



# APCO

## MEMBER CHAPTER SERVICES Committee



### May newsletter

#### 911 PULSE CHECK

Hello, May!

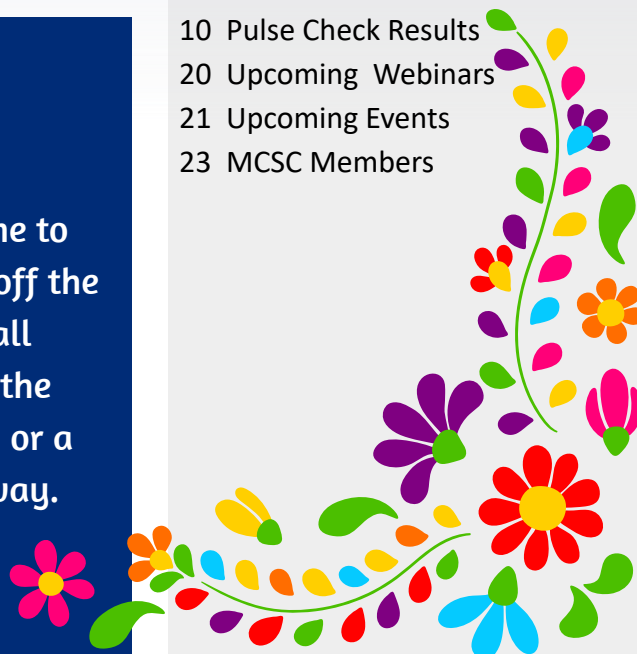
Longer days, fresh energy, and a great time to refocus, reset, and take care of you—on and off the console. This month, make space for small moments that recharge you, even during the busiest shifts. A quick reset, a deep breath, or a check-in with a teammate can go a long way.

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# Membership *momentum*

| Membership Type                | Previous Year<br>04/01/2025 | This Year<br>04/01/2026 |
|--------------------------------|-----------------------------|-------------------------|
| Associate Members              | 1,685                       | 1,601                   |
| Full Members                   | 3,398                       | 3,190                   |
| Full Group Members             | 9,854                       | 10,654                  |
| Online Group Members           | 23,699                      | 27,010                  |
| Commercial Members             | 378                         | 372                     |
| Commercial Group Members       | 235                         | 238                     |
| Student/Educator Members       | 24                          | 35                      |
| <b>Total Number of Members</b> | <b>39,273</b>               | <b>43,100</b>           |
| Total Number of Group Agencies | 1,667                       | 1,705                   |
| Commercial Groups              | 44                          | 50                      |

# Straight from the CAC



## My Life in Public Safety Making It Up Along the Way

By Curtis Johnson

My journey in public safety began at 17 as a junior member of a small-town volunteer rescue squad in Virginia. After completing my Emergency Vehicle Operator Course (EVOC), I began driving ambulances during nights and weekends—and quickly caught the “public safety bug.”

I spent many sleepless nights responding to calls and helping people on some of the worst days of their lives. The camaraderie became a second family and a welcome escape from the stresses of high school. Those early experiences left a lasting impression and shaped my desire to continue serving.

After leaving for college and earning an engineering degree, I began working for a public safety radio manufacturer before transitioning into consulting. While I wasn’t sure exactly where the path would lead, I knew I wanted to support those who protect our communities—dispatchers, first responders, and public safety professionals.

That pull to serve never left. I joined a volunteer rescue squad, earned my EMT-B certification, and balanced EMS service with my professional career. It was also there that I met my wife, and together we have served side-by-side for nearly ten years. Public safety has shaped both our personal and professional lives.

Professionally, I’ve had the privilege of working on a wide range of public safety technology projects, including implementing more than 25 radio systems and supporting dispatch center consolidations. The goal has always been the same: ensuring first responders have the systems and training needed to support mission-critical 9-1-1 services.

In 2016, I joined APCO International and the Virginia Chapter as a commercial member and became involved with the VA APCO Conference Committee. For more than a decade, I've supported the annual Fall Conference, starting on the logistics subcommittee and later serving as Logistics Chair, overseeing operations and helping ensure a successful event.

During the COVID-19 pandemic, the VA APCO Chapter Commercial Advisory Member (CCAM) unexpectedly passed away, and the position remained vacant for several years. Over time, relationships with commercial members declined, and vendor participation decreased.

In 2022, I was asked to step into the CCAM role and serve as Exhibitor Chair. I hesitated—there were no formal guidelines, and it felt like stepping into a role without a roadmap. With encouragement from chapter leadership, I accepted the challenge.

Early on, I was asked to help define the CCAM role within the chapter bylaws. Around the same time, I joined a CCAM roundtable through APCO International and was introduced to the CCAM Mentoring Groups. That experience provided valuable insight into how other chapters approach the role and reinforced its importance in building strong partnerships.

With support from the mentoring group, I was able to adapt strategies, develop a clearer vision, and strengthen engagement within VA APCO. In 2025, I joined the APCO International Commercial Advisory Council (CAC) as an associate member and have since contributed to several initiatives, including leading a CCAM roundtable and serving as co-lead for the CCAM Mentoring Groups.

One of the biggest lessons I've learned is that leadership often means creating the path as you go. When guidance doesn't exist, you look to others—or build something new. A key part of the CCAM role is developing meaningful ways to engage commercial members in alignment with chapter goals.

For VA APCO, that has included creating an annual strategic plan and establishing the VA APCO Commercial Advisory Committee, now made up of 18 commercial members. This group meets quarterly to provide industry perspective, improve conference experiences, support recruitment, and coordinate initiatives that give back to local public safety agencies.

Our focus is ensuring commercial members feel like valued partners—building meaningful relationships, recognizing contributions, and creating engagement opportunities beyond sponsorships.

Serving as a CCAM can be challenging. It requires dedication, volunteer hours, and sometimes navigating without a clear playbook. But it is also incredibly rewarding. At the end of the day, our work supports the public safety professionals who protect our communities—and that makes every hour worthwhile.

Curtis Johnson is a Senior Consultant at CTA Consultants, LLC and is the CCAM for the Virginia APCO Chapter.



# CYBER INTEL Corner

## Protecting Your Organization's Online Identity

### What Leaders Need to Know

By APCO Marketing Department

Recently, we have learned of instances where a released or expired domain name formerly used by a state association has been redirected to non-association, non-relevant sites. We're taking this opportunity to remind leaders of the serious risks related to letting your domain expire when you no longer need it.

Cybercriminals routinely purchase expired domains to impersonate former owners. Scammers could set up a fake version of your organization's site, deceive your members or partners and even intercept emails meant for you. Because the domain once belonged to your organization, people are more likely to trust it, making the threat especially dangerous.

Beyond fraud and impersonation, there's also damage to your reputation: if your old domain is purchased and ends up hosting inappropriate or misleading content, people may form a negative impression of your organization. Cybercriminals like to buy domains for popular sites that have been well-indexed and have even moderate visitor activity, in order to exploit the trust you built up over time.

You can manage these risks by:

- **Keeping your old domains registered for at least one to two years after you stop using them.** During that time, redirect visitors to your new site and update all linked accounts to a new email address. Retaining your main website domain name for a year or two after you stop using it is critical to keeping bad actors from using your previous efforts to misdirect visitors.
- **Enable automatic renewal for your domains so they never lapse accidentally** or, if you prefer not to use automatic renewal, check your contacts regularly to ensure the email associated with your domain names goes to a working email address, preferably within your organization, so that you get advance notice when domains are expiring. An expired domain name can be sold to another purchaser in as little as 75—80 days after you let it lapse.

# Health & Wellness

## Micropractices for Calm While On Duty

By Shannon Polito, ENP, RPL

The nature of the job means our fight-or-flight stress response is activated often throughout a shift - anytime our brain perceives a threat. Experience doesn't override that response. Whether it's a high-risk call or a familiar voice on the radio, once the brain registers a threat, the body responds exactly the way it's supposed to.

Over time, this repeated activation creates nervous system dysregulation, which can lead to mental, physical, and emotional strain. We are encouraged to reset while off duty by going to therapy, taking a walk, sleeping in, spending time with friends and family, etc., which are all great things! However, they are all things we cannot do while on duty.

What can we do while on duty? Micropractices for calm tell your brain you are safe, the threat is over and you can relax for the moment. Using these techniques during stressful moments helps retrain your brain to shift out of fight-or-flight more quickly. With repetition, your brain begins to favor that sense of safety and will prompt you to return to it. Practice regulation until it's second nature — your nervous system will thank you.

### *Ground to Feet Reset*

Notice the weight of your shoes on the ground. Press your toes and heels into the floor for 5–10 seconds.



### *Why It Works*

Anchors the body in the present, interrupts runaway stress cycles.

### *Tactical Pause*

Inhale for 4, hold 4, exhale 4. This can be discreet and done during radio silence or between calls.



### *Why It Works*

Anchors the body in the present, interrupts runaway stress cycles.

### *Environmental Anchor*

Pick one calming cue in your environment (picture, badge emblem) and focus on it for 10 seconds.



### *Why It Works*

Reorients attention away from chaos toward steadiness.

### *Mini Gratitude Check*

Name one thing going well right now (partner has your back, got the caller help).



### *Why It Works*

Gratitude stops the negative spiral. Your brain cannot stress and be grateful at the same time.

### *Shake It Out Reset*

Discreetly shake your hands, roll your shoulders, or stretch your neck for 5 seconds.



### *Why It Works*

Physically completes a stress cycle, releases adrenaline.

# Remembering Our Past

## Life Member James “Jim” Beutelspacher

By Charles Venske, ENP, RPL



Jim was honored with Life Membership at the Annual Conference in Salt Lake City in 2001—just one reflection of the lasting impact he had on the APCO community. He was deeply involved over the years, contributing to the 1999 Annual Conference in Minneapolis and a Regional Conference in St. Louis Park, Minnesota, in 1987.

His commitment to APCO extended to the Minnesota Chapter, where he served as treasurer for many years and was a steady, trusted presence. Professionally, Jim dedicated 25 years to the State of Minnesota, where he played a key role in administering the 9-1-1 Program.

Before that, Jim proudly served 21 years in the United States Naval Security Group. Even in retirement, his desire to serve never faded—he stayed active in his community, contributing his time and expertise as treasurer for his co-op’s HOA and serving on several committees.

Jim passed away on February 11, 2018, after a long and courageous 65-month battle with cancer. He is remembered not only for his service and leadership, but for the legacy he leaves behind with his loving wife, Winnie, his daughters Paige and Tara, and his grandchildren and great-grandchildren.

Life Membership is APCO’s highest honor, recognizing individuals who have made a lasting impact on the association at the national level. This distinction is awarded to those who have either served a full term as APCO International President or have been members for at least 15 years and achieved five or more significant contributions that advance the organization’s mission.



# State Chapter highlights

## Louisiana Goes to Washington



The Louisiana Chapters of APCO & NENA proudly participated in the 2026 9-1-1 Goes to Washington (GTW) event in Washington, D.C., joining public safety communications professionals from across the country to advocate for the future of 9-1-1. The week began with educational sessions and legislative briefings focused on federal priorities, including the Enhancing First Response Act (S.725)—which would reclassify 9-1-1 professionals as Protective Service personnel—and continued investment in Next Generation 9-1-1 (NG9-1-1).

The delegation also attended the NG911 Institute Awards Luncheon, highlighting the importance of modern, resilient emergency communications systems.

Louisiana representatives then met directly with Members of Congress and staff, including Congressman Cleo Fields and representatives from Congressman Clay Higgins' office, to discuss workforce classification, cybersecurity, and sustainable funding for NG911. The event concluded with the Congressional Breakfast featuring bipartisan leaders and a meeting with Speaker Mike Johnson's Chief of Staff, reinforcing strong federal partnerships.

Throughout the week, Louisiana's delegation joined peers nationwide in advocating for telecommunicator recognition, reliable funding, and strengthened emergency communications systems—ensuring those who answer the call have the support they need to serve their communities effectively.



# Teammates *in Action*



## B Shift

### DeKalb County Sheriff's Office, Illinois

It was a total team save. The dayshift supervisor, Sergeant Zach Oltmanns, spoke to his wife and gave CPR instructions, Telecommunicator Morgan Challand got his daughter (Tina) to the scene from the front office, Telecommunicator Jen Bailey got the FD there quick and provided update that it was a full arrest to the FD, and Communications Deputy Mary Mitchell got the Cortland officer there shortly before the ambulance arrived.

DeKalb's truck responded and helped with Cortland Ambulance transport; he became conscious on the way to the hospital in Cortland's rig. KCH took him to the CATH lab; he was joking and speaking to his family the same night this occurred. A couple days later, he had an internal defibrillator placed and was released from the hospital the following day.

Honestly, one of the proudest moments of my career because everyone worked together dispatch, fire, mutual aid fire, and hospital.

## Calleigh Merritt

### Outagamie County Public Safety Communications, Wisconsin



A female who had sustained life-threatening, self-inflicted injuries called 911. Due to her condition she was extremely difficult to understand and could only produce sounds of words.

At the time of the incident TC Merritt was still in training and had only been with the department for a few short months. Even with her limited experience, she displayed remarkable confidence, competence, and composure well beyond her time on the job. TC Merritt relied on the training she had received to carefully assess the situation by utilizing her resources, listening patiently, and asking the appropriate questions to determine the nature of the injuries. TC Merritt obtained critical information needed to get help dispatched quickly and to the correct location. Her ability to remain composed, empathetic, and focused ensured the individual received the assistance they urgently needed. This incident reflects TC Merritt's strong commitment to public safety and highlights the value of her training and her dedication to applying it in real-life situations. Her actions likely made a life-saving difference and were nothing short of remarkable.



# PULSE CHECK Results

## Chapter & Vendor Engagement Survey Results

In the latest Member & Chapter Services Committee survey, we focused on the chapter and vendor engagement. We received 15 responses.

Question 1: We asked you, "Are you responding as..." All respondents answered, with none skipping.

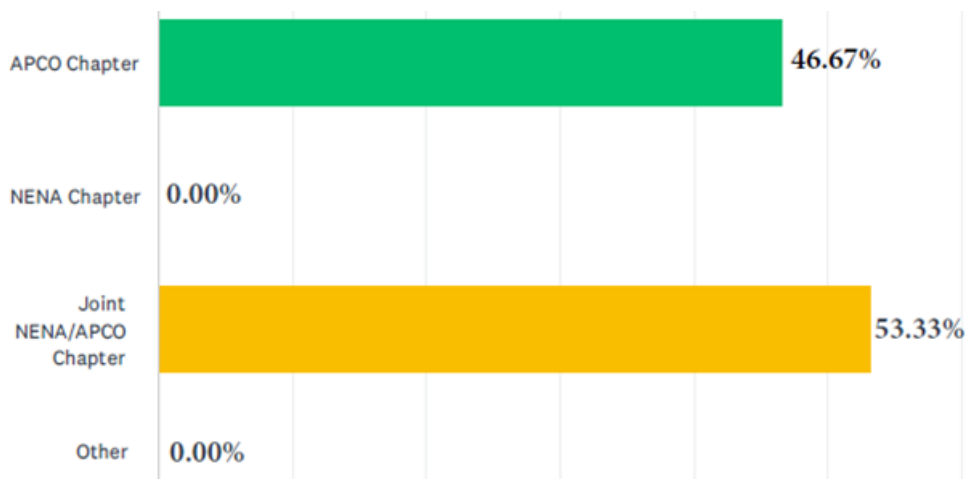
- Chapter Leadership/Member (15 responses)
- Industry Partner/Commercial Member (0 responses)
- Both (1 response)

Question #2: We asked, "What state or region does your 9-1-1 chapter represent?" 15 respondents answered.

- Arizona
- Colorado
- Delaware
- Kentucky
- Louisiana
- Maryland
- Michigan
- Ohio
- Tennessee
- Texas
- Virginia
- Washington, DC
- Wyoming

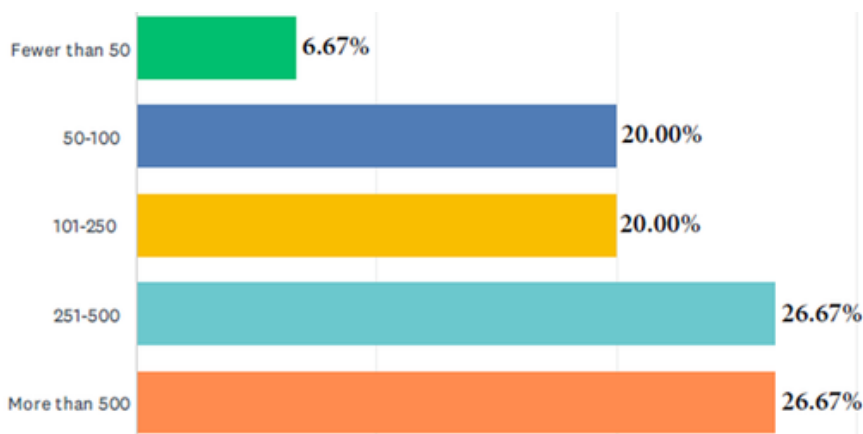
Question #3: We asked "Which organization best describes your chapter?" 15 respondents answered.

- APCO Chapter (7 responses)
- NENA Chapter (0 responses)
- Joint NENA/APCO Chapter (8 responses)
- Other (0 responses)



Question #4: We asked, "Approximately how many active members does your chapter have?" 15 respondents answered.

- Fewer than 50 (1 response)
- 50-100 (3 responses)
- 101-250 (3 responses)
- 251-500 (4 responses)
- More than 500 (4 responses)



Question #5: We asked, "How would you rate overall member engagement in your chapter?" 15 respondents answered.

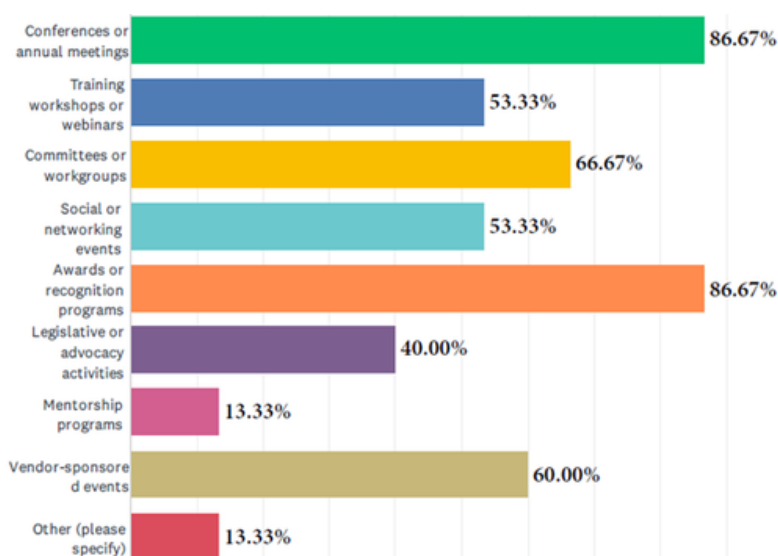
- Very high (1 response)
- High (1 response)
- Moderate (8 responses)
- Low (3 responses)
- Very low (2 responses)

Question #6: We asked, "How would you rate overall Industry Partner engagement in your chapter?" 14 respondents answered, with one abstaining. Answers are summarized as follows:

- Very high (2 responses)
- High (5 responses)
- Moderate (4 responses)
- Low (2 responses)
- Very low (1 response)

Question #7: We asked, "What types of activities does your chapter use to promote member involvement?" All respondents answered. Responses are summarized as follows:

- Conferences or annual meetings (13 responses)
- Training workshops or webinars (8 responses)
- Committees or workgroups (10 responses)
- Social or networking events (8 responses)
- Awards or recognition programs (13 responses)
- Legislative or advocacy activities (6 responses)
- Mentorship programs (2 responses)
- Vendor-sponsored events (9 responses)
- Other (2 responses)
  - We are working to improve
  - Unknown



Question #8: We asked, “Which activities have been the most effective in increasing participation?” All responded.

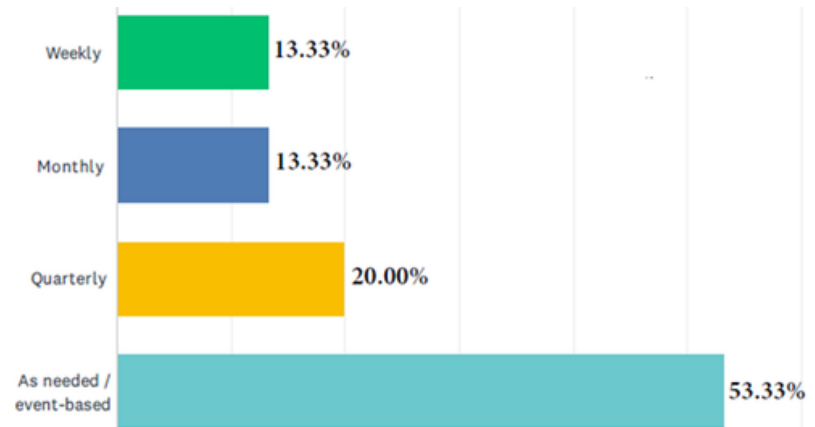
- Conferences or annual meetings (11 responses)
- Training workshops or webinars (5 responses)
- Committees or workgroups (3 responses)
- Social or networking events (8 responses)
- Awards or recognition programs (5 responses)
- Legislative or advocacy activities (1 response)
- Mentorship programs (0 responses)
- Vendor-sponsored events (1 response)
- Other (2 responses)
  - We are working to improve
  - Unknown

Question #9: We asked, “How does your chapter primarily communicate with members?” 15 respondents answered.

- Email newsletters (9 responses)
- Website (11 responses)
- Social media (10 responses)
- Text messaging (0 responses)
- Direct outreach from board or committee members (1 response)
- Conference or in-person announcements (7 responses)

Question #10: We asked, “How frequently does your chapter communicate with members?” All responded.

- Weekly (2 responses)
- Monthly (2 responses)
- Quarterly (3 responses)
- As needed / event-based (8 responses)



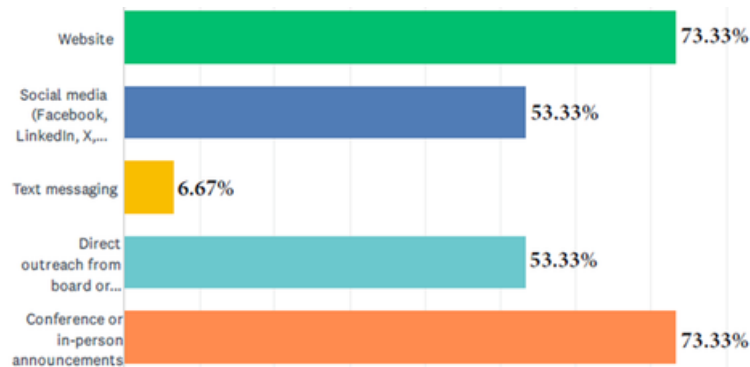
Question #11: We asked, “What communication methods generate the highest engagement?” All responded.

- Website (6 responses)
- Email newsletters (7 responses)
- Social media (9 responses)
- Text messaging (0 responses)
- Direct outreach from board or committee members (1 response)
- Conference or in-person announcements (4 responses)



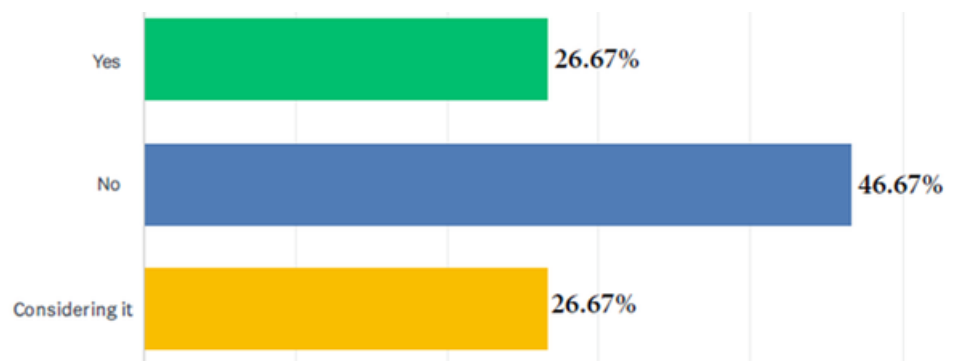
Question #12: We asked, “How does your chapter encourage members to volunteer or serve in leadership roles?” All responded.

- Website (11 responses)
- Social media (8 responses)
- Text messaging (1 response)
- Direct outreach from board or committee members (8 responses)
- Conference or in-person announcements (11 responses)



Question #13: We asked, “Does your chapter offer incentives for volunteer or committee participation?” All respondents answered. Responses are summarized as follows:

- Yes (4 responses)
- No (7 responses)
- Considering it (4 responses)

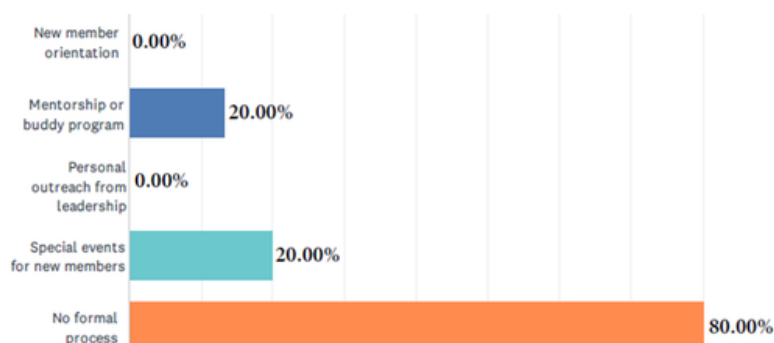


Question #14: We asked, “If yes to Question 13, what types of incentives are offered?” 8 responded, and 7 skipped the question. Responses are summarized as follows:

- Conference registration discounts (4 responses)
- Training credits or scholarships (1 response)
- Awards or public recognition (2 responses)
- Professional development opportunities (2 responses)
- Other (3 responses)
  - We do not currently, but we are considering
  - Unsure

Question #15 asked, “How does your chapter engage new members during their first year?” All respondents answered.

- New member orientation (0 responses)
- Mentorship or buddy program (2 responses)
- Personal outreach from leadership (0 responses)
- Special events for new members (3 responses)
- No formal process (12 responses)

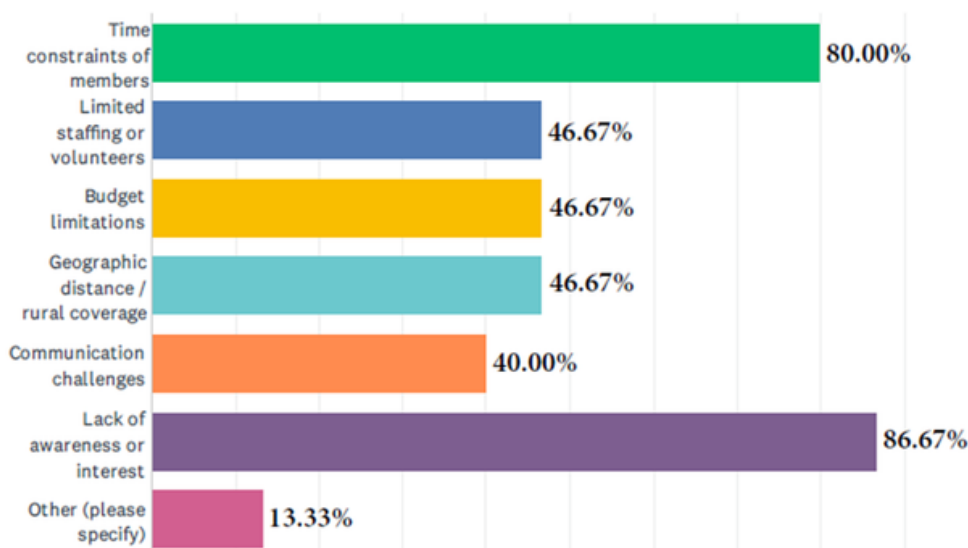


Question #16: We asked, “What strategies have been most successful in retaining members year-to-year?” 14 respondents answered, with one skipping the question. Responses are summarized as follows with responses ranging from Very Effective to Not Used:

- New member orientation (13 responses for Not Used = 13 total responses)
- Mentorship or buddy program (2 responses for Effective, 11 responses for Not Used = 13 total responses)
- Personal outreach from leadership (2 responses for Effective, 1 response for Not Effective, 11 responses for Not Used = 14 total responses)
- Special events for new members (1 response for Very Effective, 3 responses for Effective, 9 responses for Not Used = 13 total responses)

Question #17: We asked, “What are the biggest challenges your chapter faces in increasing member involvement?” All respondents answered. Responses are summarized as follows:

- Time constraints of members (12 responses)
- Limited staffing or volunteers (7 responses)
- Budget limitations (7 responses)
- Geographic distance / rural coverage (7 responses)
- Communication challenges (6 responses)
- Lack of awareness or interest (13 responses)
- Other (2 responses)



Question #18: We asked, "What strategies have not worked as well as expected?" 4 answered, 11 skipped.

- Staying with the "that's how it has always been done" attitude
- Unsure

Question #19: We asked, "What is one engagement practice your chapter is most proud of?" 11 answered, 4 skipped. Responses are summarized as follows:

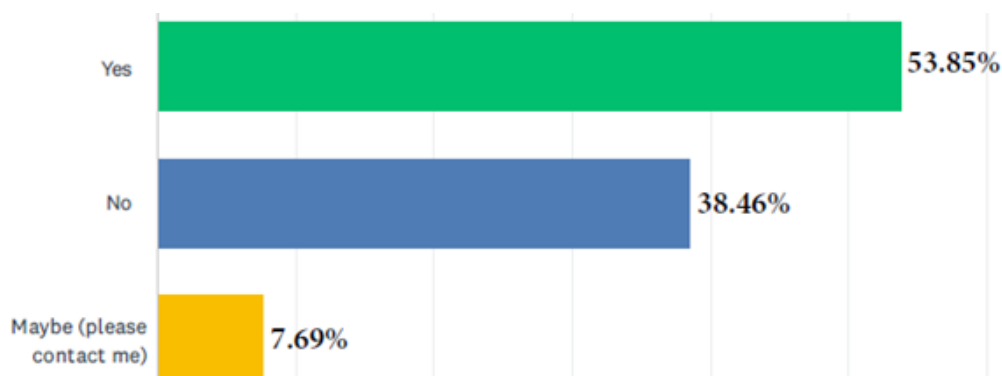
- Board members try to seek out new members at events and encourage them to get involved further.
- Conference/Symposium
- Increased social media presence
- Leadership Summit
- Meet the Candidates Forum, state conferences include APCO, NENA and EMA for a larger audience.
- We have a chapter app that we use year-round to communicate with our members
- Wellness Day

Question #20: We asked, "What advice would you give to another state chapter trying to increase involvement?" 9 answered, 6 skipped.

- Engage new/young people and sincerely entertain their ideas
- Form committees, set goals, and give them the floor at meetings. Let the chapter members know that their involvement is impactful. I would also encourage an educational course on "how" to be involved. Many people are intimidated by the prospect of serving because they just don't know "what" it involves. I believe every chapter should have a "Robert's rules" review and a "what to expect" for each role.
- Invest in your members with educational and professional development opportunities.
- Keep pushing until it works!
- Listen to the new generation.
- Reach out for help.
- We are looking at doing targeted networking engagements in the various regions of our state. These engagements will be vendor sponsored and just an event to get together and network.
- We've had good luck doing personal outreach to PSAPs to increase membership. We've also had increasing participation in our committees.

Question #21: We asked, "Would you be willing to share examples or materials (newsletters, flyers, event ideas) with other chapters?" 13 respondents answered, with two skipping the question.

- Yes (7 responses)
- No (5 responses)
- Maybe (1 response)



Question #22: We asked for contact information for those willing to share in response to Question 21. 6 responded, 9 skipped.

John Wothers  
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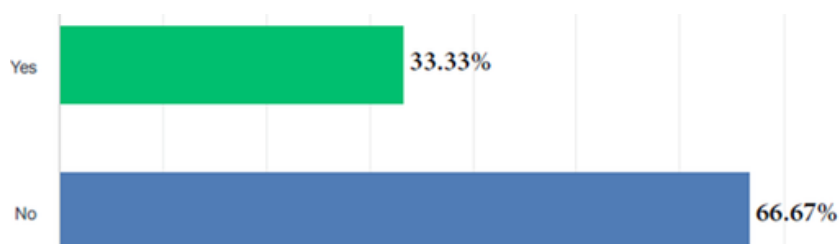
Jessica Kunz  
[jkunz@adcom911.org](mailto:jkunz@adcom911.org)

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**THE REMAINING QUESTIONS WERE DIRECTED TO VENDORS, SPONSORS, AND COMMERCIAL PARTNERS WHO INTERACT WITH STATE 9-1-1 CHAPTERS.**

Question #23: We asked, “Do you interact with state 9-1-1 chapters in the role of a vendor, sponsor, or commercial partner?” 3 respondents answered, with 12 skipping the question. Responses are summarized as follows:

- Yes (1 response)
- No (2 responses)





Question #24: We asked, “Which best describes your organization?” One responded.

- Technology vendor (1 response)
- Professional services / consulting (0 responses)
- Network / telecom provider (0 responses)
- Training / education provider (0 responses)
- Other (please specify) (0 responses)

Question #25: We asked, “How do you typically engage with state 9-1-1 chapters?” One respondent answered, with 14 skipping the question. Responses are summarized as follows:

- Conference exhibitor or sponsor (1 response)
- Event sponsor (non-conference) (1 response)
- Educational presenter or trainer (1 response)
- Committee or workgroup participation (1 response)
- Chapter advertising (newsletter, website, etc.) (0 responses)
- Direct outreach to members (1 response)
- Other (1 response)
  - Through the role of CCAM

Question #26: We asked, “How would you rate the overall effectiveness of chapter-led engagement with vendors?” One responded. Responses are summarized as follows:

- Very effective (0 responses)
- Effective (1 response)
- Neutral (0 responses)
- Ineffective (0 responses)
- Very ineffective (0 responses)

Question #27: We asked, “Which chapter activities create the most meaningful interaction with members?” One respondent answered, with 14 skipping the question. Responses are summarized as follows:

- Annual conferences (0 responses)
- Regional or local events (1 response)
- Educational sessions or webinars (0 responses)
- Committee participation (0 responses)
- Social/networking events (0 responses)
- One-on-one meetings (0 responses)
- Other (0 responses)

Question #28: We asked, “What makes a chapter event or activity valuable from a vendor perspective?” One responded. Responses are summarized as follows:

- Being able to get in front of the right people. Cost effective advertising. Visibility (at conferences, meetings, on the website) having our name/face in front of the membership is crucial!

Question #29: We asked, “Does your organization feel encouraged to participate beyond sponsorship or exhibiting?” One respondent answered, with 14 skipping the question.

- Yes (1 response)
- Somewhat (0 responses)
- No (0 responses)

Question #30: We asked, “What opportunities would you like chapters to offer vendors more often?” One responded. Responses are summarized as follows:

- Educational presentations (non-sales) (1 response)
- Panel discussions (0 responses)
- Committee or advisory participation (1 response)
- Joint outreach or public education efforts (1 response)
- Networking events with members (1 response)
- Structured feedback sessions (0 responses)
- Other (1 response)
  - I would love an open invitation to local events. Often times commercial partners are excluded for fear of a sales pitch. I would love to be able to sit in on training events, grant courses and other classes that effect my customers within the state.

Question #31: We asked, “How well do chapters balance vendor participation with member-focused objectives?” 1 respondent answered, with 14 skipping the question. Responses are summarized as follows:

- Very well (1 response)
- Well (0 responses)
- Neutral (0 responses)
- Poorly (0 responses)
- Very poorly (0 responses)

Question #32: We asked, “What guidance or boundaries help ensure productive vendor participation?” One responded. Responses are summarized as follows:

- At conference, vendor led classes are required to be agnostic, which encourages more attendance. Our chapter offers a commercial partner PSConnect page and is working to get a Facebook page up and running today. The hope is that we get an idea of how we can support them, whilst they support our chapter.

Question #33: We asked, “What challenges do vendors face when trying to engage with chapters?” 1 respondent answered, with 14 skipping the question. Responses are summarized as follows:

- Limited access to members (1 response)
- Unclear sponsorship value (0 responses)
- Lack of communication from leadership (1 response)
- Perception of “sales-only” involvement (1 response)
- Cost vs. return on investment (1 response)
- Inconsistent engagement across states (0 responses)
- Other (1 response)
  - Cost has been HUGE! Most conferences have substantially increased their booth prices but the interactions are waning at best. We all have a limited budget and it's become a deterrent for smaller commercial members to participate. The big partners can afford 5-10k sponsorships but the little guys, really can't and often times, it's the little guys that are the most active in our chapter.

Question #34: We asked, “What is one thing chapters could do to improve vendor engagement while maintaining integrity and trust?” One responded. Responses are summarized as follows:

- Invite them to the table! Commercial partners are subject matter experts in their fields, and many just want to help. People in this industry have a passion for public safety. We could move into the commercial sector with quicker turn around times and make more money BUT we stay in public safety because we are invested in supporting those that protect us. We are people with big hearts, that want to help and be seen as more than a sponsorship.

Question #35: We asked, "Have you experienced a state chapter that does vendor engagement particularly well?" 1 respondent answered, with 14 skipping the question. Responses are summarized as follows:

- Yes (1 response)
- No (0 responses)

Question #36: We asked, "If yes to Question 35, what did that chapter do differently?" One responded. Responses are summarized as follows:

- I would like to say the Kentucky chapter does, though I'm a bit partial as the CCAM. We really do try to include our commercial partners in ways that maximize their returns. Commercial partners are the lifeblood of our conference, they feed us at our quarterly meetings and they are constantly stepping in and stepping up. We're working to roll out new initiatives to keep their brand in front of our people. As an added benefit, we offer special acknowledgement to the partners that join the association (logo slide at every meeting, introduction letter and QR for each new commercial partner, early registration and booth selection for chapter members). We really work to shine a light on them, in ways that don't cost the chapter.

Question #37: We asked, "Any additional comments, ideas, or suggestions you would like to share?" 1 respondent answered, with 14 skipping the question. Responses are summarized as follows:

- I would love to hear how other chapters are promoting their commercial members and embracing partnerships. I'd also love to see the individual chapter initiatives that are in place, so we don't constantly recreate the wheel and make sure our chapter is on par with or exceeding expectations.

## Next month's poll results will be on Cybersecurity and National Public Safety Telecommunicator Week!



# Upcoming Webinars



## From Policy to Practice: Inside APCO's Bylaws Committee

Join us on May 21st for an inside look at the APCO Bylaws Committee and the important role it plays in supporting the Association's governance. This webinar will explore how the committee maintains APCO's Bylaws and Policy Manual to reflect the actions of governing bodies, as well as how it assists chapters with developing and reviewing their own governance documents. You'll also learn what serving on the committee looks like—from flexible, as-needed workloads to monthly conference calls with no travel required. Whether you're interested in getting involved or simply want a better understanding of how APCO operates, this session offers valuable insight into the foundation that keeps the organization running smoothly.

[REGISTER HERE](#)



## Chapter Leader Best Practices in Establishing a Chapter Mentorship Program

Join APCO's Young Professionals Committee in learning about APCO's best practice document to help develop a chapter mentorship program. During this webinar, you'll learn what documents to adopt and how to develop your chapter's mentorship program policy. Attendees will be given the opportunity to ask questions from the best practice document authors and be provided a point of contact to help them create their own program. By the end of this session, you will be equipped with the knowledge and tools to create your chapter's mentorship program and help cultivate future leaders of the Association.

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# Upcoming *Events*

Join us in  
San Antonio!  
Register for  
APCO 2026.

[apco2026.org](https://apco2026.org)

**APCO 2026**  
August 2-5 | San Antonio, TX

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](https://apco2026.org)



## APCO Now Offers Course Bundles for PST, EMD and Instructor Courses

We are excited to launch our new course bundles — designed to simplify registration and create a more efficient path toward certification. This pilot program features some of APCO's most in-demand online courses, helping you reach your certification goals faster. Three bundles are now available and open for registration:

- Public Safety Telecommunicator (PST) 1 + Emergency Medical Dispatch (EMD): May 13 - July 5
- PST 1 + PST Instructor: May 20 - July 26
- EMD + EMD Instructor: May 27 - July 26

Register today to be one of the first to experience this new learning option.

[REGISTER HERE](https://apco2026.org)



# Upcoming *Events*

## SAVE THE DATE

SEPTEMBER  
13-16  
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Send your promotional graphic to [mcsnewsletter@apcointl.org](mailto:mcsnewsletter@apcointl.org)!

# 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