

MISSOURI APCO NEWSLETTER



WELCOME

We're excited to be releasing this inaugural issue of the Missouri Chapter Newsletter! Now more than ever, our chapter is focused on working hard for you, our membership. We are really trying to promote engagement and develop growth in our membership. The committee that created this newsletter is only one such way that you as a member of our chapter can become involved!

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Dishn' With Dykes

Note from President Z. Dykes

Missouri APCO has many committee opportunities to become involved in, including the committee responsible for this newsletter the Professional Communications and Human Resources Committee aka ProCHRT. While the title may make it seem like this committee is focused on the administrative aspect of emergency communications, this committee is tasked with the human aspect of emergency communications - recruitment, retention, recognition and so much more! Over the last year, this committee has grown and has been tasked with many things such as this newsletter and chapter engagement initiatives. For anyone who is interested in putting their membership to work, this is a great committee to get started with as there are so many aspects associated with it! If you'd like to know what opportunities are available for you to get involved in at a local level, check out our website or email me at zachary.dykes@moapco.org.



Over the last year, our chapter has recognized the actions and accomplishments of several individuals and teams throughout the state via our Teammates in Action Program. I cannot stress enough the importance, now more than ever before, of recognizing the actions our peers in emergency communications take and the positive impact that those actions have on the outcome of a call for service. As our profession continues to work towards reclassification and recognition as first responders, we must ensure that our profession continues to provide the positive and life saving impacts that we in the communications center have from the time of the initial call through the coordination of field response. We must continue to educate our citizens, our responders and our legislators about what impact we have from a center and how, even though we may not physically be on scene, calls still mentally affect us.

CALL TO ACTION

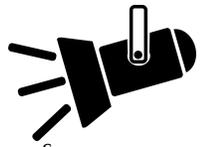
Note from President Z. Dykes

I want to touch on something that amazed and inspired me. At the end of September, eleven communicators from different centers on the western side of Missouri converged at the Independence Police Department Communications Center to cover shifts for people they've never met. These individuals volunteered their own time, with no expectation for reimbursement from Independence or Missouri APCO. Through doing this, these individuals were able to cover a large portion of the shifts and afforded the Independence Communications staff with the opportunity to attend the funeral of their fallen officer.

It never stops amazing me how many truly selfless people we have in our profession. During times of critical stress, disaster or trauma, the emergency communications professionals in this state will stop at nothing short to do as much as they can for those they've never met. I want to thank each of those individuals who volunteered for this assignment and for those like it in the past. I want to challenge each of you reading this to look for ways that you can make a positive impact in someone's life, no matter if you've met them or not, through little acts you can provide hope in times of darkness.



BOARD SPOTLIGHT



By: President Z. Dykes



There are thirteen members of your Missouri APCO Board of Officers. Each plays an important part in making sure our Association thrives and works to the benefit of you. Today, I'm pleased to highlight our Executive Council Representative, Cheryl Konarski, of the Joplin Police Department Communications Center.

For many years, Cheryl has been a staple at many events around the state and a familiar face at our Missouri Public Safety Communications Conferences. But her career in emergency services began long before 2021 and many many miles from southwest Missouri. In 1983, Cheryl began serving with the San Bernardino County Marshal's Department in California, dispatching deputies who were responsible for serving traffic warrants and civil process. After briefly leaving for a new job in central California, Cheryl returned to the Marshal's Office until she and her family relocated to Missouri in 2003.

On February 1, 2005, Cheryl became one of the inaugural frontline dispatchers that launched the Dade County 9-1-1 center. Cheryl served Dade County as a telecommunicator, trainer and a supervisor until she moved to once again advance along her chosen career path in March of 2019. Since then, she's been serving the citizens and responders of Joplin as the Communications Manager for the Joplin Police Department.

In 2008, Cheryl attended her first conference and decided to become involved. "I've always been one to get involved and this is no exception," says Cheryl. "I saw this as a great way to be engaged, make a difference, and serve my fellow public safety communications family on a state level. In 2011, Cheryl made the decision to become even more involved and filled the role of Treasurer as it was vacant. Since then, she has continued to serve in that capacity until transitioning to Executive Council Representative in March 2021. "I believe that you cannot ask anyone else to be involved in something unless you give it 110% yourself" says Cheryl.

Cheryl says that by becoming involved in APCO, she has made great connections from around the state and country and that her involvement has assisted in her professional and personal growth. Beyond serving as Missouri's Executive Council Representative, Cheryl also serves as a Group Leader, acting as a liaison between several of APCO's Committee Leadership and the Executive Council. As our Executive Council Representative, she is Missouri's voice in executive council discussions and decisions.

Cheryl wants everyone who reads this to understand that APCO is a membership-driven organization and that you can make an impact by becoming involved! "We are all about mentoring the future leadership of our chapter and welcoming anyone that wants to be involved. The rewards you'll get for being involved far outweigh the work (which we make it so fun it really isn't work.)"

Cheryl, thank you for your many years of service to this chapter and the citizens of Missouri!

Young & Professional

By: Megan Cunningham

Breaking the Stigma: MOAPCO Young Professionals Committee

Are you in the “dreaded” millennial or Gen Z age group? Do you feel like everyone assumes you are lazy, entitled and blame your love of avocado toast and expensive coffee as the reasons you are broke? Did you know the majority of millennials in the workforce are actually in their thirties and are set to become the largest group in the workforce as many in the Generation X age group face retirement? With MOAPCO Young Professionals Committee, we strive to break the stigma attached to millennials in the workplace!

Missouri APCO’s Young Professionals Committee is a newly formed committee that began with just a few committee members and has now grown to eleven members. Our goals and focus include:

- Promote the growth of younger membership in the Missouri Chapter
- Engage younger membership in the association**
- Develop and administer a mentorship program to assist in developing young professionals across the state and showcase Emergency Communications as a lifelong profession**
- Host, a young professional’s event to engage and network with others in the profession**
- Submit content and articles to ProCHRT and APCO International to recognize the achievements of young professionals in the field**
- Create and coordinate a service project to be held in conjunction with the annual conference**

Are you a young professional or know a young professional who is interested in growing their career and connecting with others in the Emergency Communications profession?

Please contact Megan Cunningham at mcunningham@springfieldmo.gov or call at 417-829-6000



Power UP!

Submitted by Roger Martin

Missouri Public Safety Communications Conference Fall 2021 - Springfield

I don't know how it happened, but I was given the distinct honor of facilitating the 9-1-1 Director's Association Workshop POWER-UP at the fall conference. (Everyone else was probably sick!) The team decided on a TABLE TALK with topics selected by the Director's Association President Mike Phillips covering many areas of great interest to Directors and Managers. Bonnie Witt-Schulte, President of MONENA, recorded the participants ideas. I thought a brief selection from their ideas would be a great addition to this newsletter. Hope you do too!

TOPIC 1: RECRUITMENT / HOW TO BE AN ATTRACTABLE EMPLOYER

This would be a great question for everyone to answer and would probably give great insight to the many centers who almost always run short. Some of the amazing concepts our participants came up with included:

- Think outside the box when it comes to where you place advertisements and how you conduct recruiting events. Open house - job fairs - college career days should continue to be a staple but also consider joining forces with your neighbors or other responder disciplines to get more bang for your buck!
- Look at your job requirements and what we're asking of people. Do we have standards that are so high they are unreasonable? Take a hard look at this to make sure you have established something that gets the team member you want and need but also provides a wider pool of prospective employees.
- Flexible shift-trading - Job sharing - Flextime considerations can all be game changes in making your center "the" center where people want to work. Many of the participants in the Power-Up were already thinking through these options - using them as benefits in their recruiting tactics - and helping to keep people happy, healthy, and actively engaged in the profession at their centers.
- Dependent care options in or near the emergency communications centers were seen as a great way to be "that" center where everyone want to be. Some financial considerations included paying for dependent health care to recruit and retain quality team members.

Power UP!

TOPIC 2: HOW DO WE IMPROVE MORALE

While all the participants admitted that morale in their center tends to ebb and flow along sometimes unpredictable paths, most agreed that timely and consistent recognition is the key to raising motivation and keeping it high. Some of their best tips:

- Candy: Because who doesn't want some!! Ideas also included creating and maintaining a free coffee bar which was seen as a small expense compared with the benefits to employee motivation.
- Food seems to be a common motivator. Invest in some breakroom snacks - fund a healthy snack day or go the other way with donut Wednesday. Many of the fun competition ideas revolved around food, too, with gingerbread house decorating, cupcake wars, chili cook-offs. However, pumpkin carving competitions that involve your stakeholders or responders as judges might increase broader team awareness and inspire networking.
- Plan and budget to improve the working environment: better lighting, new chairs, personal heating/cooling, and more (everyone knows)!
- Theme Days for holidays or just "because" days when appropriate for the work environment raises morale and inspires that esprit de corps.
- To recognize team members, participants recommend purchasing small gifts. One center provides their shift leaders with a credit/gift card to spend \$1000 total for the year on their own team members. This proved to reduce delays in providing recognition.

More ideas:

Put pictures in newspaper & social media

Recognize at board meetings

Dispatcher of the year

Rookie of the year

Years of service

White board recognition by peers

“atta-boys”

Commendations

QA successes

Peer-to-Peer encouragement

Recognize birthdays with a personal note, card, or email

Power UP!

TOPIC 3: BEST WAY TO KEEP / RETAIN EMPLOYEES & KEEP THEM INTERESTED IN THE CAREER

Wow - now that is the question isn't it? What keeps us coming back day-after-day?
Some ideas:

- Allow for ways to take on responsibility. Extra duties that can gain extra pay or just let them take ownership of a job. Value their “niche” and what they can bring to the table - what they are good at!
- Time away to avoid burnout. Find training around you and send them or budget money to send team members to a conference.
- Provide mentorship opportunities among the team members. Make sure your work environment is anti-bullying, anti-gossip, and free from bias. Also make sure your open-door is not just a policy but a fact!
- Conduct "stay" interviews throughout their career. Emphasize how much you appreciate their work, how much they continue to grow and progress, and make sure they know how much you want them to "stay" with the profession and with your center.
- Make sure to recognize a job well done! DO NOT only focus on mistakes. Make sure you highlight the positive!



Retirement

Mark Miller
Macon County E911
27 Years



October 12 at 1:10 PM · 🌐
Today we said Happy Birthday, and goodbye, to Natasha Anderson, she has been with our department for 17 years and has been a cornerstone in dispatch for so long. We will miss you more than you know! Thank you for your service to Morgan County! [Natasha Anderson](#)



Natasha Anderson
Morgan County
17 Years

Retirement

Denise Ruble

**Springfield-Greene
Co 911**

19 Years



Sparky

**Springfield-
Greene CO 911**

27 Years

27 year work anniversary with this guy today! I am older now than our combined ages when we started together, which is difficult to process — as is the fact that he will be retiring in a few weeks. That whole thing about time flying? Accurate.



Lights...Camera...ACTION

Teammates in Action is a social media recognition program for all public safety communication professionals in our state. That means Calltakers, Dispatchers, Telecommunicators, Trainers, Supervisors, Quality Assurance Coordinators, Directors, IT Technicians, GIS Coordinators, Radio Technicians, Administrators and Managers working in our state.

We see examples of dedicated professionals going above and beyond the call of duty every day. It is time these teammates were recognized for their efforts! The state program managed by the MOAPCO Professional Communications Human Resource Team (ProCHRT), in conjunction with the national APCO ProCHRT committee, will allow for anyone (Peer, Supervisor, Manager, Director, Trainer, Neighbor, Friend, etc.) to nominate a teammate and tell us about how they went into action. Unlike more formal awards presented at the various state and national levels each year this will hopefully allow for a more frequent and continual flow of recognition.

The nominations are completed online and approved by MOAPCO's Ambassadors who are professionals appointed in designated regions around Missouri (Northwest, Northeast, Southwest, Southeast, and Central). The senior member of the nominee's organization (Director, Sheriff, etc.) must approve the recognition for release and then it is published on MOAPCO's social media outlets (Facebook, Twitter, Instagram), PSConnect, and the Chapter website. Teammates nominations are forwarded to the national level for consideration as well

For more information on these recognitions or to nominate someone for Missouri Teammates in Action visit:

<http://moapco.org/involvement/teammates/>



MSHP Troop H Communications
Operator III Lauren Clausen
Operator III Emily Wetzel

Cameron Police Department
Dispatcher Kylie Eades

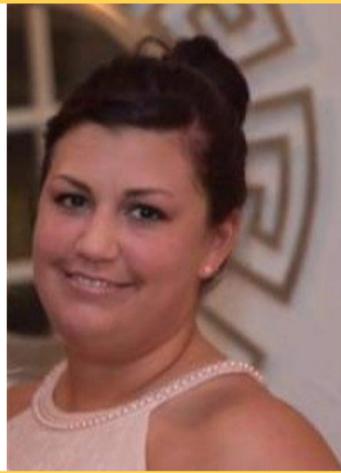
Cameron Police Department
Officer John Baker

Cameron Police Department
Officer Kyle Glazebrook

Harrison County Law Enforcement Center
Dispatcher Tracy Carey
Not pictured

Abduction of Mother and Child
Northwest Response Teammates in Action – April 2021

Well Done



Missouri Teammate in Action – May 2021

Lead Telecommunicator Summer Onyeukwu
Springfield-Greene County 9-1-1

Caring and Selfless Act



Jessica Vogel
Courtney Peregrine
Dep. Spencer Teegorden
CASS COUNTY SHERIFF'S OFFICE

Vehicle in the Water – May 2021



Telecommunicator & Quality Assurance Manager
Kelly Tyler

Telecommunicator
Lisa Bryson

Missouri Teammates in Action - September 2021

Dade County Emergency Services/9-1-1

School Bus Accident

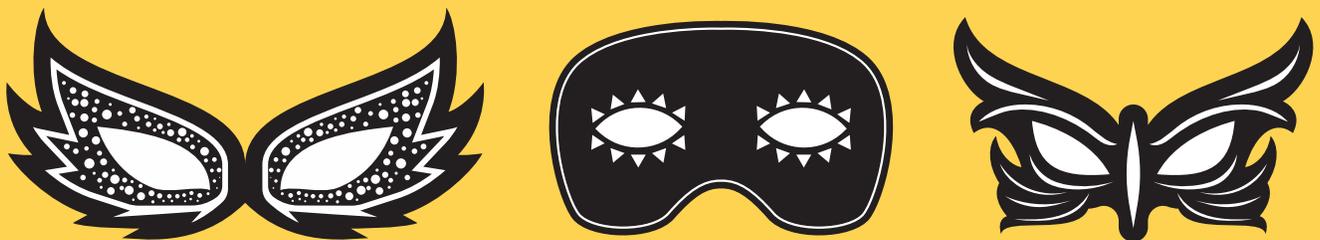
CALL FOR PAPERS



Want to share your knowledge?
MPSCC has opened their call
for papers for the Spring
Conference to be held at
Chateau on The Lake in
Branson, MO

Submit your classes and come
join us this Spring!

<https://mpsc911.org/speakers/callforpapers/>



UPCOMING TRAINING OPPORTUNITIES

Missouri APCO maintains a calendar of training events offered by the Missouri Training Partnership, NENA, APCO, and other recognized training providers. Here's a quick look at what's coming up between now and the end of the calendar year. While some of the events are free, there is a cost incurred with several. Find more information on our website:

<http://moapco.org/training/>

November 2nd - Preparing for Your Second Career from Day 1: Developing an Exit Strategy for a Meaningful Career and a Purposeful Life

November 3rd- Advanced Police Dispatching

November 4th- Leadership in the 9-1-1 Center

November 8th- The Art of Communication: Giving and Receiving Feedback

November 11th- Liability Issues

November 12th- Advanced Fire & EMS Dispatching

November 15-17th- Crisis Intervention for Telecommunicators

November 15th- 9-1-1 Telecommunicator Disability Awareness

November 16th- 9-1-1 Telecommunicator Disability Awareness

November 16- Preventing Telecommunicator Tunnel Vision

November 17th- 9-1-1 Telecommunicator Disability Awareness

November 18th- 9-1-1 Telecommunicator Disability Awareness

November 18th- Advanced Police Dispatching

November 18th- When Autism Has an Emergency

December 2nd- Preventing Telecommunicator Tunnel Vision

December 3rd- Addressing for NG9-1-1



Note from the Service Board

On September 21, 2021, St. Louis County passed a resolution reclassifying 911 dispatchers as First Responders. You can find a copy of the resolution [here](#). This marks just one example of an ongoing national effort to reclassify telecommunicators. The 911 Board supports MOAPCO, MONENA, and the MO911DA's efforts to pass similar statewide legislation in Missouri as well. Representative Chad Perkins (R-Pike) has committed to filing this legislation in the upcoming 2022 legislative session.

Phase Out of 3G Cellular Networks

As early as January 1, 2022, mobile carriers are beginning to phase out 3G services. The FCC announced the below schedule. Please find more information from the FCC [here](#). Those 3G phones impacted also will not be able to dial 911 beyond those carrier network shutdown dates.

- **A&T announced that it will finish shutting down its 3G network by February 2022.**
- **Verizon announced that will finish shutting down its 3G network by December 31, 2022.**
- **T-Mobile announced that it will finish shutting down Sprint's 3G network by January 1, 2022 and Sprint's LTE network by June 30, 2022. It also plans to shut down T-Mobile's 2G and 3G networks, but has not yet announced a date.**

Upcoming Meetings
911 Service Board Meeting
December 9, 2021
Virtual Meeting
By Computer - <https://us06web.zoom.us/j/82955800989>
By phone - +1 312 626 6799
Meeting ID: 829 5580 0989

All meetings can be found on the Missouri 911 Service Board website.

Please feel free to share this bulletin, and invite individuals to subscribe on the Missouri 911 Board Website found [here](#).



SHOUT OUT SOCIAL MEDIA



On our social media you'll see us recognizing the great things our members and peers across the state are doing through programs such as Missouri Teammates in Action or just by sharing center's outreach postings!



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bit.ly/moapco_yt



Contact
President Dykes

MOAPCO Challenge Coins are available

\$8.00

