



APCO

MEMBER CHAPTER SERVICES Committee

Member & Chapter Services

This month's poll will be focused on Recognition in the ECC. We request a member from each agency 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/mcscrecognition>

*The Irish be with
YOU*

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Membership Information

Member Type	10/1/2023	10/1/2024
Associate Members	2,354	2,274
Full Members	4,259	4,182
Full Group Members	9,324	9,913
Online Group Members	24,049	24,158
Commercial Members	476	445
Commercial Group Members	351	357
Student/Educator Members	0	30
Total Number of Members	40,813	41,359
Total Number of Group Agencies	1,640	1,736
Commercial Groups	50	52

APCO Membership Renewal

Your membership will expire on **December 31st**. If you have not renewed, log into myapcointl.org, click on My Invoices, to print or pay your invoice.



Cybersecurity Committee

The Impact of the CrowdStrike Incident on a 911 Center

It is the night before my annual family summer vacation to the beach and my phone rings at 4am. My technician Mark is headed to campus where multiple CAD workstations in the 911 call center have gone down and are showing the dreaded "Microsoft blue screen of death." By the time I arrive on the scene the situation has gotten worse and more systems have crashed. Luckily, our 911 phone system and statewide radio communications are operational but our security and panic alarms along with our weather monitoring platform are offline.

Reports are flooding in that the mobile data terminals throughout the police fleet are also impacted and it may be tied to a world-wide outage due to a faulty CrowdStrike update that affected Windows operating systems. Other 911 centers are facing similar outages in our area with no known solution. During this time, our 911 dispatchers are back to using paper complaint sheets for writing down incident details. With only one working CAD workstation present, a single dispatcher scrambles to input incidents as quickly as possible. Amidst the chaos, an announcement goes out that much of the technology we rely on is out of commission and IT personnel are still assessing the scope of the problem.

My team pursues a few courses of action and finds a subreddit online for system administrators that has centered on a faulty file in a recent update. Unfortunately, the remedy is a tedious manual process to be undertaken one machine at a time. It involves rebooting into the Windows Recovery Environment and deleting any .sys file starting with "C-00000291-" in a CrowdStrike directory. We have our marching orders now and we quickly grabbed our USB Drives with Hiren's BootCD PE recovery environment tool and started repairing the 911 center workstations. By 8:30am, we had all CAD, alarm monitoring, and weather systems back up and running to normal capacity. The triage continues through the police fleet mobile data terminals and finally all personnel desktops and laptops within the building. Due to the quick actions from my team on identifying both the problem and a workable solution, the total downtime for all workstations was less than four hours. Later, CrowdStrike provided guidance and prevented the problematic Channel 291 file from being downloaded to machines. That evening, I was finally able to relax down at the beach telling tales of the dreaded CrowdStrike incident.

Sources:

Day of Chaos: How CrowdStrike outage disrupted 911 dispatches, hospitals, flights - <https://www.usatoday.com/story/news/nation/2024/07/19/crowdstrike-outages-what-happened/74474725007/>

Remediation and Guidance Hub: Channel File 291 Incident <https://www.crowdstrike.com/falcon-content-update-remediation-and-guidance-hub/>

Historical Committee

Remembering Our Past Past President Gregg Riddle RPL, ENP



Gregg grew up in Harvey Illinois where he started his forty-year career in public safety as a paid-on-call fire fighter. He graduated from Northern Illinois University and became a full-time fire fighter with the Elk Grove Village Fire Department. He was one of their first paramedics and rose to the rank of Deputy Fire Chief in charge of Administrative Operations. He was instrumental in several of their building projects including building their Elk Grove Fire Station 8. Gregg retired from this position after thirty years of service.

Gregg became the first Executive Director of the West Suburban Consolidated Dispatch Center where he served for eight years, retiring in 2008.

Gregg joined APCO in 1981, he earned distinctions of Senior and Life Member. He joined the Executive Management Committee of the Board in 2008 and served as President in the 2011-2012 term. Gregg was very active in the Illinois APCO Chapter, serving as their Executive Council Representative and chairing several committees and leading initiatives in gaining funding from wireless 9-1-1 in the state. Gregg chaired the Management Committee, the Constitution and By-Laws Committee, and the Leadership Development Committee. He was instrumental in the development of the Registered Public Safety Leadership Program, was a graduate of the Charter Class, and received his certification at the Annual Conference in Baltimore.

In 2013 in recognition of his many years of service and contributions to public safety and to APCO, the Executive Offices in Alexandria, Virginia were dedicated in his name. Gregg was also a partner in PSAP Concepts and Solutions, LLC (PLC), active in NENA and other organizations in our industry. PLC created a state scholarship in Gregg's name to honor his contributions.

Gregg passed away on June 27, 2014, after a courageous battle with cancer.

Gregg was a friend; he made several visits to our chapter meetings and conferences. He was the APCO President the year we hosted the Annual Conference in Minneapolis. I had the privilege of going through the Charter Registered Public Safety Leader Class with him and having many discussions over the class work.

Gregg always stressed the importance of watching your health and not waiting to get checked out if something did not feel right.

You can view Gregg's History Makers interview at the link below.

[APCO HISTORICAL VIDEO BIOGRAPHY SERIES - GREGG RIDDLE \(youtube.com\)](https://www.youtube.com/watch?v=...)

Health & Wellness Committee

3 Good Things: How Gratitude Can Improve Your Well-being

In the demanding world of 911 dispatch, stress and burnout are common challenges. Yet, research has shown that practicing gratitude can be a powerful tool to improve mental health and overall well-being. A study conducted by Duke University developed a simple but effective exercise known as *3 Good Things*. Participants were asked to write down three positive things that happened to them each day, along with an explanation of why these events were meaningful.

The results were remarkable. According to the study, individuals who practiced this gratitude exercise reported higher levels of happiness and reduced symptoms of depression and burnout. The exercise helped shift their focus from the negative, stressful aspects of their day to more positive and fulfilling moments, which is particularly important in high-stress professions like 911 dispatch.

For dispatchers, taking just a few minutes at the end of each shift to reflect on three good things—whether it’s a call that went well, a positive interaction with a colleague, or even a simple personal joy—can be a small but impactful way to build resilience. Over time, this practice can lead to increased job satisfaction and better mental health, helping you stay strong for yourself and the communities you serve.

Incorporate the *3 Good Things* exercise into your daily routine and see how focusing on gratitude can transform your outlook, even in the most stressful of times.

Reference

Sexton JB, Adair KC.. *Forty-five good things: a prospective pilot study of the Three Good Things well-being intervention in the USA for healthcare worker emotional exhaustion, depression, work-life balance and happiness.*



Commercial Advisory Committee



This past August, the Commercial Advisory Council experienced a change to the chair and co-chair positions. Our former Chair Jason Bernard, Motorola Solutions, termed out and bid the CAC farewell. Jason's infectious smile, easy-going manner, and passion for commercial collaboration facilitated an atmosphere that created lifelong friendships and partnerships among the CAC members.

Here are a few words from a few of our members on Jason's tenure:

Working alongside Jason has been a truly rewarding experience. His collaborative spirit and unwavering support as a mentor have made a significant impact on our council's success. I appreciate how dedicated Jason is to fostering growth, both personally and professionally. His mentorship has not only enhanced my skills and understanding as a leader on the council, but it has also motivated me to be sure to help others as well. Jason's positive attitude is infectious, he brings enthusiasm to every meeting, and it has really made working together enjoyable (even if he does work for the competition!).

~ Jessica Long, CAC Chair, Tyler Technologies

I've known Jason for 10 years and have been lucky and fortunate to call him a great friend and colleague, both in the Public Safety Industry and on the Commercial Advisory Council. I owe a lot to Jason. He is the one who asked/convinced me to join the Commercial Advisory Council. Whenever I felt unsure or overwhelmed, Jason was there to reassure me that I was fine. Over the past 4 years on the CAC, I've seen how Jason leads, collaborates, and inspires others. I've seen how his positive attitude, smile, and sense of humor can light up a room. There will be a void left by Jason that we will do our best to try and fill, but honestly, never quite will. Thank you for everything.

~ Jim Hansen, CAC Co-Chair, WSI Technologies

I truly enjoyed working with Jason on the Commercial Advisory Council! His solid and excellent leadership was greatly appreciated by our group. Jason is a kind, fair and broad thinker as a leader. He is not self-serving and worked for the betterment of the council and APCO. It was an honor to work with Jason for the five years I have been on the CAC. He deserves to move on yet, will be missed.

~ Tina Jackson, CAC CCAM Liaison Committee, The Spectrum Firm

Thank you, Jason, for your service to the CAC and your continued service to the public safety communications industry!

Submitted by: Diva Miranda Jones, CAC CCAM Liaison Committee, Carbyne

Teammates in Action



Be sure to nominate your Teammates in Action

DAILY ACTIONS
BY HEADSET
HEROES.



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

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



On February 12, 2024, at approximately 1145 hours, the Emergency Operations Bureau in Sarasota County, Florida received a call in reference to an outside fire on Ponder Avenue in Sarasota. The call quickly unfolded from an outside fire to a structure fire with reported explosions. This event went on to be a three-alarm structure fire.

Operator Keri Halpin was the main fire dispatcher during this incident. Operator Halpin dispatched the initial units quickly and kept them apprised of all pertinent updates. Operator Halpin dispatched additional units, handled multiple channels, and kept up with all requests from the command and units on scene for things such as contacting Florida Power and Light to shut down the electrical grid. Operator Halpin is a member of the Emergency Operations Bureau Incident Dispatch Team (IDT), and this was evident by her dispatching skills showcased during this incident. Captain Jason Wilkins with the Sarasota County Fire Department (SCFD) went on to say "please let everyone involved in yesterday's fire know that they did an amazing job. It was a chaotic scene, and they made things much easier!" It is for her ability to remain calm under pressure and demonstrate professionalism at its finest that we would like to recognize Communications Operator I, Keri Halpin, for a Teammate in Action!



Teammates in Action (continued)



On March 14th, 2024, a Tornado went through Delaware County, IN. There were six dispatchers on staff when it hit. Shortly after it hit, we had 15 dispatchers and two administrators respond to the ECC without a single one of them being called in. They showed up as a matter of public service and teamwork. Those employees are:

Already at work:

Adam Garrett, Supervisor
Cory Turner
Morgan Parnell
Belinda Hughes
Calya Stewart
Aliya Zimmers

Those who responded to help:

Macy Kissick
Christopher King, RPL
Jeramey Strahan
Carl Barber III
Kegan Barber
Shawn Ragland
Annie Bell
John "Nate" Ledbetter, Supervisor
Amanda Blair, Supervisor
Kyle James, RPL, Deputy Director
Fred Cummings, RPL 911 Director

Below is an exert posted on social media by our Director Fred Cummings, RPL...

"On Thursday, March 14th, Delaware County and Randolph County were hit with a powerful tornado. In Delaware County, it significantly impacted the Selma area, and then continued on to Winchester in Randolph County.

In a normal 2-hour period, the Delaware County, IN E911 Communications Center may answer 25 -30 phone calls on a Thursday during the time when the storm hit. On that night, dispatchers answered 183 phone calls. The radio transmissions are still being tallied at the time of this writing. At the time of the storm, we had six staff members working. Immediately following the storm, several staff members arrived to lend a hand. All of our consoles were full and in use in a very short amount of time, with extra personnel to help where needed. Others offered to come

Teammates in Action (continued)

in as well."

"The teamwork that went into this event was in one word- AMAZING. From the staff that were onsite when it occurred, to the staff that came in without being called and finally to the staff that had offered to come in that weren't needed- they are all a true testament to the dedication and commitment of our 911 staff to the citizens and visitors to Delaware County not just that Thursday- but each and every day."

These teammates worked phenomenally to maintain emergency communications operations throughout a tornado disaster, and the 11 teammates that just showed up at the center to help out. Several other teammates called and offered assistance but were not needed because the ECC ran out of places to put communicators.

Thank you all for being a perfect example of great Teammates in Action, and for all that you do every day. We are thankful to have you in the Indiana Chapter.

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

On February 21, 2024, Dispatcher Allen Flannery fielded a phone call from a male who was having a mental health crisis. The male caller immediately stated his plan of how he was going to commit suicide and advised it could happen at any moment.

Dispatcher Flannery used his skill set to develop a rapport with his caller and redirect him off the topic of harming himself. By doing this Dispatcher Flannery was able to obtain safety information to assist responding units. Flannery remained on the line with his caller for **TWO** hours while the mental-health team and negotiators formulated a plan of action. A negotiator responded to the dispatch center and aided Flannery in his line of questioning with his caller. By gaining his callers' trust, showing genuine concern and using a non-judgmental demeanor Flannery was able to explain to his caller that he would be transferring to someone on the scene. This transition occurred without re-escalating the situation and the caller was safely transported to the hospital. Please join me in congratulating Dispatcher Allen Flannery, who went above and beyond, by presenting him the "Teammates in Action Award."

Thank you, Dispatcher Allen Flannery, for following your instincts and sticking with your caller in his time of need. These actions ensured the best possible outcome to a difficult situation.

Teammates in Action (continued)

Dispatcher Allen Flannery, CIT of Excellence award (1st from the right).



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



Humor Under the Headset



We need your funny stories!!!!



Upcoming Conferences *(continued)*

North Carolina APCO | 2024 TELECOMMUNICATOR TRAINING SYMPOSIUM
November 1-6, 2024 | Greensboro, NC

VOTE FOR EXCELLENCE:
Training Today, Leading Tomorrow

Join North Carolina APCO as we *Vote for Excellence* at the **2024 Telecommunicator Training Symposium!**

Enhance your skills with the Pre-Symposium CTO Certification Course from November 1-3, followed by the NC APCO Annual Training Symposium from November 4-6.

WWW.TCSYMPOSIUM.ORG

Upcoming Conferences (continued)

2024 ATLANTIC-APCO CONFERENCE

Join more than 200 public safety dispatchers, agency leaders, and corporate partners at this three-day professional development, networking, and exhibitor engagement event. This year our Keynote Speaker is Ricardo Martinez, of the #IAM911 Movement. We also have some great Monday night entertainment, a Murder Mystery Dinner, which is included with registration. Come join us!



Registration is OPEN!

To register and view the conference schedule (including the classes being offered) visit our website:

<https://apcoatlanticconference.org/>

Keynote Speaker

Ricardo Martinez



Ricardo Martinez is a storyteller, author, and the host and creator of Within the Trenches- True Stories from the 9-1-1 Dispatchers Who Live Them, a podcast based on the experience of being a 9-1-1 dispatcher. He is a former 9-1-1 dispatcher and supervisor of 13 years, and is now the head of Within the Trenches Media, with 22 years of public safety experience. In August 2016, Ricardo started the #IAM911 movement that spread from the United States to Canada, the U.K., and Australia. Its popularity and success have brought the Thin Gold Line into the spotlight and have opened the eyes of millions to what 9-1-1 dispatchers deal with daily.

Upcoming Conferences (continued)



WV 911 Telecommunicator Conference
2024 Linda G. Johnson Memorial

The Highlands
Event Center
355 Wharton Cir, Suite 235
Triadelphia, WV 26059

Save the Date!
November 18-22, 2024

Vendor Contact: Dean Meadows, dmeadows@wv911.com
Dedicated Vendor Days: 11/20/2024 and 11/21/2024

wvapco.org

Defending Your ECC: The Power of Cyber Insurance

Fri, Dec 6, 2024 10:00 AM - 11:00 AM

Join the APCO Cybersecurity Committee for an insightful webinar on Cyber Insurance! Learn how cyber insurance can protect your agency from digital threats, understand key policy features and agency needs, and conducting needs assessments for your center. Don't miss this chance to stay ahead in safeguarding your ECC!

MCSC/Cybersecurity webinar. <https://attendee.gotowebinar.com/>

Upcoming Conferences *(continued)*



MARK YOUR CALENDARS
FOR
2025 APCO WESTERN REGIONAL
PORTLAND CONVENTION CENTER
■ MARCH 3-6, 2025 ■



SCAN THE QR CODE TO REGISTER
CONFERENCE ROOM RATES

HYATT REGENCY PORTLAND AT THE OREGON CONVENTION CENTER

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