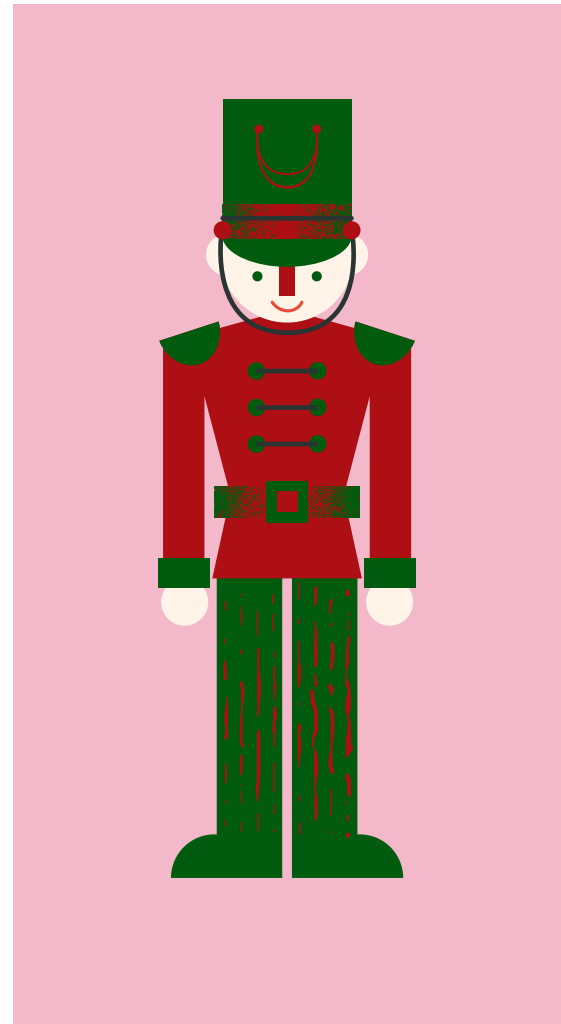




From us to you,  
*Merry Christmas!*



With the holidays approaching we decided to make this newsletter festive! We hope you enjoy and have a great holiday season!

# Teammates in Action:

## Beyond the Recognition

By Zachary  
Dykes

Since its adoption in October of 2019, the Missouri Teammates in Action Program has proudly recognized 24 teams composed of 101 individuals, for actions they have taken that directly impacted the results of calls for service. While recognizing our peers and subordinates is great and necessary, there is a weight behind the real life stories of Missouri's Teammates in Action and these stories go on to serve a greater purpose.

For decades, the emergency communications professional – i.e. call taker, dispatcher, telecommunicator – has been the calm, steady voice behind the scenes in both routine and chaotic calls. Honestly, that is how a lot of our profession prefers to operate, not seeking glory or pay; just quietly serving and protecting the community they love. While this is a noble goal, it has also hindered the progression of our profession in some aspects and has made it more difficult to recruit and retain star heroes.

The truth is that the public, our legislatures and even oftentimes our own field responders do not fully understand the role we play in emergency situations. As our profession continues to push for reclassification, to just be included in the list of first responders, we must be able to emphasize why. We must be able to show that this reclassification makes logical sense, that it is not just a want and that it is not undeserved.

The question is... how do we do that? We have to share our stories. We have to share the good, the bad, the beautiful and the tragic. We have to show that we are impacted by the highs and lows and that we are more than just a person talking on the phone or radio with no buy-in to the situation at hand. THAT is what the Missouri Teammates in Action program accomplishes. It gives us fuel, it gives us words and reasoning to be included in that honored listing of statutory first responders.

Over the past two years, I've had the opportunity to write to our congressional delegation a few times urging them to support the 911 SAVES Act. Each of these letters has utilized facts from the Teammates in Action nomination as justification for the reclassification. When our Association was called to testify before the House in Jefferson City, our legislative committee used these facts as talking points to urge support for reclassification in our state. I have witnessed first hand how these stories have influenced those hearing the testimony; they have power!

Unfortunately, to date, the reclassification acts at both the state and national levels have not passed. But we continue to push, we continue to educate, we continue to recognize and show pride in our peers and our profession. You can help make the difference. I urge you to nominate your team or your peers across the state for the Teammates in Action when you become aware of an incident they work. The more that we as a chapter know about, the more recognitions that we are able to accomplish, the more fuel we will have to help push through these reclassification bills.

If you're interested in nominating a team member, a teammate, or would like to read the stories of all our Missouri Teammates in Action, please visit [moapco.org/teammates](http://moapco.org/teammates)

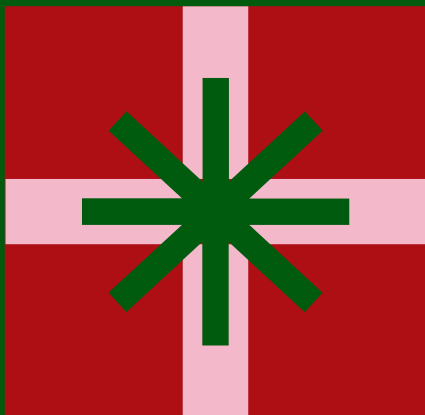


I'd like to congratulate Laurie Wall. She retired as the Missouri State Highway Patrol Troop H Chief Radio Operator on December 1, 2022. Laurie started her career with the Missouri State Highway Patrol in April of 1995. Laurie taught the APCO PST-1 in the Northwest Missouri Region for many years. She was an idol to several Communications Officers in Northwest Missouri, including myself. Laurie developed, shaped and set the image for Northwest Missouri Dispatchers.

When I first started dispatching, 15 years ago, I'd listen to the MSHP radio and think to myself, "Man, I hope I'm that good one day!" I attended my Basic 40 at MARC in the KC Metro area. Several months later, I begged my supervisor to send me to one of Laurie's PST-1 Classes. I came into work, signed in and checked my email. My supervisor sent me an email saying that she signed me up! I was so excited! Laurie and I became friends, she was someone I could always call on and get suggestions or advice. She was that one person I'd call if I ever got tossed in jail! She wouldn't sugar coat anything, but she'd help you dig yourself out!

In 2012, Laurie convinced me to join APCO and start teaching classes. She took me under her wing and mentored me along the way. The very first class I taught; Laurie was right by my side. I remember being so nervous and feeling like a failure. Laurie was right there, giving me a pep talk, giving me pointers for next time and words of encouragement. Laurie was a true asset to not only the Missouri State Highway Patrol and Northwest Missouri but to me personally. Congratulations, my friend!

From: Brent Blackburn



**Radio Operator, mentor, and friend**

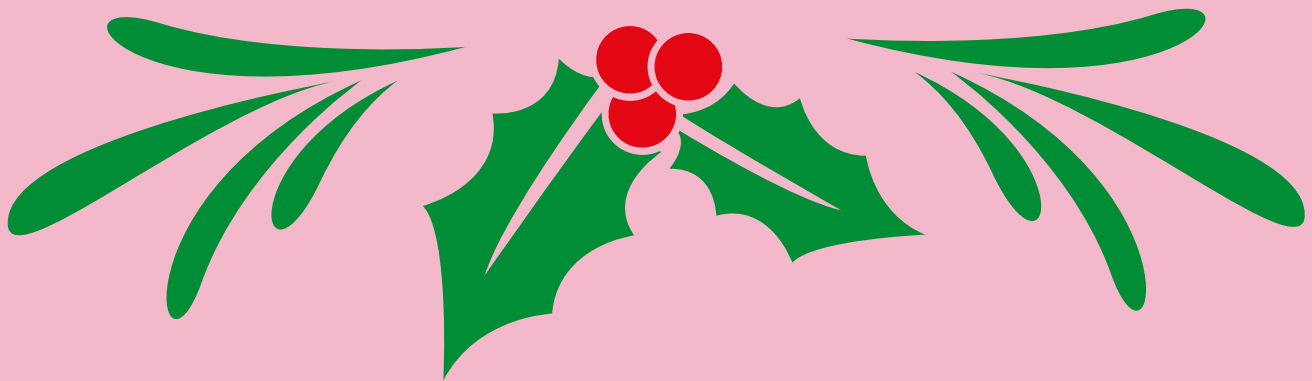
*Thank you Laurie Wall*



Speaking of Laurie, prior to her retirement, she was working her tail off on a Region H Interoperability Network Policy/Procedure. I'm excited to say, due to all of Laurie's hard work, this project is in the final stages!

This new policy/procedure will get all Northwest Missouri PSAP's on the same page when it comes to priority, emergency communications: such as vehicle/foot pursuits, Special Weapons and Tactics (SWAT) call outs and all call assist the officer request. This will allow for agencies to be able to monitor ALL Northwest Missouri priority traffic. Talk about a time saver in the "heat of the moment"! Operators will get the priority information "straight from the horse's mouth!" So, what's next? We are in the process to get the Region H Interoperability Network Policy approved by the State of Missouri. Once this is completed, we will be hosting a meeting for all Northwest Missouri PSAP's. Northwest Missouri Supervisors, check your email shortly for more information pertaining the Region H Interoperability Network Policy/Procedure.

Merry  
Christmas



# A Year in the Eyes of a Regional Ambassador.

**By: Lori Sneed**

Wow.

This year has flown by! Y'all have worked me pretty hard – but I am NOT complaining! It has been a great blessing to meet so many Emergency Communications Professionals in different centers around Southwest Missouri.

Helping deliver Totes of Hope is a special quiet privilege. Being tasked as the 'courier' to deliver encouragement from one ECC to another in a time of grief or high stress has allowed me to see just how kind our brand of folks truly are. Yes, we might be a bit crusty on the outside, but this Regional Ambassador job has reinforced my belief that ECC people truly want to 'help' others – even on the most basic level. It is humbling to say the least.

By contrast, presenting "Teammates In Action" awards is so fun and celebratory in nature. What a great feeling to be able to look someone in the eye and say, "Hey, you did a really tough job extremely well – and someone noticed it!". I kind of feel like Ed McMahon bringing a check from Publishers Clearinghouse (LOL).

In truth, I don't think I realized all the new committee work that would come along with the Regional Ambassador position, but it has been an eye opener for sure! MOAPCO has a broad scope that seeks unending ways to educate and assist its members and the citizens we serve. Being involved in 'broader' projects has given me new ideas to bring back home to my own center, so being involved is truly a full-circle investment for me. If you get a chance, find a way to become more involved. You already know that Emergency Communications is rewarding – why not take it up a notch?

Thanks, MOAPCO, for taking a chance on me!



# Lessons Learned from a First Time APCO Attendee By Lindsay Martin

When I started as a 9-1-1 professional seven years ago, I wasn't sure where this journey would take me. I didn't know that I would end up loving this field, developing a passion for it and turning it into a career. It was the first time I had seen a future for myself in the workforce. When my Center presented an opportunity to attend the APCO International 2022 conference in Anaheim, California, I immediately put my name in the hat. Not only was it an opportunity to visit a new place and enjoy new experiences, but it was an opportunity for knowledge and growth. But by the end of the trip, I had experienced so much more.

Before I attended the conference, I went through each session description to try to determine the ones I wanted to attend the most. Sessions included topics on training, leadership, center management, technology, and health and wellness. Unfortunately for me, I hadn't found a way to clone myself so that I could attend them all. Upon arrival and in true dispatcher fashion, I prepared myself for the sessions I wanted to attend, determined where all the coffee shops were, and packed snacks ready to absorb all the information.

One of the major things that I noticed right away, was that I was in a large room full of people that were like me. Each of us were from different parts of the country, had different demographics and life experiences but we were all excited about everything and anything 9-1-1 related. I stood amongst people who "got it" and loved the profession just as much as I do. We were all also experiencing the same issues, positive and negative. It was comforting to know that we weren't walking through the fire alone and had the opportunity to collaborate with one another on how to put out the fires. I also learned that there were different avenues in this profession that didn't include 9-1-1 centers. I was inspired by charismatic and enthusiastic presenters with years and years of knowledge and experience to pull from. However, the best part was meeting new people and making memories with them.

I had the opportunity to meet several people. People from Alaska, California, Georgia and Arizona to name a few. I also had the pleasure of meeting several from the Missouri Chapter. Some names I recognized but never had the opportunity to meet. Each person gave me something during that week; knowledge, encouragement, inspiration, and even shared some belly laughs. I can only hope that I shared something just as positive in return.

A challenge to future attendees, including myself; step outside of your comfort zone.

NETWORK, NETWORK, NETWORK! Cultivating new relationships with strangers is intimidating but can be beneficial both personally and professionally. If you're going to focus on a specific topic or track, make sure you choose at least one session that sounds interesting that is outside of your wheelhouse. Lastly, have fun! Our job as 9-1-1 professionals is hard, and we deserve it!



# Remembering Erin

## Our Comm Center's Resiliency through Loss

Early morning August 15th, Supervisor Erin Gabathuler didn't arrive for her 6am shift. In my 30 years of rotating shifts, it isn't uncommon for folks to oversleep occasionally. Except for Erin.

We were worried. My coworker Meagen drove to the neighboring county in hopes of waking Erin for her shift. Her elderly father was called to her apartment with a key. At 39 years old, they discovered that Erin had died in her sleep.

Meagen tearfully delivered this shocking news to me and Erin's teammates. We were devastated. I worked with those ladies for the remainder of that 12-hour shift, amazed at their composure and professionalism, handling "routine" calls while trying to make sense of it. After law enforcement arrived at Erin's house, Meagen came to check on those of us in the center. This experience had a tremendous impact on her.

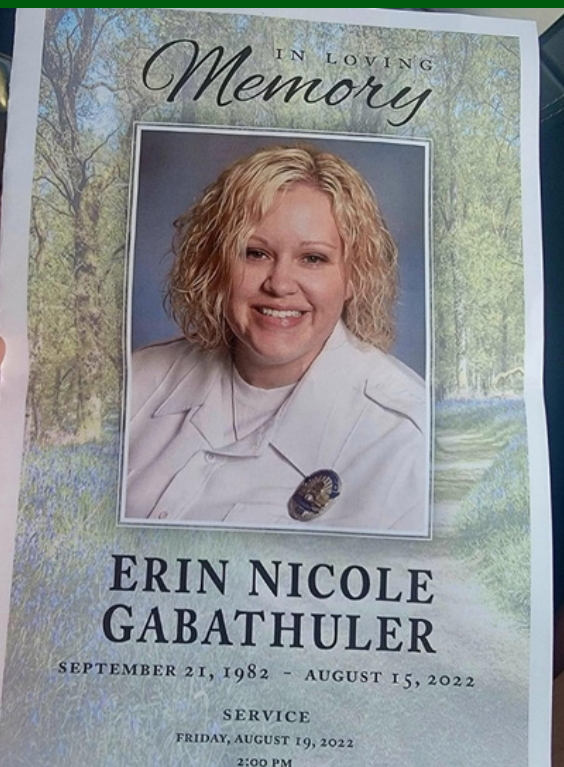
Thankfully, she's now stepped into Erin's position as supervisor.

Erin, known as "Gabby", started with the JCPD in 2008. She was a CTO & promoted to supervisor in 2018. Her passion for the first responder community started as an EMT with Callaway County EMS & as a member of the Holts Summit Fire Protection District. She was a CPR Instructor & served as a volunteer for Central Missouri Honor Flight. At the time of her death, she was planning the Guns 'N Hoses hockey game fundraiser between JCPD & JCFD to benefit Safety Net. She was even texting with the mayor about it late the evening before. An employee of JCPD, she had planned to root for the fire team this year. Erin was a friend to many and was a real daddy's girl, very recently helping him and her brother navigate her mother's dementia and move to a nursing home.

In 2021 Erin put money down on a 2022 charcoal gray Ford Bronco. She had been so excited about it and had taken ownership of it just 3 days before she passed. She'd had a beautiful weekend to enjoy it. News agencies reported on the loss of our supervisor and videos circulated on her well attended funeral procession and last radio call. Holts Summit, where she'd served EMS & Fire, honored her service by proclaiming August 15th as "Gabby Day".

**By: Angie  
Stiefermann**





For the weeks following her loss, I sure missed Erin's advice on how to navigate the loss of an operator, a co-supervisor, and a friend. It was, as one operator put it, "baffling". While reviewing audio one day, I searched for her final phone call just so I could hear her voice. Once in a while I replay it in my head. And, I know she would have laughed when not two hours after she passed I was making jokes at her expense.

In the days to follow, operators only wanted to be at work with their peers, despite long hours and lack of sleep. Many of you are also short staffed and understand how her passing hit us in more ways than one. Your centers may have similar stories of folks enduring their own life's battles, while continuing to show up so they can help the community deal with their own. I'm amazed how these operators pull together each month to cover an overwhelming number of overtime hours, maintaining positive attitudes as they continue to laugh and get along, all while keeping Erin in their daily conversations. Aren't we a special group? Isn't it amazing that we've been called to this vocation for such a time such as this? It isn't by accident. This job is challenging, but someone has to do it. It may as well be us, because we are able. Erin loved this public safety family, and so do I. Now, more than ever.





## PSAP Highlight- Lee's Summit

Our city, Lee's Summit, is located within the counties of Jackson and Cass in the Kansas City area. With a population of 101,108, we are the sixth-largest city in both the state and in the Kansas City Metropolitan Area. We have two PSAPs, the Primary for our city is the Police Department and Fire Department dispatch is secondary, handling fire and EMS within the city and also five other fire protection districts outside our city limits. Staffing is a common concern around the state and nation, but we are planning to add four additional positions to fire dispatch, which should help during busy periods.

A 2020 study recommended our two departments move to a single Computer Aided Dispatch (CAD) system. We are excited that the new system should go live the second quarter of 2023. This also brings us the ability to add ProQA software for EMS calltaking. While our two centers operate independently, we are both hopeful that with a shared CAD system, we can find ways to reduce calltaking and/or transfer times, ultimately benefiting our citizens.

Both centers recently hired a new Communications Supervisor. Christina Hays came to our Police Department dispatch with 13 years' experience and David Tucker joined our Fire Department dispatch with 27 years under his belt. While leaving their previous jobs was not an easy decision, they are both excited for their new adventure. Christina began her new position in late November and so feels like she is "taking information in through a fire hose" with learning all the ins and outs of her new dispatch center, including meeting with all telecommunicators individually. As they dive into their new positions more, they will be identifying additional potential collaborations between our departments for consideration. At Christmas time we hope to give back to our communities even more. Both departments participate in the annual Toys for Tots drives and we enjoy a pretty healthy – good-natured – competition for collections. Our fire department also conducts a "Boot Block" to benefit Lee's Summit Social Services while our police department dispatch has a big focus on "Shop with a Cop". We wish all of our peers across the state a very happy and healthy holiday.



# AED Project

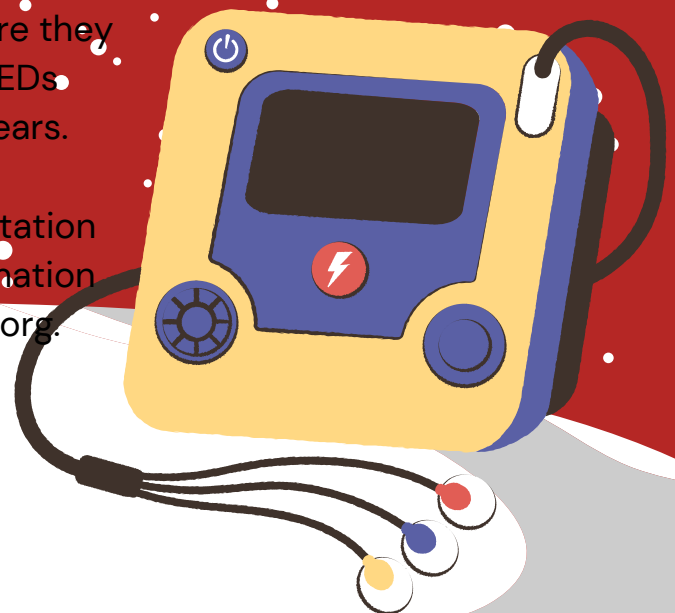
In June 2022 the Missouri 911 Service Board partnered with PulsePoint to provide an easy way to register AEDs across the state of MO and also allow PSAPs to manage the registry and export locations into local systems such as CAD.

Anyone who has downloaded the PulsePoint AED app can add AED information into the system. Those registrations are then approved by administrators in the local jurisdiction. Since October 2022 the number of AEDs registered in PulsePoint has increased by 233 to 2683 AEDs statewide.

The Board is having ongoing discussions to promote the PulsePoint app statewide through an email from the Board and reaching out to other EMS partners. The Board's EMS Representative Jason White is looking to add and inform the State EMS Director, the CARES folks and the State EMS association and State EMS Advisory Council through a demonstration of PulsePoint and to enlist their aid in promotion statewide.

There are also ongoing discussions on how AEDs that are in the registry are going to be checked (annual fire inspection, continued crowd-sourcing, etc.) to ensure they are still in place and functional. It's estimated that AEDs that are taken care of can usually last about 10-15 years.

If you have an interest in registering for an orientation on the PulsePoint system or would like more information please contact the Board at [admin@missouri911.org](mailto:admin@missouri911.org).



# Aerial Imagery Project

Related to NG911 the Missouri 911 Service Board has been granted use of some ARPA funds to continue ongoing GIS efforts across the state. The first part of this project is to secure some aerial imagery across the state of Missouri at 6" per pixel resolution. The goal for this imagery is to aid local jurisdictions by providing updated good resolution imagery to allow digitization of road and address features to assist NG911 GIS efforts for highly accurate GIS data across the state of Missouri. The aerial imagery acquisition has broken down into 2 flights across the state of Missouri with the Northern half of Missouri being flown in 2023 and the Southern half being flown in 2024 as shown below:

The Board has left open an option for organizations and local entities to buy up/purchase 3-inch imagery during the project if their local jurisdiction has a need for more detailed imagery. As with any efforts of this magnitude the Board has partnered with some organizations at the State to assist with funding and other aspects of the project. We appreciate the assistance of the Department of Natural Resources and the Department of Conservation for their support.

The Board is currently evaluating proposals that it has received as part of a PAQ (Project Acquisition Quotation) process it started in October 2022. We expect the evaluations and a vendor to be announced near the end of 2022 or at the very beginning of 2023.

Interestingly, the area set to be flown in 2024 in southern Missouri was flown in 2022 but at a 1 foot per pixel resolution. This imagery is now available online at the Missouri Spatial Data Information Service and a recent webinar was held to describe how best to access the 2022 flight and links can be found on the Board's website: <https://www.missouri911.org/gis>

[https://msdis-archive.missouri.edu/archive/MSDIS\\_Misc\\_Data/Tutorials/2022\\_Imagery\\_Update.mp4](https://msdis-archive.missouri.edu/archive/MSDIS_Misc_Data/Tutorials/2022_Imagery_Update.mp4)

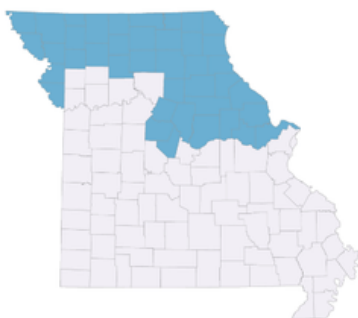
For a shorter video on the Board's Aerial Imagery efforts only that is located at the end of the above webinar here is another link:

[https://msdis-archive.missouri.edu/archive/MSDIS\\_Misc\\_Data/Tutorials/Mo911Board.mp4](https://msdis-archive.missouri.edu/archive/MSDIS_Misc_Data/Tutorials/Mo911Board.mp4)

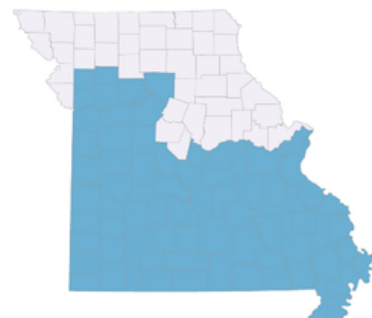
For any questions related to the aerial imagery project or ongoing Board GIS efforts please contact the Board at [brian.maydwell@missouri911.org](mailto:brian.maydwell@missouri911.org).

## Imagery Schedule

### 2023 IMAGERY COLLECTION



### 2024 IMAGERY COLLECTION



# VIRTUAL CONSOLIDATION WRAPPED IN A HOLIDAY PACKAGE

BY: LORI SNEED

A virtual consolidation project that brought several 'red' counties from basic 9-1-1 call taking all the way to Phase II is almost completed.

"We talked for about two years trying to get this off the ground," says Sarah Newell, Director at Polk County Central Dispatch in Bolivar, MO. "At first, confidence was pretty low, however, after several meetings and showing the other PSAP leaders what could be achieved, everyone became more involved and invested."

Sarah took on this project to improve 9-1-1 services in 3 neighboring counties. Polk County Central has been at Phase II for several years. However, Cedar County, Hickory County and St.

Clair County still had no enhanced 9-1-1 service. This project makes Polk County the 'hub' for a new network (ESInet) as well as CPE Equipment, all funded through a grant from the Missouri State 911 Board. When it wraps up in a few more weeks, all counties will also have Text-to-911 service and be NENA i3 compatible.

Surprisingly, the biggest challenge (besides COVID-19 related parts delays) was mapping. Sarah said they quickly learned how imperative it is that all entities have really solid map data. This type of system simply will not work without it. Also, combining administrative phone lines with 9-1-1 system phones was a challenge – but they expect to have that resolved soon. She expected the need to follow up after equipment was installed and is now working to assist the other PSAPs learn how to use it to its full potential.

Sarah says a project of this scope requires leadership in place from all partners that will follow through. She is most proud of seeing it all come together and see the excitement and pride of the other PSAPs as they realize how far they have come. That little spark and drive to improve is growing and that is motivating for everyone.

One particular moment stands out for Sarah as she recalls when one of the newly-elevated PSAPs took a 9-1-1 call reporting a motor vehicle accident. They were so excited that the caller's location popped perfectly on the map that they called her afterward exclaiming, "It worked! It worked!"

While it has been an enormous amount of work and a big learning experience, Sarah says anyone considering a similar project should, "Do it!"

# **PRESENTING AT MO PUBLIC SAFETY COMMUNICATIONS CONFERENCE**

I want to share my experience as a first-time presenter at a state (or any) conference in hopes of inspiring someone else to do the same. ~ Laura Meador

Speaking in front of a room full of strangers is not something I ever would have imagined myself doing. I am a major introvert and do not do well in crowds, so I never thought about presenting as something I could be successful at. That changed when I went to a conference and listened to a speaker give a very well-done presentation on a topic that I had never heard discussed before. It was a definite light bulb moment inside my head. I felt an instant passion for the topic and returned to work with a ton of ideas already written down and planned out.

The first step was to get a rough outline of what I wanted to do and then I talked with my boss/mentor to see what she thought. She agreed that it would be a great topic to present on. I made an outline and slideshow and submitted for the Fall MSPCC conference. I'll be honest, I was so nervous that I kept hoping that either I wouldn't get picked or something would prevent me from being able to go if I was selected. Neither of those things happened and I showed up at the conference with my presentation and nerves in tow.

Despite not having a common topic, quite a few people showed up to listen to me talk. I was worried that once I got going, they would get bored and walk out. I was shocked when I scanned the audience, and they were actually paying attention to what I was saying. Some of them were even taking notes! A few of them asked questions, which meant they were truly interested and engaged in the class. That day and the next, while still at the conference, several people stopped me and told me I did a great job, and they enjoyed the topic and how it was presented. A couple people also told me that they were surprised it was my first time presenting because I had done so well.

Now that I am past it, I am so glad that I didn't let my nerves get the best of me and back out. I have already come up with another class and have made multiple submissions for the Spring MSPCC conference. I never imagined I would willingly speak in front of a group of strangers and then look forward to doing so again, but the feedback I got motivated me to keep going.

This is the short version of my story as a first-time presenter at a state conference. My hope is that someone will read this and decide to try presenting, even if it isn't a brand-new topic. I sat in a class and was instantly so passionate about the topic that I knew I had to make a presentation out of it. We all have different backgrounds and thought processes that allow us to provide a unique perspective to whatever we choose to do.

You will be surprised at how supportive and encouraging others will be towards you. I promise you there are people who wish they had the courage to be a presenter. If you are thinking about presenting for the first time, I absolutely recommend that you try it. I found it to be an incredibly rewarding experience that has also helped me feel more confident and accomplished. If you try and decide it isn't for you, then that is perfectly fine. But you may decide that it is absolutely for you and spark inspiration in someone else in the process!

# 9-1-1 at Missouri State Fair

by: Saralyn Hayes

For the past several years, public safety communications personnel have volunteered their time to help staff the 911 educational booth at the Missouri State Fair. This has been a collaboration between the three different associations until three years ago, the Fire Fighters Association of Missouri (FFAM) suggested that we partner with them to have the booth at the fire station rather than in a separate building across the fairgrounds and the Missouri Public Safety Service Board offered to sponsor the giveaways and setup.

Because of COVID, we were not able to have the booth in 2020 and 2021, but in August of this year, we were excited to make this happen!

For 10 days, we had public safety personnel from around the state volunteer their time to staff the booth on different days. They handed out educational material, pencils, stickers and talked to people passing by about 911.

While this was great, we want to make it even better! A small workgroup was recently established to assist in researching improvements to the booth's appearance, messaging and giveaways. Contact Saralyn Hayes at [shayes@marc.org](mailto:shayes@marc.org) if you are interested in being a part of this workgroup or if you have any creative suggestions.





Chris Brown, Hope Gerdes, Rhonda Hughes,  
Morgan Saunders, Korrisa Wilson



Members of Chariton County E 9-1-1  
are  
**Missouri Teammates in Action**

On June 27, 2022, an Amtrak train carrying 270 passengers and 12 crew members struck a dump truck at a crossing in Mendon located in Chariton County, Missouri. Four people – three passengers on the train and the driver of the dump truck – were killed in the crash and derailment.

Telecommunicators Rhonda Hughes and Morgan Saunders took the first 9-1-1 calls from a nearby resident and a passenger on the train. Director Brown and Assistant Director Gerdes dispatched the initial emergency response. Telecommunicator Wilson was at the 9-1-1 center to start her shift and took over dispatch duties.

Assistant Director Gerdes is an EMT for the Chariton County Ambulance District, so she and Director Brown responded to assist at the scene.

Chariton County E9-1-1 took in over 3,000 radio dispatches by the end of the day. The center coordinated with multiple law enforcement agencies, ambulances districts, fire services, and other volunteers assisting with the incident. Each and every Chariton County dispatcher called in to see if additional help was needed. The team displayed poise and professionalism throughout the entire incident and handled every call in a timely and proficient manner. Missouri APCO is proud to commend them for their exceptional performance and recognize them as Teammates in Action.



**The Missouri Chapter of the Association of Public Safety Communications Officials (MOAPCO) is pleased to recognize Shift Supervisor Michael Prater and Dispatchers Blake Kruse, Nichole O'Harver, Kim Hauck, Brian Smith, Matt Amos, Dylan DeClue, Tanya Moder, Allison Newton, Bailey Epple and Rebecca Presnell of Jefferson County 9-1-1 as Missouri Teammates in Action!**

**At approximately midnight on August 4, 2022, heavy rain started in northeastern Jefferson County. The first call was an occupied car stranded in the water. Dispatchers then began taking numerous calls of water in basements, water impending on residences, water over roadways and occupied cars stranded in water in the Springdale – Highway 141 area.**

**9-1-1 Dispatchers knew there was a lot of rain coming. They knew what had recently happened just north of Jefferson County had the potential to happen in their own backyard. When it did, the rain came fast and furious. The number of calls were overwhelming for the dispatchers on duty, so a page was sent out for additional manpower to respond. Dispatchers Tanya Moder, Rebecca Presnell and Kim Hauck answered that page and promptly reported to work in the middle of the night. During a three-and-a-half-hour period, the dispatchers answered 91 9-1-1 calls and 97 calls on non-emergency lines. The Jefferson County 9-1-1 team, led by Supervisor Mike Prater, did an outstanding job taking care of the citizens and the agencies we work with. Missouri APCO is proud of their hard work and is pleased to recognize them as Missouri Teammates in Action!**





**The Missouri Chapter of the Association of Public Safety Communications Officials (MOAPCO) is pleased to recognize Assistant Chief Operator Adam Whittom, Communications Operator III Justin Davis and Communications Operator I Krysten Keeney of the Missouri State Highway Patrol Troop E 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 Whittom 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.**

**This was a massive incident that left Interstate 57 blocked for nearly 24 hours. It involved 21 separate crashes, 39 vehicles, 5 fatalities and 14 injuries. Operators Whittom, Keeney, and Davis exhibited great resourcefulness and professionalism throughout the incident. They remained calm, were able to prioritize, multi-task and coordinate resources. They were the calm in the storm and assisted with keeping our officers focused and calm during an extremely stressful situation. Missouri APCO is proud to recognize them as Missouri Teammates in Action.**

by Mike Fridley

# Physical Security

Improving your physical security and educating your employees on safety measures is a great way to prevent unaccounted visitors from gaining access to your office. The security your work area has and how it is accessed could be easily underestimated; however, only some realize how easy it is for outside people to enter a building without permission. A great way to prevent all this is to invest in a modern system that creates a frictionless and accessible work environment and ensures that no unidentified personas threaten your security.

Unauthorized access occurs when a non-employee, outsider, or even an employee gains access to an area they are not allowed to be. For example, an unauthorized person enters a data center, or an employee logs onto another coworker's computer, giving them access to something not meant for them. Unauthorized access can result from a well-meaning coworker holding the door for a friend or propping the door open, or something as harsh as a stolen key card. However innocent the cause, unauthorized access is a significant reason for dangerous data leaks and costly security breaches.

To help provide employee safety, regulatory compliance, and asset protection, organizations should consider having a detailed record of onsite visitors at all times. Sign-in sheets with visitor badges being worn by anyone in the building who is not a team member. In an emergency, knowing who is onsite could be crucial or in case of an incident.

Consider these facts:

47 percent of team leaders said employee negligence was the cause of their most recent data security issue.

25 percent of US workers admit to leaving their computers on and even unlocked when they leave for the day.

Having a system in place to automate these systems can improve cyber security because you no longer rely on humans who forget and make mistakes. Help can be found at [cybersecurity.mogov](https://www.cybersecurity.mogov) for help in developing a plan to ensure your work area is safe.

# WHAT DOES APCO MEAN TO ME?

Nonie McCandless, RPL/TAC hails from the Nevada Chapter. She is the Chapter Vice President and Chair of the APCO Group Leaders. In her spare time, she works as the Admin & Training Supervisor at Douglas County 911 Emergency Services

What APCO means to me? My journey through the years with APCO has been amazing.

My very first opportunity to experience a small part of APCO was when I was able to attend a Western Regional Conference in Portland OR. My then Sgt signed me up for membership and after that I paid to remain a member until my current employer gave us the opportunity to be APCO members. I really started getting involved with Committee work sometime after 2004. I was able to serve on the Awards committee as a member, working group leader, Vice-Chair, and Chair. I also had the opportunity to serve on the Bylaws and the Committee Enhancement Initiative (CEI) Taskforce. I love being a part of the Group Leaders and continuing to use the leadership skills obtained through APCO with all committees and other Group Leaders. I have also had the opportunity to serve in several roles at the Chapter level: Secretary/Treasurer, Executive Council, and currently Vice-President. I love serving on committees and knowing it makes a difference for the whole organization.

Attending the Annual conference for the last 15 years has been rewarding personally and professionally. I have made lifelong friends that feel like family when you get together every year. APCO has provided invaluable training for our membership that we can take back to our agencies and our families. I never knew when I first started in Emergency Communications that there was an organization that would have provide me with all the tools necessary to truly develop my knowledge and leadership and that it would assist me in being successful in this amazing chosen career.

