



APCO

MEMBER CHAPTER SERVICES Committee



October *newsletter*

911 PULSE CHECK

Hello APCO members!

It's time for a little pumpkin fun fact for fall!

Did you know that pumpkins aren't just for pie? Pumpkin spice lattes outsell every other fall drink by a landslide. (But don't worry, we won't dispatch you one... unless it's an emergency caffeine call!)

Happy October!



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Membership *momentum*

Membership Type	Previous Year 09/01/2024	This Year 09/01/2025
Associate Members	2,264	1,847
Full Members	4,146	3,733
Full Group Members	9,875	10,167
Online Group Members	24,211	25,427
Commercial Members	440	422
Commercial Group Members	326	395
Student/Educator Members	29	37
Total Number of Members	41,291	42,028
Total Number of Group Agencies	1,730	1,744
Commercial Groups	51	56

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.



Diva Miranda Jones

I'm a senior sales engineer at Carbyne, where I get to combine my two big passions: public safety and innovative technology. Before diving into the tech side, I spent 19 years at a large dispatch center in Colorado, living and breathing the fast-paced world of 911 operations, experiencing the everyday challenges and triumphs of public safety. It's been my mission ever since to drive advancements that empower our industry. The CAC brings together powerhouse changemakers in our industry to make a real impact together, and I'm honored to be included in bringing its mission and vision to fruition!

Derek Dugas

Derek is an accomplished industry partner in the Public Safety Communications Industry, bringing a unique blend of technical expertise and creative flair to the table. He is the immediate past chair for APCO Commercial Advisory council (CAC) CCAM Liaison Committee and an active member of the APCO CAC. Derek has a background in fostering strong relationships and providing ergonomic furniture solutions and across the industry. Derek is an Account Manager at Sustema, Inc.



Amy Marion



Amy brings over 26 years of public safety experience to the CAC. She served over two decades in the public sector with experience spanning operations, administration, technology, and legislative. Amy took the leap to the private sector in 2019, joining RapidSOS supporting states and ECCs across the northeast and later provided support across Canada. Currently Amy serves as a Director of Public Safety and B2B Solutions working across public safety, B2B companies, and product solutions that bring next generation data and technologies to ECCs. Amy remains active in her state APCO chapter and currently serves on the IL APCO Executive Board as a Chapter Commercial Advisory Member (CCAM), on the Illinois Public Safety Telecommunications Association (IPSTA) Conference Executive Board, and the Illinois Joint APCO/NENA Legislative Committee. Amy is also a law enforcement spouse and parent, as well as a military mom. Amy joined the CAC in 2021.

Tina Jackson

I have been in public safety communications and an APCO member for many years. I am president of The Spectrum Firm and our company specializes in helping our customers through the FCC related processes that impact their communications systems. My love for the people side of the industry and the result of our core values being to treat all people with kindness, dignity and respect is what has kept me excited and engaged for almost 40 years.



Ken Carson



As an Executive VP at Xybix, I am involved in all aspects of the business. I also get to solve problems internally and with customers. I work closest with marketing which I enjoy the more time I spend in it. The internet has changed how we market at Xybix and how marketing in general has changed. I love it.

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

CYBER INTEL Corner

Artificial Intelligence in the ECC

By: Chris Chandler, CPE

Artificial Intelligence (AI) is being widely applied to many industries today as technology can improve workflows and automate decision making when configured properly. Some ECC's are looking to adopt artificial intelligence to enhance the way 911 telecommunicators provide service to their communities. This article will cover several ways AI can impact or assist an ECC daily. A huge issue in emergency communications has always been the potential language barrier. Some new call handling systems use AI to automatically detect a caller's language and translate their speech in real time to assist the 911 telecommunicator in communicating quickly in their preferred language.

Advanced call routing systems in conjunction with artificial intelligence can improve the speed of call routing to the emergency communication center. By using this technology, AI can use advanced algorithms to calculate the shortest distance to the appropriate ECC based on location data from the caller. This can greatly improve response times and prevent misroutes to emergency communication centers that are not in the caller's jurisdiction. Other systems can automatically determine the severity of calls using algorithms that detect certain keywords provided by the caller that can quickly triage the call's priority and urgency.

ECC's may benefit from the use of artificial intelligence to analyze trends by using historical data and recommending appropriate emergency resources as needed based on prior calls and volume.

It can use predictive technologies to analyze the types and the number of calls coming into the communications center to foresee potential major events within a certain geographic location. This may allow departments to allocate resources accordingly. In addition, AI can be used to automate basic data entry tasks and potentially detect if any details were omitted accidentally by a telecommunicator.

Artificial intelligence when researched and used appropriately can assist in supporting 911 telecommunicators and enhancing the service provided to the public. Although additional funding is needed when implementing these systems, the potential benefits could outweigh these costs as it would greatly benefit the public by providing more effective emergency communications.

Chris Chandler is the Associate Director of IT - Infrastructure Security at the University of Delaware.

Sources:

AI in 911 Services: Modern Solutions, Technology, and Applications - <https://newo.ai/insights/ai-in-911-services-modern-solutions-technology-and-applications/>

AI And 911 Call Systems: A New Ally Or A Hidden Risk? - <https://domesticpreparedness.com/articles/ai-and-911-call-systems-a-new-ally-or-a-hidden-risk>

Health & Wellness

CREATING RESILIENCE

Overcoming Depression and Anxiety in 911 Dispatchers

By: Becki Green



The job of a 911 dispatcher is emotionally intense - absorbing trauma, making life-saving decisions, and often doing so in isolation. Over time, this stress can lead to anxiety and depression. But these are not signs of weakness - they are human responses to chronic stress, and they are treatable.

Two powerful tools for building resilience comes from *Feeling Good: The New Mood Therapy* by Dr. David D. Burns, which teaches how to identify and challenge distorted thinking patterns.

Recognize the weight you carry

Dispatchers often internalize stress, leading to feelings of helplessness or failure. These emotions can spiral into harmful thought patterns like:

- All-or-Nothing Thinking: "If I mess up once, I'm a failure."
- Catastrophizing: "If I miss a detail, someone could die."
- Mind Reading: "My supervisor must think I'm incompetent."

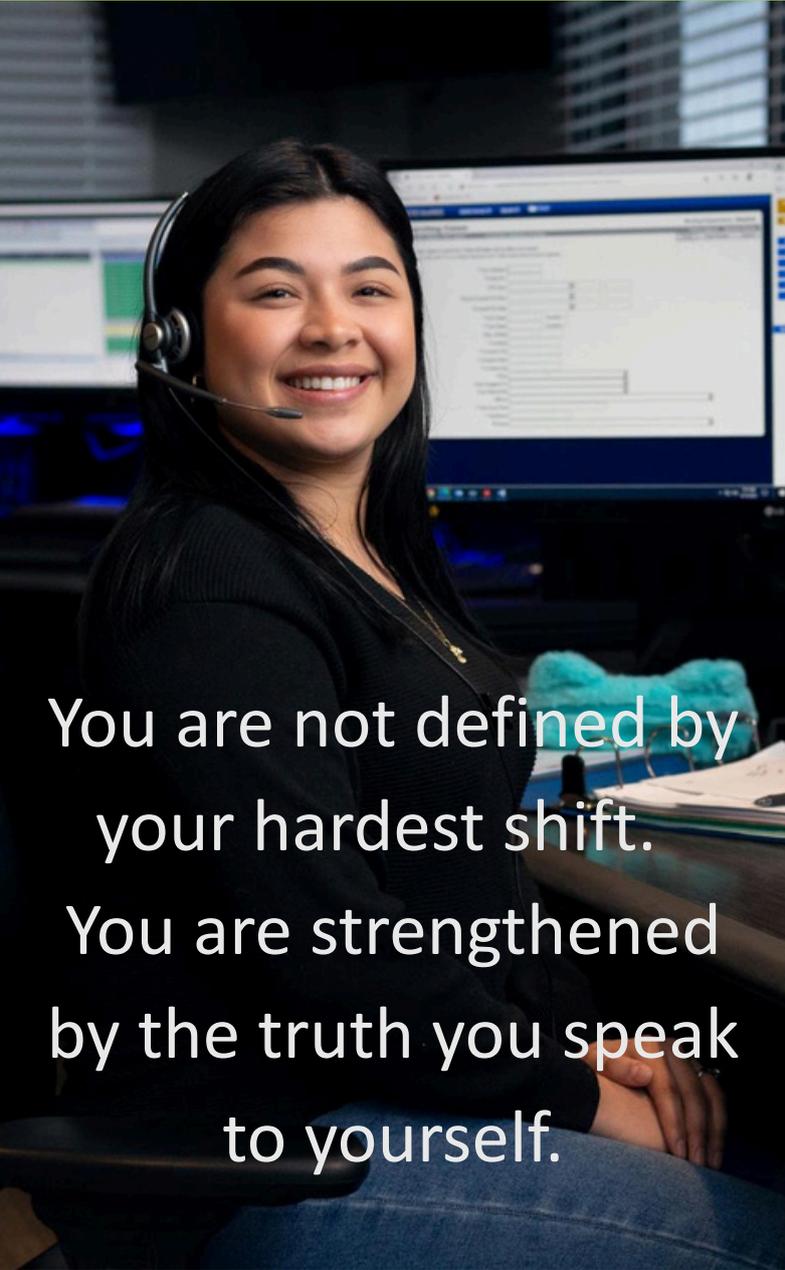
Naming these thoughts is the first step toward disarming them.

Speak truth to negative thoughts

Once identified, these thoughts can be reframed:

- Negative: "I'm terrible at this job."
- Truth: "I handled multiple calls under pressure and helped people today."
- Negative: "I must be perfect."
- Truth: "Perfection isn't possible — learning from mistakes makes me stronger."

This approach, rooted in cognitive behavioral therapy (CBT), helps replace self-criticism with realistic, compassionate thinking.



You are not defined by
your hardest shift.
You are strengthened
by the truth you speak
to yourself.

Beyond the Console

These tools aren't just for work. Reframing thoughts can improve relationships, parenting, and self-esteem:

- "I had a hard moment" instead of "I'm a bad parent."
- "I can take one small step" instead of "I'll never get healthy."

Daily Resilience Practices

- Debrief with peers after tough calls to reduce isolation.
- Set boundaries between work and home life.
- Track small wins to reinforce your impact.
- Seek support through counseling or EAP resources.

A Culture of Support

Resilience isn't about "toughing it out." It's about acknowledging the emotional toll, challenging harmful thoughts, and speaking truth. Agencies can support this by normalizing mental health conversations and offering wellness resources.

Becki Green is the Communications Operations Coordinator at the Murfreesboro Emergency Communications Center in Tennessee.

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- National Institute of Mental Health. (2016). Depression Basics. Retrieved from <https://www.nimh.nih.gov>
- Reivich, K., & Shatté, A. (2002). The Resilience Factor: 7 Keys to Finding Your Inner Strength and Overcoming Life's Hurdles. Broadway Books.

Teammates *in Action*

MariaEstrella Ontiveros from Tularosa Basin Regional Dispatch Authority

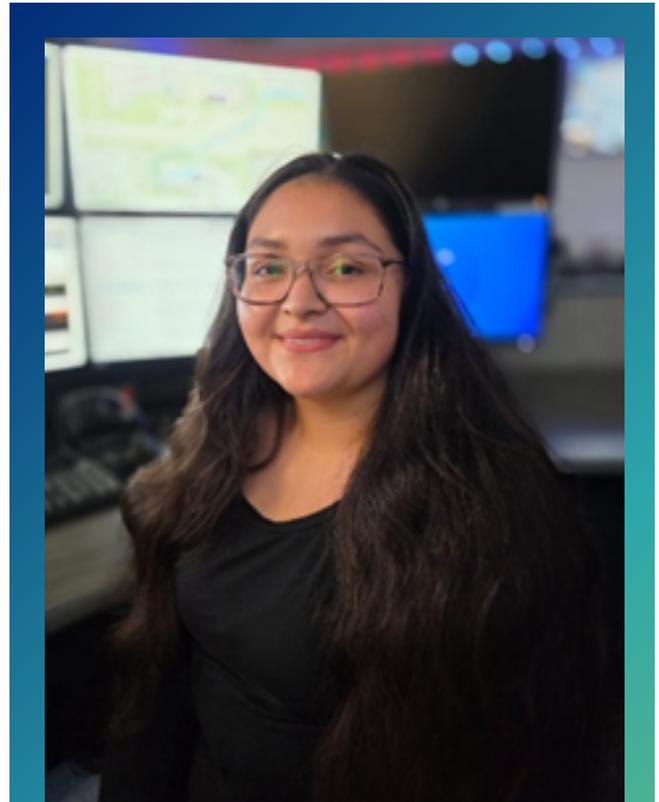
The Member Chapter Services Committee is pleased to announce our next recipient of the Teammates in Action Award - MariaEstrella Ontiveros!

There isn't just one moment that defines why MariaEstrella deserves recognition—it's the consistent dedication and heart she brings to the job every single day.

Since the start of 2025, MariaEstrella has logged an incredible **461 hours of overtime**. She steps up without hesitation—coming in on her days off, picking up shifts she had originally traded away, and staying late when needed—all while maintaining a high standard of performance and a positive, can-do attitude.

To her team, MariaEstrella is humble, kind, and genuinely hilarious—bringing levity and warmth to even the most challenging days. To the public, she is a calm and steady voice in moments of crisis.

MariaEstrella exemplifies what it means to be a dependable, compassionate, and committed teammate. We're proud to recognize her contributions and the unwavering support she provides to both her colleagues and community.



Have a teammate in action
you want to nominate?
Submit your nomination
today at our
[Teammates in Action](#) page!

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

Lessons Learned	Topic Ideas	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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911CONFERENCE.ORG

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ARKANSAS APCO & NENA
PUBLIC SAFETY COMMUNICATIONS CONFERENCE



CONFERENCE DATES
Arkansas APCO & NENA Conference
Oaklawn - Hot Springs, AR
November 2-5, 2025
Learn more by visiting:
ARAPCO.ORG



2026 State Symposium
April 27-29, 2026
Live!
CASINO • HOTEL
Bossier City, LA
DETAILS COMING SOON!

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