



APCO

MEMBER CHAPTER SERVICES Committee

August *newsletter*

Fresh Look, Same Mission

Welcome to the newly redesigned APCO Member Chapter Services Committee newsletter! We've given our monthly publication a fresh, modern look to better reflect the energy, dedication, and innovation of our public safety communications community. While the design has changed, our commitment to keeping you informed, connected, and inspired remains as strong as ever. We hope you enjoy the new experience!

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MCSC NEWS

APCO Member Chapter Services Committee Kicks Off a New Committee Year

By Diva Miranda Jones, ENP

The APCO Member Chapter Services Committee (MCSC) is excited to kick off a new committee year, welcoming both new and returning members. This committee plays a vital role in supporting and strengthening the relationship between APCO's state chapters and the broader APCO International community.

Leading the committee this year is Chair Celeste Baldino, RPL, and Vice-Chair Matthew Harwell. Both bring a deep commitment to public safety communications and a shared passion for building strong, engaged state chapters. Under their leadership, the committee is poised for a productive and collaborative year.

In their first month, committee members focused on learning about the committee's goals and deliverables for the year. Each member was also assigned as a liaison to one or more state chapters, helping to foster open communication and support chapter needs.

Members also select working groups to participate in, aligning their skills and interests with specific initiatives of the committee. These working groups focus on outreach, resources, and information-sharing to support chapters and strengthen engagement across the organization.

As liaisons, committee members will soon begin reaching out to their assigned state chapter officers to introduce themselves, share the monthly MCSC newsletter, and gather updates on chapter initiatives and upcoming events. These updates will be featured in the monthly newsletter to highlight chapter accomplishments and foster inspiration across the APCO community.

In addition to year-round support, the MCSC is also very active during the annual APCO Conference, hosting several key events including the Chapter Leaders Training, New Attendee Reception, and the Chapter Officer Workshop. These events provide valuable networking, orientation, and leadership development opportunities for chapter leaders and new APCO attendees alike. You may have attended one at this year's conference in Baltimore!

With a strong start, committed leadership, and a team ready to engage, the MCSC looks forward to a successful year of collaboration, communication, and support for APCO's state chapters nationwide.



Membership *momentum*

Membership Type	Previous Year 06/01/2024	This Year 06/01/2025
Associate Members	1,919	1,766
Full Members	3,919	3,539
Full Group Members	9,765	10,060
Online Group Members	24,246	24,362
Commercial Members	397	389
Commercial Group Members	298	389
Student/Educator Members	12	32
Total Number of Members	40,536	40,537
Total Number of Group Agencies	1,687	1,707
Commercial Groups	59	49

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.

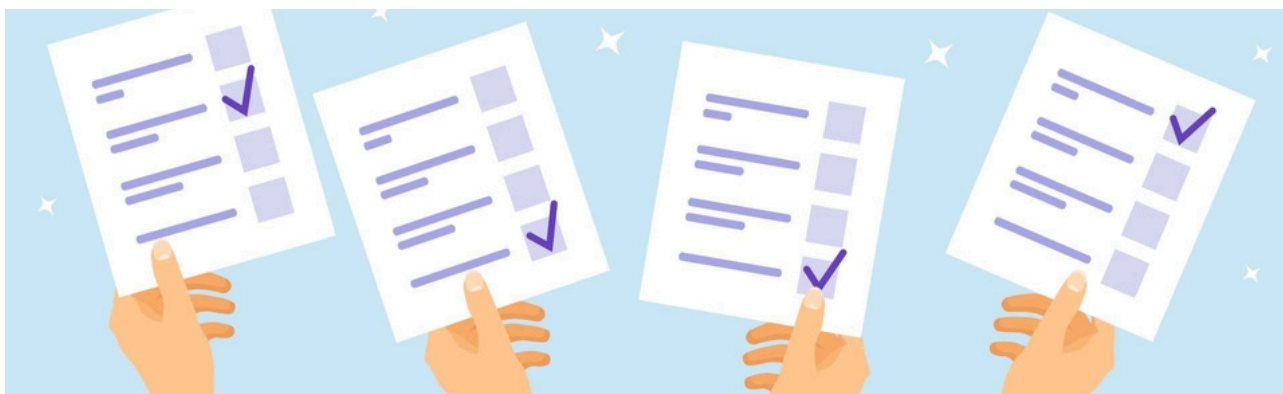
T.G. Mieure



APCO Life Member and long-time Illinois police and communications officer T. G. Mieure of Waukegan passed away on June 17, 2025, at the age of 71.

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

Straight from the CAC



CAC Nominations Update!

By Diva Miranda Jones, ENP

Each year, APCO International holds a nomination and election process to fill openings on the Commercial Advisory Council (CAC)—a dedicated group of commercial members who help promote APCO’s strategic initiatives and foster stronger collaboration between the public safety and vendor communities.

Full CAC members serve a four-year term, while Associate Members—a great option for those exploring CAC involvement—serve a one-year, non-voting term. This structure ensures ongoing engagement and fresh perspectives while preserving institutional knowledge and continuity.

What’s Next?

Nominations for the 2025–2029 term have been received, and the next step is the official vote at the CAC Annual Meeting, taking place at the APCO Conference in Baltimore on July 30, 2025. At this meeting, new members will be welcomed into their roles and begin their journey as part of this dynamic advisory group.

Why It Matters

Serving on the CAC is both an honor and a meaningful opportunity. Members provide valuable insight to APCO leadership, support chapter engagement, and contribute to commercial growth across the organization. It’s a chance to make a real impact within the public safety ecosystem while building strong professional relationships across the industry.

We’re excited to welcome the newest members of the CAC and thank all nominees for their willingness to serve and support APCO’s mission!

Interested in becoming an APCO Commercial Member?

Learn more at apcointl.org/join. Commercial membership connects you with key decision-makers in public safety, provides year-round marketing and networking opportunities, and includes discounts on exhibits, sponsorships, and professional development resources.

Pro tip: One of the most valuable benefits is increased visibility within the APCO community—helping your company build trusted relationships that drive results.

Health & Wellness

Quiet Courage: How to ask for Help Without Feeling Weak

By Alicia Williams, MA, RPL, CMCP

In the world of 911 dispatch, you're calm in chaos. Your ability to guide panicked callers through their worst moments and support first responders in the field takes an inexplicable amount of strength. You are strong and you show up day after day. But true strength isn't about doing it alone.

Many dispatchers hesitate to ask for help—whether it's support after a tough call, mental health counseling, or just someone to talk to—because they worry it might be seen as weakness. You willingly chose this career, so you must deal with the consequences, right? The truth is, asking for help is the opposite of weakness.

Strength Doesn't Mean Silence

Being a dispatcher means witnessing trauma daily. Over time, that stress continues to build. Bottling it up doesn't make you stronger—it wears you down. These silent sufferers go unnoticed until they finally break and management is left scratching their heads wondering what happened. Quiet courage is knowing when to speak up before you're overwhelmed.

"I'm Not Okay" Is a Brave Statement

You don't have to be in crisis to ask for help. Reaching out early is like calling backup before the scene gets worse. Whether it's a peer support team member, a friend, or a therapist, letting someone know you're struggling is one of the strongest things you can do. "It's okay not to be okay" is something you may hear often. "It's okay not to be okay and I am not okay" is a profound and courageous declaration of strength.

Normalize the Conversation

We all need support. When you talk about your own experience, even briefly, you give others permission to do the same. You're helping shift the culture of silence in public safety. You are demonstrating that it is okay not to be okay. You humanize and give tangible evidence that this job takes a toll on people and that asking for help is okay.

Asking for help doesn't mean you're not strong. It means you're smart, self-aware, and taking care of yourself—so you can keep taking care of others.

You've got this. And you've got support.

Ways to Ask for Help

- "Hey, I've had a few rough calls lately. Can we talk?"
- "Do you have a minute? I just need to vent."
- "I'm thinking about talking to someone professionally—have you ever tried it?"
- "I'm not sleeping well and feeling stressed. I could use some support."

Where to Turn

- Peer Support Teams – Often made up of people who've been in your shoes.
- Employee Assistance Programs (EAP) – Free and confidential counseling options provided by your employee.
- Trusted Co-workers or Supervisors – Start the conversation; you're not alone.
- Mental Health Professionals – Trained to help you process stress, trauma, and more.

**It's okay not to be okay
and I am not okay.**

Asking for help takes courage and shows strength.

I'm not sleeping well and am feeling stressed. I could use some support.

Do you have a minute? I just need to vent.

I'm thinking about talking to a professional. Have you ever tried it?

I've had a few rough calls lately. Can we talk?

Teammates *in Action*

Honoring Everyday Hereos

By Celeste Baldino, RPL

In the world of public safety communications, countless professionals go above and beyond the call of duty every day. APCO's Teammates in Action program shines a spotlight on these often-unsung heroes, recognizing singular moments of excellence and courage that might otherwise go unnoticed.

The Teammates in Action program is not meant to take place of or be equal to the APCO International Public Safety Communications Awards. This initiative is meant to recognize the everyday work of thousands of Public Safety Telecommunicators and those working alongside across the globe.

Who Can Be Nominated?

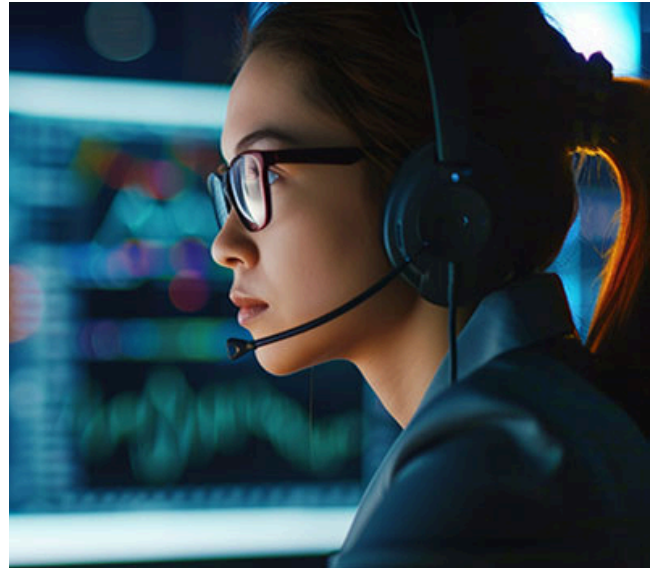
Anyone working in an emergency communications center, including telecommunicators, supervisors, managers, trainers, QA personnel, IT professionals, and radio techs. Whether you're a co-worker, supervisor, or director, you can nominate a deserving teammate.

How It Works:

- Fill out a simple [nomination form](#).
- The Member & Chapter Services Committee reviews submissions and selects nominees for recognition.
- Confirmed stories are shared on APCO's social media, and recipients receive an electronic certificate of recognition.

Every story shared helps bring attention to the dedication and quick thinking displayed every day in emergency communications centers. If you've witnessed someone rise to the occasion, nominate them today and help celebrate the incredible work happening behind the scenes.

Nominate a teammate and be part of honoring the real stories of courage and professionalism.

A graphic for the Teammates in Action (TIA) program. It features a yellow and white background with a wavy line. The text reads: "TIA TEAMMATES IN ACTION", "DAILY ACTIONS BY HEADSET HEROES.", "WE'RE WORKING TO BRING THESE MOMENTS TO LIGHT AND NEED YOUR NOMINATIONS!", and a URL: "https://www.apcointl.org/membership/awards-recognition/teammates-in-action/". There is also a small icon of two people holding hands and a headset icon.

TIA TEAMMATES IN ACTION

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

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.

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

Scan here to submit

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GROWNE PLAZA HOTEL
— ★ ★ ★ —
SPRINGFIELD, IL
OCT 19TH-22ND, 2025

911CONFERENCE.ORG

Yes how Y'ALL!



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