

# APCO

## MEMBER CHAPTER SERVICES Committee

### Member & Chapter Services

If you have something you would like to see in the newsletter please send it to:

[MCSCNewsletter@apcointl.org](mailto:MCSCNewsletter@apcointl.org)

We are always looking for content to share with everyone. We know you have something to brag about whether it be your agency or your chapter.

Be sure to include your agency name or chapter when submitting.

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## Membership Information

Member Type	9/1/2023	9/1/2024
Associate Members	2,348	2,264
Full Members	4,228	4,146
Full Group Members	9,344	9,875
Online Group Members	24,014	24,211
Commercial Members	475	440
Commercial Group Members	352	326
Student/Educator Members	0	29
<b>Total Number of Members</b>	<b>40,761</b>	<b>41,291</b>
Total Number of Group Agencies	1,622	1,730
Commercial Groups	48	51

## Silent Key

**Garrett Mayer**  
**CPRA Chapter**

We have learned that Garrett passed  
away on  
July 3rd, 2024

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

[https://www.apcointl.org/psc/  
silent-key-garrett-mayer/](https://www.apcointl.org/psc/silent-key-garrett-mayer/)



**Don Nielson**  
**Illinois Chapter**

We have learned that Don passed  
away on  
September 18th, 2024

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

[https://www.apcointl.org/psc/  
silent-key-don-nielson/](https://www.apcointl.org/psc/silent-key-don-nielson/)



You've spoken, and we have listened! The 9-1-1 Staffing Task Force is pleased to announce the second annual 9-1-1 Staffing Crisis Summit, October 22-24, 2024, in Ft. Worth, TX.

This event will be geared towards ECC's of every size and governance model and offer concepts that reach beyond the surface level of recruiting and hiring, to touch the root cause of staffing shortages: attrition. You will hear from industry experts and peers about successful methods of increasing retention, engagement, and satisfaction in your ECC. You will also gain tools to address common issues such as culture, change resistance, and contributors to toxicity and attrition. You will also learn about the technological and cultural evolution of the 9-1-1 industry and the 9-1-1 professional of tomorrow. The summit is in a plenary setting, to maximize cross collaboration and problem solving. If you are a 9-1-1 leader, and are experiencing hiring and retention challenges, this summit is for you. To learn more about the summit and register, please visit:

[9-1-1 Staffing Crisis Summit \(apointl.org\)](https://staffingcrisis.apointl.org)

## Commercial Advisory Committee

### What Does APCO Mean to You?

The Commercial Advisory Council (CAC) is excited to bring to you the latest in our video series

*What Does APCO Mean to You?*

Tune in to our CAC members explaining why APCO is so important to them. They also provide insight into the value of an APCO commercial membership.

Click on the link to hear testimony from our own [Derek Dugas](#) with [Sustema](#)!

We also want to recognize and thank [Virtual Academy](#) and Kelly Sanders-Kelley for their generosity in creating and publishing these videos for our APCO Community.

#### Submitted by:

Diva C. Miranda Jones

Senior Sales Engineer at Carbyne



<https://www.apointl.org/community/commercial-community/commercial-advisory-council/>

## Historical Committee

### Remembering Our Past

#### Life Member Paul Linnee, ENP



This month we will be remembering past Life Member Paul Linnee. Paul was born and raised in Minnesota where he spent most of his career in Public Safety. He started as a police officer and firefighter and starting in 1970, he dedicated his career to Public Safety Communications and 911. He served in the administrative capacity for the City of Richfield and then as the Director of 911 for the City of Minneapolis. After 24 years in public service, Paul joined the commercial side of our industry. Paul was a co-owner and Principal Consultant with GeoComm Corporation.

Paul was very active in both APCO, NENA, and several other trade organizations. He served as the chapter president and as the first chairperson for APCO's National 911 Committee. He was an APCO Executive Council representative and served on a committee in the 1990s that led to APCO's association with the Commission on Accreditation for Law Enforcement for emergency communications center accreditation. Paul was instrumental in bringing 911 to Minneapolis in the late 70s and early 80s. He was instrumental in designing the Minneapolis ECC that served the city for nearly 30 years. When cellphones started to be deployed, Paul implemented a wireless backup for the center. He was a visionary, bringing many of the communication leaders together to discuss a metro areawide radio communications system. At the time, APCO Project 16 was the standard for such a system. This was the seed that eventually became the Minnesota ARMER system providing statewide radio communications for all public safety in Minnesota based on the APCO P25 Standards.

He was an author of several articles and wrote the book *"Yuk I Hate Technical Stuff"* which was written in a language lay people could understand. He provided consulting services on many projects for PSAPs, 911 phones, and radio systems while in the private sector. He provided expert witness testimony for several cases nationwide involving emergency communications center response.

Paul passed away December 10, 2023, after a 10-year battle with pulmonary fibrosis. I had the privilege of knowing Paul as a friend and colleague.

#### Submitted by:

Life Member Charles Venske, RPL, ENP

### Have You Heard?

For the past twelve years the Historical Committee has been recording video interviews with our past APCO presidents and Life Members and posting them on YouTube! To date there are 66 videos posted, including several of members who are no longer with us, including Past President Gregg Riddle and First Vice President Elect Mark Spross.

You can view these videos on YouTube under: [Reminiscing with APCO History Makers](#)

## Health & Wellness Committee

### Creating a Wellness Plan: Setting Personal Wellness Goals and Strategies

In the fast-paced world of 911 dispatch centers, taking care of your well-being is crucial. As dispatchers, you play a vital role in coordinating life-saving efforts, and it's essential to prioritize your health and wellness. One effective way to do this is by creating a personalized wellness plan tailored to your unique needs and goals.

A wellness plan is more than just a list of healthy habits; it's a roadmap to better physical, mental, and emotional well-being. By setting clear goals and strategies, you can proactively address challenges and strengthen resilience in the demanding emergency dispatch environment.

**Step 1:** Start by reflecting on your current health and wellness status. What areas do you want to improve in the next 90 days? Common goals for dispatchers include:

- **Stress Management:** Develop techniques to cope with high-pressure situations.
- **Physical Fitness:** Enhance strength, endurance, and overall fitness.
- **Nutrition:** Improve eating habits for better energy and health.
- **Sleep Quality:** Establish a bedtime routine for restorative sleep.
- **Mental Health:** Prioritize self-care and seek support when needed.

**Step 2:** Set SMART goals (Specific, Measurable, Achievable, rRelevant, and Time-bound) for each area. Setting SMART goals increases your chances of success. An example of SMART goals for each of the above areas are as follows:

- **Stress Management:** Practice deep breathing exercises and mindfulness meditation for 10 minutes each morning to reduce daily stress levels.
- **Physical Fitness:** Engage in 30 minutes of moderate-intensity cardio exercise (such as jogging or cycling) and 15 minutes of strength training exercises, three times per week to improve cardiovascular health and muscle tone.
- **Nutrition:** Eat at least three servings of vegetables and two servings of fruit daily to improve dietary habits.
- **Sleep Quality:** Establish a bedtime routine that includes winding down for 30 minutes without screens to improve sleep quality.
- **Mental Health:** Attend one therapy or counseling session every two weeks to support mental health.
- **Personal Connections:** Reach out to at least two friends or family members each week to strengthen personal relationships.

## Health & Wellness Committee (continued)

**Step 3:** Once you've identified your wellness goals, it's time to create strategies to achieve them. What actions are you going to take to meet these goals? What do you need to obtain these goals?

- **Stress Management:** Set up a meditation area at home. Make a meditation playlist. Download a meditation app.
- **Physical Fitness:** Identify a gym or fitness area for workouts. Map out a walking/jogging route around your home or work.
- **Nutrition:** Shop at local farmers' markets for fresh fruits and vegetables. Set aside time each week to prep fruits or vegetables.
- **Sleep Quality:** Make a sleep playlist. Purchase a calming book to read before bed. Use a sleep tracker to track sleep.
- **Mental Health:** Contact a mental health agency. Purchase a journal to track progress.
- **Personal Connections:** Set up a text chain with friends. Schedule an appointment on your calendar to reach out to others.

Remember, creating a wellness plan is not a solo endeavor. Encourage your colleagues and loved ones to join you on this journey toward better health and resilience. By supporting each other and fostering a culture of wellness within your team and family, you can thrive personally and professionally.

As 911 dispatchers, your well-being is essential. By creating and implementing a wellness plan tailored to your needs, you can enhance your overall quality of life, better manage stress, and continue to excel in your critical role. It's important to refill your tank so you can continue to help others.

RECIPE CARD			
TITLE <u>High Protein Monster Cookie Bites</u>			
SERVES <u>25</u>	PREP TIME <u>10</u>	COOK TIME <input type="text"/>	DIFFICULTY <input type="text"/>
DIRECTIONS			
<u>Mix PB Fit and water until well combined.</u>			
<u>Add remaining ingredients and mix until combined.</u>			
<u>Use a cookie scoop or roll into 25 (1.1 ounce) balls</u>			
<u>Store in an airtight container in the refrigerator for up to 5 days</u>			
<div>  #002 </div> <div> <b>INGREDIENTS</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> 1 cup PB Fit Peanut Butter Powder</li> <li><input type="checkbox"/> 3/4 cup water</li> <li><input type="checkbox"/> 2 cups quick oats</li> <li><input type="checkbox"/> 1/2 cup honey</li> <li><input type="checkbox"/> 3 tbsp low-fat milk</li> <li><input type="checkbox"/> 25g vanilla protein powder</li> <li><input type="checkbox"/> 1/4 cup mini chocolate chips</li> <li><input type="checkbox"/> 1/4 cup mini M&amp;Ms</li> </ul> </div>			

## Health & Wellness Committee (continued)

# Wellness Plan

### WHAT WOULD I LIKE TO IMPROVE IN THE NEXT 90 DAYS?

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### WELLNESS GOALS FOR THE NEXT 90 DAYS

#### GOAL ACHEIVING STRATEGIES

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#### GOAL ACHEIVING STRATEGIES

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#### GOAL ACHEIVING STRATEGIES

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"The mind and body are not separate. What affects one, affects the other."  
- Unknown



## News from the Georgia Chapter



The Cherokee County 9-1-1 Foundation officially announced its formation and launch April 12, 2024, with a mission to support, advocate, and advance Cherokee County E9-1-1. As the voice of 9-1-1, this non-profit organization is dedicated to making a lasting impact through initiatives including a dispatcher emergency support fund, public awareness campaigns, education and training, support for the mental and physical well being of Cherokee County's E9-1-1 employees – including Ruby's needs & care and so much more. Ruby is E9-1-1's AKC Canine Certified Good Citizen who lives at the center. The successful E9-1-1 Community Outreach Unit's efforts will also be expanded through the Foundation. Deputy Director Alice Fennell and Jennifer Lasenyik were paramount in bringing this foundation to life after they were told a local grant for the purchase of Files for Life™ would not be possible due to there not being a 501c(3) to make the donation to. Based on our research, we believe this Foundation is the only Public Safety Foundation solely dedicated to supporting an E9-1-1 Center in the State of Georgia and we are very proud of that!!

Cherokee County E9-1-1 Deputy Director Alice Fennell shared, "We are so excited for the formation of the Cherokee County 911 Foundation. The goal is always to leave something better than you found it and the Foundation and its mission ensure that we do just that for both current and future Communications Officers in Cherokee County."

Cherokee County E9-1-1 at 58 strong, is the heartbeat of public safety in our community, answering all calls for the Cherokee County Sheriff's Office, Cherokee County Fire & Emergency Services, Cherokee County Marshall's Office, Law Enforcement for our municipalities – Ball Ground, Canton, Holly Springs, Waleska and Woodstock – as well as City of Woodstock Fire Department, the Cherokee County School District Police and Reinhardt University Public Safety.

The Cherokee County E9-1-1 Foundation's Founding Board of Directors is comprised of passionate community servant leaders who champion public safety. Their unwavering dedication will ensure that the organization operates with transparency, integrity, and purpose. Their immense pride in their community is a direct correlation to their support of Cherokee County E9-1-1, which was recently named Georgia's 2023 E9-1-1 Center of the Year. "Our board was built thoughtfully and intentionally, and our board members are putting in the work and are dedicated to building the Foundation to make a real difference at our Cherokee County E9-1-1. We've already seen great success in our community by advocating, able to provide emergency funds, training opportunities and funding Ruby's needs and care. The Foundation is extremely honored to support this exceptional team of First Responders," said Foundation President, Lori Flink, President of Allegro Business Products.

Cherokee County E9-1-1 Director Shane Bonebrake stated, "I am beyond amazed at the Board of Directors this Foundation has been blessed with. Powerful, Caring, Honorable, Impactful and Insightful are just some of the words to describe this amazing Board."



## News from the Georgia Chapter (Continued)

We invite you to learn more about the Cherokee County 911 Foundation. Visit us online at <https://www.cherokeega-911.org/foundation-about>, follow us on social media, and support our efforts by becoming a Heartbeat Partner by donating \$9.11, which allows our *Heart to Beat!* We also have our First Annual Cornhole Tournament and Autumn Bash November 2, 2024, at Etowah River Park in Canton, GA and invite you to sign up for a cornhole team, sponsor or just come out and enjoy the day supporting Cherokee County E9-1-1.

For media inquiries, please contact:

Lori Flink, Email: [CC911FoundationPresident@gmail.com](mailto:CC911FoundationPresident@gmail.com), 404-395-3454

Note: The Cherokee County 911 Foundation is a registered 501(c)(3) nonprofit organization.

## Teammates in Action



DAILY ACTIONS  
BY HEADSET  
HEROES.

WE'RE  
WORKING TO  
BRING THESE  
MOMENTS TO  
LIGHT AND  
NEED YOUR  
NOMINATIONS!



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

**Be sure to nominate your  
Teammates in Action**



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

## Humor Under The Headset



I got a call one day from a female who was very concerned and told me that she had found human remains. When I asked further questions she told me that she had found what seemed to be human remains inside of her garbage can in front of her house. She said that it smelled really bad and was extremely disgusting. The officer went out later and found out that it was rotting chicken that was still inside the grocery store chicken packaging that was left inside the garbage can!



**We need your funny stories!!!!**

Email to: [www.headsetumor@apointl.org](mailto:www.headsetumor@apointl.org)

## Upcoming Conferences



**2024 Dakota 911 Conference**

**KEYNOTE SPEAKER | ROBERT MANN**



The word “culture,” defines neither good nor bad; virtuous nor evil, desirable nor undesirable. It is, an ambiguous word, yet each of us is a part of various cultures in our daily lives, while at the same time, we speak of culture like it is the smoke we cannot grasp. Ownership, influence, complicity, and accountability are the supporting players in this keynote, so leave your victimhood at the door. Join Robert Mann, as he shares his experiences with high-performing and under-performing cultures and his observations of how individuals influenced each of them.

Robert has been involved in training for well over twenty-five years. Originally serving as a member of the Orange County Sheriff’s Department, Robert now works with government agencies and private organizations to improve individual and team performance and create organizational accountability systems. Robert is a member of the NENA instructional cadre and has had several articles published in the Journal of Emergency Dispatch.

 **SOUTH DAKOTA APCO**  
Leaders in Public Safety Communications

 **NENA**  
THE 9-1-1 ASSOCIATION

**SEPT. 30 - OCT 2 | DEADWOOD, SD**



## Upcoming Conferences (continued)



**2024  
OKPSC**

**CHECK  
OUT OUR  
NEW  
VENUE**



**CHOCTAW CASINO  
DURANT, OK**

**OCT 13 -  
OCT 16**

**[WWW.OKPSC.ORG](http://WWW.OKPSC.ORG)**



## Upcoming Conferences (continued)



### Celebrating 40 Years of Ghostbusters

It's been 40 years since the Ghostbusters first captured our hearts and showed us how to tackle ghosts with style and humor. This iconic franchise has given us countless laughs, thrills, and memorable moments. As we celebrate this monumental anniversary, we're inspired by their spirit of teamwork and problem-solving.

### Introducing Stress Busters: Who Ya Gonna Call?

In the same vein, we present to you our upcoming 911 conference theme: **Stress Busters!** Just as the Ghostbusters tackled the supernatural, we're here to help you tackle stress with practical tools and techniques. Join us for a transformative event dedicated to relieving stress, fostering mental well-being, and promoting professional growth.

### Conference Highlights:

- **Stress Busters HQ:** Step into our headquarters designed to resemble the iconic Ghostbusters HQ, but with a stress-relief twist.
- **Stress Buster Gear:** Don your own stress-busting gear and join us in various activities designed to alleviate stress.
- **Relaxation Zones:** Discover serene relaxation zones equipped with everything you need to unwind.
- **Interactive Activities:** Engage in fun and stress-relief activities, including crafting your own stress balls and participating in our stress monster scavenger hunt.

**Expert Speakers:** Learn from wellness enthusiasts, therapists, and motivational speakers about effective stress management techniques.

Join us for this unique 911 conference where we combine the nostalgia of Ghostbusters with modern stress relief strategies. It's time to bust stress like never before!

**Date:** October 16-18, 2024


**Location:** Spokane Convention Center

**Registration:** [Conference Event and Registration Link](#)

Don't miss out on this incredible opportunity to celebrate, learn, and bust stress. Who ya gonna call? **Stress Busters!**


## Upcoming Conferences

TRIP DOWN MEMORY LANE



ILLINOIS  
APCO

*Celebrating*  
**40 YEARS** OF  
DISPATCH  
EXCELLENCE



ILLINOIS  
911 NENA

VOL EST 1984

ILLINOIS

OCTOBER 2024

20


**OCTOBER**  
**20-23, 2024**

ILLINOIS PUBLIC SAFETY • NOCTURNAL  
**IPSTA**  
9-1-1  
IL APCO • INENA  
TELECOMMUNICATIONS ASSOCIATION


*Crowne Plaza Hotel, Springfield*


**AWARDS BANQUET**

Featuring:  
**ABBYNORMAL**



Scan to register





**PRE**  
CONFERENCE  
*Training*

**C.E.**  
Credits  
Available

**FEATURED SESSIONS**

"Public Safety Project Management: Keys to Success"  
- Christopher Carver, Hexagon

"Response to Domestic Violence"  
- Jason Long, LevelUp 911 Training

"Unlocking the Spectrum"  
- Matt Gruenwald, SeeCom

BACK BY POPULAR DEMAND "ESA Dispatchers"  
- Heather Blaney & Nygget the Skunk, Knox County Central Dispatch

**SPONSORSHIP** opportunities  
available at  
[www.911conference.org](http://www.911conference.org)



## Upcoming Conferences (continued)

A promotional poster for the Utah APCO Fall Conference. The background is a scenic photograph of a desert canyon at sunset, with a large, tilted black frame overlaid. The text is centered within this frame. In the top right corner, outside the frame, is the Utah APCO logo. The text inside the frame includes the event title, dates, location, and a special guest announcement.

 **UTAH  
APCO**

# Utah APCO

Fall Conference  
Awards Banquet & Vendor Show

October 29-30, 2024  
SLCC Miller Campus Sandy, UT  
2-Day Role Based Training

Special Guest- Captain Wayne Freeman  
South Carolina Active Shooter & CCTA Training  
Coordinator



## Upcoming Conferences *(continued)*



North Carolina APCO

**2024 TELECOMMUNICATOR TRAINING SYMPOSIUM**  
November 1-6, 2024 | Greensboro, NC

**VOTE FOR EXCELLENCE:**  
**Training Today, Leading Tomorrow**

Join North Carolina APCO as we *Vote for Excellence* at the **2024 Telecommunicator Training Symposium!**

Enhance your skills with the Pre-Symposium CTO Certification Course from November 1-3, followed by the NC APCO Annual Training Symposium from November 4-6.

**WWW.TCSYMPOSIUM.ORG**



## Upcoming Conferences (continued)

# 2024 ATLANTIC-APCO CONFERENCE

Join more than 200 public safety dispatchers, agency leaders, and corporate partners at this three-day professional development, networking, and exhibitor engagement event. This year our Keynote Speaker is Ricardo Martinez, of the #IAM911 Movement. We also have some great Monday night entertainment, a Murder Mystery Dinner, which is included with registration. Come join us!



## Registration is OPEN!

To register and view the conference schedule (including the classes being offered) visit our website:

<https://apcoatlanticconference.org/>

**Murder Mystery Dinner**

A "Maine Horror Author" Themed Show  
**Monday November 7 at 6:00pm**  
**HOLIDAY INN BY THE BAY**  
**88 SPRING STREET**  
**PORTLAND, MAINE**

Includes a 3-course Dinner  
Dressing Up Is Encouraged But Not Required  
Free For Attendees (Included as Part of Your Registration)

Sponsored By Motorola Solutions

## Keynote Speaker

Ricardo Martinez



Ricardo Martinez is a storyteller, author, and the host and creator of Within the Trenches- True Stories from the 9-1-1 Dispatchers Who Live Them, a podcast based on the experience of being a 9-1-1 dispatcher. He is a former 9-1-1 dispatcher and supervisor of 13 years, and is now the head of Within the Trenches Media, with 22 years of public safety experience. In August 2016, Ricardo started the #IAM911 movement that spread from the United States to Canada, the U.K., and Australia. Its popularity and success have brought the Thin Gold Line into the spotlight and have opened the eyes of millions to what 9-1-1 dispatchers deal with daily.



## Upcoming Conferences (continued)



WV 911 Telecommunicator Conference  
2024 Linda G. Johnson Memorial

The Highlands  
Event Center  
355 Wharton Cir, Suite 235  
Triadelphia, WV 26059

**Save the Date!**  
**November 18-22, 2024**

Vendor Contact: Dean Meadows, [dmeadows@wv911.com](mailto:dmeadows@wv911.com)  
Dedicated Vendor Days: 11/20/2024 and 11/21/2024

[wvapco.org](http://wvapco.org)



## WESTERN REGIONAL CONFERENCE 2025

*In March 2025 we will be **"Taking Public Safety to New Heights!"** We look forward to hearing how you might contribute to that cause. Follow the link to the 2025 APCO Western Regional Conference website ([www.apcowrc2025.org](http://www.apcowrc2025.org)) and submit your presentation idea. Whether you're a new or experienced presenter – come share how the ECC community is Taking Public Safety to New Heights. The link to submit interest is: [Call For Papers \(apcowrc2025.org\)](http://www.apcowrc2025.org).*

*Mark all your calendars today for a meaningful and fun event: March 3-6, 2025 in beautiful Portland, Oregon. Easy airport, easy hotel, easy convention center. Easy to do. Plan ahead today!*

## Upcoming Conferences (continued)



**MARK YOUR CALENDARS**  
FOR  
**2025 APCO WESTERN REGIONAL**  
PORTLAND CONVENTION CENTER  
■ MARCH 3-6, 2025 ■



**SCAN THE QR CODE TO REGISTER**  
**CONFERENCE ROOM RATES**

HYATT REGENCY PORTLAND AT THE OREGON CONVENTION CENTER

## Chapter Member Services Committee Members

NAME	STATE CHAPTER LIAISON	OTHER COMMITTEE DUTIES	EMAIL ADDRESS
LaToya Marz, RPL		Chair, Proof Reader	<a href="mailto:lmarz@tri-com911.org">lmarz@tri-com911.org</a>
Celeste Baldino, RPL		Vice Chair	<a href="mailto:cbaldino@albemarle.org">cbaldino@albemarle.org</a>
Amanda Dodd, RPL	Montana		<a href="mailto:adodd@wilson911.org">adodd@wilson911.org</a>
Amy Kosinsky, RPL	South Dakota	Proofreader	<a href="mailto:kosinskya@naperville.il.us">kosinskya@naperville.il.us</a>
Andrea Raber	Oklahoma		<a href="mailto:andrea.raber@cityofdenton.com">andrea.raber@cityofdenton.com</a>
Benjamin Curry		Proofreader	<a href="mailto:benjmin.curry@edmondok.gov">benjmin.curry@edmondok.gov</a>
Bill Behar	Tennessee		<a href="mailto:bill@pitronps.com">bill@pitronps.com</a>
Catherine Raley, RPL	Ohio	Proofreader	<a href="mailto:craley@arapahoegov.com">craley@arapahoegov.com</a>
Charlene Fisk, RPL	Nebraska		<a href="mailto:cafisk@nortonmaus.com">cafisk@nortonmaus.com</a>
Charlene Williams	No. California		<a href="mailto:cwilliams@hpdps.org">cwilliams@hpdps.org</a>
Charles Venske, <i>Retired</i>	Alaska	Proofreader	<a href="mailto:charles.venske@outlook.com">charles.venske@outlook.com</a>
Charles Weinberger			<a href="mailto:cweinberger@trfire.org">cweinberger@trfire.org</a>
Clifford Amerson	Nevada		<a href="mailto:camerson@cityofloxley.com">camerson@cityofloxley.com</a>
Corey Overstreet	Caribbean		<a href="mailto:coverstr@vbgov.com">coverstr@vbgov.com</a>
Denette Lilly	Mississippi		<a href="mailto:lillyld@wfu.edu">lillyld@wfu.edu</a>
Diva Miranda Jones			<a href="mailto:divamirandajones@gmail.com">divamirandajones@gmail.com</a>
Donna Crochet	Mid-Eastern		<a href="mailto:dcrochet@cpso.com">dcrochet@cpso.com</a>
Elizabeth Henegar	Utah	Proofreader	<a href="mailto:Beth.Henegar@mtsu.edu">Beth.Henegar@mtsu.edu</a>
Erin Eaton	Wisconsin		<a href="mailto:eeaton@nwcads.org">eeaton@nwcads.org</a>
Heather Barnes			<a href="mailto:heather.barnes@csec.texas.gov">heather.barnes@csec.texas.gov</a>
Heather Butler	Idaho		<a href="mailto:hbutler@dekalbcounty.org">hbutler@dekalbcounty.org</a>
Jared Pelham, RPL	Texas		<a href="mailto:pelham_j@hc911.org">pelham_j@hc911.org</a>
Jeryl Anderson, RPL, CPE	Illinois		<a href="mailto:jbesttraining@yahoo.com">jbesttraining@yahoo.com</a>
Jodie Chinn, RPL	Indiana		<a href="mailto:chinn@gunnisonco.gov">chinn@gunnisonco.gov</a>

## Chapter Member Services Committee Members (continued)

NAME	STATE CHAPTER LIAISON	OTHER COMMITTEE DUTIES	EMAIL ADDRESS
Karen Anderson	Kansas		<a href="mailto:kanderson@dcp.virginia.gov">kanderson@dcp.virginia.gov</a>
Katrisha Harrison	Missouri		<a href="mailto:Kmharrison75@gmail.com">Kmharrison75@gmail.com</a>
Krista Kilmon	Iowa		<a href="mailto:kkilmon@co.northampton.va.us">kkilmon@co.northampton.va.us</a>
Kristen McCullough	West Virginia		<a href="mailto:KRMccullough@vbgov.com">KRMccullough@vbgov.com</a>
Laramie Scott	Saudi Arabia	Proofreader	<a href="mailto:laramie.scott@madisoncountky.us">laramie.scott@madisoncountky.us</a>
Lashonda Wilson	Pennsylvania		<a href="mailto:lashonda.wilson@maryland.gov">lashonda.wilson@maryland.gov</a>
Lisa Allred			<a href="mailto:lisa.allred@newcastlede.gov">lisa.allred@newcastlede.gov</a>
Lisa Rice	Florida		<a href="mailto:Lrice@tiogacountypa.us">Lrice@tiogacountypa.us</a>
Mandi Jones	New Mexico		<a href="mailto:Mjones@theprpc.org">Mjones@theprpc.org</a>
Mary Sue Robey		Editor	<a href="mailto:Marysuer@valleycom.org">Marysuer@valleycom.org</a>
Matthew Harwell	Minnesota		<a href="mailto:mharwell@lincoln.ne.gov">mharwell@lincoln.ne.gov</a>
Michael Newsome, RPL	Atlantic	Proofreader	<a href="mailto:michael.newsome@fultoncountyga.gov">michael.newsome@fultoncountyga.gov</a>
Michelle Hernandez	Georgia		<a href="mailto:Michelle.hernandez@birminghamal.gov">Michelle.hernandez@birminghamal.gov</a>
Peter Kinnas	North Dakota	Proofreader	<a href="mailto:peter.s.kinnas@mass.gov">peter.s.kinnas@mass.gov</a>
Rebecca Taft	Louisiana		<a href="mailto:rtaft@dekalbcounty.org">rtaft@dekalbcounty.org</a>
Ron Dunn		Proofreader	<a href="mailto:rdunn.cpra@gmail.com">rdunn.cpra@gmail.com</a>
Russell Garuti	Colorado		<a href="mailto:rgaruti@me.com">rgaruti@me.com</a>
Sabrina Morgan	Wyoming	Proofreader	<a href="mailto:breemorgen@hotmail.com">breemorgen@hotmail.com</a>
SaBrina Woodall, RPL	Alabama		<a href="mailto:sabrina.woodall@cobbcounty.org">sabrina.woodall@cobbcounty.org</a>
Sally Panozzo	Kentucky		<a href="mailto:panozzos@pbso.org">panozzos@pbso.org</a>
Samantha Dutch, RPL, CPE			<a href="mailto:scameron@scotlandcounty.org">scameron@scotlandcounty.org</a>
Sara Eagle	Oregon		<a href="mailto:saraeagle@gapa911.us">saraeagle@gapa911.us</a>
Sebrina Jackson, RPL	Virginia		<a href="mailto:sebrina.jackson@nashville.gov">sebrina.jackson@nashville.gov</a>
Shante Lipscomb	CPRA		<a href="mailto:shante.lipscomb@ncapco.org">shante.lipscomb@ncapco.org</a>

## Chapter Member Services Committee Members (continued)

NAME	STATE CHAPTER LIAISON	OTHER COMMITTEE DUTIES	EMAIL ADDRESS
Stephanie Howard	Washington		<a href="mailto:stephanie.howard@dps.oregonstate.edu">stephanie.howard@dps.oregonstate.edu</a>
Susie Saunders	Michigan	Proofreader	<a href="mailto:saunderss@cityofnampa.us">saunderss@cityofnampa.us</a>
T'airra Whitis	Arkansas		<a href="mailto:tairra.whitis@rdu.com">tairra.whitis@rdu.com</a>
Teresa Imler	Pacific		<a href="mailto:tsavage@athens911.com">tsavage@athens911.com</a>
Trae Maeder, RPL	North Carolina		<a href="mailto:trae.maeder@FloridaAPCO.org">trae.maeder@FloridaAPCO.org</a>
Warren (Chris) Errickson	Arizona		<a href="mailto:erricksonw@hillsboroughcounty.org">erricksonw@hillsboroughcounty.org</a>
Tim Stencel	Group Leader		<a href="mailto:tstencel@NWCDS.org">tstencel@NWCDS.org</a>
Rebecca Hull	Staff Liaison		<a href="mailto:hullr@apcointl.org">hullr@apcointl.org</a>
Susan Stowell Corder	Staff Liaison		<a href="mailto:stowells@apcointl.org">stowells@apcointl.org</a>