter Services Committee is pleased to announce our next recipient of the Teammates in Action Award.

On December 1st, 2023, Telecommunicator Amy Wilson, of the Northwest Central Dispatch System in Illinois, answered a call for a subject with a knife at a residence. The caller was slurring their speech and was difficult to understand therefore officers were dispatched with the limited information that could be obtained. Amy was able to locate some history of previous police responses and quickly relayed that information to responders.

Police requested the parents of the subject exit the house and leave the caller inside. At this point there was conflicting information if in fact the subject was still armed. Upon the first units arrival all parties involved were exiting the house and it became clear that the initial caller was still armed.

The next transmission from officers was one she never wanted to hear. "Shots Fired send the fire department to the scene and have them expedite". Amy quickly sent more units and copied their locations along the perimeter and obtained mutual aid from other departments to assist with traffic and crowd control.

Amy remained calm, spoke clearly, and exemplified professionalism during a stressful and chaotic situation.

Thank you, Telecommunicator Amy Wilson for your commitment to professionalism and the safety of your responders.



Humor Under the Headset



A sculpture of a running horse was placed in a local park, and a dedication ceremony was held on a Saturday; Todd*, Chris*, & I were working in dispatch. About two hours prior to the ceremony, the coordinator of the event called 9-1-1 very distraught, because someone had placed a pile of feces on the ground behind the sculpture. He insisted that we send officers, detectives, and the crime lab, and that they take photos, measurements, DNA, etc. We told him that we would send an officer and that it would be the officer's decision on whether there would be any additional resources needed. He of course was not satisfied with that, as there would be numerous dignitaries attending the dedication ceremony; we told him that it would have to do, as we could not call in anyone on a Saturday without the responding officer requesting it.

After we got him off the phone & dispatched the officer, we immediately found the humor in the situation, and the obvious jokes & puns ensued from Chris & I. Note: Todd was well educated, had a very dry sense of humor, and seldom participated in such activities; but when he did, it was priceless. After the humor had seemingly run its course, Todd looked up from his newspaper and said, "Well, you know what they say..." Chris & I, in unison (knowing that this was going to be good), responded "No, Todd - What DO they say?" Todd replied, "Art evokes a visceral response..." and went back to his newspaper, while Chris & I almost fell out of our chairs.

*Names changed to protect the innocent.



MCSC Monthly Survey Results

In February's Member & Chapter Services Committee survey, we focused on National Public Safety Telecommunicator Week. We received 93 responses from 29 Chapters. The Chapters that responded were:

Alabama	Kansas	Pennsylvania
Arkansas	Kentucky	Tennessee
Atlantic	Michigan	Texas
Colorado	Mid-Eastern	Utah
CPRA (So. California)	Missouri	Virginia
Florida	Nevada	Washington
Georgia	North Carolina	West Virginia
Idaho	North Dakota	Wisconsin
Illinois	Oklahoma	Wyoming
Indiana	Oregon	

We asked you, "What funding sources do you utilize to pay for NPSTW?" All but one respondent answered, summarized below.

- Budgeted line item (48 responses) **52.17%**
- Collect funds from member agencies (6 responses) **6.52%**
- Collect local donations (18 responses) **19.57%**
- Donations from other departments, associations, and auxiliaries (27 responses) **29.35%**
- Grants (0 responses) **0.00%**
- Personal funds (59 responses) **64.13%**
- Seek sponsorships (5 responses) **5.43%**
- State Chapter (1 response) **1.09%**
- T-shirt sales (3 responses) **3.26%**
- Other (13 responses) **14.13%**
 - As a Chapter, we recognize the week on the website. Otherwise, it is left to the agencies to handle the recognition as they prefer.
 - Bake sales, dinners, candy bars, other
 - Comm Snacks – we manage the food products and use the profits toward NPSTW
 - Communications kitty
 - Funded by management
 - Fundraising sales of items
 - KenCom Cares raises money throughout the year with raffles and activities
 - Snack sales

MCSC Monthly Survey Results *(continued)*

In question #2, we asked, “Do you celebrate theme days? If so, what have been some of the staff’s favorite days in which to participate?” 66 respondents answered, summarized below.

- Beach (21 responses) **31.82%**
- Camo (7 responses) **10.61%**
- Carnival (8 responses) **12.12%**
- Collegiate (10 responses) **15.15%**
- Concert t-shirt (14 responses) **21.21%**
- Crazy hats, crazy socks (24 responses) **36.36%**
- Decades-themed (25 responses) **37.88%**
- Disney (13 responses) **19.70%**
- Dress down (30 responses) **45.45%**
- Farmer (6 responses) **9.09%**
- Formal/prom (5 responses) **7.58%**
- Friends (1 response) **1.52%**
- Law Enforcement/Public Safety (13 responses) **19.70%**
- Mardi Gras (5 responses) **7.58%**
- Monopoly (2 responses) **3.03%**
- Movie characters (8 responses) **12.12%**
- Murder mystery (1 response) **1.52%**
- Pajamas (27 responses) **40.91%**
- Pirates (2 responses) **3.03%**
- Red carpet (4 responses) **6.06%**
- Royalty (1 response) **1.52%**
- Sports-themed (32 responses) **48.48%**
- Superheroes (23 responses) **34.85%**
- Tacky (6 responses) **9.09%**
- Tie-dye (9 responses) **13.64%**
- Tourist (7 responses) **10.61%**
- Tropical/Hawaiian (20 responses) **30.30%**
- Twin/Matching (13 responses) **19.70%**
- Western (11 responses) **16.67%**
- Wizard of Oz (1 response) **1.52%**

MCSC Monthly Survey Results (continued)

- Other (19 responses) **28.79%**
 - A toast-to-you (champagne glasses and bubbles)
 - Dress as your spouse
 - Harry Potter
 - Nature code day
 - Outer Space
 - Second-hand dress a co-worker. Employees selected a second-hand outfit from a second-hand store and the co-worker had to wear it on the second-hand day.
 - We do not have theme days
 - We find the best participation comes with themes where staff does not have to spend much on an outfit or costume.
 - We have a morale team that we all put in ideas suggested by all employees. The Morale Team then chooses the Top 5. Once the top 5 have been chosen, we create a survey to send out to all staff members in the center. Everyone has the opportunity to vote for their favorite theme. We give everyone about two weeks to make their selections. At the end of the two weeks which theme has the most votes, we celebrate that theme the whole week of NPSTW. For example, this year our theme is Fiesta, We have Fiesta-themed shirts that we are selling for everyone to purchase. The funds that we raise from the shirts go back into our NPSTW Funds.

Question #3 asked, "How do you encourage recognition by your member agencies?" 80 respondents answered, with 13 abstaining. Responses are summarized as follows:

- Advocate, advocate, advocate! (56 responses) **70.00%**
- Call on friends, relatives, and significant others in the agencies for their support (9 responses) **11.25%**
- Communication is key – send emails, discuss in staff meetings, and post to social media or internal channels well before the event (48 responses) **60.00%**
- Coordinate for donations and include local public safety agencies and associations (22 responses) **27.50%**
- Host open house events to draw public interest (2 responses) **2.50%**
- Include the departments with invitations to awards banquets (10 responses) **12.50%**
- Involve your chaplain, volunteer programs, teen programs, etc. (4 responses) **5.00%**
- Reach out to local elected officials and the media for recognition throughout the week (21 responses) **26.25%**
- Send blank cards for staff at public safety agencies to sign (5 responses) **6.25%**
- Utilize focus committees or awards committees to spread the word (7 responses) **8.75%**
- Other (12 responses) **15.00%**

MCSC Monthly Survey Results (continued)

- Monthly reminders to our administrative board and user meetings
- Work with our PIO to reach out to partner agencies to video take appreciations for staff throughout the week.
- Record “thank you” videos.
- Forms are provided to field personnel to submit nominations for the People’s Choice Award.

In question #4 we asked, “Do you usually provide a gift(s) during the week?” 90 respondents answered, with three skipping the question. Answers are summarized as follows:

- Yes (86 responses) **95.56%**
- No (4 responses) **4.44%**

Question #5 asked, “Which gifts have been a big hit with staff?” 91 respondents answered, with two skipping the question. Responses are summarized as follows:

- Agency-branded items (38 responses) **41.76%**
- Backpacks (27 responses) **29.67%**
- Beach towels (1 response) **1.10%**
- Beanies (13 responses) **14.29%**
- Blankets (26 responses) **28.57%**
- Car wash tokens (0 responses) **0.00%**
- Catered meals (35 responses) **38.46%**
- Challenge coins (28 responses) **30.77%**
- Electronics chargers (6 responses) **6.59%**
- Food (any kind!) (58 responses) **63.74%**
- Gift cards (40 responses) **43.96%**
- Gym Bags (10 responses) **10.99%**
- Headset bags (24 responses) **26.37%**
- Hoodies (19 responses) **20.88%**
- Lottery tickets (9 responses) **9.89%**
- Lunch boxes (18 responses) **19.78%**
- Mugs (26 responses) **28.57%**
- Personalized items (32 responses) **35.16%**
- Shadow boxes (1 response) **1.10%**
- Spillproof cups (28 responses) **30.77%**
- Sweatshirts (9 responses) **9.89%**

MCSC Monthly Survey Results (continued)

- Tablets (0 responses) **0.00%**
- Televisions (0 responses) **0.00%**
- Totes (20 responses) **21.98%**
- Travel vouchers (0 responses) **0.00%**
- T-shirts (37 responses) **40.66%**
- Tumblers (32 responses) **35.16%**
- Umbrellas (1 response) **1.10%**
- Other (13 responses) **14.29%**
 - Coffee vouchers
 - Dispatchers are able to pick anything from a catalog
 - Fidget toys
 - Jacket
 - Laptop bag
 - Sausage cooker
 - Themed packages

In question #6 we asked, “How else do you celebrate NPSTW?” 89 responded, with four not providing a response. Responses are summarized as follows:

- Adopting a department from another state by sending gift baskets with items from your agency or state (7 responses) **7.87%**
- Allowing the telecommunicators to participate in the planning, if possible (45 responses) **50.56%**
- Catered meals (50 responses) **56.18%**
- Creating a game for prizes by posting baby pictures or pet pictures on a bulletin board for correct guesses (43 responses) **48.31%**
- Creating a theme for the week with events, food, games, etc. built around it (43 responses) **48.31%**
- Creating a video montage of people from the community, other departments, supervisors, etc. saying “thank you” (3 responses) **3.37%**
- Dessert deliveries (23 responses) **25.84%**
- Enroll staff in a virtual 6-week wellness course for first responders that provides training on navigating adversity which will provide recognition and investment in the organization's greatest asset – them! (0 responses) **0.00%**
- Food deliveries (45 responses) **50.56%**

MCSC Monthly Survey Results (continued)

- Games for prizes: bingo, punch boards, raffles (42 responses) **47.19%**
- Granting three wishes (within reason!) (0 responses) **0.00%**
- Handing out booklets with notes of appreciation from coworkers or “coworker kudos cards” (7 responses) **7.87%**
- Have officers and/or firefighters decorate dispatch (1 response) **1.12%**
- Have the city or county display a large banner in a high-traffic area of town (3 responses) **3.37%**
- Hold a banquet or award ceremony (7 responses) **7.87%**
- Hold an open house for the public to come and tour the facility (0 responses) **0.00%**
- Invite telecommunicators and their families to shift appreciation meals (5 responses) **5.62%**
- Knowing that no matter the size of the agency or budget, finding a way to say thank you goes a long way (32 responses) **35.96%**
- Paying it forward to agencies that don’t celebrate (5 responses) **5.62%**
- Personalized gift bags (18 responses) **20.22%**
- Proclamations from City Councils, County Commissioners Courts, or Governor’s Offices shared with other departments and the media (42 responses) **47.19%**
- Recognizing up the chain, not just down the chain (9 responses) **10.11%**
- Set up a food bar each shift: taco, baked potato, nacho, hotdog, sundae, popcorn, and candy (37 responses) **41.57%**
- Social media posts from the department or city pages (49 responses) **55.06%**
- Write articles for the local media to run a personal interest story or series (6 responses) **6.74%**
- Other (8 responses) **8.99%**
 - Adopt a dispatcher
 - All other answers were included in prepopulated 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 Telecommunicator Training. Please visit:

<https://www.surveymonkey.com/r/MCSC032024Training>

Upcoming Conferences



2024 Michigan Public Safety Telecommunications Conference



SAVE THE DATE
May 20th - May 23rd
Muskegon, Michigan



Keynote Speaker
Bo Guvner-McGowan

#MPSTC2024

2024 Michigan Public Safety Telecommunications Conference



SAVE THE DATE
May 20th - May 23rd
Muskegon, Michigan



Keynote Speaker
Kim Turner

#MPSTC2024

2024 Michigan Public Safety Telecommunications Conference



SAVE THE DATE
May 20th - May 23rd
Muskegon, Michigan



Keynote Speaker
Halcyon Frank
"Be an Encourager"

#MPSTC2024

2024 Michigan Public Safety Telecommunications Conference



SAVE THE DATE
May 20th - May 23rd
Muskegon, Michigan



Keynote Speaker
Renee Thorton

#MPSTC2024

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