



# APCO

## MEMBER CHAPTER SERVICES Committee

# February newsletter

## 911 PULSE CHECK

Hello APCO members!

This month, we're chatting about National Public Safety Telecommunicator Week, and we want to hear from you!

Take a minute (seriously, it's quick!) 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!

[Take the Survey Now](#)

thanks for being part of the conversation!

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*you  
are  
loved*

# Membership *momentum*

Membership Type	Previous Year 01/01/2025	This Year 01/01/2026
Associate Members	1,230	1,183
Full Members	2,473	2,238
Full Group Members	7,634	7,849
Online Group Members	18,886	20,094
Commercial Members	273	277
Commercial Group Members	67	17
Student/Educator Members	14	26
<b>Total Number of Members</b>	<b>30,577</b>	<b>31,684</b>
Total Number of Group Agencies	1,342	1,325
Commercial Groups	17	27

# Straight from the CAC



## Empowering Through Service

### *My Journey as Georgia's CCAM*

By Amy Jenkins

In the fall of 2022, Lynn Smith - a highly respected and decorated APCO official - asked me a simple question that would ultimately shape my path: "What would you think about becoming Georgia's CCAM?"

Without hesitation, I replied, "Absolutely! I'll be APCO's biggest cheerleader! ...But what is a CCAM?" That moment of excitement and curiosity became the foundation of my commitment to service.

A CCAM, or Chapter Commercial Advisory Member, can wear many hats depending on the chapter - some serve as voting members, some have term limits - but one truth remains universal: being a CCAM is an extraordinary opportunity to make a lasting impact on your chapter and the broader public safety community.

After being voted onto the board, I turned to our Georgia APCO President, Jonathan Jones, and asked, "What's next? What can I do?" With his trademark calm and confidence, he simply said, "Just wait."

At my first national conference in Nashville (2023), Jonathan encouraged me to attend the CCAM breakfast. I arrived a bit late (I thought the time slot was more of a suggestion!), but it was there I met the incredible Tina Jackson, Misty Trotter and Amy Marion. Weeks later, Misty reached out via LinkedIn, and together we set ambitious - but achievable - goals for our respective chapters for 2024.

My 2024 goals are probably more than I can chew but hey, one bite at a time.

- Grow my commercial members (CM) as much as possible
- Create a GA CAC
- Quarterly meetings similar to yours
- Monthly newsletter to Commercial Members and GECC Vendor Representatives
- Monthly Dispatcher/Director social media recognitions (going super great)
- Tubs of Love: Tubs for PSAPs going through a traumatic event
- Sponsorship matches to APCO International
- GA APCO Night Out at APCO International

Fast forward to 2025, and I'm proud to serve on a dynamic Georgia APCO Board dedicated to creating real, positive change in our 911 community. Thanks to the CCAM Mentorship Program initiated by Amy Marion, I've been able to learn from inspiring peers, share knowledge, and implement initiatives that are already bearing fruit here in Georgia. Guided by the leadership of the Southern California APCO Chapter, we launched a quarterly Lunch & Learn program that delivers POST-accredited training, valuable networking, and shared fellowship between APCO members and our commercial partners. It also gives POST instructors the opportunity to practice their craft. Attendees gain POST credit toward Georgia's 10-hour continuing education requirement, making the program both practical and impactful.

We also launched a monthly recognition program to honor Dispatchers, Directors, PSAPs, and Commercial Members who go above and beyond in supporting the mission of public safety communications.

Inspired by our peers in North Carolina, Georgia APCO is preparing to launch a scholarship program to foster educational growth among 911 professionals. Additionally, our "Tubs of Love" peer support initiative, currently in its third year and modeled after another Missouri chapter's successful wellness effort - prioritizes mental health and emotional resilience for our teams. We don't reinvent the wheel - we look across chapters, observe what works, and bring the best of it home to Georgia.

As a result of focused collaboration and purpose-driven programming, Georgia APCO has doubled its membership on both the PSAP and Commercial sides. We are growing, we are evolving, and - most importantly - we are investing in the next generation of 911 leadership.

As CCAM, I don't claim sole credit for these initiatives. But I take deep pride in leveraging my business experience and commercial insight to serve our Georgia chapter. In the commercial world, we often have fewer constraints and more freedom to act. That agility helps drive innovation and transformation within APCO. It takes grit, dedication, and - perhaps most importantly - a genuine sense of care. One of my favorite peers in the industry, Jason Ellsworth, once said, "If people would just give half an ounce more in caring, we would all move lightyears forward." That quote continues to guide me. Because as CCAMs, we're not just cheerleaders - we're catalysts. And together, we're shaping the future of public safety communications.

**Amy Jenkins** is a State Government Account Manager with Motorola Solutions. In addition to serving as the CCAM for the Georgia APCO Chapter, Amy also serves on APCO's Commercial Advisory Council.

# CYBER INTEL Corner

## Cyber Resilience for Public Safety Communications

By Lindsay Stambaugh



Cybersecurity incidents are no longer abstract threats. They are incidents that touch real public safety operations and have an immediate impact on 911 services in communities nationwide. Cyber events have disrupted critical services, emergency notifications, and administrative systems relied on by 911 centers. When these systems falter, the effects are felt far beyond I.T. to front-line responders, emergency communications center (ECC) staff, and the communities they serve.

Recent attacks on emergency alerting platforms such as OnSolve's CodeRED forced a major legacy system offline and sparked widespread concern among local governments that rely on it. During that incident, agencies lost the ability to distribute timely and potentially life-saving messages. The loss was a reminder that emergency communications infrastructure, even when not directly tied to 911 call handling, is part of the broader public-safety cyber-ecosystem (TechRadar, 2023).

ECCs have seen serious attacks resulting from malware incidents which have disrupted CAD (computer-aided dispatch) systems and TDoS (telephony denial-of-service) attacks which have caused impacts to operations. Attacks can quickly overwhelm PSAP call-handling capacity, compelling centers to develop mitigation strategies to sustain operations (CISA, 2023). Other serious repercussions have included impacts to budgets, response capability, and data loss.

These examples underscore a vital point: cyber incidents can strike at the core of public safety communications. Responders and 9-1-1 staff have come to rely on data, call handling, alerting systems, and collaborative tools as critical parts of effective public safety response plans throughout every day, shift, and incident. Operational planning and cybersecurity strategy must reflect that reality.

### Key Lessons for Public Safety and Cyber Integration

Real incidents and documented case studies show that resilience requires more than reactive measures. Agencies should objectively assess, plan, and involve their partners to ensure understanding, buy-in, appropriate budgeting, and ongoing training for those who may be expected to handle a cyber-attack. Working together to plan is the best way to ensure a successful response to any incident, and this is also true for cyber incidents.

Cyber incidents can disrupt 911 operations and emergency alerts. To stay resilient, agencies should:

- Protect critical data like maps and dispatch records - and have a backup!
- Prepare for call flooding attacks that block emergency lines.
- Train staff in current cybersecurity threats and best practices.
- Keep plans updated and practice them.

## Why This Matters for Planning, Budget, and Operations

When incident response is left to old plans, outdated processes, or untested theory, organizations risk ineffective outcomes. Real events show that disruptions can force manual workarounds that increase responder workload and degrade situational awareness. Failure to have backup plans in place can convert a localized technical failure into a multi-agency operational challenge. Leadership and front-line staff must share language, expectations, and documented processes to act cohesively under stress.

## Actionable Steps to Build Cyber Resilience

To improve readiness and reduce risk, agencies should include IT in planning. Bring them into exercises and incident reviews. Keep response and continuity plans current and practice them regularly. Train staff on cyber threats, include stakeholders from across your agency, and ensure that your exercises provide the opportunity for input from everyone. All agency personnel should understand how to respond and be able to provide input into where processes could be improved. Use lessons from real incidents to guide budgets and prioritize investments in training, technology, and backups.

The Minneapolis-St. Paul Airport Police Department's Emergency Communications Center recently coordinated a tabletop exercise, and extended invitations to personnel from across the airport campus, stakeholders from partner agencies and multiple levels of the area's governance structure, and various public safety members (including IT, operations, and TSA). It was encouraging to be part of an exercise where so many operational viewpoints and leadership levels prioritized the need to plan, communicate, and work together to assess our state of readiness. Leverage your agency's public safety relationships, ask questions, identify opportunities to come together and plan, and in general: prioritize the rising cyber threats facing 911. You won't regret it if you do – but chances are, you will regret it if you don't.

**Lindsay Stambaugh** is the Emergency Communications Supervisor for the Metropolitan Airport Commission in Minneapolis, Minnesota. She is also a member of APCO International's Cybersecurity Committee.

### References

TechRadar. (2023). Emergency alert systems across US disrupted following OnSolve CodeRED cyberattack. Retrieved from <https://www.techradar.com/pro/security/emergency-alert-systems-across-us-disrupted-following-onsolve-codered-cyberattack>

Cybersecurity and Infrastructure Security Agency (CISA). (2023). Real-world case studies suite (Malware, TDoS, State Cyber Incident Response). Retrieved from <https://www.cisa.gov/real-world-case-studies>

Cybersecurity and Infrastructure Security Agency (CISA). (2020). Cyber risks to 911: Telephony denial of service fact sheet. Retrieved from [https://www.cisa.gov/sites/default/files/2023-02/Cyber%20Risks%20to%20911%20TDoS\\_6.4.2020%20-%20\(508c\)\\_1.pdf](https://www.cisa.gov/sites/default/files/2023-02/Cyber%20Risks%20to%20911%20TDoS_6.4.2020%20-%20(508c)_1.pdf)

Reddit. (2023). CodeRED's emergency alert system got hacked. Anyone else think this is a bigger deal than people realize? Retrieved from [https://www.reddit.com/r/cybersecurity/comments/1p795fq/codereds\\_emergency\\_alert\\_system\\_got\\_hacked\\_anyone/](https://www.reddit.com/r/cybersecurity/comments/1p795fq/codereds_emergency_alert_system_got_hacked_anyone/)

Cybersecurity and Infrastructure Security Agency (CISA). (2023). 911 cybersecurity resource hub and best practices. Retrieved from <https://www.cisa.gov/911-cybersecurity-resource-hub>

# Health & Wellness

## Bridging the Gap: Cultural Competency for 911 Professionals

By Alicia Williams, MA, RPL

### The Hidden Crisis

When Americans dial 911, the first voice they hear belongs to a dispatcher - a professional who must turn chaos into clarity in seconds. Yet behind those calm voices, a hidden crisis persists, record levels of stress, burnout, and emotional exhaustion among 911 professionals. Studies show that 17.6% - 24.9% of telecommunicators meet criteria for probable PTSD, far higher than the general population (Kilpatrick et al., 2013; Meyer et al., 2012).

### The Disconnect

One major barrier to wellness is the gap between dispatchers and mental health clinicians. Unlike police or fire personnel, dispatchers often spend therapy sessions explaining their job instead of receiving care. This delay leaves many feeling misunderstood and less likely to seek help again.

### The Solution

To address this, Jim Marshall, one of the leading mental health professionals in dispatcher health and wellness, in partnership with APCO International, NENA, and The EMDR International Association (EMDRIA), developed a four-hour cultural competency training for clinicians. This program:

- Explains the realities of dispatch work and its unique stressors.
- Provides practical tools for trauma-informed care.
- Builds clinician confidence through interviews with 911 professionals about their workplace experiences.

For dispatchers, this means therapy can focus on healing and not job education. For Emergency Communications Centers (ECCs), it means healthier employees, improved morale, and stronger retention.

On December 12, 2025, EMDRIA officially published the training titled: "EMDR-Informed Care for 911 Professionals"

This course is now available on-demand via the EMDRIA website, making it easier than ever for clinicians to gain the knowledge needed to support those who answer the call.

## Why It Matters

Investing in culturally competent care is not just about wellness, it's about sustaining the lifeline that communities depend on. Healthier dispatchers mean better performance, stronger teams, and improved service delivery.

The time for awareness has passed and the time for action is now. Dispatchers have always been there when their communities needed them. It's time we ensure the same support is available for them.

**Alicia Williams, MA, RPL** is a supervisor at the Phoenix Fire Department Regional Dispatch Center.

### References

Kilpatrick, D. G., Resnick, H. S., Milanak, M. E., et al. (2013). National estimates of exposure to traumatic events and PTSD prevalence using DSM-IV and DSM-5 criteria. *Journal of Traumatic Stress, 26*(5), 537–547. <https://doi.org/10.1002/jts.21848>

Meyer, E. C., Zimering, R., Daly, E., et al. (2012). Predictors of posttraumatic stress disorder and other psychological symptoms in trauma-exposed firefighters. *Psychological Services, 9*(1), 1–15. <https://doi.org/10.1037/a0026414>

# NEW TRAINING AVAILABLE

The EMDR International Association in collaboration with APCO International and NENA present:

## EMDR-Informed Care for 911 Professionals

REALITIES OF DISPATCH WORK

TOOLS FOR TRAUMA-INFORMED CARE

INTERVIEWS WITH 911 PROFESSIONALS

AVAILABLE ON-DEMAND



<https://www.emdria.org/course/emdr-informed-care-for-911-professionals/>



# Inside the Committees

## Serve, Learn, and Connect Join the APCO Awards Committee

By Delaware Steingruber, RPL

Joining the APCO International Awards Committee is more than just a volunteer opportunity, it's a rewarding experience that recognizes your commitment to excellence in public safety communications. Serving on this prestigious committee places you at the heart of celebrating the heroes of our profession, while also providing personal and professional growth.

One of the most honorable aspects of volunteering is the chance to help identify and recognize outstanding individuals and teams from across the country. From Telecommunicator of the Year to Technologist of the Year, committee members play a vital role in evaluating nominations and ensuring those who go above and beyond are given the recognition they deserve.

In addition to the rewarding nature of the work, being part of the Awards Committee provides a unique window into the latest advancements in public safety technology. By reviewing nominations and learning about innovative tools and techniques being used in the field, volunteers gain insight into cutting-edge practices that can positively impact their own PSAPs.

Volunteering also offers a powerful networking opportunity. Committee members collaborate with professionals from other Public Safety Answering Points (PSAPs), fostering valuable connections, exchanging best practices, and building relationships that extend well beyond the committee's work.



Another key benefit is that time spent volunteering with the Awards Committee can count toward your RPL (Registered Public-Safety Leader) recertification. This makes it a strategic and impactful way to maintain your professional credentials while giving back to the community.

Whether you're looking to connect with peers, or simply want to be part of something bigger than yourself, volunteering for the APCO International Awards Committee is a fulfilling and worthwhile experience. Step forward, make a difference, and take pride in shaping the future of public safety communications.

**Delaware Steingruber, RPL**, is the Training Manager at Gallatin County 911 in Bozeman, Montana, and serves as the Vice Chair on the Awards Committee.



## Find Your Place on an APCO Committee!

Are you looking for new ways to serve the public safety community? Join the APCO Group Leaders on February 12, 2026, at 1:00pm ET for our Committee Sign Up Webinar.

We will provide a complete overview of the various committees, introduce the leadership, and explain exactly how to sign up for the term beginning July 1, 2026. Whether you are a returning member or a new volunteer, this is the perfect time to explore your options!

[Register to Attend](#)

## Your Feedback Makes a Difference!

### Share Your Views on APCO's Advocacy Priorities

APCO's Government Relations Office welcomes your feedback on national policy initiatives affecting public safety communications. As a member-driven organization, our job is to represent your interests before regulatory and policymaking bodies. To help ensure you have a voice in Washington, we have developed a convenient, web-based tool to share your experiences and viewpoints on key public safety issues. Your feedback will help inform APCO's Government Relations Office's ongoing advocacy efforts.

We look forward to hearing from you! <https://www.apcointl.org/advocacy/member-feedback/>

## Save The Date!

The Member & Chapter Services Committee and the APCO Agency Training Program Accreditation will be hosting a webinar on March 10, 2026 at 1:00 PM ET.

Stay tuned for registration details!



# VETERANS THE MILITARY EMPLOYEMENT COMMITTEE NEEDS YOUR HELP

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VETERANS IN PUBLIC SAFETY – WE WANT YOUR FEEDBACK

ARE YOU A VETERAN CURRENTLY WORKING IN A PUBLIC SAFETY  
ROLE? YOUR EXPERIENCE MATTERS.

THE MILITARY EMPLOYMENT COMMITTEE IS CONDUCTING A SURVEY  
TO GATHER FEEDBACK FROM VETERANS IN PUBLIC SAFETY JOBS TO  
BETTER UNDERSTAND WHAT WORKS, WHAT CHALLENGES EXIST, AND  
WHERE EMPLOYERS CAN IMPROVE WHEN HIRING AND SUPPORTING  
VETERANS.

YOUR INPUT WILL BE USED TO HELP DEVELOP A PRACTICAL TOOLKIT  
FOR APCO MEMBERS, PROVIDING GUIDANCE ON EFFECTIVE HIRING  
PRACTICES, ONBOARDING, AND RETENTION OF VETERANS IN PUBLIC  
SAFETY CAREERS. THE GOAL IS TO STRENGTHEN PATHWAYS FROM  
MILITARY SERVICE TO PUBLIC SAFETY EMPLOYMENT AND IMPROVE  
OUTCOMES FOR BOTH VETERANS AND AGENCIES.

THANK YOU FOR TAKING THE TIME TO SHARE YOUR PERSPECTIVE  
AND FEEDBACK.

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**PLEASE COMPLETE THIS  
QUICK SURVEY WITH YOUR  
FEEDBACK. YOUR IDEAS AND  
COMMENTS ARE IMPORTANT.  
[HTTPS://WWW.SURVEYMONK  
EY.COM/R/9L2BLPM](https://www.surveymonk.com/r/9L2BLPM)**



# State Chapter highlights

## Colorado NENA/APCO Chapter

By Cathy Raley

Colorado NENA/APCO celebrated the season in November with our annual holiday party and Telecommunicator Awards. We honored outstanding 9-1-1 professionals for their dedication, celebrated together, and recognized the winners (pictured here). Please join us in congratulating them for their exceptional service. Thanks to everyone who attended and supported our dispatch community.



Left to Right:  
Brian Schilly, Information Technologist of the Year  
Trina Dummer, Walt Hardesty Servant's Heart Award  
Laura Reddick, Telecommunicator of the Year  
Rio Blanco County 911, Team of the Year  
Mathew Madsen, Trainer of the Year  
Thomas Holman, Manager of the Year  
Britany Mancini, Supervisor of the Year  
Richard Rudy, RF Technologist of the Year



# Teammates *in Action*

## Caitlynn Lanning

**Denver 911, Colorado**

The 911 call dropped to Caitlynn from a disconnected phone, with no good location and only a latitude and longitude. The caller was whispering and did not know where he was. The caller began explaining that he had been carjacked 5-6 hours before; he was forced into the trunk of his vehicle. He told her he was diabetic and was terrified. He waited until the car was parked and stopped moving to call for help after being unable to escape the trunk.

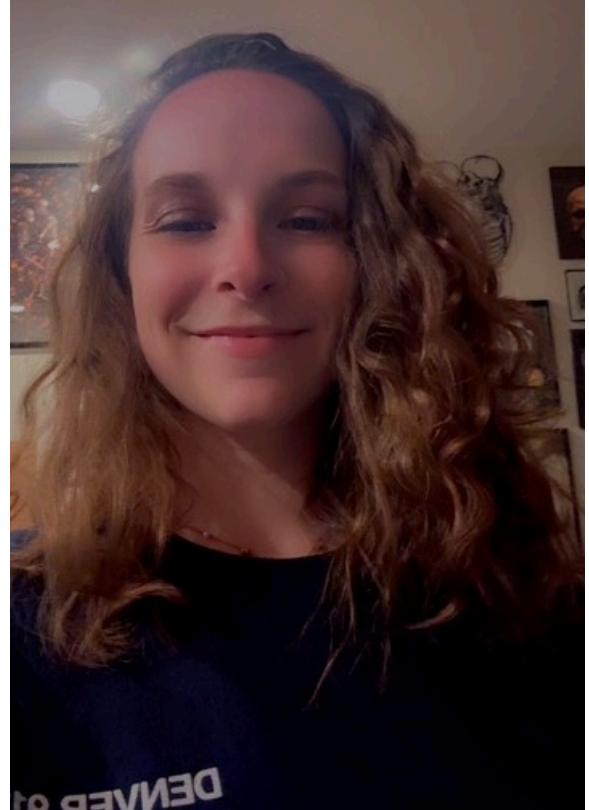
Caitlynn immediately began using every tool at her disposal to obtain a good location, even working with the dispatcher to have the caller listen for sirens as the officers were canvassing the area looking for him. Between Rave, Rapid SOS, and Google, the phone was still not giving a good location.

In the meantime, she was working on looking up the vehicle model to find instructions on how to break the caller out of his trunk, to no avail. Eventually, they came up with a plan together for the caller to kick out the taillights since there was no release lever. The caller was able to do so and could see a fence. Caitlynn had limited location information and used satellite maps to pinpoint the fence line.

Eventually, the caller's phone began to die. He told Caitlynn he had to hang up to try and find his location, and she reluctantly agreed. He called back shortly after, and she was able to get his updated wireless phase 2 and Rapid SOS location to find a valid range. She directed officers to the area, and they were able to locate the caller when they saw his arms sticking out of his taillights!

Caitlynn absolutely refused to give up on this caller. She took every action she could possibly think of, and ultimately saved this man's life! She used every tool she could, including, at one point asking a peer to call the car manufacturer to try and find a solution. Her determination is only matched by her excellent customer service! She remained calm, compassionate, and tenacious throughout, and I have no doubt she is directly responsible for saving this man's life.

Congratulations Caitlynn and thank you for being a Teammate in Action.



# Jennifer Winfree & Hailyn Thorton

## Wilson County 911, Tennessee

On August 22, 2024, Hailyn Thorton, along with her CTO Jennifer Winfree, both of the Wilson County 911 center in Lebanon, Tennessee received a text to 911 that stated, "A user is requesting emergency services from an Apple device via satellite. The transmission receive times may be longer than those for cellular SMS. User responses may be delayed due to satellite movements. The user CANNOT MAKE OR RECEIVE A VOICE CALL because they are outside cellular coverage." This message came with a latitude and a longitude, with accuracy and the area (a Tennessee state park) that should be searched. They notified the responding agencies. They explained to the responding agencies what this text meant and what to do.

When responders got to the area, they found an overturned vehicle where a female was entrapped. The officer had to place a tourniquet due to a severe laceration.

These first responders go above and beyond every day. In situations like these, when they go the extra mile because they know something is wrong, they helped save a woman's life!

They exceeded expectations to ensure everyone was okay. Although there was no way to know if there was a true emergency, they made sure that if someone did need help, they were going to get it.

Please join us in congratulating Jennifer and Hailyn as Member Chapter Services Committee Teammates in Action!



# Second Shift

KanComm911, Illinois



On October 10th, 2025, an 11-year-old was accidentally left at a gas station in our county while traveling from Michigan to Southern Illinois with her family. In response, various telecommunicators worked together to reunite her with her parents.

They contacted the dispatch center in Michigan, where the family resides, in an effort to obtain the parents' phone numbers and to send an officer to their home in hopes of finding another family member. The Michigan team then used a Soundex search to obtain the parents' vehicle plate number. This allowed officers to search local security cameras. They issued several general dispatches and informed state authorities of the situation.

As they pieced together details, they realized that the destination the child provided of North Western Illinois didn't make sense based on where the incident occurred and where the family was coming from. Officers began asking for more information, which led them to discover that the family was actually traveling to the girl's grandparent's house in Southern Illinois. The team notified all of our local officers, state police, two of the counties south of us, and contacted the dispatch center in Southern Illinois. That center managed to reach the grandparents and provided a working phone number which our personnel used to make contact with the grandparents who provided us the phone numbers of both parents. We then provided the on-scene officer the phone number to the grandmother which he called so that the child could speak with her and feel more at ease.

Everyone involved refused to give up and thought creatively, using every tool possible to ensure the girl's safe reunion with her family. They even went as far as to try and track down a member of the church that the juvenile attends in an effort to get a phone number for the parents. From the moment the call was made until the parents arrived to pick her up, nearly two and a half hours had passed.

~Samantha Holmes, Lisa Strahla, Ashley Price, Raul Martinez III, and several others~

## 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!

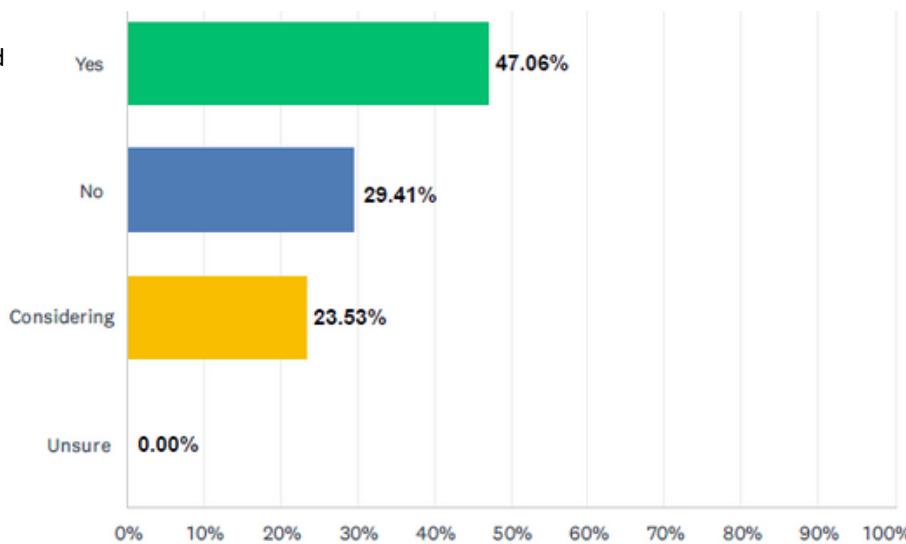
<https://www.apcointl.org/membership/awards-recognition/teammates-in-action/>

# PULSE CHECK Results

In the latest Member & Chapter Services Committee survey, we focused on the utilization of AI. We received 51 responses.

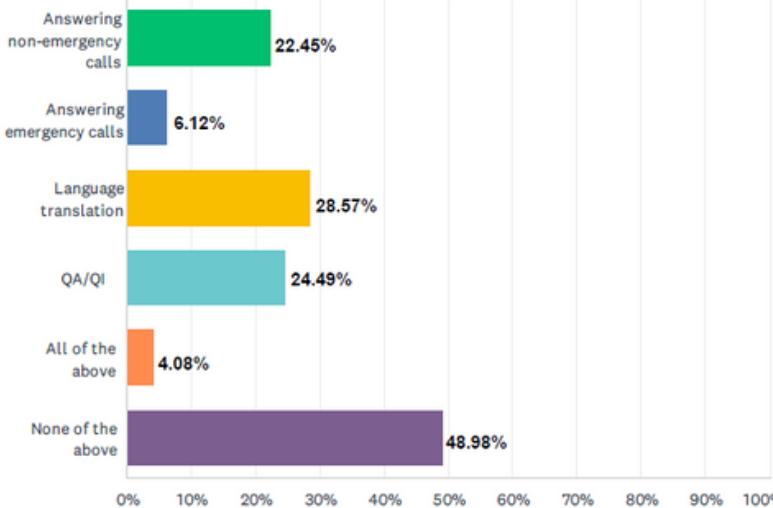
We asked you, "Has your center adopted AI?" All respondents answered, with none skipping, summarized below:

- Yes (24 responses)
- No (15 responses)
- Considering (12 responses)
- Unsure (0 responses)



In question #2, we asked, "In what ways has AI assisted your center with telecommunication duties?" 49 respondents answered, summarized below:

- Answering non-emergency calls (11 responses)
- Answering emergency calls (3 responses)
- Language translation (14 responses)
- QA/QI (12 responses)
- All of the above (2 responses)
- None of the above (24 responses)



In question #3, we asked "What human oversight does your agency have in place for AI usage?" 49 respondents answered, summarized below:

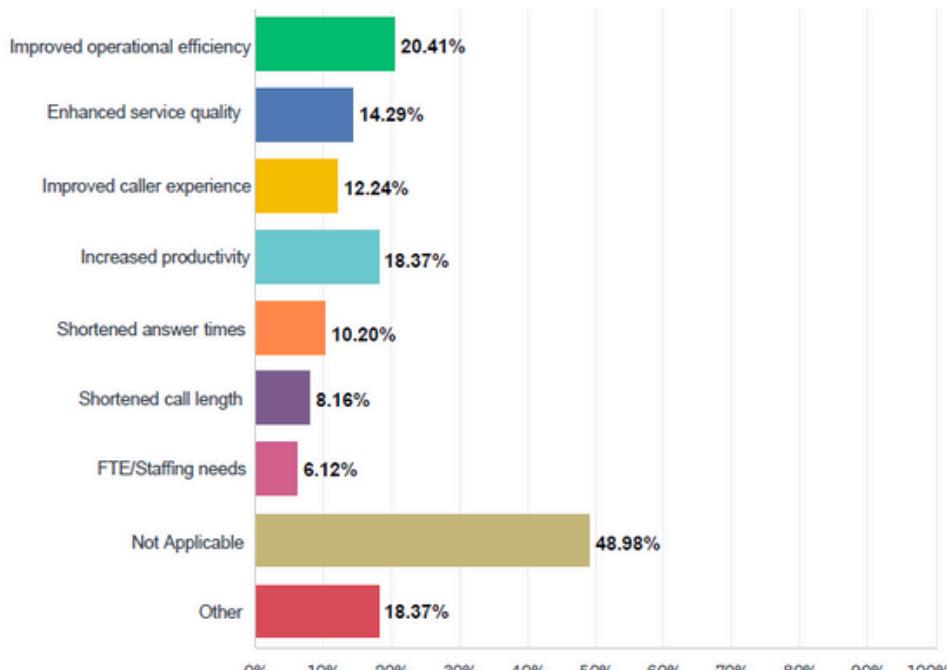
- QA review after AI completes scoring (10 responses)
- Real-time audio monitoring of AI-handled calls (5 responses)
- Dashboard monitoring of AI-handled calls (8 responses)
- Random monitoring of AI-handled calls (5 responses)
- Audits through analytics (6 responses)
- Unsure (5 responses)
- Not applicable (27 responses)

In question #4, we asked, "Is your agency allowed to use AI products outside of public safety platforms?" 49 respondents answered, summarized below:

- ChatGPT (20 responses)
- Google Gemini (11 responses)
- Windows Copilot (13 responses)
- Apple Intelligence (5 responses)
- Unsure (8 responses)
- No (15 responses)
- Other – please specify (5 responses)
  - Canva
  - Claude
  - GovAI
  - Not anything where CJI or PII is involved
  - Not applicable to communications

Question #5 asked, "How has AI helped alleviate challenges in your ECC?" 49 respondents answered. Responses are summarized as follows:

- Improved operational efficiency (10 responses)
- Enhanced service quality during emergencies (7 responses)
- Improved caller experience by reducing errors (6 responses)
- Increased organizational productivity (9 responses)
- Shortened answer times (5 responses)
- Shortened call length (4 responses)
- Reduced FTE/Staffing needs (3 responses)
- Not applicable (24 responses)
- Other – please specify (9 responses)
  - 100% of calls reviewed with immediate feedback
  - Completely eliminated all spam/robot calls from reaching a live dispatcher, previously averaging 250 spams calls daily on non-emergency lines
  - Designing GIS applications
  - Improved recognition of Language Line necessity and the language speaking
  - The transcription/translation piece has helped newer call takers keep up and find their ear.
  - Training of new call takers / AI training simulations offer self-directed training with feedback that matches QA

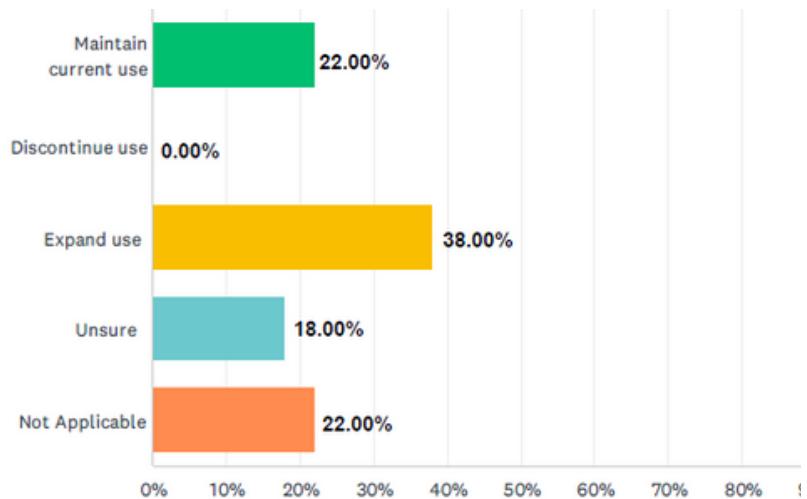


In question #6 we asked, "In what ways is your center allowing AI to be used as a tool?" 50 respondents answered. Answers are summarized as follows:

- Increasing individual productivity (12 responses)
- Writing and communication (21 responses)
- Meeting management (4 responses)
- Data analysis (10 responses)
- Content creation (10 responses)
- Not applicable (18 responses)
- Other, please specify (6 responses)
  - Alarm calls
  - Eliminating spam calls
  - Training
  - Zoom summary

Question #7 asked, "Based on your experience, will your center...?" 50 respondents answered, with one skipping the question. Responses are summarized as follows:

- Maintain current use (11 responses)
- Discontinue use (0 responses)
- Expand use (19 responses)
- Unsure (9 responses)
- Not applicable (11 responses)



In question #8 we asked, "How long has your agency been using AI?" All responded. Responses are summarized as follows:

- 0-6 months (17 responses)
- 6 months – 1 year (9 responses)
- 1-3 years (7 responses)
- More than 3 years (0 responses)
- Not applicable (18 responses)

# Member & Chapter Services Committee Members

NAME	STATE CHAPTER LIAISON	WORKGROUP ASSIGNMENTS	EMAIL
Celeste Baldino, RPL	None	Chair	cbaldino@cua911.gov
Matthew Harwell	None	Vice-Chair	mharwell@lincoln.ne.gov
Amanda Dodd, RPL	None	TIA Chair	adodd@wilson911.org
Amy Kosinsky, RPL	South Carolina	CLG, NWG	kosinsky@naperville.il.us
Andrea Raber	New Mexico	TIA	andrea.raber@cityofdenton.com
Ashley Gardner	CPRA	NWG, TIA	ashleyegardner1228@gmail.com
Ashley Woodall	Kansas	CWG	911@woodscountyok.gov
Benjamin Curry	Mississippi	NWG	benjmin.curry@edmondok.gov
Bill Behar	Arkansas	PWG	bill@pitronps.com
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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