

APCO

MEMBER CHAPTER SERVICES Committee

Member & Chapter Services Poll

This month's poll will be focused on National Public Safety Telecommunicator Week. We request a member from each Agency 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.

www.surveymonkey.com/r/NPSTWPlanning

*The Irish be with
you*

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Membership Information

Member Type	01/1/2024	01/1/2025
Associate Members	2,474	1,230
Full Members	3,987	2,473
Full Group Members	6,995	7,634
Online Group Members	16,937	18,886
Commercial Members	488	273
Commercial Group Members	57	67
Student/Educator Members	2	14
Total Number of Members	30,900	30,577
Total Number of Group Agencies	1,254	1,342
Commercial Groups	26	17

Silent Key



We have learned that Nathen Dixon McClure of the Virginia Chapter passed away on December 20th, 2024.

For more information, his Silent Key can be found here: <https://www.apcointl.org/psc/silent-key-past->



We have learned that Weldon Joe Blair of the Texas Chapter passed away on January 4th, 2025.

For more information, his Silent Key can be found here: <https://www.apcointl.org/psc/silent-key-weldon->

Awards Committee

Agency Size Shouldn't Dictate Nomination

When you look at a big organization, such as APCO, advertise for a call for nominations, it's easy for small organizations to feel overshadowed. But remember, not all dispatch centers are the same, large or small. Each organization may have its unique approach, but they all share the same goal: providing help to those in need.

It's easy to blame the agency, individual, or team for not submitting nomination forms on those who work with you. Often people rely on others to put in the effort for recognition, but it is the telecommunicator or call taker that was affected that should put the nomination in. That person would be able to passionately explain the reason for the nomination. Some small organizations may not get a high volume of calls or calls that make the news, thinking they are not worthy of a nomination for any award. That should not be the case.

When you see a call for nominations you should not be thinking "why put in the effort if it's not even going to be looked at?" This is not the case with APCO, nominations are graded and reviewed by dispatchers or call takers who volunteer to be in a working group. Each group is tasked with reading and analyzing each nomination and grade it. If you put that into perspective, you're having a mixture of telecommunicators from small, medium, and large agencies, all having input on who gets an award in many different categories. Each category has a group specifically assigned to it. Each member also must volunteer to be in the group, so the intention is to get the best results for each category through a diverse group.

Never underestimate the power of recognition. Whether it's a small act of diligence or an extraordinary achievement, take the time to nominate 911 telecommunicators for an award. Think about those new telecommunicators who are putting in the effort and excelling at their job. They may not see their own worth and could be on the verge of leaving because they feel inadequate. Your nomination could be the encouragement they need to stay and thrive. By thoughtfully acknowledging their contributions, you can significantly boost their morale and commitment. This simple act could be the difference between them staying in the role for years to come or leaving prematurely. Recognize their dedication—nominate them and show that their hard work doesn't go unnoticed .

Properly nominating a 911 telecommunicator in the right category is crucial for accurately recognizing their specific contributions and ensuring a fair assessment. It brings greater visibility to their achievements, boosts their morale, and strengthens the community by fostering a culture of appreciation and respect. Both small and large agencies should take the time to make these meaningful nominations, as they can significantly impact the telecommunicators' career and well-being, validating their hard work and dedication.

Submitted By: Eric Baker

Health & Wellness Committee

Moral Injury Series Part 3

APCO's Health and Wellness Committee is excited to present a series of articles exploring moral injury through the perspective of 911 dispatchers. For Parts 1 and 2 of this series please refer to the December 2024 and January 2025 MCSC Newsletters.

Balancing Duty and Conscience: A Personal Account

Introduction

Moral injury is a complex emotional response that arises when individuals feel they have compromised their moral beliefs or values, often because of systemic issues in their environment. In my experience as a Communications Training Officer, I encountered this phenomenon firsthand while supporting a fellow Hispanic employee facing significant challenges during her training. This article explores the moral injury I experienced in advocating for her, the resistance from leadership, and the broader implications for workplace culture and training.

The Training Experience

When I was assigned to train a new employee, I quickly recognized that she was struggling. Despite her eagerness to learn, she felt overwhelmed and underprepared due to inadequate training from her previous instructor. During our conversations, it became clear that her confidence was deteriorating, and she was worried about the limited time she had to prove herself.

After discussing her concerns with leadership, I was met with resistance. Instead of acknowledging the shortcomings in her previous training, my leadership suggested that her difficulties were a result of her own failings. This dismissal of her experiences not only frustrated me but also highlighted a lack of empathy and understanding within our leadership.

Advocacy and Resistance

Feeling compelled to advocate for my trainee, I presented evidence from evaluations that pointed to issues in her earlier training. Unfortunately, my efforts were met with skepticism. I was told that the previous trainer had done everything possible to support her, despite my observations of the lack of effective training strategies.

Following this meeting, I experienced increased scrutiny from my supervisors. They began to micromanage my training sessions, which only heightened my trainee's anxiety about her job security. I knew that the pressure we were under was counterproductive to her learning. Despite the restrictions placed on my training methods, I committed to doing everything in my power to support her, researching alternative teaching strategies and working with her to build her confidence.

Health & Wellness Committee (continued)

The Impact of Moral Injury

The struggle to advocate for my trainee while facing administrative pushback took a significant emotional toll on me. I found myself increasingly drained, often coming home exhausted and disengaged from my personal life. The passive-aggressive behavior from some supervisors and the pervasive gossip in the workplace created an environment that was detrimental not only to my well-being but to that of my trainees.

Ultimately, I made the difficult decision to leave the training program. I realized that I could not continue in a role that conflicted with my values or where I felt I was fighting an uphill battle alone. The experience had impacted my mental health significantly, prompting me to seek a healthier work environment where I could thrive.

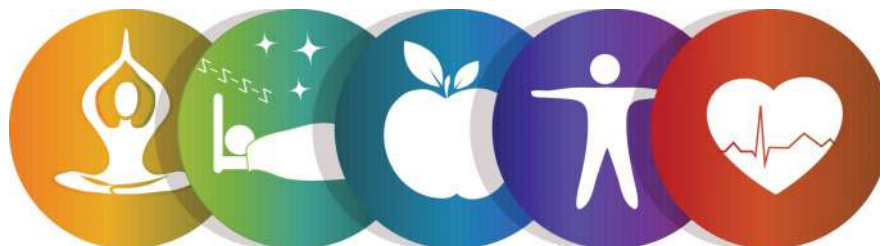
Moving Forward

After transferring to another site, I began to focus on self-care and professional development. Though I am no longer in a training role, I continue to mentor others and share insights gained from ongoing education. My experiences have motivated me to advocate for a positive workplace culture, where new hires feel supported and valued.

Conclusion

Moral injury in the workplace is a profound issue that can arise from systemic failures in training and leadership. It's essential to create an environment where employees can voice their concerns without fear of retaliation. As I reflect on my journey, I hope to encourage others to be advocates for their colleagues, especially new hires. Change begins with each of us, and by fostering a supportive atmosphere, we can create a workplace that empowers everyone to succeed.

If there's one lesson to take from my experience, it's this: remember your own early days in the job. Every new employee deserves guidance, understanding, and a fair chance to thrive. Let's work together to be the change we wish to see in our organizations.



Health & Wellness Committee (continued)

**FEBRUARY IS
AMERICAN HEART
HEALTH MONTH**

WHY HEART HEALTH MATTERS

- 911 Dispatch jobs are stressful
- 911 Dispatch jobs are considered sedentary jobs

KNOW THE RISKS

- High Blood Pressure
- High Cholesterol
- Smoking
- Age
- Sedentary Lifestyle
- Obesity
- Diabetes
- Stress

KNOW THE SIGNS

- Chest Discomfort/Pain
- Pain in upper body
- Shortness of Breath
- Cold Sweats
- Nausea
- Lightheaded

HEART HEALTHY HABBITs

**Regular Exercise**

**Healthy Diet**

**Meditation
Stress Reduction**

**STAY ON
TOP OF
YOUR
HEALTH**

**Get Regular
Check-ups**

**Know Your
Numbers**

Commercial Advisory Committee (continued)

What Does APCO Mean to You?

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 links to hear testimony from past member [Derrick Duggins](#) and past member [Justin Whipple](#).

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



APCO Committee Sign-ups

If you are interested in serving on an APCO Committee be sure to tune in to this very informative upcoming webinar, Tuesday March 4th at 10:00 EST. Reminder if you are currently on a committee and want to be on it again, you must sign up!

<https://attendee.gotowebinar.com/register/453190550351696733>

APCO Scholarships

APCO scholarships are now open for applications! Funds can be used for APCO's leadership programs or professional development courses. Submit your applications by the deadlines below:

[CPE Scholarship](#): Deadline - February 15

[RPL Scholarship](#): Deadline - March 1

[General scholarship](#): Deadline - April 1

[Learn more](#)

Wyoming Chapter Highlights

We held our annual conference November 10-14 2024, here are the winners of the awards for the state of Wyoming.

Wyoming APCO Communications Officer of the Year, our very own Genell Rothleutner. Also Wyoming APCO Communications Team of the Year, Genell Rothleutner, Tonia Mills and Alison Stephens. These are amazing employees, amazing people and the ones you want answering you in your time of need. They have carried our dispatch department for the past year with endless hours, endless shifts and copious amounts of overtime keeping each other at the phones to answer 911 calls.

Telecommunicator of The Year; Genell Rothleutner from Newcastle Police Department. Team of the year; City of Newcastle, Town of Upton, & Weston County Consolidated Dispatch. Manager of the year; Kimberly Meyer from Larmie/Albany County Records and Communications.



Submitted by: Maryanne Christensen - Communications Supervisor
Lincoln County Sheriff's Office



Teammates in Action

On September 16, 2024, the Richardson Police Department in Richardson, Texas began experiencing internet-based issues that affected their CAD and fire dispatch and took out all inbound and outbound administrative phone lines. During this time, a fire marshal alerted dispatch that he had observed a known vehicle connected to a homicide in nearby Kaufman County. Officers attempted to stop the vehicle in Richardson, but the driver refused to pull over and immediately accelerated in an attempt to evade. Officers pursued the vehicle into the city of Dallas when the driver began shooting at Richardson Police officers. One Richardson Police Officer returned fire during the pursuit. The vehicle came to a stop in Dallas, where three children exited from the backseat physically unharmed. Richardson police officers discovered the male driver had a self-inflicted gunshot wound, and the front female passenger had multiple gunshot wounds, later determined to be inflicted by the male driver. No officers were injured.

Dispatch was critical in ensuring officer safety, collecting and disseminating vital information, and rallying resources to assist the incident. 911 Dispatcher Marcela Macias was the police dispatcher. She quickly documented the pursuit, officer locations, and the deployment of resources such as drones and stop sticks, and she diverted all other radio traffic to the NCIC channel. Due to the vehicle traveling through three cities, communications with these jurisdictions became vital. 911 Dispatcher Talley Johnson coordinated help from the city of Dallas and the DPS 101 Helicopter on an interoperable radio channel shared with regional jurisdictions while training the fire dispatcher. 911 Dispatcher Samantha Ferrolino maintained the NCIC channel and rapidly sent out pages for the SWAT team for additional manpower to come in and notified hospitals of incoming patients from the incident while dispatching all other police calls in the city. 911 Dispatcher Omega Waynes coordinated with Dallas' Fire Department to get additional ambulances on scene while fielding phone calls. 911 Dispatcher Darrian Smith answered calls and dispatched the Richardson Fire Department, sending a fourth ambulance to the Dallas scene. 911 Dispatcher Asia Griffin came back from her lunch break to assist with phones as news agencies began to call, and 911 calls continued steadily for the city's needs. 911 Dispatch Supervisor Anna Navarrete de Armas supervised the situation, answering questions from captains, lieutenants, and chiefs as they sought information from dispatch about the situation and sent out pages. The shift worked as a seamless team to negotiate the unique difficulties of an Officer-involved shooting while overcoming technical challenges caused by the internet-based outage.

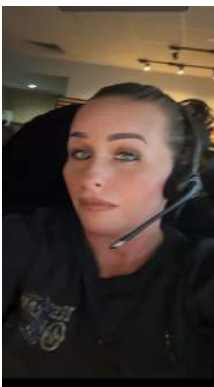
Thank you to this daylight shift of Richardson PD for your amazing work to help keep the citizens and responders safe. Join us in recognizing them as the next Teammates in Action recipients.



Teammates In Action (continued)

When we reflect on how Jen's heroism has directly impacted our community, we can't help but think about an incident in which Jen was dispatching police when one of our member agencies on the opposite police channel responded to a call for a burglary. The situation quickly evolved into a home invasion with a gunshot victim, prompting Jen to act quickly by alerting the responders on her channel. She kept her units informed as events unfolded, ultimately resulting in her being involved in and taking the lead on a pursuit as the offender, presumed to be armed and dangerous, led police on a chase that spanned approximately 15 miles across Kendall County and into Aurora on a Friday evening during rush hour. Jen's quick thinking and clear communication were crucial in getting officers to the scene and keeping them updated. At the same time, the events unfolded and got them the assistance they needed when they needed it. This was an exemplary performance on Jen's behalf, and the captured radio traffic is fit for use as a training tool. Her resolve and commitment to public safety are commendable. Her clear and concise communication throughout this incident was valuable beyond measure to the responding officers and the larger community as a whole.

Jen has been with KenCom since February of 2009, and in this time, she has regularly displayed her unfaltering commitment to the safety and well-being of Kendall County's first responders and the larger community as a whole. Jen consistently demonstrates inspiring thoroughness, steadfast dedication, and admirable leadership skills. She is



hardworking, determined, and always willing to learn and expand her skill set. She is also happy to share her knowledge with those around her. Jen is as reliable a dispatcher as we have ever had the pleasure of working with and truly excels in the most stressful situations. She is so quick to help out her fellow co-workers, ensuring they have everything they could possibly need and that all their bases are covered; it is truly humbling to see her in action.

Please join the APCO Member Chapter Services Committee in recognizing Jennifer Powell from KenCom Public Safety Dispatch as a Teammate in Action award winner.

This nomination is a little different than some but just as important. Jennifer Herr of Oklahoma Highway Patrol sets an example of teamwork and recognition. This nomination is in reference to the overall actions of Jennifer Herr over this last year as she has set an example for others to promote our profession as telecommunicators. As a state chapter board member, Jennifer has assisted with explaining the importance of the role of telecommunicators and why reclassification is so important moving forward.

Jennifer has talked the talk and walked the walk. She has an understanding that we are responsible for making ourselves seen and heard as 911 and public safety professionals. Over the last several months, I have seen nominations she has submitted for national, state and local awards and

Teammates In Action (continued)



recognition. Jennifer isn't aware that I serve on these committees, but it speaks volumes that she is making sure to help highlight the positive things her co-workers, peers and colleagues have done to save someone's life or make their day or center better. I am of the firm belief that we are responsible for making sure we showcase our profession and how important the work is that telecommunicators do. If we are not standing up and recognizing ourselves, it's hard to convince others to think the same thing. Kudos to Jennifer for setting this example and recognizing others for the work they do, even if she is not recognized herself.

Thank you, Jennifer, for showcasing our profession in a positive light and recognizing your peers. We are proud to recognize you as a Teammate 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/>

MCSC Poll

In the latest Member & Chapter Services Committee survey, we focused on Industry Partners. We received 27 responses.

We asked you, “Are industry partners involved in the chapter?” All respondents answered, summarized as follows:

- Yes (26 responses)
- No (1 response)
- Unsure (0 responses)

In question #2, we asked, “If yes, how do industry partners engage with the chapter?” 27 respondents answered, with none refraining. Multiple selections were made by respondents, summarized below.

- Chapter meetings (19 responses)
- Committee participation (16 responses)
- Conferences (24 responses)
- Special events (15 responses)
- Sponsorship (24 responses)
- Training (16 responses)
- Unsure (0 responses)
- N/A (1 response)
- Other (0 responses)

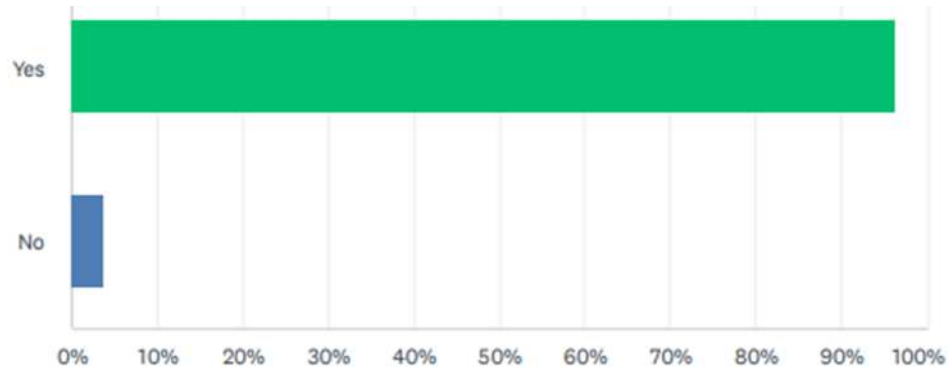
Question #3 asked, “Do you feel that chapter members are encouraged to engage with industry partners at chapter conferences or chapter events?” All respondents answered. Responses are summarized as follows:

- Yes (25 responses)
- No (1 response)
- N/A – I don’t attend conferences or events (1 response)

In question #4 we asked, “Do you know what a CCAM or commercial representative is?” 27 respondents answered, with no one skipping the question. Answers are summarized as follows:

- Yes (26 responses)
- No (1 response)

MCSC Poll (continued)

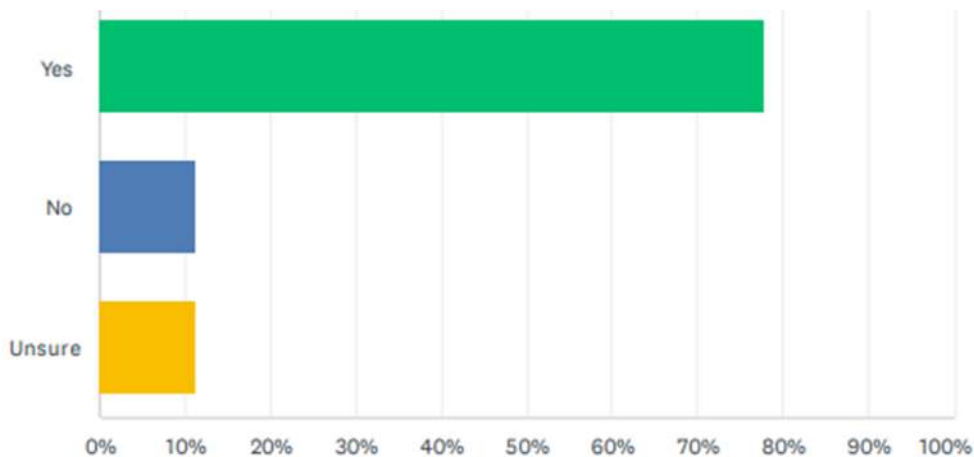


Question #5 asked, “Is the chapter's CCAM involved in chapter activities?” All respondents answered, summarized as follows:

- Yes (26 responses)
- No (0 responses)
- Unsure (1 response)
- Not Applicable (No CCAM) (0 responses)

In question #6 we asked, “Does your CCAM have voting rights?” 27 responded. Responses are summarized as follows:

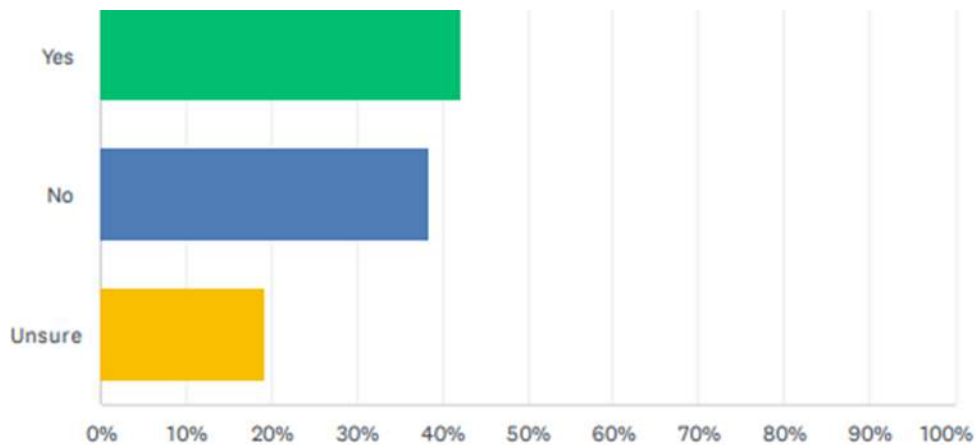
- Yes (21 responses)
- No (3 responses)
- Unsure (3 responses)



MCSC Poll (continued)

Question #7 asked, “Do your commercial members have voting rights?” 26 respondents answered, with one abstaining. Responses are summarized as follows:

- Yes (11 responses)
- No (10 responses)
- Unsure (5 responses)



In question #8 we asked, “Would you like more information about CCAM and how they can serve your chapter??” 26 responded, with one abstaining. Responses are summarized as follows:

- Yes (6 responses)
- No (20 responses)

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 National Public Safety Telecommunicators Week Planning.

Please visit www.surveymonkey.com/r/NPSTWPlanning

Upcoming Summit



Join us for the second [9-1-1 Wellness Summit](#) taking place **March 2-3** in Portland, Oregon. This year's Wellness Summit is one day longer to provide you with even more tools and insights to support your personal and professional mental, physical, and emotional health. Our 2025 program features sessions such as:

- Getting Unstuck From Trauma When Stuck at the Consoles
- FIT for the Call
- Sleep Wellness
- Mindfulness & Meditation
- Build, Empower & Inspire Your Peer Support Team

Those are just examples of some of our sessions! Check out our [full program](#) to learn about all of our sessions, speakers and activities. Register now at <https://911wellness.org/registration/>. This year we are co-located with APCO Western Regional. Western Regional attendees can get \$25 off Wellness Summit registration using code WRC25.

Upcoming Conferences



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

Upcoming Conferences (continued)

A banner for the GECC 2025 Conference. The top section is a dark blue header with the Georgia Emergency Communications Conference logo on the left, which includes a map of Georgia. To the right of the logo is the text "GECC 2025 CONFERENCE". Further right is a navigation menu with links: "About", "Agenda", "Awards", "News", "Hotels", "Vendors", "Register" (in a blue button), and "Downloads" (in a yellow button with a downward arrow). The main part of the banner features a dark, atmospheric photograph of a large indoor event space with stage lighting. Overlaid on this image is the text "DON'T MISS THE BEST 911 TRAINING IN GEORGIA!" in large, bold, white capital letters. Below this, in a smaller white font, is "March 10 – 13, 2025 – Columbus, Georgia".

GECC 2025 CONFERENCE

About ▾ Agenda Awards News Hotels Vendors ▾ Register Downloads ↓

**DON'T MISS THE BEST
911 TRAINING IN GEORGIA!**

March 10 – 13, 2025 – Columbus, Georgia

For more information visit...

[Georgia Emergency Communications Conference \(GECC\) – March 10 – 13, 2025 – Columbus, Georgia](#)

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Chapter Member Services Committee Members (continued)

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