



# APCO

## MEMBER CHAPTER SERVICES Committee



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## Membership Information

Member Type	8/1/2022	8/1/2023
Associate Members	2,329	2,028
Full Members	4,202	4,181
Full Group Members	8,445	9,282
Online Group Members	20,491	24,094
Commercial Members	452	460
Commercial Group Members	280	330
<b>Total Number of Members</b>	<b>36,199</b>	<b>40,375</b>
Total Number of Group Agencies	1,471	1,605
Commercial Groups	54	46

Member Type	9/1/2022	9/1/2023
Associate Members	2,398	2,348
Full Members	4,254	4,228
Full Group Members	8,464	9,344
Online Group Members	20,448	24,014
Commercial Members	465	475
Commercial Group Members	296	352
<b>Total Number of Members</b>	<b>36,325</b>	<b>40,761</b>
Total Number of Group Agencies	1,482	1,622
Commercial Groups	54	48



## Congratulations RPL Graduates

At APCO '23 in Tennessee the following graduates of the RPL Program were recognized. Congratulations to all!

**Alaska Chapter:** Jacob Butcher, Stacey Day, and Marcy Johnson.

**APCO Canada:** Kristen Lee.

**Atlantic Chapter:** William Griffin, Jocelyn LaPlante, Jim Lockerbie, Kevin Nugent, Mark Reaves: and Kellie Regan.

**Arizona Chapter:** Stephanie Ramirez.

**California Chapter:** Matthew Mendes.

**Colorado Chapter:** Cherish Moon and Laurel Strandberg.

**Connecticut Chapter:** Nicholas D'Antona.

**Florida Chapter:** John Barney, Nicholas Valisch, and Trae Maeder.

**Georgia Chapter:** Rachele Paulina, Todd Borowski, Kassia Cato, Shireka Graham, Kristofer Howard, Robbie McCormick, Andrea Pritchett, and SaBrina Woodall.

**Iowa Chapter:** Brian Sellner, and Peggy Witte.

**Idaho Chapter:** Sherry Glick.

**Illinois Chapter:** Stephanie Burzynski, Katie Menzel, Jim Moldenhauer, Wayne Sedore, and Desiree Wright.

**Indiana Chapter:** Holly Abrams, and Heath Brant.

**Kansas Chapter:** Stephanie Sigler, and Marissa Sparks.

**Minnesota Chapter:** Leah Edgell, Cynthia Fell, and Samantha Sturgis.

**Mid-Eastern Chapter:** Jeffrey Clements, April Thompson, Kristen Vari, Jaclyn Vernon, and Kelly Wilson.

**North Carolina Chapter:** Megan Bixler.

**New Mexico Chapter:** Kathryn Prell.

**Northern California Chapter:** Michael DeOrian.

**Ohio Chapter:** Thomas Donahue.

**Oklahoma Chapter:** Jamy Inglett.

**Pennsylvania Chapter:** Alexander Karpinski, Bradley Lavan, and Anthony Mignogna.

**South Dakota Chapter:** Matthew Ostendorf.

**Tennessee Chapter:** Connie Boone, Adrienne Dillion, Izeko Floyd, Tanya Harmon, Kathy Hogan, Jonathan Hopson, Sebrina Jackson, Taylor Johnson, Francisco Lozada, Kimberly Manier, Jesse McCord, John Reynolds, Ashley Strickland, and Harley Watts.

**Texas Chapter:** Taja Hannibal, Ayanna Hingle, and Tracy Pulley.

**Virginia Chapter:** Roxana Reyes.



## Historical Committee

What is a Historian? If you Google it, you will find from the Oxford Languages that a Historian (noun) is an expert in or student of history. There are other words that follow but for our purposes, those words work just fine. A Chapter Historian is a Historical Librarian; a person(s) who always seems to know “things” about the Chapter and its governing documents and has “stuff” that backs up what they say. Hmm, interesting. “Stuff,” you say. Like what?

After being introduced to the Atlantic Chapter Historian, Richard (Rich) Boettcher, I was hooked on the history. He would talk about Jim Blesso and make him come alive in my mind, just like other past International & Chapter Presidents and board members who have long since moved on. He would show me programs from Regional and East Coast Conferences held in Boston Massachusetts, pictures of chapter members and other events that they were a part of, and then he pulled out... **The Chapter Charter**. A document that had been lost but then miraculously found! In fact, it is a story that I am still confused about. However, because of my interest in our history and Rich’s passion for our Chapter’s historical documents and data, our chapter can rest easy knowing that we have cataloged and preserved important documents and items. Yes, you guessed it, “the stuff”.

Chapter Historians and the Historical Committee are important components of our Chapters. They are the guardians of our history. They are the ones we look to when we are trying to attain Senior or Life Designations. They maintain important facts that need to be recorded on various forms that are submitted to your board and then to credentials for vetting. They can help us in our search for documents and other items such as, but not limited to – programs, promotional items, volunteer shirts, and previous board members found on chapter stationary. Have you presented at a local conference, or at International, but you cannot remember when or what the presentation was about? I bet your Chapter Historian knows! Additionally, the Historian should work closely with the Chapter’s Webmaster to ensure that all RPL and CPE graduates are listed on your website. And perhaps, hopefully, there is a historical page of their own.

The APCO Historical Committee is a great resource for Chapter Historians. They work as liaisons to local chapters and assist, where they can, in maintaining local and national artifacts. They produced a great document called the Chapter Primer. This is their “bible” to go to when they have questions or concerns on how to preserve documents and it talks about the Role of a Chapter Historical Librarian. This committee works to ensure all submitted items are properly cataloged in the Virtual Museum. I bet you did not know that APCO has a collectible board game – APCO-OPOLY. You can check it out and other items in the Virtual Museum!

Our history is important for our future members. As quoted by Rhett McMillian in the Chapter Primer, “The thing we learn from history is that we don’t learn from history.” He also wrote an

## Historical Committee (continued)

article, *Invitation to Change*, for the 1994 APCO Bulletin at the young age of 81. I strongly urge you to take the time to read it or reread it if you haven't already. You might be surprised by the timeliness of the reading! To those who have the RPL designation, YOU already know how important the Chapter Historian is. Just think back to Course 6 - APCO International Leadership and History. It was the best part of the program for me! And finally, to future Historians, Historical Librarian, or Historical Committee Members – there is a place for you; young or “stately”, it does not matter. Our love for the public safety communications industry, this association, and its history says it all!

Submitted By: Maureen Will, Historical Committee

## Commercial Advisory Committee

As a member of APCO for over 16 years, it has been my pleasure to serve as CCAM for the joint Texas APCO/NENA Conference 2012-2018 and on the CAC from 2014 -2023. While on the CAC I have been honored to be a part of the Chapter Officer and CCAM breakfast. The breakfast is a great way for the chapter leaders to come together and compare notes on how the industry partners can help the chapters accomplish their goals by increasing commercial participation, sponsorship, and growth of the chapter.

As a member of the CAC and past chair, it has allowed me to be a part of APCO at an entirely different level than just a member. While on the CAC we have been involved in policy changes and able to address different situations that directly affect the commercial membership.

I have not served as a 911 operator, Fire, Police, or EMS, but being part of APCO allows me to serve and be a part of something bigger than myself. Serving the Public Safety Industry has been a great honor.

While on the CAC, it has allowed me to develop relationships with colleagues, clients, and potential clients nationwide.

Written By: Bill Behar

Bill has provided solutions to the Public Safety Industry for over 25 years. Bill has been with Commercial Electronics Corp since 2001 providing the HigherGround recording solution. Served as the Chair of APCO's Commercial Advisory Council, and has also served in the following capacities:

- APCO International [Commercial Advisory Council](#) / Member August 2014 – August 2023
- Commercial Representative for the Washington APCO/NENA Chapter 2016-2017
- APCO's Public Safety Awards committee member
- Emerging Technology Compliance Committee member



## Young Professionals Committee

APCO's Young Professional Committee hosted its annual Young Professional Mixer at Cherry Lounge on Monday, August 7, 2023, in Nashville. Over 92 young professionals attended the mixer that involved music, food, and drinks. The Committee designed a blackout bingo game for use as an icebreaker and to promote networking and engagement. Those that completed their bingo card were entered to win a gift card to the APCO Store. The room remained packed through the entirety of the event and one group even stayed and chatted well after the event ended. I truly believe that quality connections were made, and friendships were forged at this year's event. I would also like to thank our Staff Liaison, Carolyn Nielan for the work she put into finding us the perfect venue for our mixer!



The Young Professional Committee was also scheduled to host a Service Project in conjunction with the Tennessee Environmental Council on Saturday of the conference. Unfortunately, severe weather moved into the area forcing the event to be cancelled. We will once again look for a service project to host at APCO 2024 in Orlando, so keep your eyes peeled!



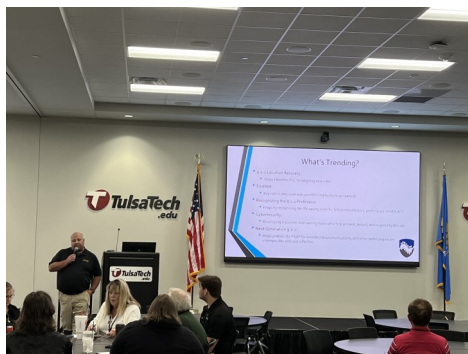
Photos sourced from the APCO 2023 page - APCO International

Submitted By: Zachary Dykes  
Chair, Young Professional Committee

## Oklahoma Chapter Highlights

This year at the annual APCO International Conference, Oklahoma agencies were recognized for their excellence in public safety. The Edmond 911 Communications Center received recognition for their commitment to training and following best practices established by the National Center for Missing and Exploited Children and its partners in the Missing Kids Readiness Program. The Woodward County E-911 Center received recognition for receiving the APCO Agency Training Program Certification.

The Oklahoma Chapter of APCO has also awarded three group memberships to agencies attending the free regional training sessions hosted by the chapter. These membership scholarships were provided to help boost membership, retention of agencies, and help others become more familiar with the benefits of membership. The Chapter plans to award two more group memberships by October.



Submitted by: Christina Oldham Brown  
2nd VP Oklahoma Chapter



## Compassion Fatigue and Peer Support

**Compassion fatigue** is not a new term in our industry, but it is gaining more awareness.

Compassion fatigue occurs when others take on the suffering of patients who have experienced stress or trauma. It is an occupational hazard for “any professionals who use their emotions, their heart.” It represents the psychological cost of healing others. “It’s like a dark cloud that hangs over your head, goes wherever you go and invades your thoughts.” (Charles Figley- PhD. Founder of Traumatology Institute Tulane).

Many different components can lead to compassion fatigue, but one of the most common ones is burnout. Burnout is associated with too much work and not enough resources to help combat the compassion fatigue. It doesn’t just make it difficult have empathy for callers, it can also be seen as depression or anxiety, physical and emotional exhaustion, less enjoyment of work, and more arguing with others. Another common component is secondary traumatic stress, or indirect exposure to trauma while helping others. In addition to symptoms of anxiety, intrusive thoughts, hypervigilance, and numbness or feeling of having nothing left to give. These are a few of the components that may lead to compassion fatigue.

As a member of peer support, we are there to help guide employees, through the good and the bad. So, how do you recognize the signs of compassion fatigue? If you suspect yourself or an employee might be experiencing compassion fatigue, it is recommended to do a self-assessment. Self-assessment tools cover symptoms, such as the loss of productivity, depression, intrusive thoughts, tiredness, and inability to separate personal and professional life. The measure will also assess compassion satisfaction, which are the positive emotions associated with helping others, such as happiness, pride and satisfaction.

I am including a self-assessment tool that is used throughout the world. It is used to help gauge where you are, and if you are struggling with compassion fatigue. The tool is the ProQOL. [ProQOL Measure | ProQOL](#) You can click on the link to access it. It is a short assessment, but it also gives good resources to help you or an employee to improve their quality of life. This is a great tool for peer support to use for employees and themselves. As peer support, we can tend to have compassion fatigue and not know it.

Once the assessment is done, what do we do or how do we combat compassion fatigue. The best way to do that is through self-care. Good self-care means developing a routine that makes each day predictable and that includes what Amy Williams (PhD, Henry Ford Health System) calls the big five of self-care: adequate sleep, healthy nutrition, physical activity, relaxation and socializing. This schedule should also include five minutes for a self-check-in each morning to assess tension in the body and worries in the mind. Don’t do it 10 minutes before bed, when the mind spins off into worry.

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## Compassion Fatigue and Peer Support (continued)

All in all, there are many ways to assess compassion fatigue and learn to cope. As you learn to assess this through the tool, and learn what to do and how to cope, it becomes a habit. Once you develop a good habit of self-care, you can easily combat compassion fatigue. Remember to take care of yourself also, while taking care of others.

Submitted by: Theresa High  
Aurora Communications Center

## Decision Fatigue

Decision fatigue – Why it takes so long to figure out lunch.

First question of the day in many dispatch centers is “What’s for lunch?” We spend our day making thousands of decisions, some that will impact the lives of our citizens - but we don’t know what we want to eat... Why is that?

Decision Fatigue.

The American Medical Association states the average person makes over 35,000 decisions a day. That’s cute. We all know we are not average. Just like your final reps in the gym, the more decisions you make throughout the day, the more fatigued and tired you are. The AMA states there are four main symptoms: procrastination, impulsivity, avoidance, and indecision. We are Olympic Athletes when it comes to decisions at work. When we are not fueled by the stress of our job we are often plagued by procrastination, impulsivity, avoidance, and indecision. This echoes into our personal lives and wreaks havoc on our mental health and interpersonal relationships.

**Question:** What is the most frustrating thing about taking a 911 call from someone in a crisis?

**Answer:** When your caller avoids answering questions, can’t make up their mind, and makes irrational and impulsive decisions. Procrastination, impulsivity, avoidance, and indecision.

Let me apologize now, this article is not about helping you figure out lunch. You’re going to end up getting the same thing you always get, for me that’s two asada tacos at the local taqueria. This article is about recognizing decision fatigue to help you better address your mental health and inter-personal relationships. You deserve to have a fulfilling life outside of your PSAP/ECC.

## Decision Fatigue (continued)

You deserve to give yourself the same grace and compassion we give to callers every single day.

Some things that may help according to the AMA:

Take some time to simplify and streamline your decisions. This is the best way to overcome decision fatigue.

- Make a list for grocery store trips.
- Plan meals or meal prep.
- Use your GPS to find the best route to wherever you're going.
- Pick your outfit the night before.
- Delegate decisions: Let your significant other pick the radio station.
- Make decisions in the morning: When you are more meticulous.
- Stop second-guessing yourself: This is the give you grace part. Make a decision early and learn to be happy with it.
- Develop a daily routine: This will help minimize the chaos and the number of choices you need to make.
- Seek help if you need it: Sometimes the world is overwhelming, and you may need a hand to get things started.

There is a meme floating around the internet:

Announcer "How do we thrive!"

Crowd responds with "Routine and consistency"

Announcer: "When are we going to do it?"

Crowd "Never!"

Honestly – Same. None of these things are easy. Change is hard. I've said it several times already. Give yourself grace, allow yourself to try something new, and more importantly – allow your type A self to fail the first time. Get your two asada tacos at the local taqueria and try again tomorrow.

Submitted by: Michael Fernandez  
Police Communications Administrative Support Manager  
San Antonio Police Department

## Humor Under the Headset



**Our first submission...**It all started with a common 9-1-1 call, requesting a Check Welfare for an unknown medical emergency. The reporting party advised the patient was male, in his 30s, and appeared intoxicated. The 9-1-1 Emergency Dispatcher began asking EMD questions, determined the patient was semi-conscious, and breathing status was unknown. Meanwhile, their partner dropped tones for Fire and EMS to respond, and a law enforcement officer was sent to assist. Our Truck Company arrived first and gave a size up of the situation. "Cancel medics and PD. Our patient is a statue."



## Teammates In Action



DAILY ACTIONS  
BY HEADSET  
HEROES.



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

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

## Teammates In Action (continued)



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

On June 26, 2023, in her first year at Guilford Metro 911, ECS Corina Hunt exhibited extraordinary courage, composure, and leadership during a critical emergency call. Her actions played a pivotal role in potentially saving a life.

During this incident, ECS Hunt fielded a call from an 11-year-old child who reported their unconscious 43-year-old mother. The caller was understandably distraught, and the situation escalated when it was revealed that the patient was not breathing. With an 8-year-old sibling also present and both children in a state of panic, ECS Hunt demonstrated exceptional professionalism.

ECS Hunt managed to maintain her composure, calming the 11-year-old and instructing him on essential tasks. She skillfully guided the caller in assessing the patient's breathing, at which time the child advised that his mother had a "hole in her throat" (stoma). Determining that the patient was not breathing the children began to scream and cry. Knowing the urgency of this situation, ECS Hunt was able to skillfully bring the caller back to her and focus on what needed to be done. She directed the caller to perform CPR on his mother, all the while providing encouragement and support. When the child heard sirens, he began getting upset again, ECS Hunt was able to redirect his attention to continuing CPR, while having his sibling open the door.

Her guidance and reassurance were instrumental in keeping the caller focused and determined until emergency responders arrived on the scene. ECS Hunt continued to provide encouragement and comfort to the child even after responders took over. The responders were ultimately able to revive the patient's pulse and breathing and she continued to breathe on her own throughout transport.

While we do not have information on the outcome, it is evident that ECS Hunt's swift and composed actions provided this patient with a fighting chance at survival. Her dedication to her role and her ability to guide the caller through such a distressing situation deserve our utmost recognition and gratitude.

Please join me in congratulating ECS Corina Hunt for her exceptional performance and awarding her the "Teammate in Action Award." Her actions exemplify our commitment to excellence in emergency response.

Thank you, ECS Hunt, for your unwavering dedication and remarkable service.

## Silent Key

*Tiffany Nicole Gibbs*  
*North Carolina Chapter*



We have learned that Tiffany Gibbs passed away on August 22nd, 2023



For more information, her Silent Key can be found here:

<https://psc.apointnl.org/2023/08/30/silent-key-tiffany-nicole-gibbs/>

## Upcoming Conferences

**CALL FOR SPEAKERS**  
DEADLINE: JULY 10TH, 2023

**TRAINING SYMPOSIUM & DIRECTOR'S WORKSHOP**  
**SEPT 10-13**  
UNIVERSITY PLAZA HOTEL & CONVENTION CENTER  
SPRINGFIELD, MO

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

SEPT 10-13

**MISSOURI PUBLIC SAFETY COMMUNICATIONS CONFERENCE**

THROUGH THE DECADES AT THE UNIVERSITY PLAZA HOTEL  
SPRINGFIELD, MO

## Upcoming Conferences (continued)



### 2023 INDIANA 911 PROFESSIONALS CONFERENCE

Presented By: The Indiana Chapters of APCO and NENA

## Conference Agenda

### September 25th - September 28th 2023

- Monday 9/25**     **Pre-Conference Class with Tracy Eldridge of On Scene First**
- 8AM: Registration and Breakfast  
8:30AM-4:30PM: "Saving Lives on Both Sides of The Call"  
• Lunch provided
- 
- Tuesday 9/26**     **Opening Ceremonies w/Rafael Sánchez, Keynote w/ Brian Tegtmeier, Breakout Sessions, and Evening Events!**
- 8AM: Registration and Breakfast  
9AM: Opening Ceremonies with Rafael Sánchez, WTHR Indianapolis  
10AM: Keynote Speaker, Brian Tegtmeier, Coordinator of the National 911 Program  
11:30AM: Provided Lunch  
12:30PM-4:30PM: Breakout sessions featuring local and national speakers  
4:30pm Cocktail Hour in the Atrium  
5:30PM: Welcome Banquet - Join us for dinner, awards, and entertainment!
- 
- Wednesday 9/27**     **Exhibit Hall and Breakout Sessions**
- 8AM: Registration  
9AM: Exhibit Hall Open - Breakfast Served in the Exhibit Hall  
11:30AM: Lunch Served in the Exhibit Hall  
1PM-4:30PM: Breakout Sessions featuring local and national speakers
- 
- Thursday 9/28**     **Breakout Sessions and Closing Luncheon with Award Winning Speaker Sam Glenn**
- 8AM: Registration and Breakfast  
9AM-12:30PM: Breakout Sessions featuring local and national speakers  
12:30PM: Closing Luncheon with Award Winning Motivational Speaker Sam Glenn  
2:30PM: Indiana NENA & APCO Quarterly Chapter Meetings

#### More Info

Attendee Registration: [IN911\\_eventbrite.com](https://www.eventbrite.com)

Industry Partner Registration: [indiana911.org](https://indiana911.org)

For General Information: [indiana911.org](https://indiana911.org) or email [info@indiana911.org](mailto:info@indiana911.org)

## Upcoming Conferences



**NEBRASKA  
APCO-NENA  
PRE-CONFERENCE**  
TUESDAY OCTOBER 10, 2023

### LEAVING A LEGACY

**AN INFINITE MINDSET IN 911**

Long after we might finish in 911, the industry will go on. We can work to leave a positive legacy and that starts from right now. Whether a person has been in the industry for weeks, months, years, or decades, they are already working toward empowering and equipping the next generation. This session looks at how we prepare to leave a positive legacy and intentional steps and conversations that can set that trajectory from this current moment in time.

- October 10, 2023**
- 0800-1200 or 1700-2100**
- \$40/person**
- Registration**  
[www.neapconena.org](http://www.neapconena.org)

**With Matthew Harwell,  
MS, MA, ENP, CMCP**



## Upcoming Conferences

The Texas Public Safety Fall Symposium, presented by Texas APCO and Texas NENA, is scheduled for Oct 15-18, 2023. The Symposium will be held at the Embassy Suites in Denton, TX.

If you plan to book a room, the hotel block link is only active until September 22nd. If you cannot attend, please contact Cindy Bridges-Logan ([cbridges@wilco.org](mailto:cbridges@wilco.org)) before canceling your room. If you prefer to call the hotel directly, the number is 940-243-3799, and ask for the discount rate for Texas Association of Public-Safety Officials International per our contract. Group room rates are only valid until 9/22/2023.

Hotel Link:

<https://www.hilton.com/en/book/reservation/deeplink&cityhcn=DFWNTES&groupCode=APC&arrival=20231014&departure=20231018&cid=OM,WW,HILTONLINK,en,DirectLink&fromId=HILTONLINKDIRECT>

Register here: <https://txapco.org/meet-reg1.php?id=22>



<https://waapconena.org/professional-development/2023conference/>

## Upcoming Conferences (continued)



The poster features a purple and blue gradient background with a grid pattern. At the top, the dates "OCTOBER 22ND" and "THROUGH 25TH" are displayed in large, white, outlined letters. In the center is the IPSTA logo, which includes a map of Illinois and the text "ILLINOIS PUBLIC SAFETY", "TELECOMMUNICATIONS ASSOCIATION", "ILAPCO • INENA", and "CROWNE PLAZA HOTEL SPRINGFIELD, ILLINOIS". Below the logo, the main title "IPSTA CONFERENCE" is written in large, bold, white letters with a blue outline, followed by "TWENTY TWENTY-THREE" in smaller white letters. The bottom section lists event details: "PRE-CONFERENCE TRAINING AND OPENING KEY NOTE by ROBERT MANN", "AWARDS PRESENTATION AND BANQUET featuring THE SOFA KINGS", and "DAILY BREAKOUT SESSIONS | CONTINUING EDUCATION CREDITS AVAILABLE". At the bottom left, it says "SPONSORSHIP OPPORTUNITIES AVAILABLE AT WWW.911CONFERENCE.ORG". At the bottom center, it says "Sponsored by ILAPCO and INENA". At the bottom right, there is a QR code.

OCTOBER 22ND

THROUGH 25TH

ILLINOIS PUBLIC SAFETY  
**IPSTA**  
9-1-1  
ILAPCO • INENA  
TELECOMMUNICATIONS ASSOCIATION  
CROWNE PLAZA HOTEL SPRINGFIELD, ILLINOIS

# IPSTA CONFERENCE

## TWENTY TWENTY-THREE

PRE-CONFERENCE TRAINING AND  
OPENING KEY NOTE by ROBERT MANN  
AWARDS PRESENTATION AND BANQUET featuring THE SOFA KINGS  
DAILY BREAKOUT SESSIONS | CONTINUING EDUCATION CREDITS AVAILABLE

SPONSORSHIP OPPORTUNITIES  
AVAILABLE AT  
[WWW.911CONFERENCE.ORG](http://WWW.911CONFERENCE.ORG)

Sponsored by  
**ILAPCO and INENA**



## Upcoming Conferences (continued)



**MID-EASTERN  
APCO**  
MD, DC, DE  
Leaders in Public Safety Communications

# Fall 2023 Conference

## Training & Awards

**OCTOBER  
19 - 20, 2023**

Ocean City, MD

### OUR SPEAKER






**ADAM TIMM**

THE HEALTHY DISPATCHER

Adam Timm began his 20-year career in 9-1-1 as a dispatcher for the Los Angeles Police Department Communications Division, where he pioneered a stress resilience program that contributed to a 45% decrease in sick time usage. After leaving the LAPD, Adam started his company, "The Healthy Dispatcher," to bring tools for resilience to this challenging profession.

### PURCHASE YOUR TICKET HERE



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FOR TICKETS & MORE INFORMATION VISIT [MIDEASTERNAPCO.ORG](http://MIDEASTERNAPCO.ORG)

**Upcoming Conferences (continued)**



[Get Ready! - APCO Atlantic Conference](#)

Albany, NY October 23-25, 2023

**SAVE THE DATES**

North Carolina APCO  
Leaders in Public Safety Communications

**2023 TELECOMMUNICATOR TRAINING SYMPOSIUM**  
December 3-6, 2023 | Greensboro, NC  
[www.tcsymposium.org](http://www.tcsymposium.org)

## Chapter Member Services Committee Members

NAME	STATE CHAPTER LIAISON	OTHER COMMITTEE DUTIES	EMAIL ADDRESS
LaToya Marz, RPL	Nebraska	Chair, Proofreader & CL Guide Coordinator	lmarz@tri-com911.org
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## Chapter Member Services Committee Members *(continued)*

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