

APCO

MEMBER CHAPTER SERVICES Committee

Member Chapter Services Monthly Poll

This month's poll will be focused on Conference Planning. We request a member from each Chapter to PLEASE participate in answering our poll questions. It will only take a few minutes and the results will be shown in next month's newsletter.

<https://www.surveymonkey.com/r/MCSC0123Conference>

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Membership Information

Member Type	1/1/2022	1/1/2023
Associate Members	1,464	1,306
Full Members	2,713	2,637
Full Group Members	6,484	7,097
Online Group Members	15,343	16,443
Commercial Members	307	305
Commercial Group Members	34	6
Total Number of Members	26,345	27,794
Total Number of Group Agencies	1,088	1,151
Commercial Groups	25	13

SILENT KEY

Don Whitney
Illinois Chapter



We have learned that Don Whitney passed away on
 On December 28th, 2022



For more information, his Silent Key can be found here:

<https://psc.apcointl.org/?s=silent+key>



Wyoming Chapter Highlights

The Wyoming Joint Chapter of APCO/NENA held our annual conference November 13-16th of this year. Our attendance was great and we doubled the amount of vendors we normally have providing for a great time visiting about new and emerging technologies with them. ECC staff in Wyoming are P.O.S.T. certified and all our training is approved for Wyoming continuing education hours. Our Commercial representative board member outdid himself in rounding up vendors this year.

We kicked off our conference with an informal presentation/roundtable from the director of the Wyoming Law Enforcement Academy discussing the revamped curriculum for communications basic training in Wyoming. I am excited to be able to assist in teaching new ECC students at the academy in the spring using this curriculum!

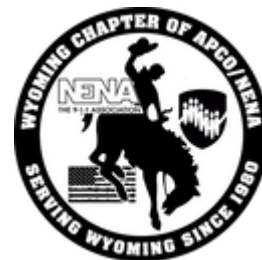
We had classroom topics on liability, supervision, PTSD management and identification, communication techniques and skills and mental wellness for communications personnel. We also trained on Amber Alerts, red flags with callers and miscellaneous topics specific to Wyoming. One of the classes that brought a lot of discussion was a presentation from the Boulder County Colorado SO communications center which presented on the Marshall fire and the after action review and lessons learned. This presentation provided valuable ideas and tips for how to manage such a large event. Next Generation 911 is also a hot topic at our conferences and the State 911 Emergency Communications 911 planning coordinator attended and provided our membership with a "state of the union" on 911 and the current efforts underway to make NG911 a reality in Wyoming.

We also held our annual gift basket silent auction with the proceeds going to a Wyoming Telecommunicator in need and raised \$2,500 to offset expenses occurred for a family medical emergency. Our chapter has always worked to assist a fellow chapter member and friend in their times of need. I couldn't be prouder of the outcome. Even agencies from other states provided baskets to help out our causes.

This year we voted to establish a lifesaver award for our chapter to provide to ECC staff across the state should they save a life directly or indirectly through their actions. Our chapter will provide them with a custom chapter lifesaver pin and certificate of recognition documenting their actions. With Wyoming having less than 375 ECC staff in the entire State means that we are a tight knit community and we want to recognize the outstanding work our profession is doing. And finally, our chapter worked closely with the Governor's office EMS Task Force to get EMD funding for the last few ECC centers in the state that did not have it. As of December 15th, 2022, Wyoming will become the 19th State in the Union to provide EMD statewide.

As we bring this year to a close and begin planning for a busy next year we would like to take the time to thank each and every ECC employee for the work that they do and wish everyone a happy and safe 2023!

Submitted by:
Monte McClain
President—Wyoming APCO/NENA Chapter
mmclain@parkcountysheriff.net



Colorado Chapter Highlights

On December 13, 2022, the Colorado Chapter held its first of two holiday parties at Bananas Fun Park in Grand Junction Co., and the annual awards were presented to the winners on the western slope.



RF Technologist of the Year – Awarded to Pat Smith

Pictured left to right Gena Baker, Pat Smith, and Brad Flannagan.

Supervisor of the Year Danielle Denman

Pictured left to right Gena Baker, Danielle Denman, and Brad Flannagan.



Team of the Year – Garfield County

Pictured left to right Gena Baker, Danielle Denman, Amanda Quarles, and Brad Flannagan.

Center of the Year – Rio Blanco County Communications Center

Kneeling left to right Bobbie Schmidt and Sonya Rust
Standing left to right Jordan Long, Brittany Mancini, Rhawnie McGruder, Brad Flannagan, and Antonio Crisanto



It appeared everyone had a great time at Bananas!



Colorado Chapter Highlights (continued)

On December 20, 2022, the second holiday party and awards presentations were held at Boondocks in Northglenn. Again, everyone had a great time and the awards for the winners in the Denver metro area were presented.



Director of the Year – Tina Buneta



Telecommunicator of the Year – Virginia Smith

Walt Hardesty Servant’s Heart Award

In November of 2020, the Chapter lost a 911 professional, supporter and most of all a good friend. Because of his outstanding contribution to 911 and public safety services overall, the Chapter created an award to honor the memory of Walt Hardesty. We are proud to announce that Walt’s family was there to present the award to Jamie Hobbs.



Congratulations to all the award recipients!

Submitted by: Cathy Raley, Eastern Region Director
Colorado APCO/NENA Chapter





APCO Committee Volunteer sign-ups open February 1st and close April 1, 2023. If you are interested in working on a committee go to www.myapointl.org, and click the “Committee Sign up” link on the left. You can volunteer for up to three committees. All committee selections must be completed online and **remember no committee appointments or reappointments are automatic**. All committee members, including the chairs, will be selected from those who volunteer through the APCO Web site.

Cybersecurity Committee

Ransomware. We all have heard it in the news lately where another agency or company has been struck with a virus holding their system hostage along with a demand for money. [Jonathan Thompson](#), Executive Director of the National Sheriffs’ Association, aptly equates it to kidnapping (Bergal, 2021). According to [CNBC](#), U.S. banks processed approximately \$1.2 billion in ransomware payments in 2021 (Cox, 2022). Although some agencies are able to bring 911 systems back up fairly quickly without paying any monies, other integral systems may be severely affected, as experienced by [Bernalillo County, NM](#) (Peyton, 2022).

With hackers changing tactics and methods of infiltration, we all have to be diligent and report any anomalies immediately even if they may seem minor. The Cybersecurity and Infrastructure Security Agency (CISA) is a federal government agency that offers free ransomware training, guides, self-assessment tools, and checklists to assist an agency with the fight against ransomware. Visit CISA at: <https://www.cisa.gov/stopransomware/resources>.

Works Cited

- Bergal, J. (2021, May 14). *Hackers Threaten to Release Police Records, Knock 911 Offline*. Retrieved from PewTrusts: <https://www.cnbc.com/2022/11/01/us-banks-process-roughly-1point2-billion-in-ransomware-payments-in-2021.html>
- Cox, C. (2022, 21 November). *U.S. Banks Processed Roughly 1.2 Billion in Ransomware Payments in 2021*. Retrieved from CNBC: <https://www.cnbc.com/2022/11/01/us-banks-process-roughly-1point2-billion-in-ransomware-payments-in-2021.html>
- Peyton, D. (2022, January 25). *Bernalillo County Ransomware Attack Still Felt Weeks Later*. Retrieved from TechTarget: <https://www.techtarget.com/searchsecurity/news/252512445/Bernalillo-County-ransomware-attack-still-felt-weeks-later>

PDEC Committee

Call for papers ended on December 14th. We had 474 submissions, which is pretty close to a record for APCO. Committee members are busy grading those submissions until mid February.

Submitted by: Jeanie Pharis

Health & Wellness Committee

Did you know that February is Heart Health? If you didn't, now you know!

Why should telecommunicators care about heart health month? Think about what you do during your 8-10-12 hour (or more) shifts. Chances are you are sitting in front of a computer for most of your shifts. The nature of this job is sedentary with very little movement or activity.

According to the American Heart Association, sedentary jobs have increased by over 80% since 1950. Physically demanding jobs now make up only 20% of the workforce. Americans are moving less and less at their workplace and heart disease is on the rise. Sitting for long periods of time is associated with an increased risk for type 2 diabetes, heart disease, and cancer.

You may often hear that just 30 minutes of exercise can help decrease your risk for heart disease. While this is very much true, what you do for the other 23 ½ hours of the day also matters. While working a sedentary job doesn't necessarily negate your 30 minutes of activity, there does appear to be a 10-hour threshold where your risk increases (Pandey et al., 2016).

So, what can you do to help decrease your risk?

First and foremost, continue with 30 minutes of active exercise at least 5 days a week. This means an activity that increases your heart rate, produces sweat, and increases your respiration rate. Secondly, for every hour of sitting, stand for 10 minutes. During those 10 minutes, spend 2 minutes stretching. Finally, look at areas of your day where you could incorporate more movement. Here are a couple of examples:

- Park further away from buildings to get in extra steps
- Take the stairs instead of the elevator
- Bike to work
- If you take public transportation, get off a stop earlier and walk
- Practice ergonomic posture while sitting at your desk

Additionally, there are several handouts, articles, and YouTube videos you can use to guide you through desk yoga, stretches, and other activities you can do at your desk.

As telecommunicators, you often provide care to those suffering from heart problems over the phone without thinking of your own risks for heart disease. Making small changes in your daily movements combined with regular physical activities can help prevent you from being on the other end of the headset.

Reference: Pandey A, Salahuddin U, Garg S, Ayers C, Kulinski J, Anand V, Mayo H, Kumbhani DJ, de Lemos J, Berry JD. Continuous Dose-Response Association Between Sedentary Time and Risk for Cardiovascular Disease: A Meta-analysis. *JAMA Cardiol.* 2016 Aug 1;1(5):575-83. doi: 10.1001/jamacardio.2016.1567. PMID: 27434872

Submitted by: Alicia Williams, Phoenix Fire Department
Member, Health & Wellness Committee



Young Professionals Committee

With the first half of the 2022-2023 committee year in the books, the Young Professionals Committee continues to make good progress on its assigned goals and deliverables. Work groups are finalizing several documents for distribution to chapters and members. Among these works are a white paper providing general information and tips on talking to elected officials about industry-related issues and an outline document that chapters can use to develop their own mentorship programs.

An additional goal of the committee is to highlight young professionals positively influencing change and demonstrating a strong sense of professional pride. The committee has published several highlights so far this year in PSC E-News and is on track to complete several more highlights.

Finally, with the APCO International conference only 6 months away, the committee is preparing several events to engage young professionals in attendance. On the agenda this year are a mixer to provide an opportunity for young professionals to network and a volunteer service opportunity to give back to the Nashville community.

The members of the committee look forward to a positive and productive second half of the committee year and the opportunity to provide useful resources to both APCO Members and Local Chapters.

If you know of a young professional who is a positive role model and deserving of recognition, you can nominate them to be recognized in a Spotlight article at <https://www.apcointl.org/community/committees/young-professionals-spotlight/>

Submitted by: Daniel Rohrbach
Vice Chair, Young Professionals Committee

Awards Committee

APCO International Awards are now being accepted through April 1st, 2023. If you know someone in the 9-1-1 industry who stands out in any of the following categories, please don't wait, nominate today: Communications Center Director of the Year, Information Technologist of the Year, Line Supervisor of the Year, Radio Frequency (RF) Technologist of the Year, Team of the Year, Telecommunicator of the Year, Trainer of the Year, Technology Leadership - Small Agency (1-75 employees), Technology Leadership - Large Agency (76+ employees). Submit nominations at <https://awards.apcointl.org/>.

Commercial Corner

Is an APCO Commercial Membership worth it?

If you have been an industry partner within the 9-1-1 and public safety community, you know that quick sales are far and few between. So how do you set yourself and your company apart from the others? Before we dive into my thoughts on this topic, let me tell you that I am not a commercial member. I have the privilege of working as a director for an amazing team at an ECC on the West Coast. So, what do I know about the commercial world? Let me start by telling you about my journey and experience with ECCs and all things commercial.

Commercial Corner (continued)

When I first began my career, I was intimidated to approach any of our industry partners for a variety of reasons. At the time, I thought my position as a dispatcher had zero authority to make a purchase and minimal influence to provide input on products. Over the years I learned how wrong I was, but it is not uncommon for staff to feel that they don't have an opportunity to influence purchases. When there was a vendor show at our Chapter or National events, I would typically go and look for the best swag but would shy away from talking to a commercial vendor, especially at the larger regional and national shows.

Side note on the swag: it really does help bring line level staff to your booth and even those brief interactions will leave an impression when their agency looks to purchase a specific item.

As I gained more experience working in our ECC and attended more APCO functions, I noticed a small number of industry partners that consistently showed up to our Chapter meetings and would engage in Chapter business, where appropriate. These commercial members ensured that they would introduce themselves to everyone and I would notice that many of our "tenured" APCO members would engage in conversations with them on a variety of topics.

Over the years I noticed that the commercial members would ask questions about the needs of agencies and what was going on statewide. They would even ask line staff what we felt would help us do our jobs better. In many cases I knew what the commercial member was in sales but the conversations they had with us were not always a sales pitch. It was far from that as they were wanting to learn more about our agencies and our workflow.

These exchanges would ultimately leave the commercial member with information that they could take back to their teams to influence changes to their product that could help them sell to our center, region or even state. These industry partners were truly interested to know about our operations and what was helpful for us in our centers. It is very common that as you talk to the APCO members (which includes IT, administration, radio techs and dispatchers) you hear a theme of items that can improve the product you have. Bringing those ideas back to your sales team can prove to be beneficial to all.

Do you see where I am going with this yet? It's all about connections and relationships. What I didn't realize back when I started my career was that these industry partners were not just there to sell a product, but they were part of our Chapter. They are a part of our community. They became a source of information regardless of if we purchased their product or not. It became clear to me that my peers would often talk to commercial members who were part of our chapter to learn more about what the industry is doing and how the ECC can leverage new equipment (all types of widgets from software to hardware) in our centers.

We all know that ECCs are government organizations and must follow very specific purchasing guidelines. That sometimes means a sale will not happen because of various rules and regulations that we must follow. However, I would argue that the relationships built at the Chapter level by our industry partners are priceless. There are times that ECCs need to make a purchase and can sole source and direct purchase based on various factors. If an ECC is looking to purchase products that are very similar across the commercial industry, why would they not lean into the commercial partners that they see on a regular basis?

When we see commercial members at our Chapter events, we know they are often members of our chapters. What about our partners that represent multiple states? This is a great question, and it is actually possible for commercial members to be members in more than one state. I know this isn't always possible, but it truly makes a difference having a commercial member part of a Chapter in your region. Those industry partners who show up consistently at the Chapter trade shows will typically notice they get more foot traffic with longer dialog which is a win/win for all. This does not mean a new company, or one that has little presence in a state shouldn't show up to a trade show, but I would encourage finding a way to get plugged into those Chapters before, during and certainly after any show or event you attend.

Commercial Corner (continued)

I am confident this is not new news to you but the value of word of mouth and building relationships with Chapters is truly priceless. I am now at a position where I make the decisions on what to purchase. More often than not, I will reach out to my colleagues to ask them about a certain product and specific industry partners. It is not uncommon for them to ask if I know a specific person with a specific company and get a referral to follow up with questions and details about their product.

I greatly appreciate either knowing someone from a company or having a referral from another ECC instead of a cold call. I feel like there is already a foundation of trust which makes any inquiry I have much easier and seems to be more productive. I also value knowing I can provide honest feedback which typically results in open conversations on how to best pick features or other specifics instead of just simply guessing on what to get. Another positive is when I hear from staff who met a local contact (within our state or region) and they provide information that I can easily follow up on since they know the industry partner.

It is not lost on me that all this takes time and money, which is not endless. If your organization is a member of APCO, I would encourage you to see if you can also be a member at the Chapter level. Many Chapters have yearly conferences with vendor shows and commercial spotlights. I would encourage you to be involved to support the Chapter(s) so they can be more active in supporting you and your organization. I am confident this support would open avenues that will benefit your business along with the Chapter(s).

Speaking of supporting each other, I know that some members think that the Chapters look at vendor shows and partnerships as just a way to make money. Please know that Chapter leadership truly values the opportunities to work with you. Yes, your sponsorships fiscally benefit Chapters, but we truly hope that the interactions and face time are just as beneficial to your bottom line. We want to ensure you are in business to support us for the long-term so when you have a booth or sponsor an event, our hope is this exposure will help build those local connections and offer more opportunities for your organization to do business in our area.

I understand that some smaller commercial members might not be able to have a booth at every chapter vendor show but please don't let that slow down your participation and involvement in Chapters. Maybe you can sponsor a coffee break or provide some swag for handouts. More importantly, just be around to get to know your local Chapter members. It could also be very beneficial to work with the Chapter CCAM to facilitate building the industry partner community in your state or region.

Again, I know time and money are finite resources however, please talk to other APCO Commercial Members. They would likely tell you that the cost of membership and the time working with the Chapter is minimal and the long-term relationships are priceless. If you aren't sure about how to join, please contact your Chapter CCAM or go to the APCO International website [Commercial Membership - APCO International \(apcointl.org\)](https://www.apcointl.org). If you are part of a larger organization that already holds APCO membership, please consider having them sign you up at the Chapter level and be that face at local events for your company.

Finally, thank you for all you and your companies do to support APCO and the 9-1-1/ECC industry. At the end of the day this is truly a partnership, and we value the collaboration we build within the industry. Your engagement helps to take ideas from our staff to improve your products and our overall industry. The endgame with is to help make our jobs more efficient so we can all better serve our communities, regardless of if we work in administration, IT, or as a front line telecommunicator.

The endgame is to help make our jobs more efficient so we can all better serve our communities, regardless of if we work in administration, IT, or as a front line telecommunicator.

Submitted By:
Mark Spross
Executive Director of METCOM 9-1-1 in Oregon



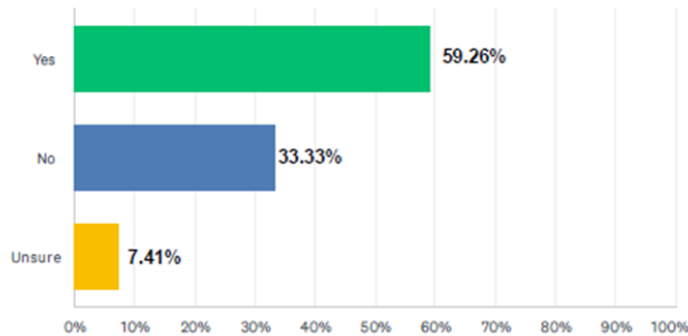
MRSC Monthly Survey Results

In the December/January Member & Chapter Services Committee survey, we focused on Scholarships. We received 28 responses from 20 Chapters. The Chapters that responded were:

- Alaska
- Arkansas
- Atlantic
- CPRA (Southern California)
- Florida
- Indiana
- Missouri
- Montana
- Nevada
- New Mexico
- Northern California
- Oklahoma
- Oregon
- South Carolina
- South Dakota
- Tennessee
- Texas
- Washington
- Wisconsin
- Wyoming

We asked you, “Does your Chapter offer any scholarships?” 27 respondents answered, with 1 skipping. 16 (sixteen) said “Yes”, 9 (nine) said “No”, and 2 (two) were unsure. Those who answered unsure provided additional information that they sometimes offered free conference fees or hotel accommodations, or a training scholarship through their annual conference.

- Yes (16 responses)
- No (9 responses)
- Unsure (2 responses)
 - ◊ A training scholarship is offered through our annual conference
 - ◊ Occasionally offer free conference registrations and accommodations



In question #2, we asked, “If so, do your scholarships include APCO’s RPL/CPE programs?” 26 respondents answered, summarized below.

- Yes – RPL only (6 responses)
- Yes – CPE only (0 responses)
- Yes – both RPL and CPE (6 responses)
- Do not include RPL or CPL (2 responses)
- No scholarships offered (7 responses)
- Unsure (3 responses)
- Other (2 responses)
 - ◊ Our scholarship can be used for any public safety training up to the amount awarded.
 - ◊ Not typically but will consider it if requested.



MRSC Monthly Survey Results (continued)

Question #3 asked, “Do your scholarships cover conference attendance?” 26 respondents answered, with two abstaining. Responses are summarized as follows:

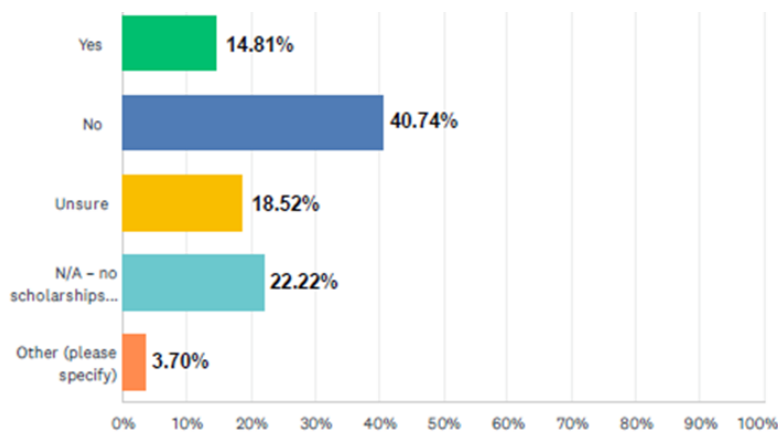
- Yes – Chapter conference only (5 responses)
- Yes – National conference only (0 responses)
- Yes – both conferences (6 responses)
- Do not include conference attendance (6 responses)
- No scholarships offered (5 responses)
- Unsure (3 responses)
- Other (1 response)
 - ◊ Chapter conference expenses are paid for some award winners

In question #4 we asked, “Do your scholarships cover APCO Institute courses?” 27 respondents answered, with one skipping the questions. Answers are summarized as follows:

- Yes (10 responses)
- No (5 responses)
- No scholarships offered (8 responses)
- Unsure (3 responses)
- Other (1 response)
 - ◊ We would need a specific request and then look to host the class at one of our

Question #5 asked, “Do your scholarships cover non-APCO training?” 27 respondents answered. Responses are summarized as follows:

- Yes (4 responses)
- No (11 responses)
- No scholarships offered (6 responses)
- Unsure (5 responses)
- Other (1 response)
 - ◊ This is a case-by-case basis



MRSC Monthly Survey Results (continued)

In question #6 we asked, "If yes, what are some examples of non-APCO training that your scholarships have funded?" 5 responded, with 23 not providing a response. Responses are summarized as follows:

- Classes co-hosted/sponsored with the Department of Public Safety Standards and Training (DPSST)
- College courses
- International Academies of Emergency Dispatch (IAED) conferences
- NENA Center Managers (submitted from a combined chapter)
- NENA conferences
- Oregon Executive Development Institute (OEDI)
- Public safety courses
- Scholarships may be offered for reasonable non-APCO training
- Specialized state training on crisis management and large incident management
- Support board members attending training/conferences that can support MOAPCO efforts

Question #7 asked, "Are your scholarships offered year-round or on a limited basis?" 27 respondents answered. Responses are summarized as follows:

- Year-round (7 responses)
- Limited basis (9 responses)
- No scholarships offered (9 responses)
- Unsure (2 responses)

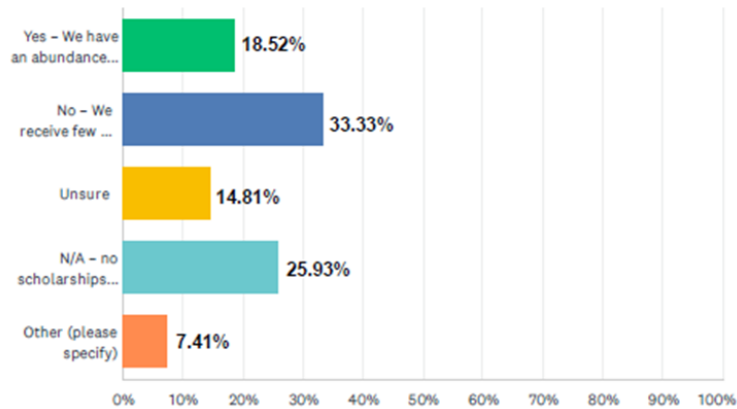
In question #8 we asked, "If only on a limited basis, how often are applications open?" 9 responded, 19 skipped the question. Responses are summarized as follows:

- 6-month window
- Annually beginning in January
- During our annual conference
- In 2022, the Missouri Chapter offered a MO Leaders Scholarship to attend RPL. Application process was open for two months. Currently looking for funding opportunities to continue the program.
- Offered when the RPL course and/or conference registration is available
- Once a year
- Open applications in the spring and announce awards in the fall
- Open when a specific scholarship is available – typically 4-5 times per year
- Two scholarships are offered annually – one for each Chapter conference, with the application process open for two months per scholarship.
- We try to mirror the annual schedule

MRSC Monthly Survey Results (continued)

Question #9 asked, “Do you feel you have adequate numbers of applicants for scholarships?” 27 answered, with one not responding. Responses are summarized as follows:

- Yes, we have an abundance of applicants to select from (5 responses)
- No, we receive few – if any - applicants (9 responses)
- No scholarships offered (7 responses)
- Unsure (4 responses)
- Other (2 responses)
 - ◊ It varies based on the scholarship
 - ◊ We get a lot of return applicants but try to select a candidate that hasn’t been chosen before. We also consider an agency ability to pay when selecting.



In question #10 we asked, “How are scholarship winners selected?” 27 respondents answered, summarized as follows:

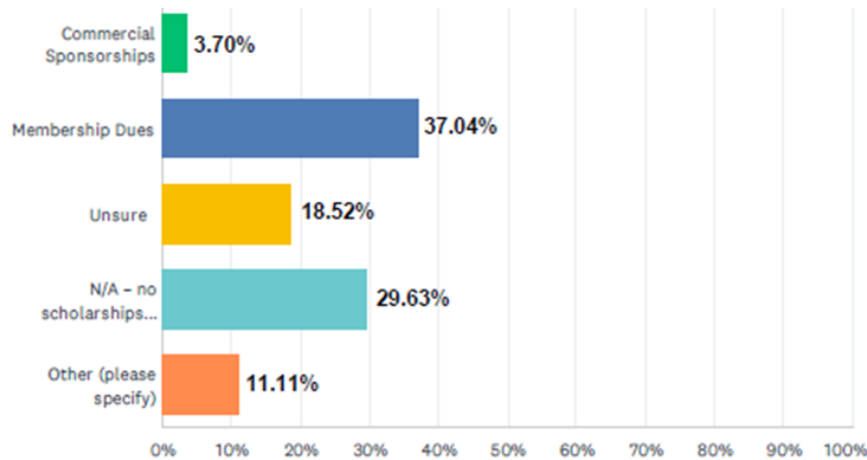
- Board member review (5 responses)
- Award/Scholarship committee (11 responses)
- No scholarships offered (8 responses)
- Unsure (2 responses)
- Other (1 response)
 - ◊ We do a drawing

Question #11 asked, “How are your scholarships funded?” 27 respondents answered, with one abstaining. Responses are summarized as follows:

- Commercial sponsorships (1 response)
- Membership dues (10 responses)
- No scholarships offered (8 responses)
- Unsure (5 responses)
- Other (3 responses)
 - ◊ Chapter conference funds
 - ◊ Donations, sponsorships, conference proceeds and membership dues
 - ◊ There are funds available from the 9-1-1 fees as well as Chapter funds consisting of membership dues, sponsorships, and conference proceeds



MRSC Monthly Survey Results (continued)



In question #12 we asked, “Is there anything else you would like to share about your Chapter’s scholarship program?” 6 responded, summarized as follows:

- The scholarship started many years ago, but there hasn’t been as much participation as we hoped for.
- This is a full scholarship. We have had a lot of success by investing in our membership through the TN APCO RPL Scholarship. We also encourage those who do receive the scholarship to invest back into the Chapter by serving on a committee or teaching a session at a state conference.
- We are currently looking into a scholarship system. Maybe this survey can give us some ideas to work with.
- We continue to offer free continuing education throughout our state and virtually to other states. We’re doing this from without our training and education budget – but if you think about it – that’s a scholarship too.
- We will be incorporating the Rich Boettcher Memorial RPL scholarship this year

Thank you to those who responded to this survey. We appreciate your time and the detail you provided, as this will help the Member & Chapter Services Committee to better assist you and your Chapters. This month’s survey will be focused on Conference Planning.

Please visit <https://www.surveymonkey.com/r/MCSC0123Conference>

Upcoming Conferences



WIPSCOM

A Partnership of WI-APCO and WI-NENA

WIPSCOM Annual Conference, May 7, 2023 – May 10, 2023 at the Kalahari Resort and Conference Center Wisconsin Dells.

Visit www.wipsc.com for details and registration

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happy

Valentine's

day