APCO MEMBER CHAPTER SERVICES Committee



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Public Safety Telecommunicators Help Rescue Child Stolen by Non-Custodial Parent

Taken from PSC Online

During National Public Safety Telecommunicators Week, the National Center for Missing & Exploited Children (NCMEC) recognizes those who save lives in times of crisis and raises awareness of the hard work and dedication of public safety telecommunicators.

On February 21, 2021, at 4:00 p.m. the Glendive (MT) 911 Communications Center sent a multi-state message from the Glendive Police requesting law enforcement agencies attempt to locate a child abducted by a non-custodial parent in a stolen vehicle possibly en route to California. The Idaho State Police (ISP) Regional Communications Center (RCC) South in Meridian broadcast the information to the Pocatello and Idaho Falls areas, and ISP Troopers in Pocatello began expanding their search toward the Idaho-Utah border.

The Glendive Police established cell phone contact with the suspect and ISP RCC South pinged the phone to learn its location and update responders. ISP Sergeant David Noyes located the vehicle near the Utah border at 7:55 pm. Quickly thereafter the vehicle was stopped, the child safely rescued, the stolen car recovered, and the suspect taken into custody.

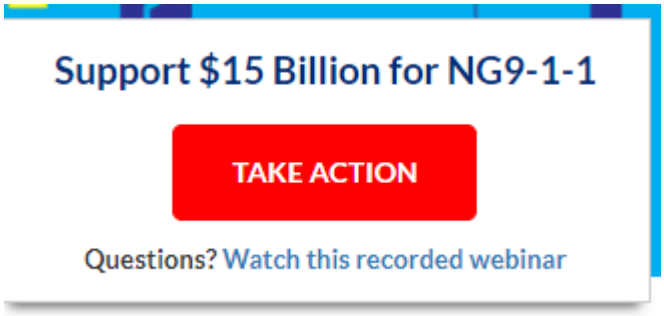
The Glendive Police and 911 Communications Center, Idaho State Police Regional Communications Center and Troopers, and Box Elder (UT) Sheriff's Office communicated and coordinated with each other, resulting in the swift, successful rescue of the missing child. Learn how your agency can join the ISP RCCs as members of NCMEC's Missing Kids Readiness Program.

NATIONAL CENTER FOR MISSING & EXPLOITED CHILDREN®
www.missingkids.com



Membership Information

Member Type	04/01/2020	04/01/2021
Associate Members	2,368	2,251
Full Members	3,132	3,883
Full Group Members	6,922	7,015
Online Group Members	18,589	19,145
Commercial Members	462	424
Commercial Group Members	79	202
Total Number of Members	33,552	33,920
Total Number of Group Agencies	1,172	1,254
Commercial Groups	33	47



A major infrastructure package was introduced in Congress - the LIFT America Act - that includes $15 billion in funding for Next Generation 9-1-1. Use this interface to send letters to your governor and U.S. Representative asking for their support. A future advocacy campaign will target the U.S. Senate when the timing is appropriate.

Clicking on the Take Action button will allow the user to send a letter based on their address. The Webinar is also available to see what the Act is about and answer some questions.

Commercial Corner



Commercial Members

If you are a motivated and engaged Commercial Member of APCO and would like to help make the Association even better, we encourage you to become involved in the Commercial Advisory Council (CAC). Nominations are currently being accepted.

The Nominations Committee will review the background, industry segment, and geographical area of the nominees and then recommend a slate of nominees to the CAC. Voting on all nominees will occur at the Annual CAC Meeting, at the Annual Conference in San Antonio. If you are interested, please apply now.

The CAC also has a new Associate Membership option that is a non-voting, 1-year term position, intended for potential new CAC members to get their feet wet!

To nominate yourself or another, complete the nomination form at the following website: https://www.apcointl.org/apco-commercial-community/commercial-advisory-council-cac/cac-nominations/#cacform.

Information required for the nomination form:

1. Nominee's name and contact information (phone, email, and USPS mail address).
2. The name of the nominee's Company AND any parent company. CAC rules provide that only two members of any company or subsidiary may serve on the CAC at any given time.
3. Nominee's APCO Membership Number and the APCO Chapter(s) in which membership is held.
4. A general description of the nominee's interest in serving on the CAC and how the nominee's participation would help broaden or strengthen the CAC.
5. A letter from the nominee's local Chapter recommending you for service on the CAC, (optional).

If you have any questions, please contact:

Holly Blanks, CAC Nominations Committee Chair
hblanks@pulsiam.com
(310) 691-8126

Tina Jackson, CAC Member
tina.jackson@thespectrumfirm.com
(858) 484-8502



By: Tina Jackson of The Spectrum Firm

Chapter Officer Toolkit

Virtual Conferences

Virtual meetings and conferences have become altogether too common. This new frontier has led to virtual chapter meetings and/or conferences. MCSC was grateful to the Colorado Chapter, and Jennifer Kirkland, for presenting some lessons learned from their Virtual Conference.

APCO has also identified a way to send promotional items directly to your attendees. Items can be purchased with your logo and sent out. You can find the promotional items link, presentation, as well as the Virtual Conference Guide, in the Chapter Officer Toolkit under Chapter Events. https://www.apcointl.org/apco-membership/chapters/chapter-officer-toolkit/

We are actively seeking information to distribute to other chapters. Do you have something you are willing to share? Please send it through your MCSC Representative.



ProCHRT Committee

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.

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.

www.apcointl.org



North Carolina APCO/NENA Conference



North Carolina APCO invites you to join us for our **Virtual NC Public-Safety Comunications Conference, May 3-5, 2021**! Registration is **FREE** for all attendees and will be available in early April by visiting ***www.nc911conference.com***.

Wisconsin APCO/NENA Conference

WIPSCOM, a partnership of WI-APCO and WI-NENA, is holding their annual conference May 11th and 12th at the Kalahari Resort and Conference Center Wisconsin Dells. “New Year, New Destination; NG911” details and registration are at www.wipscom.com.

Historical Committee

APCO History Is It's PEOPLE

This article is about APCO history, but as you begin to read you may wonder "where's all the memorabilia, books and banquet photos"? If that's what you are looking for, this ain't it. The past 12 COVID-laden months have been the weirdest I've ever lived through; I bet many of you would agree. So, talking about things and stuff seem less important than talking about the people who dedicated a chunk of their lives supporting public safety communications through membership and service to **APCO**. This article is a snapshot of APCO history through its people. That includes the visionaries from the first APCO meeting who took on the FCC to reserve radio spectrum, and those who kept the light burning by patiently fighting for P/25 standards or NextGen 9-1-1 systems, and who continue to do so, making history along way.

People. History. You:

If you work in the field of emergency communications, you have already made history. You may be answering calls or dispatching units or managing call centers. You may be designing radio systems, working with regional planning committees or with the FCC. You may be maintaining wide-area systems and 911 networks or training the next generation of emergency communicators. You may be an engineer with an equipment firm. If you are a member of APCO, or a family member of someone who is, you have already contributed to APCO history.

I won't run through a timeline of all APCO's industry-changing people, but I will take author's license to point out some history makers along the way. I have asked members of the APCO Historical Committee to make some recommendations of people in their chapters who have made a difference and will call them out here. I cannot possibly catalogue all the game changers or history makers, but I hope that these snapshots of a few dedicated and brilliant APCO members will serve as emblematic contributors to the thousands of members as a whole. These super-dedicated individuals did not seek recognition for their work. Some of these names may be familiar to you, because if you have been a part of the organization for a while, you have heard the names time and again.

The name Everett Fisher may not be recognizable to you; frankly, it did not ring a bell with me initially. But to APCO, Sgt. Fisher of the St. Louis Police Department was our founding father. He served as the first acting president of a foundling organization whose primary mission was to develop a radio plan for "inter-city" use and to solicit cooperation from the FCC in securing adequate radio spectrum to make this happen. The first convention took place in St. Louis, Missouri in January 1935 and over the course of four days counted 25 members, as well as seven equipment manufacturers and eight "others" including the FCC and FBI. There were committees established including Technical Standards. By taking this first step to improve base-to-mobile radio communications and drawing up an organizational constitution, these visionaries kicked-off APCO.

Since then, the Association has grown by leaps and bounds, and through it all has created a wealth of accomplishments all made possible by its members, its history-makers.

Historical Committee (continued)

Linda (Lin) Hardy Ford hails from the North Carolina Chapter, and has dedicated her emergency communications career to the City of Greensboro, North Carolina Police Department. Lin served the North Carolina Chapter Executive Board and ran through the ranks to Chapter President. Lin participated in the Chapter as Secretary/Treasurer, worked on numerous other Chapter committees, and served on the APCO National Executive Council. Lin recognized the value of preserving the organization's history as NC Chapter's first Historian. She has served on several National APCO committees including the Historical Committee which she co-chaired. Lin was instrumental in establishing the online Virtual Museum on the organization's website. She is a proud APCO Life and Senior Member. For thirteen years, from 1984 to 1997, Lin authored a monthly column for the APCO Bulletin entitled "Hardy Historicals." Now that's making APCO history!

Robert Schlieman is a name familiar to the tech-heavy portion of our organization. Hailing from Colonie, NY, the Atlantic Chapter is fortunate indeed to have a brilliant mind such as Bob's engaged in the business of all-things RF! To catalogue all of Bob's activities would fill a page, but his work in the field and the Association saw him immersed in technical subcommittees looking at 800 MHz P/25 and narrow banding standards for 700 Mhz. He was a leader at the Region 30 Planning Committee, a stalwart at the New York State Police radio engineering office and a principal member of the P/25 Steering Committee. He wrote articles, was active in his Atlantic Chapter and received the highly prestigious Art McDole Award from APCO in 1998 (along with another APCO luminary, John Powell from the California Chapter. Through his analytical mind and passion for seeing things done right, Bob made his mark on APCO history. Bob is a Senior and Life member of APCO.

Shirlene Skipper has been with APCO "forever"! Shirlee is the Director at the Sumpter City, SC Communications, and among the many hats she wears, Shirlene is the Secretary/Treasurer of the South Carolina Chapter and more importantly the heart and soul of their Board. She has been instrumental in soliciting participation between PSAPs and industry partners to build better cooperation. She leads conference and registration planning and was instrumental in convening joint conferences with APCO and NENA. Most importantly, Shirlene has seen the value of working together for the common good and leads by example, emphasizing networking and relationship building. History is replete with those who can bring people together and SCAPCO is grateful and blessed to call Shirlene one of their own!

Michael Mangini is an APCO stalwart, and by any other name an industry legend. Michael has been a Commercial member since 2001, but his history with APCO goes back to the 1980s as Superintendent for Boston EMS Telecommunications and Dispatch Operations for 15+ years. Michael is a highly-engaged member for the Atlantic Chapter and served on the International Executive Council for many years. Michael also served on numerous APCO International committees, as well as the CAC, and he chaired the 2000 International Conference in Boston. But most important to history, Michael is considered that voice of reason in the industry, and he has been a fierce

Historical Committee (continued)

advocate for doing the right thing for APCO members and for the public safety profession he so proudly serves. A specialist in 911 technology, he has played roles in developing and advocating for advancements in the field his entire career. He has received numerous national awards for his work and commitment. He has served as technical advisor and sage council to hundreds of people from frontline dispatchers to industry giants. He epitomizes what it means to be a committed member of this Association. Michael Mangini: APCO Senior member, Life member, and my personal hero.

If this small list looks incomplete – you betcha! We already know there are thousands of APCO members all making history. But if you want to have a peek at the other movers, shakers – the ULTRA-HERO's of our organization, look no further than the roll call of APCO Life Members at https://www.apcointl.org/apco-membership/recognition/life-members/. These folks have given a large part of their lives working with the organization and with all of you. They have been association presidents, technical frontrunners and boots-on-the-ground members of their Chapters who have contributed tirelessly on a local level and then stepped forward to demonstrate leadership and commitment to serve on national committees.

Life Member = APCO Hero.

At its most personal, APCO history is alive and living in the families and citizens who have benefited because of your participation in the field of public safety communications and by taking the step to become an APCO member. For all the monumental, indeed lifesaving measures that APCO has been influential with over the decades, people had to show up and do the work. APCO history starts, and ends, with its people.

What about you? You've already made history by being an APCO member. Can you put your best foot forward and make a difference in the Association? History is counting on you!

C. Blair Sutherland is a member of the Historical Committee, past president of APCO-Atlantic Chapter, an APCO Senior member and the retired Director of Telecommunications at the Massachusetts State Police. He now consults in the field specializing in telecommunications, interoperability, and unified command. cblairsutherland@yahoo.com

APCO Announcements

Submit Your Application for the Next CPE Program

Don't miss the deadline, May 15, to be considered for the next Certified Public –Safety Executive (CPE) class, which begins in July 2021. Learn more

Upcoming Webinar

Securing Next Generation 9-1-1 Infrastructure

May 19 | 1:00 - 2:00 p.m. ET | Free for members | Worth 1 CDE

This webinar explores ways to apply a cybersecurity framework to the Next Generation 9-1-1 world.

Register

Sponsored by Comtech Safety & Security Technologies

Exciting Updates for APCO 2021

Register now for APCO 2021 so you don't miss out on all of the events and sessions this year's conference has to offer:

- Opening General Session featuring Admiral William H. McRaven, USN (Ret.).
- Distinguished Achievers Breakfast featuring Robyn Benincasa, The Adventurer Who Inspires (tickets must be purchased separately).
- Food for Thought Luncheon featuring Mike Robbins (tickets must be purchased separately).
- Everything is bigger in Texas! We'll celebrate the APCO Block Party at the biggest SeaWorld park in the country.

The APCO 2021 t-shirt design contest is open until **May 3**. We are looking for an original design that incorporates San Antonio and/or the state of Texas, and the spirit of APCO International and emergency communications. Learn more

Register for Virtual Nexus & Leaders Awards

Experience the emergency communications center of the future from the moment a 9-1-1 call comes in. Nexus takes real-life scenarios from mass casualty incidents to combined cyber/physical attacks and focuses on the communications between dispatchers and responders. Register now for the virtual event taking place **May 26-27.** Check out the schedule of events now and keep an eye out for more program details in the coming weeks.

APCO will also host the Public Safety Communications Leadership in Policy Awards virtually on **May 26**. The event is free for all. Visit the website to check out this year's winners and register to attend the awards ceremony.

APCO Announcements (continued)

Women in Public Safety Communications: Renee Gordon

We reached out to women in public safety leadership roles to discuss the challenges they've faced and provide advice for future leaders. In the coming months, APCO will highlight these interviews online and in our publications.



Renee Gordon, RPL, CPE, Director, City of Alexandria, Virginia – Department of Emergency and Customer Communications

- In public safety for over 30 years, 12 in emergency communications
- APCO member since 2010
- APCO Registered Public Safety Leader (RPL) and RPL facilitator
- Graduate of the inaugural class of Certified Public Safety Executive (CPE)
- Immediate past president of the Mid-Eastern Chapter of APCO

Read more about Renee's accomplishments and her words for other female leaders.

APCO Executive Search & Resume Review

Recruit top-tier talent for your ECC with APCO Executive Search. APCO Executive Search team works as an extension of your organization to identify, recruit and hire the best possible candidates for your agency. Learn more Getting your resume exactly right is hard work and it can be difficult to know how to describe your career accomplishments. Let us help you write an impactful resume to advance your career through APCO's Professional Resume Review service.

APCO Health & Wellness Committee

2 Minute Mindfulness Exercise

Here is a simple 2 minute mindfulness exercise you can do anywhere:

1. Find a calm, quiet place.
2. Sit in a comfortable position, either with your feet on the floor or loosely crossed.
3. Close your eyes and concentrate on your breathing. Focus on the in and out.
4. If you notice your mind wander, bring it back.
5. Clear your thoughts as often as needed.
6. When you're ready, open your eyes.
7. Take a moment to check in on your emotions before you return to shift, family, etc.

Repeat as often as needed.

And if that's not quite enough, chocolate is a natural mood booster! ……

APCO Health & Wellness Committee (continued)

Brownie Bites

Satisfy your sweet tooth without destroying your diet! These are only 44 calories for each mini muffin and they are perfect for sharing!

1 Egg
½ cup unsweetened applesauce
3 tbsp sugar substitute
3 tbsp cocoa powder
½ Cup Almond Flour
½ tsp baking powder
¼ tsp baking soda
¼ tsp vanilla
Pinch of salt
1 tbsp mini chocolate chips

Preheat oven to 350F. Combine all ingredients until a smooth batter remains. Pour into mini muffin pan with paper liners. Bake until a toothpick inserted into the center of the brownies comes out with moist crumbs and not completely dry. 10-14 minutes. Allow brownies to cool in pan 10-15 minutes, then take out of tins and place them on a cooling rack, allowing to cool completely.

2 Minute At Your Desk Interval Leg Workout

20 seconds SQUATS
10 seconds rest
20 second ALTERNATING STRAIGHT LEG FRONT LIFTS
10 seconds rest
20 second ALTERNATING STRAIGHT LEG SIDE LIFTS
10 seconds rest
20 second ALTERNATING STRAIGHT LEG BACK LIFTS
10 seconds rest

NPSTW 2021








The State of Washington
Proclamation
Public Safety Telecommunicators Week


DAVIE COUNTY COMMUNICATIONS
911
Happy National Public-Safety Telecommunicators Week
Honoring the amazing work of the FIRST, first responders in public-safety!
#NC911WEEK






State of North Carolina
ROY COOPER
GOVERNOR
PUBLIC SAFETY TELECOMMUNICATORS WEEK
2021
BY THE GOVERNOR OF THE STATE OF NORTH CAROLINA
A PROCLAMATION


LEADERS
911


SOME HERO WEAR CAP OTHERS WEAR HEADSET






bananas!
National Public Safety Telecommunicator Week 2021

CHAPTER MEMBER SERVICES COMMITTEE MEMBERS

NAME	CHAPTER ASSIGNMENT	EMAIL ADDRESS
Melissa Stroh	Chair	Melissa.stroh@isp.idaho.gov
Grayson Gusa	Vice-Chair	Grayson.gusa@ncapco.org
Kelley Anderson	South Dakota, North Dakota	kanderson@watertownpd.com
Shanta Bolden	Arizona, Washington	shanta.bolden@birminghamal.gov
Rebekah Burkhardt	Florida, Newsletter Back –up, Committee Content	rburkhardt@prinevillepd.org
Samantha Cameron-Dutch	North Carolina, South Carolina	scameron@scotlandcounty.org
Travis Essic	Saudi Arabia	travis.essic@davidsoncountync.gov
Dannette Flores	New Mexico, Nebraska	dflores@leacounty.net
Katherine Gause	Texas	kgause@cityofirving.org
Darlene Holbrooks	Caribbean	dholbrooks@greenvillesc.gov
Jessica Hughes	Arkansas	jessica.hughes@decaturga.com
Latricia Jones	Indiana, Iowa	latricia.jones@birminghamal.gov
Kristy Larkin	Mid Eastern, Oklahoma	Kristylarkin@ongov.net
Cynthia Linton	Illinois, Kentucky	clinton@cityofdanville.org
Ron Lyons	Commercial	Lyons_Communications@outlook.com
LaToya Marz	Wyoming	lmarz@tri-com911.org
Trudy McDevitt	Louisiana, Oregon	tmcdevitt12@att.net
Joshua Michaelis	Kansas, Virginia	jmichaelis@ricecounty911.com
Michael Newsome	Mississippi	Michael.Newsome@fultoncountyga.gov
Jared Pelham	Missouri	pelham_j@hc911.org
Elizabeth Phillips	Web Page Content Chair	lphillips@ku.edu
Gregory Putnam	Pacific, Nevada	gregputnam@derrynh.org
Catherine Raley	Colorado, Tennessee	craley@arapahoegov.com
Mary Sue Robey	Newsletter Editor	marysuer@valleycom.org
Laramie Scott	Pennsylvania, Alaska	ljscott224@gmail.com
Nancy Shean-Weber	Atlantic	nweber@oldbridge.com

CHAPTER MEMBER SERVICES COMMITTEE MEMBERS

NAME	CHAPTER ASSIGNMENT	EMAIL ADDRESS
Rebecca Snook	West Virginia, Michigan	bsnook@mitchellcountyks.gov
Adriana Spirescu	CPRA, N. California	ASpirescu@ocsd.org
Tim Stencel	Wisconsin, Alabama	tstencel@nwcds.org
Jennifer Sullivan	Idaho, Utah	jennifer.sullivan@isp.idaho.gov
Keith Trussell	Georgia, Montana	ktrussell@cirdc.org
Charles Venske	Minnesota, Ohio	charles.venske@hennepin.us
Shinar Haynes	Group Leader	shaynes@tc911.org
Hull, Rebecca	Staff Liaison	hullr@apcointl.org
Stowell Corder, Susan	Staff Liaison	stowells@apcointl.org