

# MISSOURI APCO NEWSLETTER



## WELCOME

As a new year settles upon us and as I begin my second year as your Missouri APCO President, I want to reflect on the state of our Association. In all, I feel that 2021 was a great year for us. We once again were able to gather together, in person, at first the Spring Conference at Margaritaville at Tan Tar A, the Summer Summit in St. Louis County, and finally during the Fall Conference in Springfield. It is due to your support by being a member of this Association that we were able to offer scholarships to both of the conferences and recognize the hard work of professionals around the state.

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## Dedication. Remembrance.

By: Roger Martin, MOAPCO Treasurer

### **Matthew Knight 1973-2021**

Commercial Advisor Missouri APCO And Missouri NENA  
Commercial Liaison Missouri Public Safety  
Communications Conference



*For those of us who knew Matt, his sudden passing is all but unbelievable. Our prayers are with his family, especially to his wife, our friend, Penny, and his son, Reece. Matt was a devoted member of our public safety community and a friend of our profession. He will be sorely missed - he can never be replaced - we will honor him and continue his legacy by doing our best for each other and living our best life.*



**"When it's over, live your best life, happy and hopefully with some incredible memories. Remember, I had an Incredible Life here with you."**

**~ Matthew Knight, 1973-2021**

## Dedication. Remembrance.



The following is a beautiful tribute from the coworkers of Rashell Dorris, Operator with Boone County Joint Communications, who passed unexpectedly of Covid-19 in October of 2021.

Rashell Tennessee Dorris was born in Springdale, Arkansas, and graduated from Cassville High School in 2008. She then went on to earn a bachelor's degree from the University of Missouri in History and Social Justice in 2012. She began working at Boone County Joint Communications in 2014 on day shift but found her true home on midnights for most of her tenure. Rashell was an avid reader in particular the Harry Potter series and Seanan Mcguire's InCryptid series. On payday, Rashell would come to work and say, "Well I spent too much money on my books again!" and inevitably someone would buy her dinner that day. You would always see her reading on her tablet in her downtime at work, home, or anytime Rashell had a free minute. When she wasn't reading, she would often tell stories of growing up in Arkansas with her parents and two brothers. Most of her stories would end with her saying "It's amazing we survived" or "boy, Dad was sure mad when he found out." There was never a dull moment in her life, and she always had a story.

**Rashell Dorris**  
**April 11, 1990 – October 3,**  
**2021**

Caring, compassionate, sarcastic, intelligent, and a loyal friend are just a few words her friends would use to describe her. She wanted everyone to think she was a gruff character, but that was the farthest from who she was. She would give anyone a hard time it didn't matter who you were, from a new trainee to the Director of the Department she always had a witty comeback waiting for you. That is what made Rashell, well, Rashell. She was never afraid to tell you how it was or what she thought. However, down deep she had a heart of gold and would do anything for anyone. When she didn't have her nose stuck in a book or tablet, Rashell would color pictures or write little notes of encouragement to her co-workers. If you were having a bad day and she knew it, she would leave a little hand-written note at your workstation. She also carried around a bag of adult coloring books and markers everywhere she went. If you were lucky enough to get a picture from one of her adult coloring books, then you knew she thought of you as a friend. Every note or picture was always signed with a heart-Love, Shell. She made sure to let everyone know how special of a person they were. She truly loved her work, family, and friends.

As I sit here remembering, trying to put into words her life she shared with us at Boone County Joint Communications, no words seem to express what she meant to all of us. Memories of: Mizzou football tailgates; when she fell down her stairs and broke her ankle. Everyone on shift took turns getting her to and from work for weeks. Even taking her to the grocery store for food or swinging by a drive-thru on the way home; friend's birthdays out at their favorite restaurant; Rashell's birthday week...Yes! A Week! Our girl's night out; scary movies (she hated them but watched anyway.) Christmas, New Year's Eve, any holiday she couldn't go home to Arkansas you would find her at a co-workers house, because that is what she was -Family. This department will never be quite the same after losing one of our own. She was incredible and made us all laugh often. Her memory is a blessing. I hope everyone is as fortunate as we were to have a person like Rashell in their life. She is missed incredibly by all of us here at Boone County Joint Communications.

## Dedication. Remembrance.

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**Jim Porter, director of Pike County passed away on 01/25/2022. Jim had been experiencing some medical issues and passed away this afternoon. Pike County 911 knows how big of an influence he made on those around him with his wit and humor. He played a fundamental role in getting Pike County 911 established to the point where they are today and always had his employees' best interests in heart.**

**Our hearts go out to Jim's family during this difficult time. Please keep them in your thoughts.**



**It is with heavy hearts that Moniteau County Emergency Dispatch announces the death of Telecommunicator Milisa Hagemeyer, who passed away Tuesday, January 25, 2022. Milisa was actively employed with Moniteau County Emergency Dispatch for the last 7 years and had a tremendous impact on not only her coworkers but her public safety partners as well. Milisa served as her agency's TAC officer, senior dispatch operator, proofreading expert, snack drawer manager, and undefeated chili cookoff champion.**

**Milisa's dedication to her duties was second to none and she did everything in her power to put others before herself. Milisa had a personal connection with many Fire, EMS, and Law Enforcement Officers within the county and always made it a priority to look after all of "her responders."**

**Our hearts go out to the Hagemeyer family, friends, and coworkers during this difficult time, please join us in keeping them all in our thoughts and prayers.**

# Dishin' With Dykes

*Note from President Z. Dykes*

Throughout the year, our membership has grown in size and with it, so has the active participation of our members. In August, we introduced a new committee composed of young professionals around the state. They have been hard at work to reach several goals that have been established for them, including ways to engage our younger members and to host a community service project at an upcoming conference. Megan Cunningham of Springfield-Greene County 9-1-1 has been appointed to lead this Young Professional Committee in 2022.

Our ProCHRT Committee, the committee responsible for this newsletter, has grown in size and productivity. In October, we released the first issue of this newsletter through the committee and we continue to gather pertinent information from around the state to include in this quarterly communique. The Committee has also designed a t-shirt contest to help us celebrate the 2022 National Public Safety Telecommunicators Week in April. You can learn more about this contest on the contest page of our website. I'm proud of this team for tackling what they've been tasked with and keeping a positive attitude while doing it. If you'd like to join this committee, please contact either Roger Martin or myself.

During this past year, our Association has been represented in a positive light at the national level and we have been identified as a leading chapter in several aspects. During APCO 2021 in San Antonio, the members of your Board who attended volunteered their time to ensure the conference took place without any major issues. During the Chapter Officer Workshop, our Chapter was asked to present training on social media engagement, and in November, our Chapter was represented during an APCO Member and Chapter Services Committee webinar covering various compassionate care programs throughout the Association. As we continue into the next year, we will continue to represent Missouri in a positive light and as a leader.

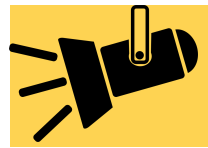
This year, members of your Board have traveled around the state to recognize nine individuals and teams for their hard work and the impact that they have played in an incident. I know that oftentimes we do not wish or need to be publicly recognized for "just doing our job" but, I feel that it is essential to the morale of our peers and the education of our citizens to publicly recognize what you all do every day. We plan to continue the Teammates in Action initiative in 2022 and look forward to recognizing many more teams for the amazing things that they have done!

Your Totes of Hope Regional Coordinators have also been very busy this past year. During 2021 alone they deployed 25 totes around the state following critical or traumatic events. This program has been recognized at the national level and we have received inquiries from other states on how they can begin this program in their own chapter. Out of the deployments this past year, 36% were due to unexpected deaths of co-workers or field responders, 27% were due to officer-involved shootings and 13.5% were due to line of duty deaths. You can find a list of all of our deployments and statistics surrounding the Totes of Hope Program at [moapco.org/totes](http://moapco.org/totes).

During this next year, our chapter will continue to work for you. We will continue to lobby for legislation - including reclassification - at both the state and national levels. We will continue to drive chapter engagement through events, contests, and committee work. But, overall, we will continue to work for you.

I want to close this letter by once again thanking you for being a part of our chapter. It is because of your membership that we have been able to accomplish so much during this past year and that we will be able to accomplish much this coming year. I would like to issue you a challenge, if you have ever been interested in becoming involved with something outside of your center, take the leap and volunteer today. We have many committees that you can get involved in, and you can help make a difference and shape the emergency communications profession in Missouri!

# BOARD SPOTLIGHT



There are currently twelve 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 as a member and the emergency communications profession as a whole in Missouri. This quarter, we are pleased to highlight (or just for her “lowlight”) our Northwest Regional Ambassador, Saralyn Hayes, of the Mid-America Regional Council (MARC)!

Saralyn is the epitome of a team player, but she is very much a behind-the-scenes person. You’ll often find her at one of the Missouri Public Safety Communications Conferences and if you’ve been paying attention to our Teammates in Action page or our Totes of Hope page, you’ve probably noticed that Saralyn has been very busy these past two years. She has traveled all over the Northwest Region to ensure that the communications professionals of that region were recognized for their accomplishments or checked on following a critical incident. As of the time of this writing, she has conducted four Teammates in Action recognitions and has deployed 17 of the 48 Totes of Hope Deployments. You can read more about these two programs at [moapco.org](http://moapco.org) where you can also watch Saralyn’s Teammates in Action Presentation.

Saralyn has made a life-long career out of her time in emergency communications. She joined the profession in 1993 at the Lafayette County Sheriff’s Office, serving as first a Dispatcher then-Supervisor there for approximately eight years before transitioning employment to the Mid-America Regional Council (MARC).

During her twenty years with MARC, she has worked through the ranks to her current position as the GIS/Database Manager. Throughout her career, Saralyn has been involved in emergency communications beyond her agency in some way. She has been a part of APCO consecutively since 2000 and says that she initially became involved when the Director she worked for was the Chapter President. Saralyn has earned the professional distinctions of Registered Public Safety Leaders (RPL) through APCO and Emergency Number Professional (ENP) through NENA, both of which take time and commitment.

When asked why she decided to become a member of the Board she said “I think my current involvement stemmed around my interest in being a Regional Ambassador... Being [one] on the MOAPCO Board has helped me better connect with Emergency Communications Centers (ECCs) and telecommunicators in the northwest part of the state. But honestly, it is good for my soul. Delivering Totes of Hope or presenting Teammates in Action recognitions helps me put my heart for service to work. I truly want others to understand how important they are every day.” It is also important to recognize that beyond her service through APCO, she also serves as the Secretary of the Missouri Chapter of the National Emergency Number Association.

Regional Ambassadors have many responsibilities and commitments outside of their day-to-day paying jobs, and Saralyn is no exception. She works hard to ensure that her peers are recognized for the work that they do but also reaches out and ensures that they are taken care of following critical or traumatic incidents. She has developed a working relationship with MARC’s Peer Team and ensures that any agencies in need have access to the Team’s contact point.

Beyond that, Regional Ambassadors serve as the contact point between regional ECCs and the MOAPCO Board, allowing information to flow in both directions. Saralyn does this effortlessly by ensuring that her region is aware of training announcements and other communications from the Chapter.

As part of her Regional Ambassador duties, she serves as a DeFacto member on several MOAPCO Committees including the scholarship committee, which reviews scholarship applications and recommends recipients, and is an active member of the ProCHRT committee.

# Board Spotlight



At the Spring 2021 Missouri Public Safety Communications Conference, Missouri APCO Surprised Saralyn by voting to recognize her as a Chapter Life Member. The designation of Chapter Life Member is an honor that is bestowed to those members who have worked for the betterment of their peers and the emergency communications profession in Missouri. Nominees for the distinction must first qualify by having been a member of the Association of Public Safety Communications Officials (APCO) for at least 15 years, been a member of the Missouri Chapter for at least five years, and must have made three significant contributions towards meeting the needs of MOAPCO and/or APCO International. In order to be considered, Saralyn had to be nominated by a peer, recommended by a past Chapter President, be approved by the Board of Officers, and finally approved by a majority of the Chapter Quorum.

I highly encourage anyone who sees Saralyn at a conference, the Missouri State Fair, or another event around the state to take a few minutes to say hi and talk with her. You will not regret it! Saralyn's selflessness and desire to serve made her an easy target – er choice for this quarter's spotlight. Saralyn, thank you SO MUCH for everything you do and the attitude for which you do it!

# Legislative Update

By: President Dykes

Missouri's latest legislative session began on January 5th, 2022 with several pre-filed bills that will impact emergency communications in Missouri. Missouri APCO, Missouri NENA, and the Missouri 9-1-1 Director's Association have a contract lobbyist who was instrumental in the passage of 9-1-1 funding in 2018. Together, the Associations and our lobbyists continue to work toward the benefit of the emergency communications profession in Missouri.

We wanted to provide you with a brief on several of the bills that were pre-filed. Please note that there may be additional bills or actions on the pre-filed bills that have occurred since the writing of this article. Your Missouri APCO Board and our legislative committee work with our Lobbyist to ensure we are kept up to date on major changes to current bills or introductions of new bills that may impact our profession.

HB1473, HB1886, SB634, and SB655 introduce modifications to the Missouri Local Government Employees' Retirement Systems (LAGERS).

The summaries for HB1473, SB634, and SB635 read identical: "Currently, political subdivisions located in third class counties and Cape Girardeau County may, by a majority vote of the governing body, elect to cover certain employee classes as public safety personnel members in the Local Government Employees' Retirement System (LAGERS). This bill allows political subdivisions located in any county to cover such employee classes." The three Associations are in support of this change. These bills were sponsored by Representative Patricia Pike, Representative Wes Rogers, Senator Jeanie Riddle, and Senator Sandy Crawford.

HB1531 and HB1676 impact the definition of First Responder in Missouri. These bills are what Missouri APCO and our fellow Associations support as a logical step in the reclassification of Telecommunicators to First Responders.

The summary for HB153 reads "This bill expands the definition of the first responder to include public safety dispatchers, emergency responders, or emergency services dispatchers who respond to emergencies and meet the requirements of the local government, department, or agency. The bill includes "telecommunicator" as defined in Section 650.320, RSMo and reclassifies the 9-1-1 public safety dispatchers as first responders." This bill was sponsored by Representative Mark Ellebracht.

The summary for HB1676 reads "This bill adds "telecommunicator first responders" to the definition of first responders, and authorizes each political subdivision to elect to cover telecommunicator first responders as public safety personnel of the system. Training requirements for telecommunicators are specified in the bill." This bill was sponsored by Representative Chad Perkins.

SB 708 modifies provisions related to occupational diseases contracted by certain first responders by including post-traumatic stress disorder (PTSD). The summary of this bill reads "SB 708 - This act provides that post-traumatic stress disorder (PTSD) diagnosed in any person who is a firefighter, police officer, emergency medical technician, emergency medical dispatcher or other first responders shall be presumed as an occupational disease resulting from employment if: (1) the person has completed at least 5 years of employment; and (2) the person was examined by a medical professional upon commencing employment and the examination failed to reveal any evidence of PTSD. Denial of a claim under this act shall be on the basis of clear and convincing medical evidence that the cause of the PTSD is unrelated to the person's employment as a firefighter, police officer, emergency medical technician, emergency medical dispatcher, or other first responders." This bill was sponsored by Senator Doug Beck.

We will keep you updated throughout the year, at our meetings and through this newsletter, on the progression of these bills. If you have any questions regarding this legislation or suggestions of legislation that you believe should be introduced, please contact a member of our Legislative Task Force.



# Get Fit with Jen

By: Angie Stieffermann

It's the time of year again we feel pressured to make a full-body makeover. I don't wish to add to that pressure, but to share with you the story of Jenn Druger's overall wellness journey in hopes of inspiring you. I've worked with Jenn for the 4 and a half years she's been an operator with the Jefferson City Police Department. The three years prior to that she spent with Moniteau County. Over the last few years, despite the challenges of shift work, I've seen her make a priority of her wellness and unlike many who start, Jenn has remained dedicated. Here's what she had to say.

## **Jenn, what was the turning point in your health and fitness?**

There were several over time that lead me to make a change. I had a health scare at the end of 2019 that made me think I was having a stroke, I was barely squeezing in my clothes, turning 30, and had a family history of heart disease along with anxiety & depression. My mindset really started changing when I was planning our wedding. I was stressed, overeating & gaining more weight. Enough was enough & I joined an online workout program. (Jen's Get Fit Group on Facebook)

**So you're saying folks can still get in a challenging workout, or even just a walk, even if they only have 30 minutes to spare? What type of space and equipment do you need for your workouts and if you weren't part of the online group, what would be your second choice for activity?**

For the majority of my Jen's Get Fit Group workouts, I only need dumbbells. I started out with 10's and have worked my way up to 35s & the 40s. I ordered my home set off Amazon but feel more motivated when I come to the Police Department's gym. There are also several bodyweight exercises and cardio videos that take very little space and can be done in the comfort of your living room. If I didn't have this group I would look up videos on YouTube or join a gym. I've also recently started jogging! I'm not good at it but it is so amazing what my body can do now!

## **What are some tips you'd like to share with other shift working 9-1 operators on how to incorporate fitness into most days of their week?**

Make time!! Make time!! Make time!! My program takes around 24 minutes a day for a good HIIT workout. That's about as much as you could sit in a drive-thru, watching an episode of The Office (lol) or mopping floors. Yes, there are sacrifices but eventually, it becomes a routine. I usually work out about an hour to an hour and ½ a day but it took me a while to work up to that.

## **What do you tell yourself to keep motivated? How do you deal with the days you just don't want to make good choices or work out?**

I tell myself to suck it up and stop making excuses. I think back to when I couldn't jump rope, do a burpee or run on a treadmill. There are a lot of days that I despise the idea of working out but I crave the post-workout feeling of exhaustion and sweating out my worry of the day.

**Fantastic! You see past the discomfort of the workout to the end result, and don't let your emotions boss you around; you call your own bluff. Even if you don't feel like working out, you do it anyway! What are a few of your biggest challenges whether with food, fitness, or body image?**

Food is my biggest challenge.... I love tacos! I struggle with meal planning because I don't like leftovers & I'm picky. Also, our schedules make it difficult to do things like cook a healthier meal. The best way I stay in control of my food intake is by bringing something easy like seasoned chicken breast & broccoli that I can throw in the toaster oven. Also, if I freeze leftovers right away then warm them in the oven, it seems more like a freshly cooked meal.

**What else would you like folks to know?**

I am still an overweight person but mentally and physically I don't think I have ever felt this great. I don't have all the answers and the way I deal with fitness may not be for everyone but it works for me. Everyone needs to find what works for them especially with our type of work. We all work intense schedules and stressful shifts but I cannot say this enough, even if it is just a 10-minute walk or a 30-minute yoga session, just get your body moving!

**If you have any questions of Jenn about her journey feel free to email her at [JHarris@jeffersoncitymo.gov](mailto:JHarris@jeffersoncitymo.gov).**



# Communicating in Columbia

In February of 2021, Charles “Chuck” Mastalski, Day Shift Supervisor for Boone County Joint Communications in Columbia, was recognized for his 40th year of working at BCJC. A lot has changed in those years and, in between calls into the center. I, Stirling Williams, Operations Manager at BCJC, had an opportunity to sit down with him and ask a few questions.

**So, why did you first become a 9-1-1 dispatcher?  
What brought you to the industry?**

Well, keep in mind it was 1981 at the time and I was looking for something pretty stable. I was working at a 7-11 at the time and looking for something with benefits and, honestly, something a little more challenging than working as a convenience store clerk.

**What would you say are some of the most  
challenging aspects of working in 9-1-1?**

Probably trying to manage the call volume in this day and age. Although we are able to handle the calls themselves, the number of calls that come in often makes it challenging.

**What would you describe as the rewards of working in dispatch?**

The most rewarding thing, without trying to sound as if I’m using some jaded expression, is the ability to help make this community a safer place to live. I know that’s an often-overused expression, but it still rings true. The thing that really brought it more home more than anything else was at the time I first started at Joint Communications, I had very young children, just bought a house and my family had to live in this community. And so, if there was anything I could do to make it safer for them, I wanted to do that. I felt that by working at Joint I was able to be a part of making the community a better place for them and others. This job, as frustrating as it can get, is one of the most powerful jobs you can have with regard to helping the community.

**How have things changed over the years?**

The biggest thing that jumps out in my mind is technology. When I started in 1981, it was pencil and paper. Once CAD systems were developed, the whole industry took off. I can remember having meetings about our first CAD system and I can remember the hesitancy about it back then. And now, we could not do this job without it.

And not only CAD, but some of the other things that seem so little now made a big difference. Plotting a call for example. Back in the day, if you got a call about something happening on the interstate, you’d get “I’m on Interstate 70, going to Kansas City and I see a Ramada Inn sign.” You had to know where that Ramada Inn sign was. Nowadays, you generally get a plot.

Caller ID, something that we take for granted today, wasn’t available and it was often a challenge to obtain the caller’s phone number. Technology is one the biggest things I’ve seen change over the past 40 years.

The call types have seemed to change. There seem to be more overdoses and suicide-related calls. I can remember a time that you might get one suicide-related call in a month and now it seems like almost every day.

# Communicating in Columbia

## **What roles have you filled over the years at BCJC?**

Well, I started as a dispatcher then moved on to a step-up supervisor, and then became a supervisor. For a time, I was interim director of the department. My goal was to reach the supervisor and contribute as best I could. I'm not going to lie, I wouldn't want the director job again. It's one of those jobs where you say, "It's a good job but not a good job for me."

## **What would you tell someone who is just getting into the 9-1-1 industry?**

My best advice to anyone coming into this job is, number one, do your homework on what this job is all about. Be sure you know what you are applying for. The second biggest piece of advice I have is you have to have an incredible amount of patience. That will get you through the beginning stages. And then, do not stop learning. I've been here 40 years and there are still many things I either need to relearn or learn more about because it changes so much.

I also get asked a lot; how do you reduce stress? I tell every new person, the biggest cause of stress is the unknown and by that I mean: unsure how to handle a call; unknown where an officer is, that sort of thing. I always give this example, if you're husband or wife called and said, "Honey, our house is on fire," what's the one thing you wouldn't stress about? The location. The "known" bring the stress down. To carry this further, knowledge helps bring confidence. It's a lot easier said than done but any reduction of the unknown helps reduce the stress.

## **Any funny stories from over the years?**

It's been a number of years but one that sticks out almost sounds like the title of a country-western song...the first words out of this guy's mouth when he called were, "Yeah, I used to live with my ex old lady until she got arrested for burglary."

Thank you, Chuck, for your 40 years of dedicated service to the citizens of Boone County!

# Rappin' with Roger

## What APCO Means To Me?



Hey, I'm Roger Martin. I'm your Missouri Chapter Treasurer and Chair for Missouri ProCHRT and Historical committees. I am proud to serve as the Chief Training Operator for the Communications Division of the Missouri State Highway Patrol.

Someone recently asked me what APCO meant to me. I became a Highway Patrol Telecommunicator in 2001, about one month after retiring from my 20-year career with the U.S. Air Force. In the military, I did coordinate and dispatched by radio. My responders were just flying a few thousand feet higher and quite a bit faster than our State Troopers normally travel!

I was also very much engaged as a military trainer and evaluator. So, probably no big surprise that once I learned public safety radio language I began to train. Initially, I trained folks on how to use MULES, but it wasn't long before someone from the Missouri Chapter of APCO got the wise idea to provide a basic public safety communications course throughout the state. My Patrol Communications Division partnered with them to pull it off. So APCO meant training to me for several years, and, of course, it still does. Meeting the new people coming into the profession and helping them to understand how things work is an amazing part of my APCO experience.

Later, I became involved with the state conference, the chapter training committee, and then national committees. Thinking through issues or ideas and finding solutions is one excellent way to see the association close-up, meet great people, network, and grow yourself. For me that growth included more involvement, a few terms as Chapter President, then elected as the Chapter's Executive Council representative, and I was given the opportunity to serve all APCO committees as a Group Leader at the national level.

APCO came to mean leadership and a standardized approach as I took on these new roles. Working in committees, on the Chapter board, and within the governance body of APCO is another amazing part of APCO!

But I don't have all the answers - never have - so in later editions of the Newsletter I hope to share what some of the folks I've met along the way had to say, too. The resounding theme - get involved - if you don't know where or how please reach out to me or any other member of the MOAPCO board.





All APCO membership types expire on December 31st of each calendar year. If you have not renewed your APCO Membership yet, you are missing out on receiving important information. You will not be able to take advantage of the great member benefits like the monthly magazine, free or discounted training, or savings at APCO events. Renewing your membership now will keep you from missing out, so please renew today!



# Anniversaries, Advancement, and Assistance



Lacie celebrated her workiversary! She's been with Henry County 911 for 16 years. Lacie has worked through the years as telecommunicator, supervisor and is now the Director of Operations. She's willing to help others in any way and doesn't back down from a challenge.

Central County Emergency 911 was proud to support St. Louis Fire and EMS Dispatch as Mutual aid units from the surrounding area moved up to provide coverage during the Funeral of Fallen Firefighter Ben Polson.



Happy 20 year anniversary to Supervisor Kevin Patton with the Springfield-Greene County 9-1-1 Center! "Kevin's has been a mainstay here for a long time" states Director Kris Inman, "I'm grateful to him for his dedication to our citizens and user agencies!"



*St. Louis City Fire Department Headquarters*



The Missouri Chapter of the Association of Public Safety Communications Officials (MOAPCO) is pleased to recognize Communications Operator III Justin Davis, Communications Operator III Doug Hager, Communications Operator Trainee Krysten Keeney, Communications Operator III Patricia Limbaugh and Communications Operator III Betty Rodgers of the Missouri State Highway Patrol Troop E as Missouri Teammates in Action!

On October 24, 2021, Iron and Madison Counties activated tornado sirens approximately 30 minutes before a tornado touched down. The Missouri State Highway Patrol Troop E Communications team began coordinating officer response to the area and made required notifications to staff members.

Around 9 p.m., the voice of Troop E Marine Corporal Richard Walker came over the radio saying he and his family had taken shelter in their basement and reported water was coming into the basement, severe storms were overhead, and they had a propane leak. As first responders made every effort to reach Corporal Walker and his family, the corporal again called by radio saying his house was destroyed but he and his family were safe. Other calls flooded into Troop E and the Madison County Sheriff's Office reporting damage to power lines, structures, and roadways. At shift change, Operators Rodgers and Hager seamlessly took over the communications duties.

These operators acted as a team handling a large amount of phone and radio traffic while keeping staff notified and coordinating patrol officer response. They embraced the Core Values of the Missouri State Highway Patrol through their unwaning professionalism, resourcefulness, commitment, character, and compassion. For their tremendous ability to process information and provide exceptional customer service with professionalism and commitment during a time of uncertain safety to the people they know, love, and serve, we are proud to recognize them as Missouri APCO Teammates in Action!

You can learn more about our Teammates in Action program, read about past recipients or even nominate a deserving team at [moapco.org/teammates](http://moapco.org/teammates).



# Teammates In Action



At morning shift change JASCO communications Team Leader Pruitt took calls on a structure fire and propane tank explosion. Two victims were flown to a hospital in Springfield. During the fire call, TCOII Blanchard and other members of the team began to receive 9-1-1 text messages from a suicidal person, who texted 9-1-1 multiple times telling his story. The communications team worked diligently to find the texter's location. Deputies were looking for the suicidal person when the JASCO Sheriff's Chief Deputy reported he was out with a man who ran from a house into the woods. A second deputy arrived to assist, but he became dizzy and collapsed. The Chief Deputy found he was not breathing and began CPR. He used the deputy's radio to report an officer down to TCOII Boyer while continuing chest compressions.

TCO's Littrell and Russell immediately dispatched Fire/Rescue and EMS to the scene. The team continued to respond with compassion and concern to text messages from the suicidal person; they kept everyone up to date on the officer down situation, and they continued to process incoming calls and field-initiated traffic throughout this event. Several other agencies assisted in looking for the suicidal person who was eventually taken into custody for treatment. The team finally heard the news that their Deputy was conscious, breathing, and talking.

After being released from recovery, he called his teammates who had helped to save his life. The JASCO communications team handled their profession with grace and diligence. Missouri APCO would like to express our appreciation to these communication lifesavers, and we are proud to recognize them as Missouri Teammates in Action.

# Membership Mentions



The Homeless Care Packages were coordinated by one person that is a Dispatch Supervisor at Kansas City, MO Police Department. Her name is Dawn Deterding and she purchased (and received some donated items) and coordinated her family and friends to put together and hand out 100 care bags to the homeless in Kansas City on a cold winter night. What a kind and thoughtful gesture for the community she works and lives.

## MATTHEW KNIGHT MEMORIAL SCHOLARSHIP



The Missouri Chapter of APCO is committed to building future leaders within our profession and the association. To further these goals, the chapter will award one scholarship to the Spring and to the Fall Missouri Public Safety Communications Conference (MPSCC).

The scholarship is named in Honor of Matthew Knight. Matt's dedication to the MPSCC and public safety communications professionals has helped make the conference what it is today. He inspired so many and we hope to continue his legacy by inspiring others to grow stronger.



# APCO Scholarships



It's scholarship season! APCO International is currently accepting applications for general and CPE Scholarships. Funds received from general scholarships can be used to attend one of the many training sessions from the APCO Institute, such as Certified Training Operator (CTO), Crisis Negotiator, Tactical Dispatch, or anything else in their course catalog. Those who are interested in obtaining their Registered Public Safety Leader (RPL) designation, a year-long commitment, may also apply for the general scholarship to help with the financial commitment. The application for General Scholarship is due by March 31, 2022.

For those currently in a management position who are looking to take the next step in furthering their career, APCO offers an intense hybrid course known as Certified Public-Safety Executive, or CPE for short. CPE comes with a large financial commitment, but never fear, APCO is here! Thanks to donations received from APCO's Silent Key program as well as generous contributions from commercial partners across the country, APCO is able to provide partial scholarships to assist you in achieving this designation. Act quick though, the deadline to submit your CPE Scholarship is February 15, 2022. You can learn more about both scholarships by visiting <https://www.apcointl.org/membership/scholarships/>. Before applying for the CPE scholarship, please read through the program requirements and confirm your eligibility.

For those that are interested in obtaining the RPL or CPE designation, we know that the scholarship amount awarded by APCO may not cover the full cost of the tuition. Missouri APCO is proud to offer an additional scholarship to assist with the burden. More information on the Missouri APCO Scholarship will be announced later this spring.

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- BA in Game Design
- BA/BS in Human Resource Management
- BA in Interdisciplinary Studies
- BA/BS in Marketing
- BA/BS in Business Administration
- BFA in Art & Design
- BS in Cybersecurity
- BS in Digital Marketing
- BS in Fashion Business & Entrepreneurship
- BS in Health Management
- BS in Information Technology
- BS in Paramedicine

### Graduate Programs

- MA in Art History & Visual Culture
- MA in Early Intervention in Autism & Sensory Impairments
- MA in Education
- MA in Educational Technology
- MA in Gifted Education
- MA in Higher Education
- MA in Leadership
- MA in Non-Profit Administration
- MA in Teaching Secondary Education
- Master of Accountancy
- Master of Business Administration
- MFA in Writing
- Master of Healthcare Administration
- Master of Music Education
- Master of Public Administration
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# 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 during this next quarter. While some of the events are free, there is a cost incurred with several. Find

more information on our website:

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

February 3rd- Quality Assurance: Achieving QA/QI in the PSAP

February 7th-9th- APCO Communications Training Officer, 6 ED #62381

February 10th- Enhanced Caller Management

February 24th- Preventing Telecommunicator Tunnel Vision

March 3rd- Change Management in 9-1-1

March 10th- Serving Equally: Removing Bias-based Inequities

March 17th- Advanced Police Dispatching

March 24th- Leadership in the 9-1-1 Center

March 31st- Enhanced Caller Management

April 11th-15th- APCO PST-1 Jefferson City





# T-SHIRT DESIGN CONTEST



**Contest winner receives a tee shirt, a  
MOAPCO coin and a \$100 cash prize**

**DEADLINE: FEBRUARY 15, 2022**

Design theme should relate to MOAPCO, NPSTW, or to public safety communications professionals.

Selection & production of the winning design in time to be available for purchase at the Spring MPSCC!

Tees will also be available to purchase from the MOAPCO online store:  
<https://moapco.square.site/>

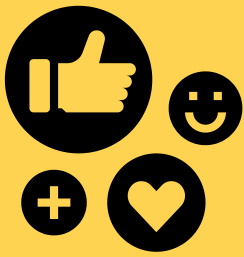
Just in time for **National Public Safety Telecommunicator Week!**

**UPLOAD YOUR T-SHIRT DESIGN TO:**

<https://airtable.com/shrH0bs4uIFVOBdGa>

*Uploads must be in editable format (JPG, Photoshop, etc.)*

**ENSURE DESIGNS DO NOT INFRINGE ON COPYRIGHT OR TRADEMARK LAWS**  
*MOAPCO reserves the right to alter designs in order to manage tee shirt pricing.*



# 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!



FIND US ON

