

MISSOURI APCO NEWSLETTER



WELCOME

Welcome to our DELAYED July newsletter. Sorry for the delay in release this has been a crazy summer. We hope to see everyone in Kansas City in the fall for MPSCC.



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Dishin' With Dykes

Note from President Z. Dykes

Staffing Shortage? It's not just you!

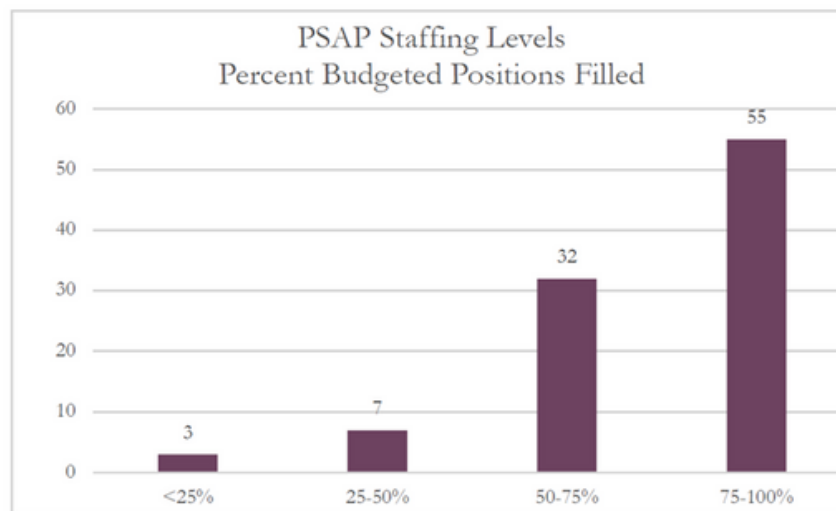
Lately has it seemed as if your center just can't stay fully staffed? If so, you are not alone! The most recent 9-1-1 Service Board survey indicates that across the state, roughly a quarter of the staff that center's have budgeted for remain unfilled. While that number is not fully representative of all 185 Emergency Communications Centers (ECC) in Missouri, it was developed through the 98 ECCs that replied to the survey[i].

PSAP Survey Report

6/20/2022

98 Responses

Primary PSAP	90
Secondary PSAP	4
Other Answers	4



If you have been in this career for any length of time, you are likely aware that historically, it has a high turnover rate. I personally believe many factors contribute to this from the high-stress environment to the low or average pay and required shift work. Combine this high turnover rate with a diminished amount of interested applicants (not even mentioning qualified applicants) and here we are, struggling to meet minimum staffing.

Unfortunately, this is a profession-wide crisis and something that is not going to be fixed overnight. As an Association we support legislative actions such as the 911 SAVES Act and the PROTECT 911 Act. As a Chapter, we will continue to work with the Missouri Chapter of NENA and the 9-1-1 Director's Association to push for reclassification through state legislation. But as a profession, we need to come together to develop new techniques to recruit and retain. If you are planning on coming to the Fall Missouri Public Safety Communications Conference in Kansas City this October, I'd like to challenge you to come prepared with innovative and outside the box ideas to recruit and retain employees.

In the meantime, keep your head up. I know that the decrease in staff has increased workload, stress and time at the console. Try your best to ensure you have recovery time and be aware of the signs of burnout. Lastly, remember that what you do truly makes a difference. You personally have a positive impact on your community each and every day. From me to you, thank you so much for your service and dedication to the citizens, visitors and field responders you serve!

[i] Missouri 911 Service Board (July 8, 2022)

MATT KNIGHT SCHOLARSHIP

MATTHEW
KNIGHT

Spatial Data
Research & MPSCC

EOW: 11/29/2021



The MOAPCO Scholarship was established in 2018 to provide a telecommunicator the opportunity to attend the Missouri Public Safety Communications Conference (MPSCC). In November 2021, the scholarship was renamed after the sudden death of the MOAPCO Commercial Advisor, Matthew Knight. Matt had a true passion for the 911 community. Just mention the public safety industry, and you could hear his commitment and drive for making the communities a better and safer place to be.

In continuing with Matt's passion for public safety, his wife, Penny Knight, is dedicated to carrying on his legacy and drive. Penny was appointed by the MOAPCO board to fill his seat in March 2022. She believes every telecommunicator should be able to attend a conference to further their goals and careers. The MPSCC is the perfect place to do this with motivational keynote speakers, educational classes but most of all, the networking. You will interact with fellow telecommunicators and directors from all different regions of Missouri. You may come to the conference not knowing a soul but leave with a host of new people as friends and great resources. The scholarship includes full conference registration, hotel accommodations, and travel allowance to and from the conference. You do not need to be a member of APCO to apply.

For full details of the scholarship, please visit <http://moapco.org/training/scholarship/> to learn more.

MOAPCO Young Professionals Committee Donates Goods to Local Shelter

By: Megan Cunningham

During the MPSCC Spring Conference, attendees were encouraged to bring in donated items as set up and organized by MOAPCO's Young Professional Committee. MOAPCO's Young Professionals Committee focuses on connecting young professionals ages 35 and under in the 9-1-1 field by creating a network of young professionals as well as working on reoccurring projects such as gathering donations for facilities in need.

For 2022's Spring MPSCC Conference, the Young Professionals Committee set out to gather items for Harmony House of Springfield, MO. This particular facility focuses on providing shelter, advocacy and education to survivors of domestic violence.

During the MPSCC Conference, we saw the donations boxes gradually fill to the brim and provided a very sizable donation that could be made to Harmony House. After all donations were collected, the Young Professionals Committee had collected over 35 items to donate to Harmony House following the conference. In all, the Young Professionals Committee received the following:

- 6 Blankets
- 5 Packages of Paper Towels
- 6 Packages of Toilet Paper
- 12 Bottles of Shampoo and Conditioner
- 2 Children's Comforters
- 2 Packages of Paper Plates
- 2 Bottles of Diaper Ointment
- 2 Bottles of Body Wash
- 1 Box of Latex Gloves

On behalf of the Young Professionals Committee of MOAPCO, I'd like to personally thank everyone who brought in items to donate! Harmony House was extremely appreciative of the items they were in desperate need of.

If you or anyone you know are interested in becoming involved in the Young Professionals Committee, please contact Megan Cunningham with Springfield-Greene County 9-1-1 Emergency Communications at mcunningham@springfieldmo.gov

What APCO Means To Me?

By: Barbara Gulick



What APCO means to me? After an honorable discharge from the Army, I secured employment at the police department, moving into dispatching when they hired civilians. Although the agency had policies and procedures regarding talking on the radio, little on call handling was available, other than "ask the sergeant if you don't know what to do." When promoted to supervisor replacing the sergeant, I realized I needed to learn about supervising and training. I heard about APCO from a retiring Fire Dept. dispatcher and went to a chapter meeting to see if it "could help". There were 7 people at the meeting, all radio technicians. Frequency issues were the main focus of APCO it appeared, not call processing or training. 9-1-1 telephony was not yet on the horizon. I joined thinking I should learn about "radio stuff" at least. Thus, began my affiliation with APCO.

As 9-1-1 became available, APCO took on a role regarding call processing and infrastructure needs. Sharing the information, I learned as plans were being formulated on a national level enabled me to tell my agency what to expect when 9-1-1 went live. My agency recognized the importance of having someone "in the loop" as this technology took hold and encouraged my participation. For several decades I attended meetings and conferences, learning about 9-1-1 installation concerns, appropriate call processing methods, minimum standards of training for dispatchers, required supervisory training, specialized training for dispatchers and the need for national standards. APCO provided additional resources for me regarding hiring, personnel management, facility construction, and consolidation of agencies. As a member, APCO provided the tools for me to grow from being "just a dispatcher" to retiring as a manager of a public safety communications unit. For that I am appreciative.



Barbara Gulick has held many board positions within the Missouri Chapter when the Chapter had only a few people involved. She was on the forefront of developing Missouri's state 9-1-1 training standard, standards for center development and manning, and was also our Chapter Conference Chair for many years. She is a Chapter Life Member and is now retired.



By: Mike Fridley with St. Charles County

Cybersecurity is one of the top concerns of the government. Ransomware is a major threat to the government and its ability to utilize its data. When an agency cannot access essential information, in this case, 911 dispatch technology, it can impact communities quickly. Recognizing the gravity of these threats, CISA (Cybersecurity and Infrastructure Security Agency) launched a campaign to help public and private sector organizations tackle ransomware risks.

To defend against ransomware, agencies must acknowledge this threat and take steps to prepare, defend and remediate. Agencies need a robust, multilayered defense system and strategy to address ransomware. Furthermore, having an ultra-resilient approach to backing up, recovering, and restoring data is vital to protect federal networks in the event of an attack.

Employees should be briefed on operation principles. They must know the main entry points into a network for ransomware, including but not limited to remote access mechanisms such as Remote Desktop Protocol and phishing. Understanding these main mechanisms from an attack perspective is a huge help in focusing on where to invest the most effort. Employees must know how to remediate a threat "what to do when it happens." Even the agencies that follow best practices to prevent ransomware are at risk; It's an "if" not "when" regarding ransomware attacks.

To help prepare for a ransomware attack, agencies can start with a 3-2-1 strategy: Three copies of data, on at least two different types of backup media, with at least one copy "off-site." The advantage of this approach is that the rule requires no particular hardware and is versatile enough to address nearly any failure scenario. One of the backups has to be resilient by being offline. There are many types of media to achieve this, including tape media, immutable backups, air-gapped and offline media, or software as a service for backup and disaster recovery.

When selecting a backup to support a 3-2-1 strategy, you should look for a solution that combines backup, replication, storage snapshots, and continuous data protection. By implementing ransomware protection to combat cyber threats now and into the future, agencies will experience resiliency and minimize the risk of data loss, financial loss, and reputational damage.

Overall, a multilayered approach to reduce ransomware risks can provide success. Agencies need to educate their IT teams and employees regularly to minimize risk, maximize prevention, and implement solutions to ensure data is secure and backed up. Finally, be prepared to remediate data systems through full backup and data recovery capabilities should your previous lines of defense fail.

Legislative Update

The 2022 legislative session has come to a close and boy what a session it was! In January, we let you know of several bills that had been proposed that directly impacted emergency communications. We just wanted to follow up and let you know what happened during this session!

First, a hot button topic for the past few years has been reclassification. At the start of this session, two separate bills were introduced to the House to reclassify public safety telecommunicators as First Responders. We had some great support on this topic this year! Unfortunately though, the bill it was included in never made it to the Senate floor for debate before the end of the legislative session. I want to be very clear though that this was the first year that this type of language was introduced, so this is not unexpected. We will continue to work with our sister associations and our lobbyist in working towards reclassification during the next legislative session!

Another hot button topic and one that spurred several bills on both floors was a modification to LAGERS or the Missouri Local Government Employee's Retirement System. On June 17th, Governor Parson signed SB655 which removed a county class restriction and allows any political subdivision to cover certain employee classes as public safety personnel members in LAGERS, by a majority vote.

SB708 and HB1640 were introduced to modify provisions relating to the occupational diseases contracted by certain first responders. It would have introduced that PTSD diagnosed in any person including emergency medical dispatcher or other first responder shall be presumed as an occupational disease resulting from employment if they had at least 5 years of employment and was prescreened upon employment and that examination did not reveal any signs of PTSD. Ultimately, these bills died in committee and had no further action taken on them.

Lastly, Governor Parson recently signed the FY 2022-2023 budget into law. This budget included \$8 Million for a Statewide GIS Project along with an additional \$10 Million for NG911 uses. The Chapter is working closely with our fellow Associations and the 9-1-1 Service Board to develop and implement a plan for those funds.

I would like to thank Vice President JR Webb, Chair of the Legislative Committee for speaking on behalf of the Association. During the session he travelled to Jefferson City to testify in favor of the reclassification bill along with Legislative Committee member Paul Jokerst. We would also like to recognize the efforts of Scott Penman and Kaycee Nail on behalf of the Chapter.

BOARD SPOTLIGHT



There are currently twelve 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. This edition, we are pleased to highlight our Immediate Past-President, Stephen Hoskins of the Kansas City Police Department.

Due to a lack of past president's staying in the state for over a decade, the position of Immediate Past-President was removed from our bylaws until reinstated in 2021 for Steve. In that role, he serves as the Chair of our election committee, as an advisor of the current President, and assists with other duties as assigned.

Steve started his career in Public Safety in 1990, as a Radio Dispatcher for the Kansas City Police Department. He has spent a bulk of his career with KCPD, with a short stint as a regional trainer with the Mid-America Regional Council. "When I got to the Dispatcher training, I discovered that this was the job that God created me to do. I fell in love with this profession and everything just clicked for me."

During his tenure in communications, Steve has been involved in high-priority incidents such as the 2011 Joplin Tornado, the MLB All Star Game in Kansas City and the World Series Games hosted in Kansas City. In addition to his day-to-day duties, which focus primarily on technology, interoperability and administering the KCPD CAD system; Steve is a COM L and COM L instructor both locally and nationally.

Q: WHEN DID YOU BECOME INVOLVED IN THE CHAPTER?

A: I first became involved with Missouri APCO in a peripheral way in 1992. My boss at the time, Barb Gulick, was serving on the board and took me to my first chapter meeting. I assisted her with some of her tasks as the chapter secretary, which included typing and applying address labels for all of the chapter members for a mass mailing they were doing. Unfortunately, my agency would not pay for my membership in APCO and I did not actually join the association until in the late 1990's.

Q: WHY DID YOU BECOME INVOLVED IN THE CHAPTER?

A: I was invited to become involved in Missouri APCO by an existing member. This is really important because it shows that one of the best ways to help our chapter achieve membership growth is to invite others to join us in our association. Handing out literature and pointing people to the website are valid recruiting tools, but nothing is as effective as you, our current membership, reaching out to your peers and friends to invite them to join us. I became a member and as the years went by, I become more involved in things as I got to know more people in the chapter and learned more about what we were trying to achieve.

Q: WHAT BENEFITS HAVE YOU RECEIVED FROM BEING INVOLVED IN THE ASSOCIATION?

A: I think the greatest benefit I have received has been the deep and lasting friendships I have made with other members of this profession. Although there have been many things that I can point to that were beneficial to my career and some things that were truly rewarding, including the successful legislative efforts for 9-1-1 funding in Missouri. Knowing that I was able to help move our state forward to a better method of funding for 9-1-1 gives me great personal satisfaction. I also personally feel rewarded when I see people that I have mentored or "taken under my wing" as they become more active and successful in both their careers and the association. There are many things a person can find beneficial from active participation in our chapter. These are just a few of the things that come to mind for me.

Spotlight on Steve

Q: WHY DID YOU BECOME INVOLVED ON THE BOARD?

A: Becoming involved on the board was a simple decision for me as I got to know other members of the board and saw how hard they were working. It was obvious that they needed someone who was willing to actively support their efforts and I felt compelled to do what I could to help. This willingness to be supportive and take an active role in our chapter did lead to my being appointed to the board when an unexpected vacancy occurred. I was blessed to work for an agency that allowed me time away, which did allow for greater participation on my part.

I was appointed as Vice President by then President Roger Martin. Our Vice President at the time left the profession and moved out of state leaving a vacancy. I was very pleased and honored to be asked to serve the remaining term as VP. I did run to be re-elected as Vice President and thankfully, our membership did choose to keep me in that position.

Q: WHAT ARE YOU CURRENTLY INVOLVED IN WITH THE CHAPTER?

A: As the Immediate Past President, I provide some historical knowledge for the current president and make myself available for any projects with which he might need some assistance. I also maintain availability to participate in any legislative efforts and support the legislative committee in their efforts to monitor potential legislation and interact with our state legislators when needed.



CHAPTER LIFE MEMBER



This past spring during the MPSCC, the membership quorum of the Missouri Chapter voted to approve the nomination of Roger Martin as a Chapter Life Member. Congratulations Roger!

The distinction of Chapter Life Member is reserved for members who have maintained their APCO membership for at least fifteen years, their chapter membership for at least five years, and have also made at least three significant contributions as laid out in our policy manual. Only six individuals currently hold this designation.

Roger began his membership with APCO in February 2007 and has been actively engaged since joining. He has gone above and beyond serving the members of the Missouri chapter through his time on the board, as the Vice President, President, Executive Council Representative and currently the Treasurer.

Aside from his time on the Board, Roger has long served as a trainer with the Missouri Professional Training Partnership and has for several years served as the co-chair of the Partnership. He has been heavily involved in making sure our Chapter continues moving forward and until recently served as the chair of the bylaws, elections, historic, education and ProCHRT committees.

Roger has committed over a decade of his career to the betterment of emergency communications in Missouri. Congratulations on your appointment as Chapter Life Member! It's well deserved!

In Spring 2021, Missouri APCO welcomed Immediate Past President Stephen Hoskins and Regional Ambassadors Saralyn Hayes and Angela Stiefermann to the ranks of Chapter Life Members. The remaining Chapter Life Members include Barbara Gulick and Danny Rawden. Next time you see any of these individuals, tell them thank you for all that they have done to further emergency communications in our state!

Teammates In Action

Communications Officer Evan Bishop, Kennett 911 Communications

Communications Officer Casie Gaskins, Dunklin County Sheriff's Office

On March 20, 2022, Communications Officer Gaskins, Dunklin County, took the call from the suspects grandfather on a domestic assault. The grandfather reported that the grandson had stabbed his girlfriend in the leg with a screwdriver. He then forced her into a vehicle and fled the scene. Kennett 9-1-1 Communications Officer Bishop dispatched law enforcement officers. They located the vehicle within 15 minutes and engaged in pursuit through Arkansas as well as numerous towns in Missouri. The suspect was still armed with the screwdriver. The vehicle was stopped after approximately 90-minutes and the suspect taken into custody. Communications Officers Bishop and Gaskins displayed exceptional teamwork as they divided up tasks while maintaining effective communications between the agencies. Bishop coordinated with responding officers from surrounding and out-of-state agencies to update them with the most current location of the pursuit. He also kept officers aware of possible road hazards throughout the pursuit. These Communications Officers' professional performance was crucial to the successful capture of the suspect and in providing emergency medical care to the victim. Missouri APCO is proud to recognize them as Missouri Teammates in Action.



On March 17, 2022, at approximately 0810 hours, Troop E started receiving reports of a multiple vehicle crash on Interstate 57 at the 13.4-mile marker in Mississippi County. Initial reports included that there were multiple commercial motor vehicles involved, including a commercial motor vehicle on fire - fully engulfed - with a subject trapped, an unresponsive subject, and that both the northbound and southbound lanes were blocked.

Due to an operator on sick leave, ACO Whitton and CO I Keeney were the only operators working at the time of the incident. They handled all the radio and phone traffic related to the incident, as well as routine phone and radio traffic. CO III Davis was called in and arrived three hours after the incident occurred to assist at the front desk. These operators professionally, calmly, and efficiently handled a large amount of radio and phone communications. They played a critical role in coordinating the response of Patrol responders and many other agencies, wrecker services, the Illinois Department of Transportation, and the Missouri Department of Transportation.

These Communications Operators worked beyond their stress, their fear, and their concern that they had for their injured Trooper, to ensure a successful resolution to this incident. They remained calm and professional and helped provide some semblance of stability to a chaotic event. Their actions combined with the swift response of field responders meant the Trooper continues to serve and protect the citizens of our state today. These Operators are the epitome of the word team and deserve to be recognized as Missouri Teammates in Action.



WELLNESS AND YOU



Mental health and wellness in the dispatch center is a hot topic. There are many resources available 24X7, and many are public safety specific. Whether you have a financial, health related, or professional in nature issue, here are some ideas that may help you manage your mental health (with electronic links):

One resource is Peer Support, which is a confidential peer-based assistance program for first responders. It is not professional level help but can be used during and after times of personal or professional crisis. Trained Peer Support team members fill a need that can't be met by typical employee assistance programs or department psychologists or chaplains because they do the same job as you-- so they truly understand the stressors. They can also provide guidance or referrals to professionals or alternate resources as required. Does your agency have a peer support team? If not, you are not alone and you have a team of your own to reach out to in times of need. You may certainly use Mid-America Regional Council's 911 specific team for an individual phone call or possibly for a formal CISD after a traumatic event. MARC line: 816-701-8212

Some ideas specifically for First Responders around the Greater Kansas City area are below; however, you may have something similar in your area where you can go to relax and unwind.

Holistic Wellness Day-Experiences:

- Morgan Farms. This is a working farm that is specifically for First Responders. Link: <https://www.morganfarmskc.com/>
- War Horses for Veterans. This is an equestrian experience. Link: <https://www.warhorsesforveterans.org/>
- Oscar Mike Overland. This is adventure therapy. link: <https://www.oscarmikeoverland.org/>

Higher Level of Care Resources:

- The Battle Within (5-day program) link: <https://www.oscarmikeoverland.org/>
- Warriors' Ascent (5-day program) link: <https://www.warriorsascent.org/>
- Valiant Therapeutic Services link (30-day program): <https://www.thevaliantmind.org/>
- Insight Public Safety & Forensic Consulting provides public safety specific therapists: <https://www.insightpublicsafety.com/>
- First Responders Support Team Midwest (5-day program) link: <https://frstmidwest.org/>

Additional Mental Health and Wellness Resources:

Do you wear a smart device to monitor your health? Does it tell you your sleep patterns, temperature, pedometer steps, and when to get up if you have been sitting for a while? Newest smart Oura Ring idea: <https://ouraring.com/>
Guns and Yoga Podcast link: <https://gunsandyoga.podbean.com/e/episode-25-morgan-farms-mash-up/>
Pause First Academy with Kim Colegrove: your agency can purchase premiere memberships for mental health & wellness from Pause First Academy. Sessions can be pulled up on any device at any time & even "casted" to the big TV at home to watch with the family. Link: <https://pausefirst.com/>

Mental health matters

Additionally, in April, Cobb County Department of Emergency Communications (Georgia) opened a restoration garden that offers a quiet space to relieve stress. Director, Melissa Alterio said, “Once employees enter the garden, they are surrounded by Japanese Maple trees, a rock garden, bushes, flower and benches with a pathway that runs through it all. We wanted a Zen kind of place to come and just chill and relax; especially after taking bad calls.” Over 50 local businesses donated money and community members volunteered their time to build the restoration garden for 911 employees.

Link: <https://www.youtube.com/watch?v=Mr57JVwth2g>

Mid-America Regional Council peer support and wellness resources link: <https://www.marc.org/news/audio-and-video-resources-911-peer-support-programs>

NENA Wellness Continuum link: <https://www.nena.org/page/WellnessContinuum>

911 Leaders Post Tragedy Care Checklist link:

https://cdn.ymaws.com/www.nena.org/resource/resmgr/continuum_resc_imgs/continuum/Post_Tragedy_Care_Checklist_.pdf

Midwest Rainbow Research Institute for LGBTQ+: <https://midwestrainbow.org/>

Conclusion

While these ideas are not new, they may inspire you to make some positive changes. Let’s keep moving the needle in our industry to reduce the mental health stigma and promote personal wellness! Learn more about MARC’s 911 specific and Commander Level Peer Support Teams at MPSCC in October in Kansas City!

About Mid-America Regional Council (MARC):

MARC coordinates the Regional 9-1-1 system, which handles 4.6 million emergency and non-emergency calls each year within 46 PSAPs, in 11 Counties in Missouri and Kansas. The regional system is coordinated through a number of committees and task forces made up of representatives of local governments and inter-local agreements. There are over 700 dispatchers in the MARC region.

About Pam Opoka:

Pam Opoka, ENP, is the Public Safety Training Coordinator and Peer Support Program Manager at Mid-America Regional Council (MARC). She has over 27 years of experience in Public Safety and has a master’s degree in Public Administration. Pam is active in University Research projects for peer support efficacy. She is currently the co-chair of National Emergency Number Association’s Wellness Committee Peer Support Work Group and is a member of NENA’s Education Advisory Board. Pam is also on the State of MO Service Board Training Committee and the State of KS Coordinating Council Training Committee. She is an advocate for mental health and wellness for public safety professionals.

UPCOMING TRAINING OPPORTUNITIES

The Missouri Professional Training Partnership maintains a calendar of training events offered by the 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 next quarter. While some of the events are free, there is a cost incurred with several. Find more information on the website: <http://moapco.org/training/>

- Aug 23-26, 2022 Emergency Medical Dispatch (Virtual) APCO Class #63925**
- Aug 25, 2022 10am-4pm EST Leadership in the 9-1-1 Center (Online) Instructor Led NENA**
- Aug 25, 2022 8am-12pm Missouri ALERTS Training TROOP F HEADQUARTERS**
- Aug 25, 2022 1pm-5pm Missouri ALERTS Training TROOP F HEADQUARTERS**
- Aug 29-31, 2022 Communications Training Officer (Virtual) APCO Class #63919**
- Sep 1, 2022 10am-4pm EST Disaster Planning for the PSAP (Online) Instructor Led NENA**
- Sep 8, 2022 10am-4pm EST Advanced Fire & EMS Dispatching (Online) Instructor Led NENA**
- Sep 13-16, 2022 Law Enforcement Communications (Virtual) APCO Class #63911**
- Sep 15, 2022 10am-4pm EST Recruit, Hire, Retain, & Promote for Success (Online) Instructor Led NENA**
- Sep 16, 2022 0800-1700 FREE Continuing Education Perryville PD**
- Sep 22, 2022 10am-4pm EST Preventing Telecommunicator Tunnel Vision (Online) Instructor Led NENA**
- Sep 26-30, 2022 Public Safety Telecommunicator 1 (Virtual) APCO Class #63929**
- Sep 29, 2022 10am-4pm EST Advanced Police Dispatching (Online) Instructor Led NENA**
- Oct 6, 2022 8am-5pm Initial Response Strategies and Tactics When Responding to Missing Children Incidents Kansas City Regional Police Academy**
- Oct 9-12, 2022 Missouri Public Safety Communications Conference Embassy Suites Kansas City**
- Oct 11, 2022 8am-5pm EST Cybersecurity Fundamentals for the ECC (Virtual) APCO Class #63477**
- Oct 26-Nov 22 Public Safety Telecommunicator 1 (Virtual) APCO Class #63969**



ONLINE STORE



Missouri APCO still has these great shirts for sale which would make a perfect gift for your staff/co-workers or yourself for National Public Safety Telecommunicator Week (NPSTW), which is next week.

Here is the link to order shirts and other cool stuff like challenge coins, stickers, pins, etc. from MOAPCO: <https://moapco.square.site/>



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

