

# APCO

## MEMBER CHAPTER SERVICES Committee



Hope  
To  
See  
You  
There!

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## Membership Information

Member Type	06/01/2020	06/01/2021
Associate Members	2,496	2,438
Full Members	4,314	4,165
Full Group Members	8,362	8,234
Online Group Members	18,542	20,258
Commercial Members	480	460
Commercial Group Members	150	215
<b>Total Number of Members</b>	<b>34,344</b>	<b>35,770</b>
Total Number of Group Agencies	1,224	1,290
Commercial Groups	40	50

### [Teammates in Action - APCO International](#)

In our profession, we often see examples of dedicated professionals going above and beyond the call of duty and the ProCHRT committee wants to recognize these teammates on a national level.

APCO is looking for nominations for Teammates in Action. We want to recognize individuals who go above and beyond for public safety. Nominate them at <https://www.apcointl.org/apco-membership/recognition/teammates-in-action/>. All needed information is available on the website.

[www.apcointl.org](http://www.apcointl.org)

## Commercial Corner

Announcement from the CAC– Bill Behar

Hello Chapter Officers,

We are excited to announce that the Commercial Advisory Council (CAC) will be having our annual CAC CCAM (Chapter Commercial Advisory Members) breakfast at APCO 2021 in San Antonio this year on August 18<sup>th</sup>. Chapter CCAMs and two chapter officers are invited. The event begins at 7:30 a.m. with breakfast and presentations on Collaborative Focus and Engagement at the Forefront of your Chapter. There will be time to interact with other chapter officers and the CAC members to share in what is working for your chapter and how can we help you. We truly believe that we are better together!

Please RSVP to Bill Behar at [billb@comelectronics.com](mailto:billb@comelectronics.com) // (940) 231-0655 or Tina Jackson at [tina.jackson@thespectrumfirm.com](mailto:tina.jackson@thespectrumfirm.com) (858) 484-8502 by July 30th so that we have you and your chapter represented.

Commercial Members interested in becoming part of the CAC find out more here [Nominations](#).



## Member Services

APCO Member Services is seeking ideas or tools that Chapters could benefit from for recruiting. The majority of APCO members join for the Chapter benefits, not the National benefits. Member Services wants to support and help promote the Chapters to encourage recruiting.

- Do you have a strong recruiting program? .
- What makes it successful?
- If you are struggling, what tools can APCO provide to help you?

Please share any suggestions or feedback with your MCSC Representative.

## ProCHRT Committee

Please complete the short survey on behalf of the APCO ProCHRT Committee and the Chapter Resources

We will hold a Chapter Resource meeting on Sunday, August 15<sup>th</sup> 2021 at the Grand Hyatt Hotel, Crockett C-D Fourth Floor from 1500-1600 CDT. We look forward to having each chapter represented.

[survey.alchemer.com/s3/6394078/...](https://survey.alchemer.com/s3/6394078/...)

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The Emergency Communications Center (ECC) Crisis Response Task Force Work Group was tasked for the 2020-2021 year to review the [preparation manual](#) and make necessary changes to keep the document alive. At the beginning of the committee year, we were assigned to read over the preparation manual and make notes for items we would like to change. As we began to have virtual meetings, the pandemic became more deadly, and drastic measures had to be taken to ensure safety of ECC staff. It quickly became a top priority for the ECC Crisis Response Task Force Work Group to include guidelines on dealing with public health emergencies as it was new for many agencies to handle. This Work Group went over the entire manual in detail and identified several additional opportunities for enhancement. For example, we added recommendations on additional ways to ensure smooth operations during an active assailant incident and stress management techniques. We made approximately 2-4 pages worth of changes to the preparation manual. I am extremely proud of this Work Group and everything that we accomplished during this year. We have left this preparation manual in a great place for agencies to use as a guideline when making policies and procedures. This document will continue to be a living and breathing document for years to come. Thank you to everyone that helped make this year possible as a Committee and Work Group. The 2019 version of the preparation manual is available [here](#). An updated version of the preparation manual will be available on APCO's website soon.

## Kansas APCO Conference



**KANSAS APCO** + **KANSAS 911 COORDINATING COUNCIL**

We can't wait to see you in person at  
**APCO'S FALL 2021 CONFERENCE**  
NOVEMBER 8-10 IN MANHATTAN

# FLASH DAY SEPTEMBER 1ST

KEYNOTE SPEAKERS

**ADAM TIMM**  
&  
**ANA CHRISTINE HICKS**

Follow us on Facebook @ Kansas Chapter of APCO for information and updates. Or check out our website [ksapco.org](http://ksapco.org)

## N. Carolina Training Symposium



**North Carolina APCO**

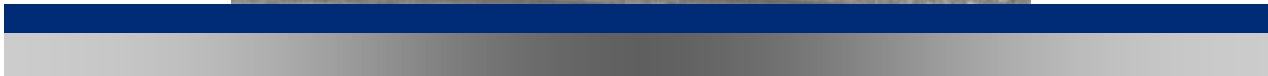
**2021 TELECOMMUNICATOR TRAINING SYMPOSIUM**  
October 4-6, 2021 | Greensboro, NC

# Early Bird Registration

is now open for the  
**2021 NC APCO Telecommunicator Training Symposium!**

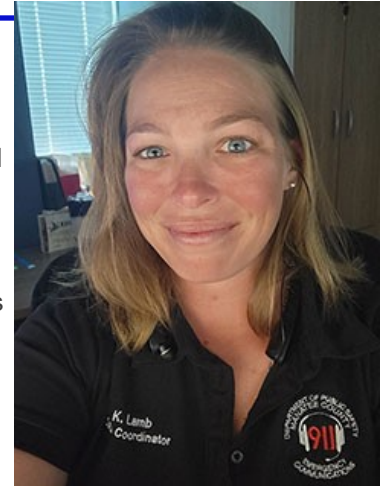
**Register before July 31, 2021 and SAVE \$25!**

[www.tcsymposium.org](http://www.tcsymposium.org)



## Young Professional Spotlight : Kyra Lamb– Lauren Larson

Kyra Lamb worked for Manatee County Emergency Communications, Florida, as a dispatcher for five years before becoming the 9-1-1 Database Coordinator, which still includes actively taking 9-1-1 calls. She was nominated by her agency to be featured by the APCO Young Professionals Committee for being a “spark plug” and always giving 110% in her performance. While working as a call taker she had a thirst for knowledge, taking on extra duties such as addressing, maintaining CAD information, and other databases. This made her the most qualified candidate for Manatee County’s 9-1-1 Database Coordinator. While learning all of this, she was also studying for the NENA ENP Exam, which she passed.



Kyra came from a public safety family and learned from an early age she could handle stressful situations well while being in them. She says it was “pure luck” to get a position in dispatch by coming across a listing at a temp agency. The previous data coordinator began to teach her another side of how 9-1-1 works and she attained her new position of maintaining the databases that dispatch uses when the former coordinator was promoted.

On a typical work day, she is “all over the place.” She begins with MSAG requests, adding new address points that will help create the map for all first responders, and grabbing 9-1-1 call recordings. She is also involved in creating the new CAD system and Vesta (phone) system layout. Other typical daily tasks include adding special information to the CAD for addresses, pulling reports for 9-1-1 call statistics, while assisting the 9-1-1 floor with any calls in queue.

When asked about her unique contributions, Kyra said “I believe in bringing everyone that may have any involvement in dispatch, field responders and IT together so that they can create a better future and improve the incident all around. Also, being there to listen to anything someone needs to discuss.”

Kyra said there are “absolutely” lessons where young professionals can become stronger by learning from previous generations. “The newest and latest technology is outstanding,” she said. “But we



## Young Professional Spotlight (continued)

must remember how easily technology can fail us. Learn where your responders' stations are and who has better access to that general area, as well as trying to figure out what the responder may request in special cases before they ask for it."

She also believes young professionals have something to contribute to veterans. "Young professionals should bring any ideas on how to advance the technology we have. Currently we have Next Generation 9-1-1 on our heels and though we are moving through the challenges, I believe we can improve it further with fresh and open minds."



In her time with Manatee County, she has seen a number of changes. "Seven years ago, we started to accept the text messages through our 9-1-1 phone system, a non-integrated platform, to better assist with cell locations and additional patient information from just the cellphone," she said. "Now Next Generation core services allow us to receive calls over the internet instead of hard-wire lines. In the future I see us being able to route our units turn by turn with live traffic updates, receiving pictures and videos of exactly what is going on. I currently work as a part of a real-time transcription program that will allow center supervisors to see a live 9-1-1 call in text and later go back and listen to the call."

Her advice to those new to public safety telecommunications? "Never stop learning. Each day you can learn something new or reteach yourself the old way but at a better pace. Learn your service area so that you aren't always relying on the technology."

Given a chance to speak to everyone in the profession, she would say, "Each day you come into your position remember to smile, learn, and express your ideas in what you believe can be improved. Provide the best service you can to your community and never allow yourself to feel stuck. Take in the changes and challenges of your position to help create a better you and the profession you're in."

[Nominate a young professional](#) to be spotlighted next.

## Bylaws Committee

The Bylaws Committee has been very active this committee year thanks to the Chapter Boards who have submitted their Bylaws and Policy Manuals for review. At the close of this committee year, we will have successfully completed six reviews for Chapters and maintained APCO International Bylaws and Policy Manual documents so that they are updated and current, and are posted on the APCO International website.

The Bylaws Committees charge is to review Chapter documents for consistency – formatting and recommendations. We don't write your Bylaws or Policy Manuals for you, but we can give you a template to follow and assist you in "filling in the blanks." With all the changes that occurred with COVID-19 in how we conduct meetings and conferences, have you reviewed your documents to cover Force Majeure – Teleconferencing – Electronic Elections? We have recommended language and formatting for that!

As a board officer you want to ensure that certain powers and duties of your board are established and delineated, your Policy Manuals are the details, and you want to make sure there are no conflict between the two. Maybe for an agenda item on your next call, or if you have a Bylaws/Policy Manual Committee maybe you will consider 2021/2022 to be the year that you dust off those documents, do your updates and send them along to the Bylaws Committee for a review and recommendation.

Inquires can be sent to either myself or our Vice-Chair Kathy Pompeo (emails: [maureen.will@newtown-ct.gov](mailto:maureen.will@newtown-ct.gov) or [Kathryn.Pompeo@kingcounty.gov](mailto:Kathryn.Pompeo@kingcounty.gov) )

## Illinois APCO/NENA Conference





## Idaho PSAP Conference

**SAVE THE DATE!**

Featuring Keynote Speakers:  
Michelle Lilly, PhD. - Current Research Evidence on Health in 9-1-1  
Kyle Plush Answer the Call Foundation - Be Your Best Self

Breakout Sessions:  
"Individual & Organizational Interventions For 9-1-1"  
"Customer Service Round Table"  
Technical/Technician Sessions  
"Leading The Toxic Employee"  
"Court Room Testimony"  
And More!

**October 18 - 20, 2021  
Boise, ID**



## Georgia APCO/NENA Fall Training Workshop



### **Georgia APCO/NENA Fall Training Workshop September 7 – 10, 2021 Villas by the Sea – Jekyll Island GA**

The Georgia Chapters of APCO and NENA are proud to host the 2021 Fall Training Workshop on September 7 – 10, 2021. Join us at Villas by the Sea on Jekyll Island for a great training and networking opportunity in a relaxing environment.

Registration is only \$75.00 for the entire Workshop! Day passes are available for \$35.

Visit [www.gaapco.com](http://www.gaapco.com) and click on 'Training' for more information.



## APCO Announcements



### APCO 2021 Early Bird Closes July 16

Save \$50 on conference registration with the early bird rate – ends on July 16. And don't forget as a member you receive a \$200 discount on registration rates. If you haven't yet booked your hotel, don't wait since housing closes July 16 as well.

We look forward to seeing you in San Antonio August 15-18!

### Volunteer at APCO 2021!

We're still looking for volunteers for APCO 2021! As a conference volunteer you can earn a free day pass for each four hour shift you work. The first 200 people to sign up will earn \$100 towards your chapter and you get an awesome official APCO 2021 volunteer T-shirt.

### Nearly \$100k in Scholarships Awarded for Professional Development

Scholarships are awarded annually through Silent Key and Commercial Advisory Committee (CAC) donations. This year, close to \$100,000 was awarded to association members to participate in APCO courses and professional development programs.

The awards were given to members at all levels of the industry and may be used toward any of APCO course offerings, including the [CPE and RPL Programs](#).

Congratulations to this year's scholarship award recipients. And many thanks to the APCO Institute Advisory Committee members who spent countless hours reviewing and scoring all applications that were submitted this year. And thank you to the following companies for their support of the scholarship program: Motorola Foundation, Intrado, Inc., Comtech Safety & Security Technologies and RapidSOS. The application period for next years scholarship program opens January.

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