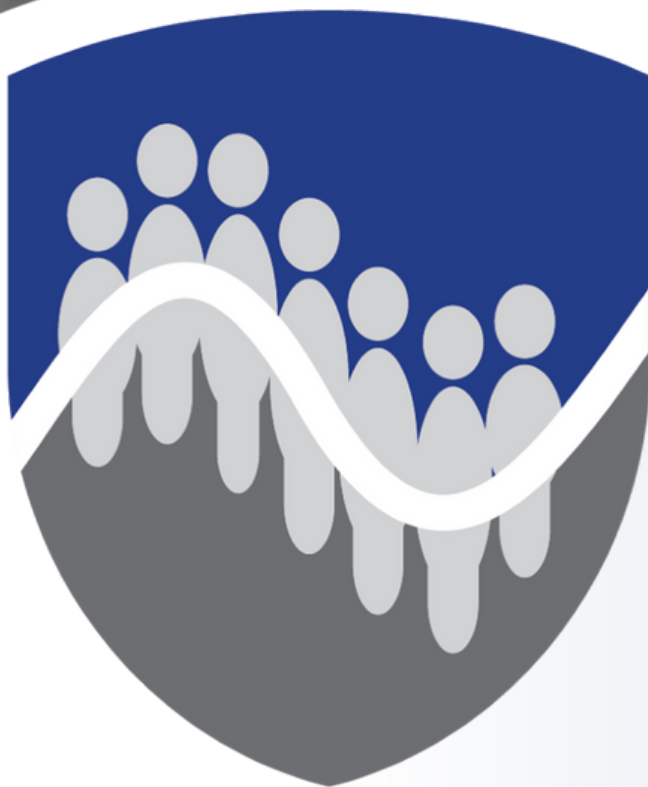




APCO

MEMBER CHAPTER SERVICES Committee

September *newsletter*

911 PULSE CHECK

Hello APCO members!

This month, we're chatting about how our surveys can help you and we want to hear from you!

Take a minute (seriously, it's 3 questions!) to answer our short poll and share your thoughts.

We're hoping to get one response per agency, and your input helps us spotlight what matters most to our community.

We'll share the results in next month's newsletter - can't wait to see what everyone says!

www.surveymonkey.com/r/Sept25HelpUs

thanks for being part of the conversation!

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Membership *momentum*

Membership Type	Previous Year 08/01/2024	This Year 08/01/2025
Associate Members	2,016	1,833
Full Members	4,099	3,691
Full Group Members	9,851	10,156
Online Group Members	24,274	25,475
Commercial Members	429	419
Commercial Group Members	310	397
Student/Educator Members	25	55
Total Number of Members	41,004	42,026
Total Number of Group Agencies	1,721	1,736
Commercial Groups	51	53

Straight from the CAC

We Are Pleased to Meet You!

By Joe Jackson

APCO International prides itself on bringing people together in the field of public safety and thankfully has many community members dedicated to making that happen. The Commercial Advisory Council (CAC) is a team full of people who care and help to expand this core value of APCO. In addition to their work on planning, expanding, and facilitating member involvement, the CAC member's collective experience makes for a great network of resources and connections. Over the next few months, the CAC would like to take a moment to highlight some of its members to shed a little light on their experience and positions within the industry.



Jessica Long, CAC Chair

Jessica has been with Tyler Technologies for 15 years and serves as the APCO Board of Directors Representative. As Senior Manager of Client Success for the Public Safety Division, she leads the launch operations and onboarding teams, overseeing the rollout of new products and releases. Her focus is on ensuring the division is organizationally ready to deliver - whether by streamlining communications or developing repeatable processes that create a positive client experience.

Jim Hansen, CAC Vice Chair

Since 2015 I have served as a Regional Manager for Word Systems working with our Public Safety Community providing Mission Critical Recording and Evidence Management Solutions. At Word Systems LLC, our goal is to provide our clients with best-in-class audio, video, and digital evidence management solutions that enhances compliance, transparency, processes, performance, and we have been doing so since 1977. I come from a family of Public Safety so helping our communities and first responders is and has been near and dear to my heart my entire life.





Eric Hagerson

Eric is the Public Safety and Security Government Affairs Director for T-Mobile, where he advocates on public safety communications and cybersecurity issues. He is serving his second term on the Commercial Advisory Council and has chaired its Governance and Elections Committees. Beyond APCO, Eric is Board Chair of the Industry Council for Emergency Response Technologies, a Board Member of the NG911 Institute, and former Co-Chair of the Federal Communications Bar Association's Homeland Security and Emergency Communications Committee. He is also a frequent speaker and panelist at public safety events.

Misty Trotter

Misty is an Account Executive with Caliber Public Safety, bringing over a decade of experience in the industry. She has a strong background in public safety technology, advocacy, and education, with a passion for helping agencies address unique challenges. Misty also serves as Membership and Marketing Vice Chair on the CAC, CCAM for the Kentucky APCO chapter, and is an active educator on the benefits and implementation of QA/QI.



Jeremy Banks

As Director of Product Management at Carbyne, I lead product strategy and innovation in cloud-native emergency communications, leveraging AI and advanced technologies to enhance public safety. A former 911 dispatcher in Utah, I bring firsthand industry insight and serve on the Utah APCO Board as CAC representative, reflecting my commitment to advancing NG911 and transforming public safety communications.

Stay tuned next month to meet more of our CAC members!

CYBER INTEL

Corner

Spam Calls

By Mike Wurst & Kevin Lessard

How frustrating is it when your ECC's are being inundated with emergency calls, and you answer a call, thinking that it's possibly an abandoned call, and then you get a recorded message stating how you can apply for better health care or you can get better credit and it's a spam or robocall?

These can tie up lines in your center and cause extra congestion on already high call time periods. Once you answer these calls, then the floodgates open and you tend to get more and more.

What can be done to help alleviate these issues? You can't block the number, because that could be someone's legitimate number and that number could be spoofed. Spoofing is a type of cybercriminal activity where someone or something forges the sender's information, pretending to be a legitimate source, to try and cause harm or steal sensitive information, etc.

We have recently experienced this at our center in Springfield, MO. One of the first things I decided to do was add our center's main number and supervisors' number to the National Do No Call Registry at <https://www.donotcall.gov/>. Will it help? Yes. Will it stop them completely? Probably not. But it gives us a good place to start.

Once you have been on the registry for 31 days, then you can start filing complaints with the specific category that the call falls under such as debt reduction, home security, vacations, etc.

There are some additional resources available for handling these unwanted calls. The Consumer FTC provides more information on robocalls, phone scams, etc. at <https://consumer.ftc.gov/features/how-stop-unwanted-calls>.



There are some additional resources available for handling these unwanted calls. The Consumer FTC provides more information on robocalls, phone scams, etc. at <https://consumer.ftc.gov/features/how-stop-unwanted-calls>.

If you are getting flooded with a lot of calls all at once, it could possibly be a DDoS attack. A DDoS attack is intended to disrupt your center's phone operations making it harder for 911 calls to get completed. If you suspect a DDoS attack has occurred, it is highly recommended that you fill out an IC3 complaint form at <https://complaint.ic3.gov/>.

Also, reach out to your local FBI field office and find out who would be your point of contact in the event some sort of cyber event were to occur at your center. Having this contact information readily available will make it easier to access when needed.

Mike Wurst is the systems administrator for Springfield-Greene County Emergency Communications in Springfield, Missouri. He is also on APCO International's Cybersecurity Committee.

Kevin Lessard is the Deputy Director for Middlesex Regional ECC and the Vice-Chair of the Cybersecurity Committee.

Health & Wellness

The Power of Routine: How Pre- and Post-Shift Rituals Protect Your Mental Health

By: Alicia Williams, MA, RPL, CMCP

In emergency communications, we know that no two shifts are ever the same. Calls vary, stress levels fluctuate, and the unexpected is part of the job. But while the work itself may be unpredictable, your self-care doesn't have to be. Building an intentional pre- and/or post-shift ritual can help you protect your mental health, manage stress, and create a sense of control in a high-pressure environment.

Why Routines Matter

Our brains thrive on patterns. When you start and end each shift with consistent habits, you send a signal to your mind and body about what's coming next—whether it's preparing to focus or winding down to rest. These rituals help you mentally “clock in” and “clock out,” separating work from personal life.

Pre-Shift Ritual Ideas

- Listen to upbeat (or calming music) or a favorite podcast on your commute to work.
- Take 5 minutes for deep breathing or a mindfulness app before walking into the center.
- Do light stretching to release tension before sitting at the console.
- Review a short, positive affirmation or mantra to set your mindset for the day. Tape it to your workstation if you can.
- Take a moment and greet co-workers.
- Prepare your workstation with items you will need/want during your shift

Post-Shift Ritual Ideas

- Listen to calming music or a favorite podcast on your commute home.
- Call or meet a friend to chat and catch up.
- Change clothes right after work to signal a transition from “dispatcher mode” to “off-duty mode.” Even better if you can change for your drive home.
- Engage in physical activity to move your muscles and relieve tension.
- Work on a puzzle, craft, or art project for mental distraction.
- Read a few pages of a book before sleeping.

Make It Yours

The best routine is the one you'll stick with. Choose small, repeatable actions that fit your lifestyle and can be done consistently. Start with a couple of tasks to see if they feel right for you. If these tasks don't work for you, try out some other options. Over time, these rituals become mental “bookends” that help you start strong, recover well, and maintain resilience shift after shift.

You can't control the calls that come in, the radio traffic you handle, or how your co-workers interact with you—but you can control how you prepare for and recover from them. Give yourself the gift of routine. Your mind will thank you.

Remembering Our Past

Life Member Donald Ray Whitney

By Charles Venske, ENP, RPL

Donald “Don” Whitney dedicated his life to serving others through public safety communications. An APCO commercial member since 1972 and a proud member of the Illinois Chapter of APCO, Don’s leadership and generosity touched countless colleagues and friends.

From 2009 to 2013, Don served as the CAC Representative on the Executive Council, and also lent his expertise to the Professional Development and Events Committee. His lifelong commitment was recognized with APCO Life Membership and, in 2015, the prestigious Jack Daniel Award of Distinction—an honor reserved for those whose careers have left a lasting mark on the profession.

Don’s passion for public safety began in his college years, when he worked as a dispatcher for the Northern Illinois University Campus Police. After graduating with a degree in Electrical Engineering, he began a long and successful career with Motorola, eventually moving into Association Relationship Management, where his ability to connect people and build partnerships made a difference far beyond the company.

Outside of work, Don found joy in amateur radio. Known by his call sign, K9RDW, he was deeply involved in the Radio Amateur Civil Emergency Service (RACES), served with the Lake County Emergency Management Agency, and trained countless police and fire personnel in radio operations.

His dedication to the Amateur Radio Relay League (ARRL) was recognized in 2021 when he was named a Fellow, one of the organization’s highest honors.

At home in Barrington, Illinois, with his beloved wife, Susan, Don was not only a professional leader but also a devoted friend, mentor, and community member. His passing on December 28, 2022, at the age of 74, leaves a void in the public safety community—but his legacy of service, leadership, and kindness will continue to inspire all who knew him.



State Chapter highlights

Louisiana Chapter

By Jade Gabb



The Louisiana Chapter of APCO had an unforgettable week at the 2025 APCO International Conference & Expo in Baltimore! With 132 educational sessions across 11 professional development tracks, members had endless opportunities to learn, grow, and connect—whether just starting out as telecommunicators or serving as seasoned leaders in public safety.

The conference featured powerful keynote speakers, including Alex Sheen, Brett Culp, Siri Lindley, Senator Cheryl Kagan, and Governor Wes Moore, who reminded attendees that “Nothing is given, everything is earned.” Every day was packed with inspiration, networking, and opportunities to celebrate the important work of public safety professionals nationwide.

One of the most historic and proud moments for Louisiana came during the closing ceremony, as Livingston Parish Sheriff’s Office Capt. Jack Varnado—a past Louisiana Chapter 1st Vice President—was officially sworn in as the new National APCO President.

From educational sessions to candid moments with fellow members, the Louisiana Chapter represented their state with pride. A huge thank you goes to APCO International for hosting such a memorable and impactful event.

The chapter leaves Baltimore inspired and energized, already looking forward to the next APCO International Conference & Expo in San Antonio, August 1–5, 2026!



Inside the Committees

Bylaws Committee Update

By Jonathan M. Goldman, RPL, CPE

When people think of their Chapters' Bylaws or Policy Manual, it's usually because something has occurred within the Chapter. Other times, it may be due to a change in the APCO International governing documents that prompts a review to see if the Chapter is in line with the update(s). As Chapter Officers, it is part of our duties to ensure that our governing documents are current and to help manage the business of our Chapters.

The Bylaws Committee's charge is to review Chapter documents for consistency, formatting, and recommendations. We don't write your Bylaws or Policy Manuals for you, but we can give you a template to follow and assist you in "filling in the blanks."

In 2024, the committee completed a full review of the APCO International Bylaws and Policy Manual, along with the documents for 2024/25 committee year. We are now finalizing the last document for 2024/25, with additional Chapters waiting in the wings. In addition, we are updating the International Policy Manual to reflect the completed Task Forces, newly established committees, and the quorum vote on language change.

As a board officer, it's important to ensure that the powers and duties of your board are clearly defined. Your Policy Manuals provide the necessary details.



You want to ensure there is no conflict between the two documents and keep them updated with information as it pertains to Joint Ventures and/or Chapters. You should also plan for situations such as being unable to hold an election because your annual conference or meeting was cancelled (sound familiar?). Consider adding this topic to your next agenda, or - if you have a Bylaws/Policy Manual Committee - make 2025/2026 the year to review and update your documents. Once complete, send them to the Bylaws Committee for review and recommendation.

Inquiries can be sent to either of the two members of the Bylaws Committee:

Jonathan Goldman, Chair at jgoldman@lrmfa.nh.gov

Maureen Will, Vice-Chair at maureen.will@newtown-ct.gov

Policy Manual Change

By Maureen Will, RPL, CPE

As part of the duties and responsibilities of the Bylaws Committee, the Chair and Co-Chair will, at times, exercise their duties and request a submission for a Proposal for Change to the APCO Policy Manual, when an incongruence appears within the Association document(s). This was done in March of 2025 by the Past Chair, John Halaychik, and the Current Vice-Chair, Maureen Will.

After review and discussion, it was felt that the matter should be rectified and voted upon by a quorum of the voting members present at the 2025 APCO International Conference in Baltimore, during the week of July 27th, under the provisions of the Policy Manual, Article 1, for such a change. A letter was submitted to CEO Mel Maier for consideration.

The APCO Policy Manual, Article IV, Membership, Section 4.2, Member CC Conduct, subsection 2.1.8, last updated on May 19, 2016, specifies all categories by which APCO members should treat each other with mutual respect and fairness.

In the APCO Policy Manual, Article IV, Membership, Section 4.11, General Eligibility, Policy subsection 1, the language currently in effect appeared to be outdated (last amended August 3, 2010) and should reflect the same language as articulated in Article IV, Membership, Section 4.2, Member conduct, subsection 2.1.8, with the edit being:

Strike out: basis of race, color, creed, national origin, or numerical limitation, and insert: regardless of age, race, color, religion, national origin, political affiliation, sex, sexual orientation, marital status, or disability. This was accepted, and the path was followed to the quorum after the Policy Manual guidelines were followed.

At the First General Business Session, the first reading of the Quorum Resolution was introduced by Cannon, and both John Halaychik and Maureen Will were introduced as the makers and available for questions, of which there were none. At the Second General Business Meeting on July 29th, the resolution received a second reading and was voted on by the Quorum, resulting in a unanimous vote.

This committee further added the Commercial Advisory Council's new annual award, titled "CCAM Gold Award," at the behest of the Board of Directors. It was added to Article XII: Awards – Section 13.17: APCO International CCAM Gold Award.



From Zero to Hero

How Our Certification Committee is Rewriting the Rules of Agency Success

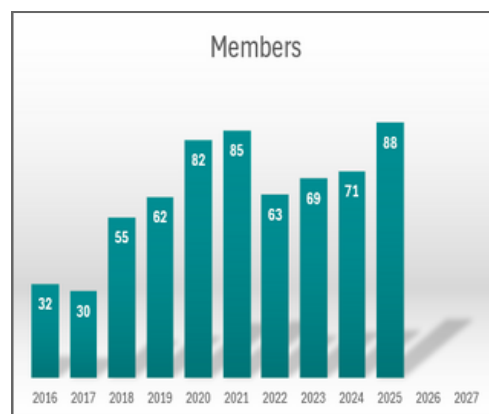
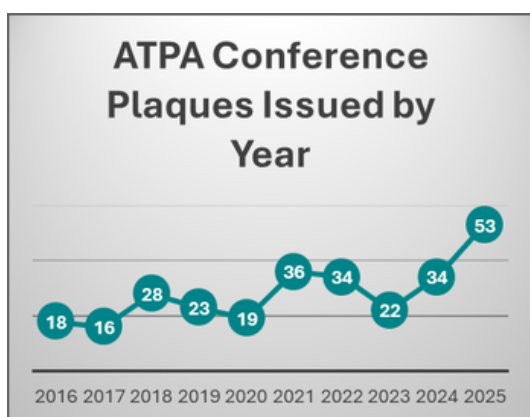
By Teresa Parker

Formerly known as the *Agency Training Program Committee*, we're entering a new chapter with a new name! As of late Fiscal Year (FY) 24-25, our committee will now be called **Agency Training Program Accreditation (ATPA)**.

This change is more than just a rebranding - it represents a broader commitment to quality, consistency, and professional standards across all approved agency training programs.

We also want to extend a HUGE thank you to our incredible committee members. Thanks to your dedication and hard work, we reached a major milestone this past year: **53 agencies certified** - that's a **56% increase from the previous year** and the *highest number recorded!*

	FY23-24	FY24-25
New Applications	36	40
Recertification	48	41
Certified	34	53



With feedback from agencies and our own committee members, we plan to bring a whole new look to the process! We will find innovative ways to better assist agencies, develop training, Q&A opportunities, and marketing materials to keep the accreditations going strong! This year I am proud to say we have 88 members, 34 of which are returning from the previous year. We're always on the lookout for creative and energetic members for our marketing, training, outreach, and member growth committees.

Teammates *in Action*

Kristi Fogleman, Texas APCO President

Texas APCO would like to recognize Kristi Fogleman for a Teammate in Action as she initiated a surge of support for the flood relief victims in Kerrville and Kerr County. In July, our Chapter President, along with others from Texas NENA, went on the road to bring the one main requested item - a hot meal - to both Kerr County SO and Kerrville PD. To think, these individuals who were working tirelessly to help those suffering through such tragic loss were only asking for one thing: a hot, fresh meal.

Texas APCO and Texas NENA heard that plea and brought a mobile kitchen (thanks to Pharr PD) and donated several hot meals over the course of a few days. During the time there, Kristi helped to gather a list of immediate needs, such as kitchen items to help continue to provide meals, water dispensers, and even fans for their consoles. Peer support was also provided during the time there, and there has been follow-up support provided by other members of the Texas APCO Board, Tyler Brown, and Pam Faver.

Kristi continues to work with Texas NENA to support telecommunicators who have suffered personal loss and to ensure that our headset heroes are cared for long after this tragedy has passed.

We all know that disasters happen. In July, Kristi showed her true heart and servant leadership by ensuring our fellow Telecommunicators were taken care of.



Upcoming Events



2025 OKPSC CALL FOR PAPERS

OKLANENA 911

October 5 - October 8
Tulsa Southern Hills Marriott
Tulsa, Oklahoma

APCO OKLAHOMA

The OKPSC Committee invites frontline dispatchers, leaders, industry partners, and everyone to submit presentation proposals for consideration. Sessions should be 45-50 minutes. Industry partners must have Exhibitor Sponsorship of at least Bronze level to be considered.

Scan here to submit

Topic Ideas

Lessons Learned	Peer Support
Operations Management	NG911
Best Practices	New Technologies
Mental Health & Wellness	Emerging Issues

TIME TABLE

30th JUNE	Submissions Due
18th JULY	Accepted Topics Notified
1st AUGUST	Flash Day Registration
11th AUGUST	Award Submissions Due
5th OCTOBER	Conference Starts

www.okpsc.org



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CONFERENCE DATES

Arkansas APCO & NENA Conference
Oaklawn - Hot Springs, AR

November 2-5, 2025

Learn more by visiting:
ARAPCO.ORG



Arkansas APCO & NENA Conference
Oaklawn - Hot Springs, AR
November 2-5, 2025

LAST CALL FOR SAVINGS!!!
HOTEL DISCOUNT ENDS 10/01/25!!!

2025 SESSION LINEUP

- Tornado Destruction: A Telecommunicator Case Study
- The Psychology of Domestic Violence and the Role of the Telecommunicator
- Basic Fire Knowledge 101
- Human Behind the Headset
- Effective Strategies for Dealing with Workplace Conflict
- 911 Autism
- EMD When, How & Why
- AIMM for Great Leadership: The Anti-Toxic Leader
- Change by Design: Habitual Evolution
- Courtroom Confidence for the Telecommunicator
- The Hidden Cost of Heroism: PTSD and Suicide Prevention for Responders
- Medical Dispatch Protocol Standard
- Technology Course: Drones
- ALETA Presentation: Online Training



REGISTER NOW!
\$150. for Members
or
\$200 for Non-Members

STAY AT OAKLAWN FOR AS LOW AS \$114./ NIGHT!

SCAN NOW



ARAPCO.ORG



Member & Chapter Services

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