

APCO

MEMBER CHAPTER SERVICES Committee

Member Chapter Services Monthly Poll

This month's poll will be focused on Scholarships. 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/MCSC1122Scholarships>

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Membership Information

Member Type	11/1/2021	11/1/2022
Associate Members	2,704	2,430
Full Members	4,545	4,354
Full Group Members	8,258	8,552
Online Group Members	19,734	20,471
Commercial Members	508	473
Commercial Group Members	317	315
Total Number of Members	36,269	36,681
Total Number of Group Agencies	1,373	1,501
Commercial Groups	56	55

SILENT KEY

James Robert (Jimmy) Scanlon
Minnesota Chapter



We have learned that Fire Chief Scanlon passed away on
On November 4th, 2022

For more information, his Silent Key can be found here:
<https://psc.apcointl.org/2022/11/09/silent-key-james-robert-jimmy-scanlon/>



APCO News

APCO 2023 Call for Speakers

[APCO 2023](#) Call for Speakers is still open! Apply to speak during one of our professional development tracks:

- Communications Center Management
- Cutting Edge Developments
- Cybersecurity for Public Safety Communications
- Emergency Preparedness, Response & Situational Awareness
- FirstNet: Transforming the Future of Emergency Communications
- Frontline Telecommunicator
- Wellness in the Emergency Communications Center
- Leadership Development
- NG9-1-1 and Emerging Technologies
- Radio and Wireless Communications Technologies.

If selected, you'll receive one complimentary full conference registration. The deadline is **December 14**. [Submit your proposal](#).

Deadline Is Approaching for Mandatory Course Update for CTOs

The Communications Training Officer (CTO 6) Update course is available to students and instructors certified in the CTO 5th Edition course at no cost. There are several dates still available to take the mandatory online course, and the last date it is offered will be **December 28**. Two versions of the updated course are available for registration: [CTO 6th Edition](#) and [CTO 6th Edition Instructor](#).

Attendees Imagine the Future of 9-1-1 at APCO Nexus

APCO's NG9-1-1 focused event, Nexus, was held live for the first time on November 2 and 3 in Arlington, Virginia. The event spanned two days, covering five real-life scenarios and how the 9-1-1 response could have been impacted by NG9-1-1 technologies. Coupled with these interactive panels was the 360 Experience, where our sponsors demoed the technological solutions discussed in each scenario. Thank you to those who were able to join us at Nexus this week and to our event sponsors; we hope you found it valuable and informative. We look forward to seeing you for the next Nexus in the spring of 2024. [Read more](#)

APCO Files a Project Initiation and Seeks Working Group Members to Revise Minimum Training Standard for Telecommunicators

APCO has filed a project initiation with ANSI and has issued a call for participation for working group members to participate in the revision of the APCO ANS Minimum Training Standards for Public Safety Telecommunicators. This standard identifies minimum training, knowledge and skills needed for both new and veteran telecommunicators tasked with the duties of call taking and dispatch of law enforcement, fire and emergency medical services.

[Read more](#)

Health & Wellness Committee

Ah, the holidays are upon us. Time to rejoice with family and friends and enjoy all the warmth the season has to offer. Such fulfilling times, right? It sounds great in theory. In reality, the holidays are stressful for the majority of the population, but as a first responder, the overwhelming feelings and stressful situations skyrocket. Call volume, call severity, schedule changes and conflicts and the “normal” stress of the season is enough to leave many of our public safety professionals reeling. However, there are a few things that can be done to help lower these stress levels to help have a more pleasant holiday season.

Remember, the holidays come every year. You cannot set unrealistic expectations upon yourself, the same as you would not put those expectations upon anyone else. Yes, everyone enjoys spending the holiday “day” with the family, but it can be spent before or after that day in order to reduce stress. Spend time with loved ones with whom you have a healthy and positive relationship. Try to filter through obligations that are not feasible for your schedule or energy.

Make sure that you take time for yourself, as well. Talk to someone you trust; you can’t carry the weight of the world on your own. Know and accept that you have limitations. You must rest and recharge the same as everyone else. Yes, you are all superheroes, but even superheroes need down time. Make sure that you exercise, eat as healthy as you possibly can, hydrate, and yes, sleep. Don’t forget, tap into the love that animals provide.

We hope that these few tips will help everyone have a more relaxed and joyous holiday season.

Written by:
Bridgett Clark
Wilson County Emergency Communication District
Lebanon, TN



Bylaws Committee

Chapter Officers...Ask yourself a quick question; “When is the last time the APCO Bylaws Committee performed a review of our Chapter Bylaws and Policy Manual?” If you answered, “Ummmmmm.... Never” or “What kind of question is that? Our Bylaws and Policy Manual documents are perfect,” then your Chapter should get in the queue for the Bylaws Committee to give a fair and balanced review of your current published Bylaws and Policy Manual documents!

Yes, we get petty with spelling, punctuation and minor details, but moreover, we look to provide feedback, recommendations and suggestions on your Chapter Bylaws and Policy Manual documents to make them flow smoothly and potentially more user-friendly. And do you want to know the best part? We do this for free, LOL! So, what are you waiting for? The APCO Bylaws Committee are standing by now to receive your documents!

Please reach out to me (ddunlap@augustaga.gov) or our outstanding Co-Chair Shantelle Oliver (soliver@tc911.org) and we’ll be extremely happy and grateful to start the review process with our Committee.

P.S. - Shout out to the Florida Chapter for providing their documents for our current review!

Submitted by: Daniel R. Dunlap, Bylaws Committee Chair

Missouri Chapter Highlights



Cheyanna Szudajski & Kem Yost

So much going on in the Chapter it's hard to know where to begin. We are super excited to see our membership continue to increase across our state. So much so that we've created the Eastern Region and a new Ambassador position to improve our outreach and ability to hear from members in the St Louis metropolitan area and the Mississippi River corridor. We're even hiding badges at conferences to award APCO membership. Our two lucky winners from the Fall conference are Cheyanna Szudajski, Dispatcher at Grandview Police Department and Kem Yost, Safety Dispatch Specialist at Missouri State University, Springfield.

Speaking of conference wins! Our Chapter is so pleased to join with the Missouri Chapter of NENA and the Missouri 9-1-1 Directors Association to host the Missouri Public Safety Communications Conference (MPSCC) in Fall and Spring each year. Now, we may just be bragging, but we do believe that Missouri does it better and better each and every conference. This Fall we were in Kansas City with record numbers of attendees including commercial partners. The Education Committee pulled off a huge win with outstanding instructors from both in and out-of-state and we can't thank those talented influencers enough for making it a symposium to remember. Entertainment Committee took it off the charts with amazing food, music video fun, and a night out at a local Harley Davidson dealership providing an event that was nothing short of epic! It's hard to beat but we're planning on doing just that in Spring 2023 at Margaritaville on the Lake of the Ozarks. All ya'll are welcome! www.mpssc911.org



Angie Stiefermann & Kelsey Robertson

We are ridiculously proud of Missouri Teammates in Action - yes, we unashamedly stole this idea from our friends at APCO ProCHRT and we are running with it! Since inception in 2019, we have recognized more than 100 individuals during 27 formal and informal certificate presentations to extraordinary single-agency teams, amazing individuals, and interoperable multi-agency/jurisdictional giants. And as we all know, events never stop happening in public safety communications, so there are sure to be more. We've just adopted a new pin for those exceptional professionals recognized as Missouri Teammates in Action.



Jefferson County 9-1-1 Missouri Teammates in Action

Missouri Chapter Highlights (continued)

The MOAPCO Totes of Hope is another amazing program we are extremely proud of. It is focused on showing support and compassion to emergency communication center professionals following times of crisis and trauma. Totes are stocked with goodies, notes of encouragement, and supportive books - but mostly with love. In fact, many of the centers who receive a Tote find it even more beneficial to pay it forward by refilling the Tote for another recipient. Totes can be deployed following natural disasters, line of duty deaths, unexpected deaths of co-workers and other traumatic calls. People can alert our Program Coordinators to a need through several means including a website request at <http://moapco.org/involvement/totes/>. Totes demonstrate to every public safety communications professional, APCO member or not, that we care about them! Since the program was approved in 2019, the team has deployed 61 Totes of Hope.



And another thing! Well, actually there are several wonderful projects and programs running here in MOAPCO - our Missouri Professional Training Partnership with the Missouri Highway Patrol is coming back strong following the pandemic. We are again offering regional training from a cadre of academic instructors from agencies across the state. We hope to branch out with the Missouri 9-1-1 Service Board training platform,

Virtual Academy, next year to add Missouri specific continuing education to their list of available courses. We continue to host virtual training across the country with expert instructors from both in and out-of-state. We've just completed and certified a Public Safety Communications Course meeting Missouri requirement for joint centers and law enforcement telecommunicators which we hope to provide through local public safety training centers, colleges, and regional sessions. Finally, with the expertise of our resident web-geek, Zach Dykes, we are running a successful online store selling coins, t-shirts, and other merchandise. All net proceeds go to the Matthew Knight Memorial conference scholarship and MOAPCO RPL Scholarships.



2022 T-Shirt modeled by Jamila Crawford



President Zach Dykes & Chapter Life Member Cheryl Konarski

MOAPCO is doing stellar stuff today and our future looks bright because of new member involvement, professional engagement, and the continuing dedication of our senior and life members. We are not ashamed to say MOAPCO ROCKS! A great big thank you from us for everything you do to keep our brothers and sisters in the field safe and to protect the citizens we serve. In gratitude for reading all the way down here to the end of this article, the first 5 readers who email me at rmartinapco@yahoo.com with the correct number of times we have used the full name of our state will receive, completely free of charge, a highly coveted Missouri APCO Chapter coin.



O'Fallon Police Department Attendees

Atlantic Chapter Highlights

The Atlantic APCO Annual Conference (joint with NHEDA) was a resounding success and many thanks to NHEDA and the conference committee for their hard work. During the time at conference, so many new people were present at the first ever-New Attendee session that was host to a packed room. Many thanks to our new President Tammy DeWolf and Motorola for sponsoring this event, where the attendees were introduced to each other, board members, the NHEDA President and given a little history lesson by the Chapter Historian, Maureen Will. What was even better was to see so many of the new attendees continue to network with one another and others, throughout the conference. This is how we grow and expand our Chapter.

Sessions were amazing, and more than one person said they felt more energized about who they are and their profession because of the enthusiasm of the instructors, especially a young woman from Georgia. As you walked through the exhibit hall you saw old friends and new: Motorola, CCS (with Jennie and Gizmo), RapidSOS, Tyler, Intrado, Central Square, OnStar, Rapid Deploy, Priority Dispatch, First Net, Russ Bassett along with new and familiar names such as I Am Responding, Eventide, Virtual Academy, NGA, Wilmac, Mutual Link, Burlington Communications, and Secured Network, along with several others (my memory gets a little rusty) but you can see who along with the program else right here on the Atlantic APCO website under the conference tab. Our Public Safety Partners are always there for us, and being able to see them and thank them in person means a great deal, especially people like NCMEC and our own Frequency Advisors.

Then we had the awards dinner, a chance to honor our peers for a job well done. Having the introductions done by agency heads was special, and hearing the accomplishments makes you so proud of who we are and what we do. We have eight (8) great and wonderful states, and so many wonderful PSTs working every day.

The Halloween costume contest was out of this world and let me tell you some of you are very creative! Many witches, a few cats. Bonnie and Clyde were amazing as was Jim Lockerbie dressed as the 911 Bill! Jim was given a big surprise during conference; he received the President's Award from outgoing President Michael Davis. Jim has spent countless hours working on OUR behalf to get the 911 bill passed. We have such a short window to get it done, your help is needed. Please take the time to call your Senator and push them to pass this bill as written. If you are not sure what to say or do, write to Jim, you will find him on PSConnect and Facebook.

Just before dinner, we had the pleasure of having the Invocation given to us by Reverend Lyn Winter of the shared Ministry of Lisbon & Landaff. Reverend Winter is an engaging and spirited speaker and she said she did some research on dispatchers before writing her invocation. She found that we always seem to be praying for others, never ourselves during times of crisis and stress - for the victims - the responders and families of loved ones, but never ourselves. Rev. Winter then proceeded to give an invocation that really touched our hearts, and was just what we needed to help cap off this beautiful week of conference. When she sat back down to our table, she was asked if she would mind sharing her prayer, and graciously handed it over where it was photographed by several - she also gave us permission to share it. I am posting my copy on the wall in dispatch where staff can see it every day, not in a break room or hidden away, but front and center because it was written from the heart, and it will give strength to us, and WE need prayers too! It is attached to this post, please print it out and display it proudly.

Atlantic Chapter Highlights *(continued)*

Many words this posting, but I cannot finish without congratulating President Tammy DeWolf, President Elect Cassie Leavitt, VP Anne Camaro and our newest Member at Large Stephen Bunker. May this term be as exciting and as productive as you imagine. This is the future of our Chapter and Association and it is a bright one!

PRAYER FOR PUBLIC SAFETY DISPATCHERS

O God, we pray with thanksgiving for those whose calling is to communicate care: may they continue to receive patience under pressure. When nights are late and shifts sometimes slow, we pray for their strength to remain vigilant and alert.

At times of crisis, continue to calm their hearts under pressure and guide them in their words and duty. We pray that their compassion would be ever present, and their inner spirit may discern the right understanding and convey strong action. Do not let them become discouraged, but encourage them to find mutual strength from the people they serve and those they work with. Bless them we pray, and with it bless those who have come together these days for training and networking, and send them all back to their work refreshed and revived with purpose and meaning. In thanksgiving, we pray ~~AMEN~~

Reverend Lyn O. Winter
Shared Ministry of Lisbon and Landaff
Invocation 11

Submitted by:
Maureen Will

Agency Training Program Certification (ATCP)

Our review teams have been assigned for the committee year, and we already have three initial application reviews underway. We would like to recognize Teresa Parker who presented fantastic training to the committee on Subjective v Objective comments.

Submitted by: Sheryl Stephenson

Texas Chapter Highlights

The Texas Chapter of the Association of Public-Safety Officials International (APCO) is a member driven association of public safety professionals. In addition to providing leadership, promoting professional development and fostering the development and use of technology benefiting those who access 9-1-1, Texas APCO is committed to recognizing those in the industry of public safety communications as professionals and establishing industry leading standards, training and technological advances. The members of Texas APCO serve or support that function of government which provides public safety communication services in areas of law enforcement, forestry, conservation, fire, highway maintenance, emergency rescue and medical services, emergency management, and other activities supported or endorsed by federal, state, local and tribal governments. The primary purposes of Texas APCO are to:

- Act as the authorized agency for the State of Texas Police and Local Government Frequency Coordination Program.
- Foster the development and progress of public safety communications, which includes supporting information technologies, by means of research, planning, coordination, training, and education within the State of Texas.
- Promote the rapid and accurate collection, exchange and dissemination of information relating to emergencies and other vital public safety communications among and between all levels of local, state and federal governments and those who work with them.
- Represent its members, public safety communications, and their supporting technological interests in general before regulatory and policy making bodies as may be appropriate.
- Strive to protect the citizens and their property and provide for their welfare by these and other appropriate means.

Texas is 268,597 square miles. In 2020, there were approximate 29 million residents and is the second largest U.S. state by both area (after Alaska) and population (after California). There are 29 Municipal Emergency Communications Districts, 28 Emergency Communications Districts, and 20 Regional Planning Commissions. In addition, there are approximately 1,500 members (including commercial members).

Our annual conference is held in the spring of each year usually in the month of April. During the annual conference, we present the following awards: Supervisor of the Year, Telecommunicator of the Year, Trainer of the Year, Technical Professional of the Year, and Telecommunicator Team of the Year.

Our Board of Officers is comprised of 10 dedicated members that represent different areas of Texas. The Board of Officers consists of the following: President, President-Elect, First Vice-President, Second Vice-President, Treasurer, Secretary, Immediate Past President, Executive Council, First CCAM, and Second CCAM.

We have an established Compassionate Care program called **"Totes of Love"** that focuses on showing support to Emergency Communications Centers following times of crisis. This program is use as a distraction to move past the negative feelings of helplessness that often follow traumatic events/calls.

Most of our Board of Officers have a great social media presence, in which, we have established our own Facebook page, YouTube channel, and PS Connect. We use these platforms to inform our members of events that are happening throughout the State, share stories from ECCs, and highlight our First Responders that are behind the headset. We also have established our "Membership Outreach and Development (M.O.D.) Squad to reach others to have discussions about the benefits of being a member. Using social media platforms, such as Facebook and our YouTube Channel to reach those who are not aware of our

Texas Chapter Highlights *Continued*

chapter.

Our chapter offers great training opportunities throughout our state, opportunities to obtain scholarships to use for course offerings or to attend our Spring Conference and Fall Training Symposium. We are unique because we have some of the most talented individuals and commercial members that are a part of our Chapter. And let us not forget, our Texas charm that makes everyone feels welcome and at home when collaborating with us.

Commercial Corner

The Benefits of APCO Commercial Membership

What does membership with APCO mean to you? The definition of membership is “the state or status of being a member”. What is a member? “One of the individuals composing a group”. These are the dry definitions which help lead us down the path of what membership really means to us and our APCO community.

My membership experience is about this community and forging lifelong friendships with people who care deeply about APCO and public safety. I have built a much stronger network of both other vendors and dispatchers. It was eye-opening to find more people who are engaged and enthusiastic like I am in this industry.

Why should you and your company be commercial members of APCO? APCO is more than the annual conference and the state conferences. One of the great things about becoming an APCO commercial member is getting to know people with a unique and diverse passion for the 911 industry. I have networked relationships I would have never done without being a member. Talking and listening to the other members, I see a much better big picture of APCO. I can see the larger trends coming and I am ready to meet them head on.

My membership has expanded this and made the tradeshow weeks 100% better. I can walk down any aisle and see other members who I have worked with on the CAC (Commercial Advisory Council). These conversations lead to more networking which leads to more business.

The APCO Commercial Membership comes with other benefits. This includes discount to events, access to the PSCconnect online community, and the most important, being able to join the Commercial Advisory Council (CAC). The CAC will really open the doors to push your commitment to improve your career.

Join us in our membership community. Join a diverse group of people with the common thread of loving the 911 community. Let’s build this together and lay the groundwork for the next generation to make 911 public safety stronger than ever!

Submitted by:
Ken Carson
Owner
Xybix Systems Inc.

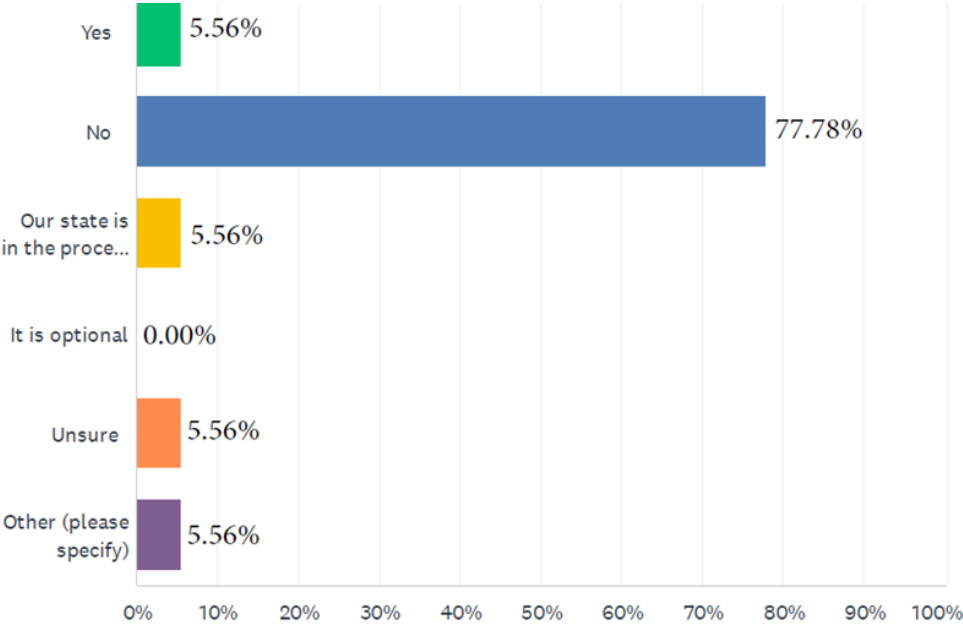


MCSC Monthly Survey Results

In November’s Member & Chapter Services Committee survey, we focused on Telecommunicator Training. We received 18 responses from 11 Chapters. The Chapters that responded were:

- | | | |
|-------------|-----------|----------|
| Alaska | Missouri | Utah |
| Florida | Montana | Virginia |
| Idaho | Nebraska | Wyoming |
| Mississippi | Tennessee | |

We asked you, “Does your state have a mandatory licensing for telecommunicators (not a certification)?” All respondents answered, with 1 (one) saying “Yes”, 14 (fourteen) saying “No”, 1 (one) state in the process of developing requirements, 0 (none) saying it was optional, 1 (one) who was unsure, and 1 (one) answering with “Other”, with othering being that it was a certification.



In question #2, we asked, “If licensing is mandatory, what is the length of the course in hours?” 2 respondents answered, summarized below.

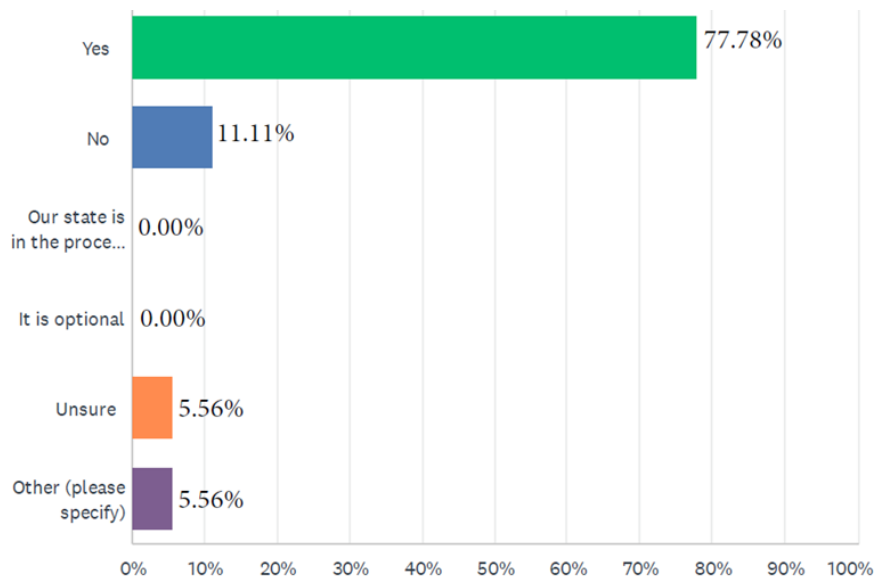
- 40 hours (1 response)
- 232 hours (1 response)



MCSC Monthly Survey Results (continued)

Question #3 asked, “Does your state have a mandatory certification for telecommunicators (not a license)?” All respondents answered. Responses are summarized as follows:

- Yes (14 responses)
- No (2 responses)
- Our state is in the process of developing requirements (0 responses)
- It is optional (0 responses)
- Unsure (1 response)
- Other (1 response)
 - ◊ Only for Law Enforcement dispatchers



In question #4 we asked, “If certification is mandatory, what is the length of the course in hours?” 15 respondents answered, with three skipping the questions. Answers are summarized as follows:

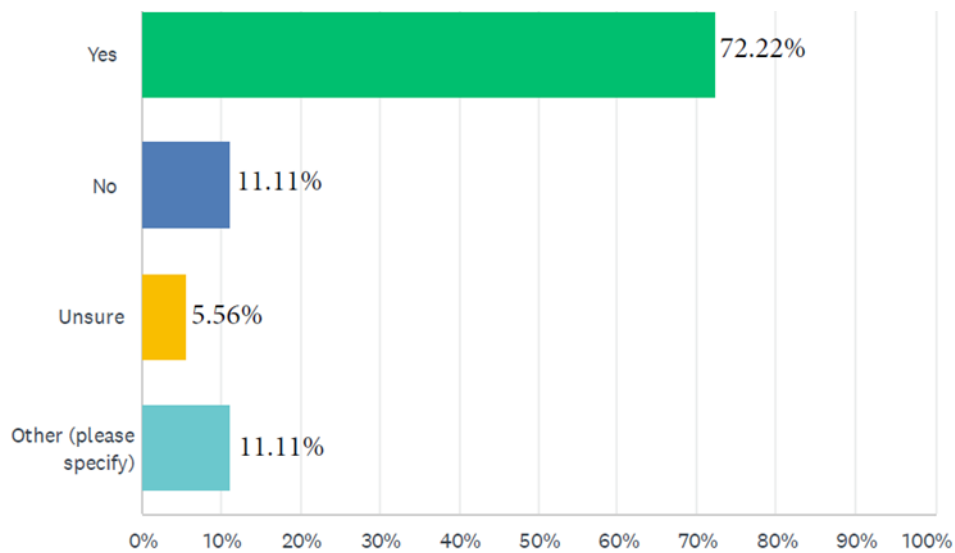
- 40 hours (6 responses)
- 80 hours (4 responses)
- 10 hours every two years (1 response)
- 16 hours for single discipline, 40 hours for multi-discipline (2 response)
- 40-hour basic telecommunicator course or approved alternative (1 response)
- 232 hours plus telephonic CPR (1 response)



MCSC Monthly Survey Results *(continued)*

Question #5 asked, “Does your state provide training?” All respondents answered. Responses are summarized as follows:

- Yes (13 responses)
- No (2 responses)
- Unsure (1 response)
- Other (2 responses)
 - ◊ Must pay to be a member of a regional training academy
 - ◊ Some but not all



In question #6 we asked, “If yes, does your state mandate their training?” 16 responded, with 2 not providing a response. Responses are summarized as follows:

- Yes (6 responses)
- No (6 responses)
- Unsure (2 responses)
- Other (2 responses)
 - ◊ They mandate and approve training
 - ◊ The curriculum is mandated; students must attend approved POST academies for the mandatory certification.



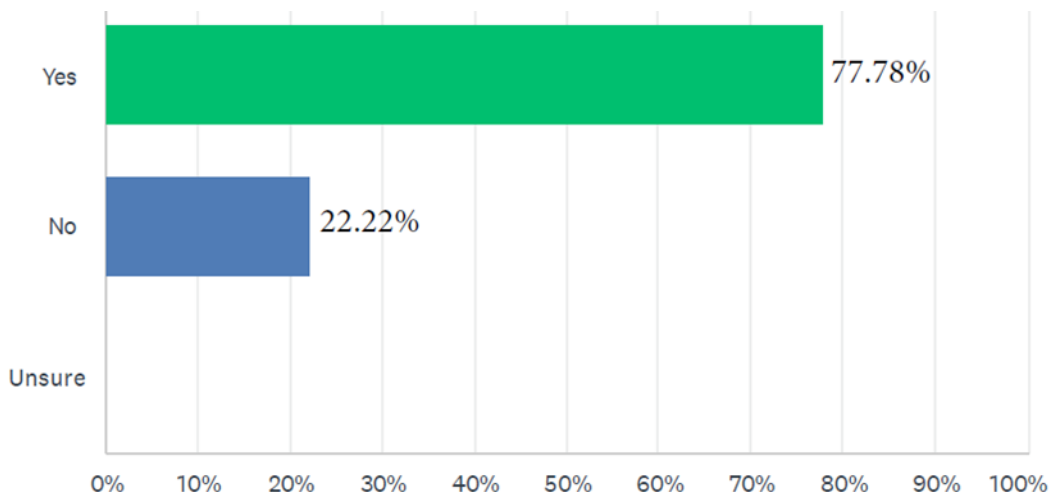
MCSC Monthly Survey Results (continued)

Question #7 asked, “Are mental health classes mandatory in your state?” All respondents answered. Responses are summarized as follows:

- Yes (2 responses)
- No (12 responses)
- Unsure (1 response)
- Other (3 responses)
 - ◊ It will be starting in 2023
 - ◊ Most agencies make it mandatory but there is nothing in statute
 - ◊ The state is currently revising the curriculum and it will include mental health content

In question #8 we asked, “Is continuing education required after the first year?” All responded. Responses are summarized as follows:

- Yes (14 responses)
- No (4 responses)



Question #9 asked, “If yes, how many hours per year?” 14 answered, with four not responding. Responses are summarized as follows:

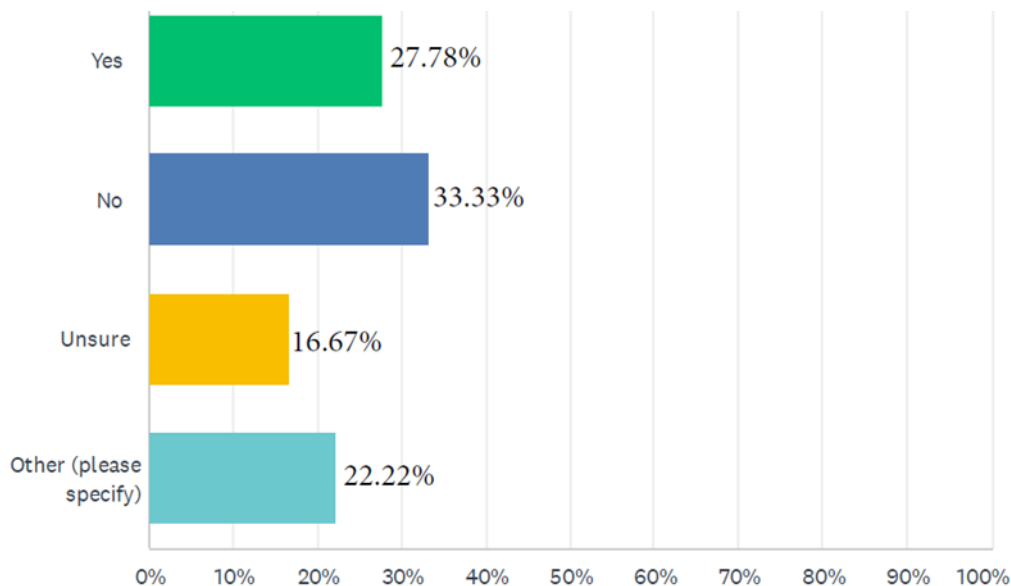
- 1-5 (1 response)
- 5-10 (1 response)
- 10-15 (2 responses)
- 15-20 (2 responses)
- 20+ (4 responses)
- Other (4 responses)
 - ◊ 20 every two years
 - ◊ 40 every two years
 - ◊ 24 every three years



MCSC Monthly Survey Results *(continued)*

In question #10 we asked, “Does your Chapter offer scholarships for required training courses?” All respondents answered, summarized as follows:

- Yes (5 responses)
- No (6 responses)
- Unsure (3 responses)
- Other (4 responses)
 - ◊ For conferences where CEUs are provided
 - ◊ Not at this time
 - ◊ Not for training but for RPL



Question #11 asked, “Does your Chapter offer free training courses for required training courses?” All respondents answered. Responses are summarized as follows:

- Yes (6 responses)
- No (8 responses)
- Unsure (4 responses)



MCSC Monthly Survey Results (continued)

In question #12 we asked, “Does your Chapter work to improve training standards in your state via legislation?” 18 responded, summarized as follows:

- Yes (12 responses)
- No (1 response)
- Unsure (1 response)
- Other (4 responses)
 - ◊ Both legislatively and through POST
 - ◊ The Chapter is part of the training committee that writes administrative rules surrounding training standards
 - ◊ This is one of our goals
 - ◊ We are advocating for standards

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 Scholarships. Please visit <https://www.surveymonkey.com/r/MCSC1122Scholarships>



Chapter Member Services Committee Members

NAME	STATE CHAPTER ASSIGNMENT/OTHER DUTIES	EMAIL ADDRESS
LaToya Marz, RPL	Chair, Wyoming, Proofreader	lmarz@tri-com911.org
Christine Moore, RPL	Vice-Chair, Missouri, Webinar Coordinator	christine.moore@greensboro-nc.gov
Adriana Spirescu	CPRA, No. California, CL Guide	aspirecu@ocsd.org
Catherine M. Raley, RPL	Colorado, South Carolina, Webinars, Proofreader	craley@arapahoegov.com
Celeste Anne Baldino	Virginia, CL Guide	cbaldino@albemarle.org
Charles E. Venske, Retired	Minnesota, West Virginia, Life Member	charles.venske@outlook.com
Christine Marquardt	Ohio	cmarquardt@nlets.org
Christopher Jasper	Oregon	cjasper@muscatineiowa.gov
Daryl George	Saudi Arabia	daryl_r.george@lvhn.org
Dawn Anderson	Kansas, Resources	dmanderson1@ncat.edu
Diva Miranda Jones	North Dakota, Commercial Member Highlight, Proofreader	divamirandajones@gmail.com
Don Champley	Georgia, Proofreader	dchampley@redcenter.org
Donna Crochet	Alaska	dcrochet@cpsoc.com
Elizabeth M. Phillips	Nebraska, Life Member	lphillips@ku.edu
Felicia Taylor	Florida, South Dakota	ftaylor@cityofpuntagordafl.com
Heather Barnes	Texas, Survey Coordinator	heather.barnes@csec.texas.gov
Herman Andrew Weiss	Nevada, Utah, Resources	herman.weiss@chowan.nc.gov
Jared William Pelham	Tennessee, Proofreader	pelham_j@hc911.org
Jason Matthew Jeffares	Iowa, Pennsylvania	jmattj911@gmail.com
Jennifer Garrett	Caribbean	jgarrett.kancomm@gmail.com
Jeryl Lynn Anderson, RPL, CPE	North Carolina, Resources	jandeson@orangecountync.gov
Jessica Loos	Montana, CL Guide	jloos@lincoln.ne.gov

Chapter Member Services Committee Members *(continued)*

Krista Kilmon	Michigan	kkilmon@co.northampton.va.us
Kyle James	Idaho, Resources	kjames@co.delaware.in.us
Laramie J. Scott	Kentucky, Surveys	ljscott224@gmail.com
Mark Hutchison	Arkansas	mark.hutchison@nashville.gov
Mary Sue Robey, RPL	Washington, Newsletter Editor	marysuer@valleycom.org
Michael Speigle	Indiana, Illinois, Webinars	michael.speigle@Sarasotasheriff.org
Nicole Whittaker	Oklahoma, Committee Article Coordinator, Proofreader	awhittaker@adaweb.net
Samantha Dutch	Mississippi, Webinars	scameron@scotlandcounty.org
Tiffany Beckles	Louisiana, CL Guide	tbeckles@dinwiddieva.us
Tina L. Chaffin	Arizona, Surveys	tina@training911heroes.com
Trae Maeder	Wisconsin, Alabama, Surveys	traemaeder@flhsmv.gov
Jonathan Jones	Group Leader	jonathan.jones@gema.ga.gov
Rebecca Hull	Staff Liaison	hullr@apointl.org
Susan Stowell Corder	Staff Liaison	stowells@apointl.org

