



APCO

MEMBER CHAPTER SERVICES Committee

July *newsletter*

FIREWORKS OR GUNSHOTS?

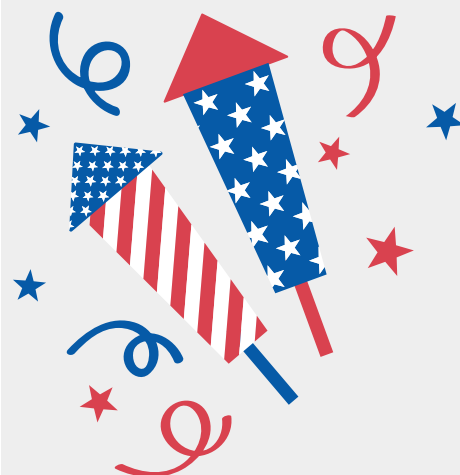
Ah, July - the month of sunshine, cookouts, and the annual game of "Was that fireworks or gunshots?"

While communities celebrate Independence Day, dispatchers are busy answering calls about loud booms, flashes in the sky, and suspicious activity that often turns out to be someone's enthusiastic holiday celebration. For public safety telecommunicators, July is a reminder of the importance of staying calm, gathering information, and providing reassurance - even when they're answering the same question for the upteenth time that evening.

So, as the fireworks fly this month, take a moment to appreciate the professionals behind the headset who keep their cool - even while the rest of the neighborhood is exploding!

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Membership *momentum*

Membership Type	Previous Year 06/01/2025	This Year 06/01/2026
Associate Members	1,766	1,693
Full Members	3,539	3,371
Full Group Members	10,060	11,149
Online Group Members	24,362	27,800
Commercial Members	389	395
Commercial Group Members	258	348
Student/Educator Members	32	59
Total Number of Members	40,537	44,817
Total Number of Group Agencies	1,707	1,747
Commercial Groups	49	51

Membership *information*

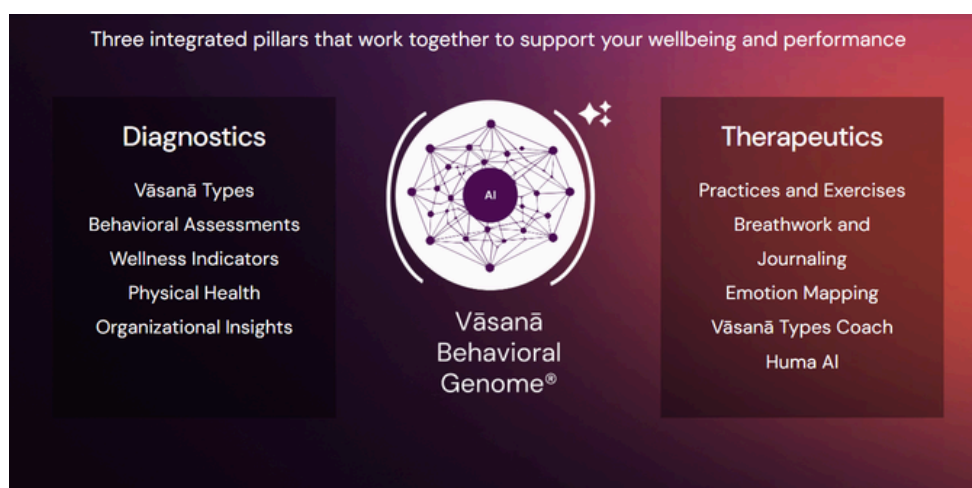
A New Member Benefit Focused on Resilience & Performance

APCO is pleased to welcome Vāsanā as a new affinity partner available through your membership. The Vāsanā Behavioral Genome is an innovative platform designed to enhance clarity, decision-making, and resilience under pressure by integrating physical, behavioral, mental, and occupational data.

Vāsanā's approach is built on three integrated pillars:

- **Diagnostics** – Identifies individual stress and recovery patterns through behavioral assessments and wellness indicators tailored specifically to the ECC environment.
- **Analytics** – Translates complex data into clear, actionable insights, helping you better understand your current state and performance.
- **Therapeutics** – Supports the development of sustainable habits that promote resilience, long-term performance, and recovery.

While most systems focus on training and operations, they often overlook the human behind the headset. Shift work further compounds this challenge by disrupting sleep, nutrition, and recovery cycles. Over time, this creates a silent, cumulative stress that many systems are not designed to address.



This partnership provides APCO members with a practical, data-driven way to better understand and support their health, performance, and resilience both on and off the console. Visit Vasana.ai/apco for more info.

SILENT KEY

With deep respect and gratitude, we remember those who have recently passed and who devoted their lives to the mission of public safety communications. These individuals were the unseen lifelines in times of crisis — calm voices in the chaos, steady hands behind the scenes. Though their keys have fallen silent, their legacy of service and dedication lives on in every life they touched and every call they answered.



Richard Feole

It is with heavy hearts that we share the passing of Rich Feole. He was the former Executive Director of the Calhoun County Consolidated Dispatch Authority and previously the Director of Mason-Oceana 911. Rich always led by example and served the Michigan Chapter in many ways including service as the Chapter President. Rich was a strong advocate for innovation and excellence in the ECC and supported new technologies.

Please read more about his contributions and life on his [Silent Key dedication page](#).

Straight from the CAC

A Tribute To A Legend

By John Wright with Foreword by Tina Jackson

There is a distinguished Presidential Award named after Jack Daniel, a man who was instrumental to the growth and development of the commercial side of our industry within APCO. Many thanks to John Wright with the Southern California APCO chapter for sharing this tribute from the 2012 CommLink Newsletter. This award recognizes exceptional accomplishments by a commercial member of APCO on a national or international level in the field of public safety communications.

It was with great sadness that members of CPRA learned of the passing of Jack Daniel on March 2, 2012. Only two weeks earlier, Jack had attended a regular meeting of the Chapter, where he notified the Board of his intent to step down as the chairman of the CAC, but continue his support of Chapter activities. It is very difficult to imagine a function without Jack's presence. His passing is a major loss in the Telecommunication Industry and the Public Safety Community.

Jack was born in Texas in 1936 and he attended school and worked in the Corpus Christi area. He had more than 50 years' experience in land mobile wireless communications, ranging from field tech rep to corporate management. Jack was the Western area distributor for Bird Technologies with sales areas including California, Arizona, Nevada and the Bay area, and he was very successful at moving its product lines. While working in this capacity, he noted that Chapters in these areas were without a CAC and he volunteered to step into that role, resulting in his membership in multiple Chapters.

Jack was a member of many organizations including NFPA, ICC, IACP, and the IAFC. He was a fellow of the Radio Club of America, a Senior and Life Member of APCO, and a longstanding commercial supporter of APCO International from the CPRA Chapter. Jack was one of our most visible members since getting involved many years ago, and was one of the very few Commercial members to become a Life Member.

The changing technology greatly affected Jacks' life. With the advent of 800 MHz trunking, cell phones, simulcast, broadband networks and a few other things, system requirements changed. Everyone wanted to talk inside of buildings, tunnels, jails, and numerous other places. This gave rise to a host of products including the bi-directional amplifier or BDA, for in-building communication systems. As reports of system problems continued to rise, Jack was quick to learn that some BDAs caused many more problems than they solved. He began an almost one man effort to resolve this problem, and worked very hard at all levels to develop standards for these devices. Jack received a patent for a piece of equipment he designed during this time period.

He was an expert on National Fire Protection Association and International Fire Code in-building communications codes for first responders. He worked diligently with the NFPA to develop and publish nationwide standards for the engineering and implementation of these devices. Thanks to Jack, these standards have been ratified and are now in place nationwide, an accomplishment that is a lasting legacy to his skill and determination to do things right.

Over the past 15 years, his company had become known nationwide as a leading authority in advanced in-building and underground radio communications system designs and products for public safety and industry, including the use of fiber-optic cables for RF signal distribution and software augmented signal boosters. He was a speaker at numerous APCO International Annual Conferences, as well as IWCE and other national level conferences on RF distribution of cellular, private radio and public safety wireless signals. He was the author of multiple articles in trade publications.

One of his greatest achievements, and one he was most proud of, was helping establish the APCO Scholarship Fund. This fund assists APCO members in furthering their education in Public Safety. He contributed heavily to this effort with both time and money, and he relentlessly encouraged other commercial organizations to contribute to the fund, leading to considerable account expansion.

Jack was a professional and gentleman, admired by his peers for his humor and quick wit. Lowering his glasses and stating, "I may be wrong, but...", has become legendary. He brought energy and enthusiasm to any room he entered, and his presence in a meeting was always felt. With his sense of humor, yet professionalism he got things done and turned ideas into reality. He worked tirelessly, whether finding sponsors for events, putting together dispatcher awards banquets, finding presenters for monthly meetings, or designing Chapter pins; he always went beyond the call of duty.

Jack was a family man, and his lovely wife Pat was always at his side. On many occasions Jack would be seen winking at his life partner from across the room. They have two grown children: Chris, who lives in Plano, Texas, a Senior Technical Specialist for the Frito Lay Research and Development Company, and their daughter, Michaelleen, who is a member of the Tempe, Arizona, Police Department.

Jack Daniel

November 23, 1936 - March 2, 2012



Jack Daniel Award of Distinction

This award recognizes exceptional accomplishments by a commercial member of APCO on a national or international level in the field of public safety communications.

Award Recipients

Julie Heimkes, 2024
Brian Hughes, 2020
Richard Solie, 2020
Nate McClure, 2017
Don Whitney, 2015
Jack Daniel, 2012



Tina Jackson is President of The Spectrum Firm, Inc. and a member of the APCO Commercial Advisory Council. A longtime supporter of APCO, she is passionate about advancing the mission of public safety communications and strengthening the partnership between commercial partners and public safety professionals.

Inside the Committees

Preparing Your Agency Become APCO Agency Training Accredited

By Maureen Will, Agency Training Committee

In every emergency, the first voice the public hears is often not a firefighter, police officer, or paramedic—it is a public safety telecommunicator. That calm, confident voice provides direction, reassurance, and life-saving coordination during moments of crisis. Because of the critical role dispatchers play in public safety, agencies across the country are raising the standard for training and professionalism through APCO's Agency Training Program Accreditation (ATPA).

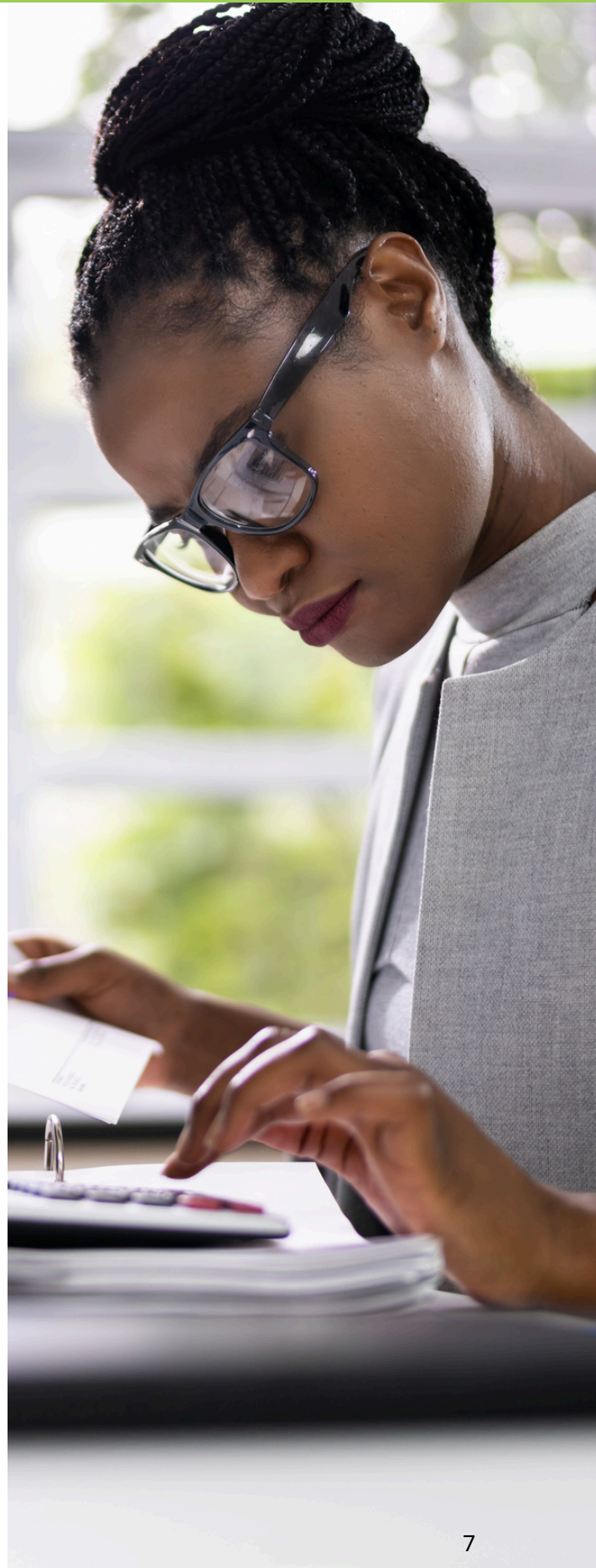
For agencies seeking to build a stronger, more consistent, and nationally recognized training program, ATPA offers a pathway to excellence. Accreditation demonstrates that an agency's training program meets or exceeds the APCO American National Standards (ANS) for public safety telecommunicators and reflects a commitment to professionalism, accountability, and continuous improvement.

What Is APCO Agency Training Program Accreditation?

Agency Training Program Accreditation was developed through APCO International's Project 33 initiative to certify agency training programs that meet nationally recognized standards. Specifically, accredited agencies must meet or exceed APCO ANS 3.103.1-2015: Minimum Training Standards for Public Safety Telecommunicators.

Accreditation is more than a title or certificate. It is a public commitment that every employee answering a call for help is trained to the highest level possible and supported by an agency dedicated to operational excellence.

Many agencies that have completed the accreditation process describe the program as the "Bentley" of training programs because of the structure, professionalism, and credibility it brings to their organizations.





Why Accreditation Matters

An accredited training program provides measurable benefits to both agencies and the communities they serve. Accreditation helps agencies:

- Establish standardized and documented training practices
- Improve consistency in trainee development
- Strengthen accountability and quality assurance
- Demonstrate compliance with national standards
- Build public trust and confidence
- Support employee wellness and professional development
- Create a culture of excellence within the communications center

Most importantly, accreditation ensures that telecommunicators are prepared to perform effectively when seconds matter most.

The Role of the Agency Training Accreditation Committee

The APCO Agency Training Accreditation Committee serves as the foundation of the accreditation process. Committee members are experienced public safety communications professionals who understand the realities of training, supervision, and agency operations.

Many committee members have successfully completed accreditation for their own agencies and are committed to helping others succeed. Members review applications and supporting documentation submitted through APCO's online accreditation system, ensuring that all standards are met while recognizing the unique operational needs of individual agencies and communities.

Committee members are mentored by seasoned reviewers and provided with the tools, resources, and guidance necessary to conduct fair and thorough evaluations. They work closely with agencies during the pre-application and review phases to provide education and support throughout the process. The committee's goal is not simply to approve applications but to help agencies build strong, sustainable training programs that truly reflect the intent of the standards.

Preparing Your Agency for Accreditation

The accreditation process requires planning, organization, and commitment. Agencies considering accreditation should begin by identifying a small core team - typically two or three key personnel - who will lead the project. Once the team is established, agencies should:

Review APCO Accreditation Resources

Visit the APCO International website and review all accreditation rules, procedures, and standards documentation. Agencies should also complete APCO's pre-application online training program to gain a thorough understanding of the process and requirements.

Gather and Organize Documentation

Preparation is one of the most important parts of the process. Agencies should collect and organize:

- Training policies and procedures
- Daily Observation Reports (DORs)
- Training records and certificates
- Health and wellness documentation
- Training manuals and lesson plans
- Evaluation forms and completed assignments
- Supporting photographs or scanned documents that demonstrate compliance with standards

A highly recommended practice is to create electronic folders labeled by individual APCO standards. Each document should clearly demonstrate how the agency meets that specific standard.

Ensure Documents Are Current

One of the most common challenges agencies face is outdated or incomplete documentation. Accreditation reviewers carefully compare standards against submitted documentation to verify that trainees successfully completed all required assignments and training elements. Maintaining current, accurate, and well-organized records significantly improves the review process.

The Commitment Behind Accreditation

There is no shortcut to accreditation. The process requires dedication, attention to detail, and a willingness to evaluate and improve existing training practices.

However, agencies are not expected to navigate the process alone. APCO staff and committee members are available throughout the process to answer questions, provide guidance, and help agencies understand expectations.

The pre-application training and standards review process are designed to help agencies become comfortable with the program requirements before officially applying. This allows agencies to determine whether accreditation aligns with their operational goals and organizational commitment.

A Standard of Excellence

Achieving APCO Agency Training Program Accreditation is an accomplishment that reflects leadership, professionalism, and dedication to public safety. It tells employees, governing bodies, and the public that the agency is committed to delivering the highest quality training possible and ensuring that every emergency call is handled by personnel who are prepared, confident, and supported. Agencies that complete the process often report a deep sense of pride and accomplishment when they reach the final submission stage. The work is significant, but the reward is equally meaningful.

For agencies looking to strengthen training, improve consistency, and elevate professional standards, APCO Agency Training Program Accreditation represents an investment in both personnel and the communities they serve.

To learn more about accreditation standards, committee participation, or the application process, visit the APCO International website or connect with members of the Agency Training Accreditation Committee.

Everett E.H. Fisher

A Catalyst for Change

By Kyleah Carruthers

Young professionals in the 9-1-1 industry have a profound impact on the direction that this industry goes in. These individuals can look at a communication center with fresh eyes and ears and not only identify areas to improve in but establish creative ideas for how to tackle those shortcomings.

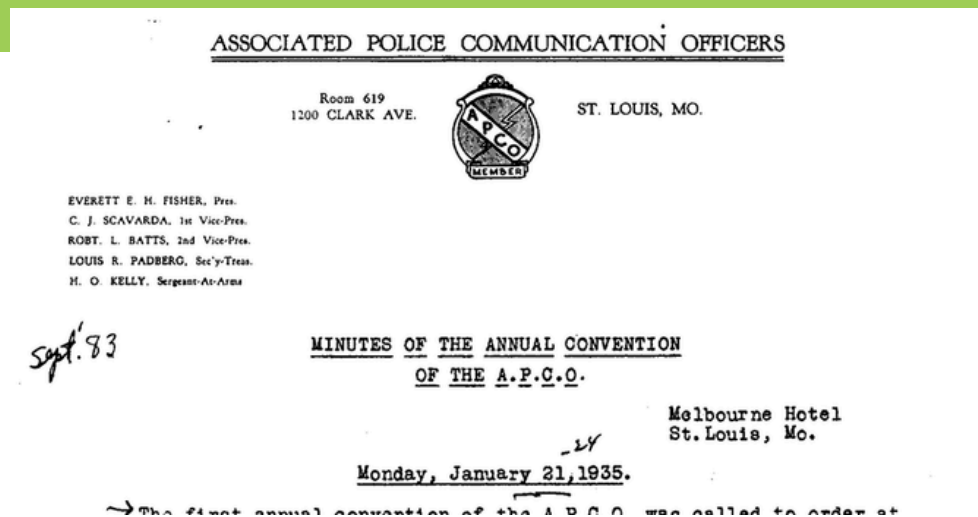
That's exactly what Everett E.H. Fisher, the founder and first president of APCO did in January of 1935. Fisher wrote an open letter to police communications professionals, expressing that he had identified many areas of improvement for the 9-1-1 industry and that the creation of APCO would help not only start to solve some of those problems, but identify further shortcomings and hopefully their solutions as well. He went on to ask these professionals to join him in St. Louis, Missouri for what would be APCO's first convention.



1st Annual Convention, APCO, Melbourne Hotel, St. Louis, Jan. 21, 1935

While the goals of APCO have naturally evolved since its inception, three core beliefs have continued to stay true thanks to the early efforts of Fisher. These are: providing technical assistance, professional development opportunities, and advocating for telecommunicators.

In the early days of APCO, technical assistance mainly focused on radio communications. In Fisher's initial call to action, one of his goals for APCO was "to exchange ideas for the efficient operation of police radio..." (1). He showed his commitment to this goal by having Lieutenant Wilt host a discussion and demonstration of two-way communication at the first APCO convention on January 22nd and 23rd, 1935 (2). Today, APCO provides technical assistance on not only radio communications, but computer-aided dispatch (CAD), phone, and mapping software. While technical assistance was certainly one of Fisher's biggest goals, he also had a strong focus on professional development.



According to the second conventions minutes from October 7, 1935 – the general manager of United Motors Service Company was in attendance and provided a talk on “Safety of Human Lives and Property” (3). This showed very early on how passionate about professional development Fisher was. At future APCO conventions, various professionals would give talks or demonstrations on topics that related directly to police communications, no doubt inspired by Fisher’s passion for professional development. Now, present day APCO offers classes to the public and rewards members with discounted class fees to continue to promote professional development. Current-day APCO, just as Fisher did, also continues to be an advocate within our industry.

At its core, Fisher’s call to action was a form of advocacy itself. It was a way to get police communications professionals from various communication centers across the United States to come together for a common cause. He would invite government officials to come to the meetings, such as E.K. Jett with the Federal Communications Commission at the first convention (2) and Mayor John W. Kern at the second (4), and allow them a chance to speak as well as listen in hopes that it would garner their support for police communications, as well as spark positive change in the industry. APCO now advocates for telecommunicators to be recognized as first responders at both a state and federal level, as well as provides many articles and webinars that advocate for better mental health support in our industry.

While the goals since 1935 have certainly evolved, it would be impossible to deny that Everett E.H. Fisher was a catalyst for big change in our industry. Since the beginning, there has been a strong focus on providing technical assistance, professional development opportunities, and advocacy for telecommunicators in multiple different facets. It is clear that APCO will continue to uphold these beliefs for years to come, using Fisher’s core beliefs as a guide forward to offer evolving support to telecommunicators.

Kyleah Carruthers is a Law Enforcement Dispatcher II at the University of Wisconsin Madison Police Department. She is also a member of the Young Professionals Committee.

References

1. https://apcohistory.org/file/4/apco_initial_meeting_announcement_1935.pdf
2. <https://www.apcointl.org/~documents/docs/apco-first-convention-minutes/?layout=file>
3. <http://28011b0082f55a9e1ec0-aecfa82ae628504f4b1d229bd9030ae1.r13.cf1.rackcdn.com/D0000131-004.200.pdf>
4. <http://28011b0082f55a9e1ec0-aecfa82ae628504f4b1d229bd9030ae1.r13.cf1.rackcdn.com/1936-01-p008-200.pdf>

Teammates *in Action*



Dennise Duarte

San Jose Police Department, CA

Dennise Duarte is a Police Communications Specialist with the San Jose Police Department.

She is receiving this nomination for her exceptional leadership and dedication in developing and advancing the Communications Prevention, Awareness, and Wellness Therapy Canine Program (PAWS).

Dennise is the handler for Indie who is an integral part of the Therapy Canine Program. This program is designed to enhance employee wellness, resiliency and community engagement. Dennise is the sole handler in the PAWS program and continually strives to improve the program through advanced training in Peer Support and CIT Support Training for the 911 professionals.

Outside of the communications center Dennise and Indie strive to increase public awareness of the program. One of the ways they do this is by participating in the San Jose Police Department's STAR camp which helps build positive relationships between police officers and the youth from local Title 1 schools. They also have had many appearances at local wellness programs. In addition, Dennise and Indie have been deployed alongside patrol to provide comfort and support to victims following traumatic incidents, further extending the impact of the PAWS program into the field.

Dennise not only excels outside of the workplace but also inside. She performs at a high level in the dispatch center. Dennise has received commendations and recognition for her call-taking excellence, a nomination for Dispatcher of the Year and for her exceptional performance in handling critical incidents.

Please join me in congratulating Police Communications Specialist Dennise Duarte, who goes above and beyond daily for her team, by presenting her the "Teammates in Action Award."

Thank you, Dennise for all you do for the San Jose Police Department and its citizens!



KAITLYN COOK

Casper-Natrona County Public Safety
Communications Center, WY

On December 2, 2025, Telecommunicator Cook received a call from a distraught female reporting that she had located a male hanging in a closet in an apparent suicide attempt. Telecommunicator Cook remained calm, composed, and focused while gathering critical information for responding law enforcement, fire, and EMS personnel. She provided clear and concise instructions, guiding the caller on how to safely assist in getting the male down, while offering reassurance and steady support throughout the duration of the call. Her ability to maintain control of the situation ensured responders were equipped with accurate, timely information.

Approximately 45 minutes later, Telecommunicator Cook answered another high-priority call involving an unconscious male. Without hesitation, she initiated CPR instructions and provided life-saving guidance to the caller. Her swift actions and confident delivery of emergency medical instructions were instrumental in delivering immediate care prior to the arrival of first responders.

At the time of both incidents, Telecommunicator Cook had been signed off as a call taker for only two months and was still early in her career. Both incidents were emotionally charged and exceptionally challenging, particularly for a telecommunicator so early in her tenure. Telecommunicator Cook demonstrated remarkable professionalism, composure, and dedication under intense stress. Her performance reflects the highest standards of public safety communications and exemplifies the qualities recognized by the APCO Teammate in Action Award.

Teammates in Action Shine a Light on Your 911 Heroes!

Every 911 center has those teammates who make a difference - whether they handle a tough call with composure, jump in to help a coworker during a hectic shift, or show steady leadership when it's needed most. Now's your chance to recognize them! Nominate a dispatcher, call taker, supervisor, or manager who embodies teamwork and excellence for APCO International's Teammates in Action spotlight. Sharing these stories not only celebrates their dedication but also boosts morale, strengthens team pride, and reminds everyone that their work truly matters. Submit your Teammates in Action nomination today and help us honor the best in our 911 community!

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

PULSE CHECK Results

Mental Health in the ECC Results

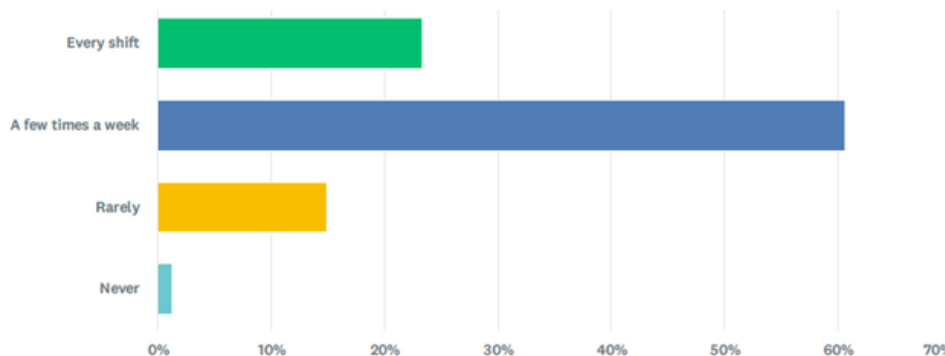
In the latest Member & Chapter Services Committee survey, we focused on mental health in emergency communications. We received **249 responses!**

We asked you, “What is your primary source of daily stress at work?” 248 respondents answered, with one skipping, summarized below.

- Call Volume (29 responses)
- Caller Behavior (38 responses)
- Technology Issues (30 responses)
- Internal Workflow (72 responses)
- Other (79 responses)
 - Center culture
 - Disrespect from first responders in the field
 - Inconsistent enforcement or application of rules
 - Internal staffing conflicts
 - Lack of resources
 - Lack of support from management
 - Morale
 - Policy, procedural, and protocol changes or lack thereof
 - Staffing

In question #2, we asked, “How often do you feel mentally drained by the end of your shift?” All respondents answered, summarized below.

- Every shift (58 responses)
- A few times a week (151 responses)
- Rarely (37 responses)
- Never (3 responses)

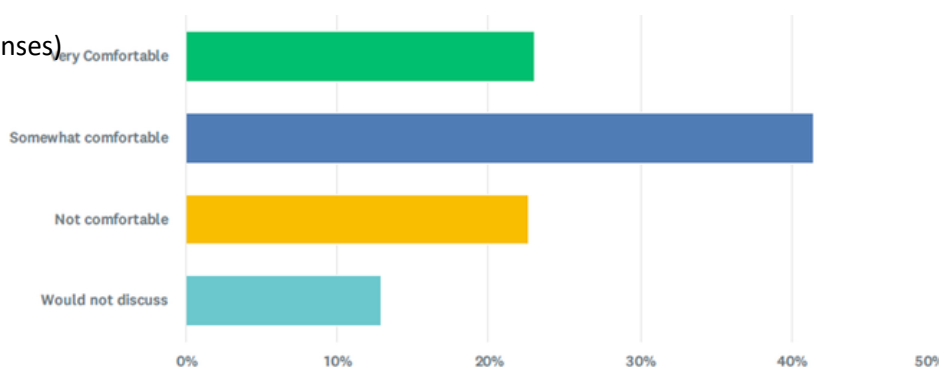


In question #3, we asked “Do you feel you have enough time during a shift to mentally reset?” All respondents answered, summarized below.

- Yes (29 responses)
- Sometimes (110 responses)
- Rarely (72 responses)
- Never (38 responses)

In question #4, we asked, “How comfortable are you discussing stress or fatigue with supervisors?” 248 respondents answered with one abstaining, summarized below.

- Very comfortable (57 responses)
- Somewhat comfortable (103 responses)
- Not comfortable (56 responses)
- Would not discuss (32 responses)



Question #5 asked, “What contributes most to burnout in your center?” 245 of 249 respondents answered. Responses are summarized as follows:

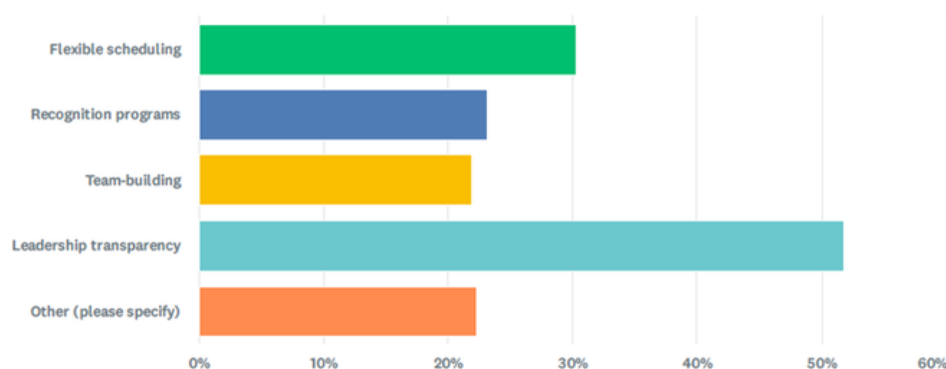
- Staffing shortages (140 responses)
- Mandatory overtime (56 responses)
- Exposure to traumatic calls (54 responses)
- Lack of support (108 responses)
- Other (72 responses)
 - Call volume
 - Center culture
 - Center culture
 - Compassion fatigue
 - Disrespect from first responders in the field
 - Impact to sleep and overall health
 - Inconsistent enforcement or application of rules
 - Ineffective leadership
 - Internal staffing conflicts
 - Lack of accountability
 - Lack of communication
 - Lack of internal stability
 - Lack of resources
 - Lack of support from management
 - Lack of teamwork
 - Lack of training
 - Low salary
 - Morale
 - Negative Retention
 - Not enough time to decompress
 - Policy, procedural, and protocol changes or lack thereof
 - Poor leadership
 - Staffing
 - Technology issues
 - Work-life balance

In question #6 we asked, “Do you feel your agency prioritizes your mental well-being?” 246 respondents answered, with three abstaining. Answers are summarized as follows:

- Always (52 responses)
- Sometimes (116 responses)
- Rarely (57 responses)
- Never (21 responses)

Question #7 asked, “What is the top morale booster for your team?” 237 respondents answered, with 12 abstaining. Responses are summarized as follows:

- Flexible scheduling (72 responses)
- Recognition programs (55 responses)
- Team building (52 responses)
- Leadership transparency (123 responses)
- Other (53 responses)
 - A simple “thank you” every now and then
 - Accountability
 - Consistency
 - Good leadership and coworkers, supervisors
 - Opportunities for additional pay (certifications, education, merit increases, shift differentials, etc.)
 - Peer support
 - Permitting casual attire days
 - Positive interactions with leadership and first responders in the field
 - Promotions of staff looking to make positive changes within the center for all
 - Providing team meals, snacks, or treats
 - Removal of uniform policy
 - Scheduling that improves work-life balance
 - Support/therapy animals
 - Taking the time to support coworkers
 - Teambuilding or positive interactions with counterparts
 - Time off
 - Training opportunities
 - Transparency

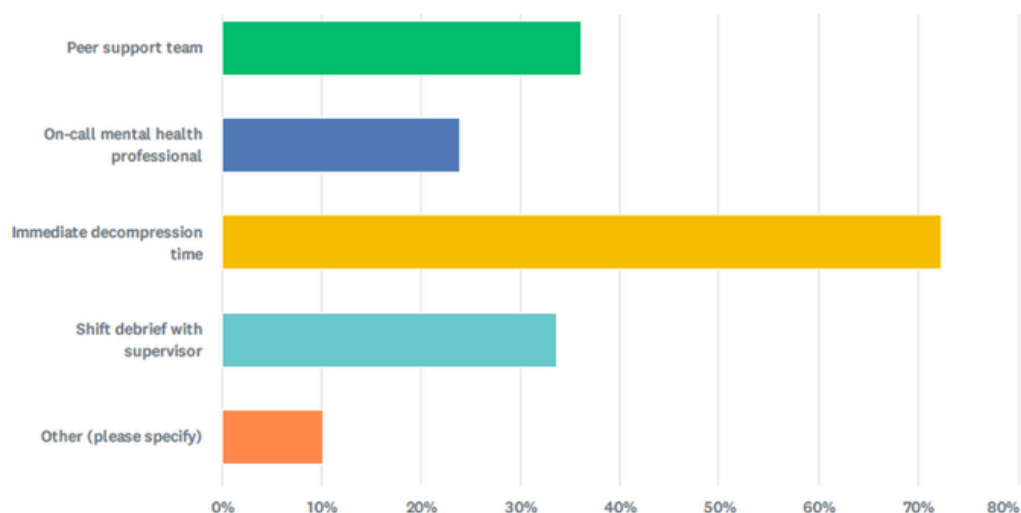


In question #8 we asked, “Do you feel you receive adequate follow-up after a traumatic or emotionally difficult call?” 247 of 249 responded. Responses are summarized as follows:

- Always (48 responses)
- Sometimes (104 responses)
- Rarely (63 responses)
- Never (32 responses)

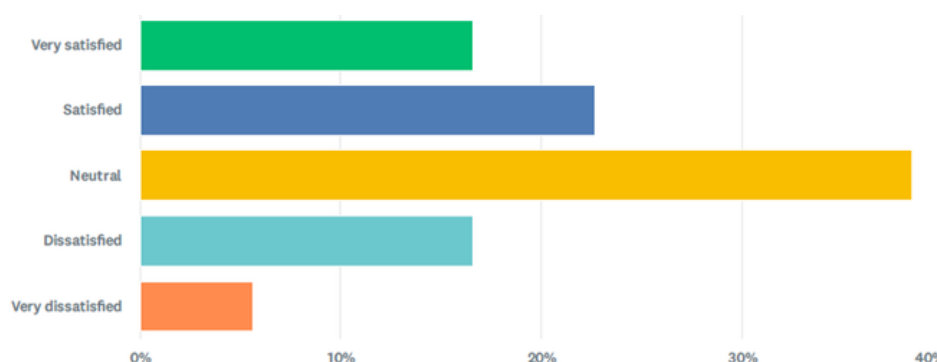
Question #9 asked, “Which resource would help you the most after a critical incident?” 246 answered, with 3 abstaining. Responses are summarized as follows:

- Peer support team (89 responded)
- On-call mental health professional (59 responded)
- Immediate decompression time (178 responded)
- Shift debrief with supervisor (83 responded)
- Other (25 responded)
 - A thank you / validation of efforts despite circumstances
 - Ability to take time off as needed
 - Decompression time, with a check-in a week post-incident
 - Department chaplain
 - Follow up with all first responders – the beginning may be known, but seldom the outcome
 - Mental health therapy in general
 - Reaching out to – or checking in on – a trusted peer following an incident
 - Shift debrief or peer support without a supervisor
 - Shift debrief with all involved (all first responders)



In question #10 we asked, “How satisfied are you with the mental health support services at your ECC?” 247 responded with two abstaining. Responses are summarized as follows:

- Very satisfied (41 responses)
- Satisfied (56 responses)
- Neutral (95 responses)
- Dissatisfied (41 responses)
- Very dissatisfied (14 responses)



Question #11 asked, “Which areas need the most improvement?” 234 respondents answered with 15 skipping the question. Responses are summarized as follows:

- Availability of services (87 responses)
- Awareness of resources (124 responses)
- Appointment wait times (19 responses)
- Quality of support (104 responses)
- Privacy/confidentiality (87 responses)
- Workshops or events (87 responses)
- Other (36 responses)
 - A designated area for decompression
 - Ability to use available services
 - Appropriately trained peer support
 - Awareness of events and understanding of who was involved by administration
 - Consistent and routine follow-ups or check-ins
 - Education
 - Fear of retaliation for using services
 - Inclusion in departmental debriefs
 - Increased confidence in services
 - Leadership support and transparency of available services
 - More support from administration
 - Standardization of peer support deployments to allow for self-deployments or check-ins.
 - Timeliness of the support provided, for all involved
 - Wellness geared towards communications and not inclusive of other first responders

Upcoming *Events*



2026 - 2027 Committee Member Orientation!

As we gear up for the start of the 2026-2027 committee year on July 1, the Group Leaders invite you to hit the ground running by attending our upcoming **Committee Member Orientation Webinar**.

Whether you are stepping into a committee role for the first time or are a seasoned returning member, this session is designed to set you up for success. We will provide a comprehensive overview of member duties, key expectations, and the tools you'll need to make a lasting impact.

We are also excited to share that First Vice President Mike O'Conner and Second Vice President Jennifer Reece will be joining the webinar. They will share their primary goals and vision for the upcoming year.

[REGISTER HERE](#)

Join us in
San Antonio!
Register for
APCO 2026.

apco2026.org



Registration for #APCO2026 is open! Whether you're looking to advance your career, connect with peers or discover the latest in public safety technology, there's something here for you. Secure your spot today and join us August 2-5 in San Antonio for an unforgettable experience.

[REGISTER HERE](#)

SAVE THE DATE

SEPTEMBER
13-16
2026

AT THE
OHIOAN
COLUMBUS,
OH
[HTTPS://WWW.THE
OHIOAN.COM/](https://www.theohioan.com/)

OHIO APCO/NENA
STATE CONFERENCE
911 SUMMER CAMP



Fall TRAINING SYMPOSIUM

Registration now open!

OCTOBER 14-16TH, 2026
 GRAND HOTEL
Ocean City, MD

SPECIAL EARLY BIRD REGISTRATION

\$75 UNTIL
JULY 17TH

\$100 THEREAFTER



**NETWORKING
MIXER**
WEDNESDAY EVENING



**TWO DAYS
OF TRAINING**
THURSDAY & FRIDAY



**AWARDS
BREAKFAST**
FRIDAY MORNING



*Learn. Connect.
Celebrate.*

TOGETHER WE GROW.

MidEasternAPCO.org/events



SPONSORS/VENDORS NEEDED!

Partner with us and showcase your organization to public safety leaders from across the region.

*Contact us
today!*



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Get Ready for the 2026 Washington Chapter Conference

October 13 - 15, 2026

Something exciting is taking shape and we're building it with you in mind.

We're thrilled to share that planning is well underway for our upcoming Chapter Conference, and this year's theme, Culture Reimagined, is all about taking a fresh look at the environments we work in every day and intentionally shaping them into something better.

We've heard your feedback, and we've made changes.

This year's conference will be held at the Kitsap Conference Center, and we've updated the schedule to make attendance more accessible. The new format requires just a two-night stay, while still delivering the full experience you've come to expect—high-quality training, engaging keynote speakers, and our annual Chapter Awards Ceremony celebrating the incredible work across our profession.

Conference Schedule & Timing

The conference will officially begin at 1800 on October 13th with our welcome dinner and will conclude following classes on October 15th at 1615. You can view the latest schedule and event details here:

<https://waapconena.org/event/2026-fall-conference/>

Registration is now open!

As we continue refining the theme, one concept we're especially excited about is: Building the Center We Want to Work In with a creative construction-style approach that reflects the intentional work it takes to strengthen culture, support one another, and shape the future of our communications centers. And now it's almost your turn to help build it.

Member & Chapter Services

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WORKGROUP ABBREVIATIONS

CWG - Chapter Leader's Reference Guide &
Chapter Officer Toolkit Working Group
LMC - Life Member Content Working Group
NWG - Newsletter Working Group

PWG - Polls Working Group
TIA - Teammates in Action Working Group
WEB - Webinars Working Group