

APCO

MEMBER CHAPTER SERVICES Committee

Inside This Issue

Membership Information	2
Cybersecurity Committee	4
Health & Wellness	6
Historical Committee	7
Commercial Advisory Council ..	9
Chapter Highlights	10
Teammates in Action	11
Monthly Poll Results	16
Upcoming Conferences.....	23
MCSC Committee	25





Membership Information

Member Type	05/1/2024	05/1/2025
Associate Members	1,877	1,725
Full Members	3,840	3,485
Full Group Members	9,648	10,033
Online Group Members	24,045	24,263
Commercial Members	389	382
Commercial Group Members	260	258
Student/Educator Members	11	48
Total Number of Members	40,070	40,194
Total Number of Group Agencies	1,652	1,691
Commercial Groups	61	46

Cybersecurity Committee



Securing the Future: Cybersecurity in AI-Enhanced 9-1-1 Systems

In recent years, the integration of Artificial Intelligence (AI) in our nation's 9-1-1 system has revolutionized the way public safety answering points (PSAPs) and emergency communications centers (ECCs) operate, offering enhanced efficiency, accuracy, and speed in the handling of critical situations. However, with the adoption of AI comes the imperative need for robust cybersecurity measures to protect sensitive data and ensure the reliability of these systems. The landscape of cybersecurity is continuously evolving to address the unique challenges posed by the use of AI in emergency call-handling and dispatch.

One of the most significant trends in the cybersecurity domain regarding AI in 9-1-1 systems is the implementation of advanced threat detection mechanisms. AI-powered systems are capable of identifying potential security breaches in real-time, enabling rapid response to cyber threats. By analyzing patterns and anomalies in network traffic, these systems can detect suspicious activities that could indicate potential attacks, thereby preventing data breaches and ensuring the integrity of sensitive information.

Another notable trend is the use of AI-driven encryption techniques to safeguard data. Encryption plays a crucial role in protecting the confidentiality of information transmitted and stored within 9-1-1 systems. AI algorithms can enhance traditional encryption methods by adapting to new threats and utilizing machine learning to predict and mitigate potential vulnerabilities. This dynamic approach ensures that the data remains secure, even in the face of evolving cyber threats.

The rise of AI in 9-1-1 systems has also led to the development of sophisticated authentication and access control mechanisms. These systems utilize AI to verify the identity of users and grant access based on predefined policies and behavioral patterns. By continuously monitoring and adapting to user behavior, AI can identify and respond to unauthorized access attempts, ensuring that only authorized personnel can access sensitive data and system functionalities.

Moreover, AI is being leveraged to enhance the resilience of 9-1-1 systems against Distributed

Cybersecurity Committee (continued)

Denial of Service (DDoS) attacks. DDoS attacks can overwhelm emergency response systems, rendering them unavailable during critical times. AI-driven defense mechanisms can detect and mitigate such attacks by analyzing traffic patterns and identifying malicious activities. By doing so, these systems ensure the continuous availability and reliability of emergency services. The integration of AI in 9-1-1 systems also necessitates a proactive approach to cybersecurity training and awareness. As AI technologies evolve, so do the tactics employed by cyber attackers. It is essential for Emergency Communications personnel to stay informed about the latest cybersecurity threats and best practices. Regular training sessions and simulations can help staff recognize potential cyber threats and respond effectively, minimizing the risk of security breaches.

Finally, collaboration between AI developers, cybersecurity experts, and emergency response organizations is crucial for creating a secure and efficient 9-1-1 system. By working together, these stakeholders can identify potential vulnerabilities and develop comprehensive security strategies that address both current and future threats. This collaborative approach ensures that the benefits of AI are fully realized while maintaining the highest standards of data protection and system integrity.

In conclusion, the use of AI in 9-1-1 systems presents both opportunities and challenges in the realm of cybersecurity. Advanced threat detection, AI-driven encryption, sophisticated authentication, resilience against DDoS attacks, proactive training, and collaborative efforts are all essential components of a robust cybersecurity framework. By staying ahead of emerging threats and continuously improving security measures, we can ensure that AI-powered emergency response systems remain safe, reliable, and effective in saving lives.

Submitted by: D. Jeremy DeMar, MA, CPE, ENP

Sources

Cyber Risks to Next Generation 9-1-1 - DHS/CISA – November 2019

<https://www.cisa.gov/sites/default/files/publications/NG911%20Cybersecurity%20Primer.pdf>

Improving 9-1-1 Operations with Artificial Intelligence – NTIA – August 2024

<https://www.ntia.gov/category/next-generation-911/improving-911-operations-with-artificial-intelligence>

Understanding and Responding to Distributed Denial-of-Service attacks – DHS/CISA – March 2024

https://www.cisa.gov/sites/default/files/2024-03/understanding-and-responding-to-distributed-denial-of-service-attacks_508c.pdf

Health & Wellness

Staying Cool While Staying Active

We already struggle to fight the sedentary nature of our job and pushing through the fatigue we feel on our days off. This struggle can increase even further as staying active in the summer heat can be tricky, but here are some great ways to keep moving while staying cool:

Exercise Early or Late

- The sun is less intense in the early morning or evening, making it a perfect time for a walk, run, or bike ride.
- Bonus: The air is fresher, and the sunrise/sunset can be a beautiful motivator!

Swim or Do Water Activities

- Swimming is a great full-body workout that keeps you cool.
- Try water aerobics, paddleboarding, or kayaking for variety.

Indoor Workouts

- Head to a gym or fitness studio for strength training, yoga, or dance classes.
- Oftentimes agencies have a gym on site that will have air conditioning.
- Try home workouts like bodyweight exercises, yoga, or follow an online workout video in an air-conditioned space.

Use Shaded or Indoor Spaces

- Walk in shaded parks, forests, or trails with tree cover.
- Indoor malls are great for walking when it's too hot outside.

Try Low-Intensity Workouts

- On very hot days, choose gentler activities like yoga, stretching, or tai chi.
- These still improve mobility, strength, and balance without overheating.

Stay Hydrated and Dress Right

- Drink plenty of water before, during, and after activity.
- Wear lightweight, moisture-wicking clothing and a hat for extra sun protection.

By making small adjustments to your routine and choosing the right activities, you can stay active, beat the heat, and get up and out of that dispatch chair!

Submitted by: Shannon Polito, Communications Dispatcher III, Santa Clara County 9-1-1 Communications

Health & Wellness (continued)



STAYING COOL

WHILE STAYING ACTIVE

EXERCISE EARLY OR LATE

- The sun is less intense in the early morning and the late evenings.
- Sunrise and Sunset walks/runs/rides are a great way to welcome or close out the day.



SWIM OR DO WATER ACTIVITIES



- Swimming is a great full body cardiovascular workout.
- Paddle boarding offers sightseeing while working out. Try a sunrise paddle on a nearby lake.

WORKOUT INDOORS

- Checkout local gyms and fitness centers when it gets too hot.
- Turn your living room into a personal yoga studio and check out free videos through youtube.



TRY LOW-INTENSITY WORKOUTS



- On very hot days, choose gentler activities like yoga, stretching, or tai chi.
- These still improve mobility, strength, and balance without overheating.

STAY HYDRATED

- Drink plenty of water before, during, and after you workout.
- Use cooling towels during workouts.
- Use electrolyte drinks in moderation.



DRESS RIGHT



- Wear light-weight moisture wicking clothing.
- Wear light colored clothing.
- Add a hat for extra sun protection.

Historical Committee

Remembering Our Past

Past President Nathan "Nate" Dixon McClure III

Nate served as President from 1978-1979 and was an APCO member for nearly 60 years. He also served as President of the Illinois APCO Chapter. Nate was the chair of the membership subcommittee of the Commercial Advisory Council for many years and worked closely with the APCO membership committee to create the group commercial membership category. He attended more than 50 national conferences.

Nate worked as a commercial member in numerous ways to help fulfill the APCO mission. His long work on some of APCO's most essential committees includes credentials, SDC, homeland security, and the strategic planning task force. If anyone has ever attended an APCO annual conference business meeting, they have seen Nate working diligently as one of the Sergeants at Arms. Nate received APCO's Jack Daniel Award of Distinction in 2017 for his tireless commitment to APCO.

Nate began his career in public service as a Deputy Sheriff with the Winnebago County Sheriff's Department in Rockford, Illinois. He transitioned from the Sheriff's Department to the Department of Emergency Services for Winnebago County, where he became the director. In 1983, he moved to Muskegon, Michigan, and became the Director of 911 Communications, a role he held for 17 years. In 2001, Nate joined the private sector and became a consultant for CTA Communications in Lynchburg, Virginia.

He was a volunteer firefighter with the Harlem-Roscoe Fire Department in Rockford and the Norton Shores Fire Department in Muskegon. Nate also served on the board for the Campbell County Rescue Squad.

Nate served as president of his local Rotary club and was outspoken in their mission to eradicate polio. Nate's father was a polio survivor, making Rotary's mission to end polio worldwide a personal one. Nate, along with his father, his wife, and his



three daughters, were all Paul Harris Fellows.

Nate was an avid sailor who spent most of his life on his sailboat or with his friends, who shared his passion for the water. He was also very passionate about hockey, having played in his younger years, and rarely missed watching a Detroit Red Wings or Chicago Blackhawks game.

Nate and his wife Donna enjoyed 57 years of marriage and were blessed with three daughters and five grandchildren.

After his retirement, Nate and Donna became snowbirds and enjoyed warm winters together in Cape Coral, Florida. They also traveled extensively together, and Nate was very proud that he had visited all 50 states and 33 countries.

Nate passed away on December 20, 2024, at 80, at his home in Lynchburg, Virginia.

Submitted by Charles E. Venske, ENP-RPL

Historical Committee (continued)

AFC Advisor Highlight: A Career in Public Safety



Paul M. Mayer retired in 2014 after more than 46 years of service to the citizens of Ohio. Paul began his state service on April 29, 1968, as a Communications Officer at the Berea District 10 Headquarters (Ohio Turnpike) of the Ohio State Highway Patrol. He was later transferred to the Massillon District 3 Headquarters, where he continued to hone his craft.

In 1980, he was promoted to Radio Technician 3 and sent back to Berea as the District Chief Technician. In that role, he primarily supervised Highway Patrol telecommunications operations across the 241-mile-long Ohio Turnpike and secondarily served as the Highway Patrol's telecommunications liaison with the public safety community in Northeastern Ohio.

Paul also served as one of the Division's three representatives on the design team for the Ohio Emergency Management Agency's new FEMA-compliant Emergency Operations Center and Joint Dispatch Facility. This state-of-the-art

complex would ultimately house the Highway Patrol's District 6 Headquarters and Communications Center, the Ohio Department of Natural Resources statewide Communications Center, and a Department of Transportation communications and messaging operation. Upon its completion, the facility became a national model and was studied by other states during the planning of similar projects.

After serving the Highway Patrol for more than 28 years, Paul retired in 1996 and immediately began working for the Ohio Department of Administrative Services, which had assumed responsibility for the further development and rollout of the Multi-Agency Radio Communications System (MARCS). His technical knowledge and leadership were instrumental in advancing Ohio's public safety communications capabilities.

Paul's expertise and integrity earned him the trust of peers across the country. He served as Chairman of the FCC-mandated Region 33 (Ohio) 700 MHz and 800 MHz Planning Committees, helping guide the equitable distribution and management of critical spectrum resources. In 2004, he was appointed as the Primary Ohio Public Safety Radio Frequency Advisor by APCO after having served as Alternate Advisor for many years. Paul served as a local advisor until May 2025. Paul was a dedicated APCO member since 1974 and was honored with "Life Member" status in 2012 for his longstanding contributions.

A trusted advisor, tireless advocate, and wise mentor, Paul's influence on Ohio's public safety communications landscape will be felt for decades. His thoughtful counsel, attention to detail, and steady leadership made him a valued resource not only within Ohio but throughout the national public safety communications community.

Historical Committee (continued)

He has been married to his wife, Sharon, since 1972. Together they have raised two children: Jeffrey, a Paramedic in Memphis, Tennessee, and Jennifer, a teacher with Columbus, Ohio Public Schools. They are also the proud grandparents of four. Paul is especially proud that eight younger relatives have followed in his footsteps and now serve in the public safety/service field.

A personal note—APCO AFC will miss Paul's calm demeanor, sharp insight, and steady hand. His legacy is one of unwavering dedication to the mission of public safety and the people who serve it. We thank him for a lifetime of service.

Submitted by: Farokh Latif, Director at APCO International

Commercial Advisory Council

Did You Know?

APCO International's Commercial Membership Comes with Big Benefits!

If you're a company or professional in the public safety communications space, an [APCO International Commercial Membership](#) opens doors. This membership provides valuable visibility and engagement opportunities with public safety decision-makers nationwide.

Key perks include:

- **Discounted exhibit rates** at APCO's Annual Conference & Expo
- **Networking access** to thousands of public safety professionals
- **Opportunities to participate** in the Commercial Advisory Council
- **Sponsorship and speaking** opportunities to showcase your expertise
- **Industry insights** and updates through exclusive publications and webinars

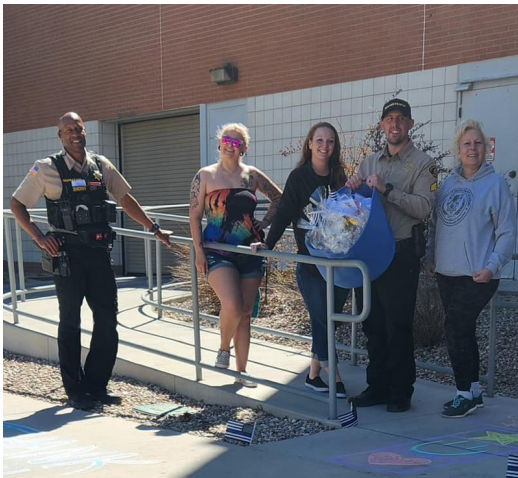
Whether you're looking to grow your brand or help shape the future of public safety tech, APCO's commercial membership is your strategic edge!



Wyoming State Chapter Highlights

It's so touching to see our amazing dispatchers showing appreciation to the law enforcement officers they support every day. The sidewalk art and treats from the Laramie County Combined Communications team are such a sweet reminder of the heart and teamwork behind the badge. Thank you to both our dispatchers and law enforcement for all you do to keep our community safe!

Dispatchers from the Laramie County Combined Communications Center decorated our sidewalk and left a basket of goodies in celebration of National Police Week. Thank you dispatchers for all the support you give us and our community!



Wyoming Highway Patrol Highlights



We could not express how grateful we are for the hard workers in our dispatch center. These folks work around the clock, taking calls and ensuring we provide the best service to the people of Wyoming. We also recently had the honor to celebrate Missy Moellenberg's 40 years of service (pictured with Governor Mark Gordon and First Lady)! She began her career with Patrol in 1983! Most of her years were in the dispatch center, with a short break taken with Driver's Services.

Congratulations to you Missy, what a milestone! Thank you to all of our dispatchers and those around the state who help keep us safe!

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/>

Above and Beyond the Call of Duty

At APCO International, we know that it's the people behind the mission who make the biggest impact. In this edition of *Teammates in Action*, we're highlighting **four incredible stories** that showcase dedication, innovation, and leadership in public safety communications. From everyday heroes to behind-the-scenes changemakers, these stories are a reminder of the passion that drives our industry forward. Don't miss out—read all four and get inspired!



Teammates in Action (continued)

On October 21, 2024 Shannon King went above and beyond to assist a gentleman who passed out on a video call. The call to our center came in from a female friend in another state who advised her friend passed out during video chat, however she did not know where he lived. Shannon asked for the patient's phone number, then searched the number through CAD to see if there was an previous call history. He found an old call and sent a call to the corresponding address. He did, for safety reasons, not advise the caller of the address he found, but he did inform her that found an address from a previous call. Shannon let her know he would stay on the call until she saw medics arrive since she was still on the video chat with the patient. In the end, Shannon did find the correct address and he was able to get the patient the medical help he needed.

Emergency Telecommunicator VI King was able to help a citizen facing an impossible situation. Join us in congratulating Shannon as a Teammate in Action!



Emergency Telecommunicator Shannon King



Janey Aron

Janey was on shift when multiple gunshots were fired at a duplex in East Nashville, leaving over 16 shell casings scattered on the street. A woman residing on one side of the duplex was struck in the chest by a bullet while lying in bed. She managed to call 911, prompting officers to break through a window to reach her. She was transported to the hospital in critical condition.

Being the calm presence in the midst of chaos is something dispatchers and call takers are recognized for. This call serves as a perfect example of providing that steady voice during someone's most traumatic moment. Janey demonstrated incredible composure, staying focused on guiding officers to the patient while delivering both medical support

Teammates in Action (continued)

and the emotional strength the patient needed to get through the situation.

As she helped the patient manage the bleeding, Janey kept the officers informed with timely updates, encouraged the patient to stay awake, and reassured her that help was on the way—all while hearing the sound of glass breaking in the background as responders worked to gain access.

We are proud to recognize Janey Aron of the Metro Nashville Government Department of Emergency Communications as a Teammate in Action!

We are proud to recognize Ms. Teresa Smith for this well-deserved award! She is the heart and soul of the City of Alexandria Department of Emergency Communications and Customer Service, a true leader who has dedicated herself to shaping the future of public safety.

From her early days as a multifunctioning dispatcher to now serving as an incredible Training Coordinator, she has worn many hats, each one with passion, dedication, and an unwavering commitment to excellence. Her journey has been nothing short of inspiring. As a Supervisor, QA specialist, Trainer, Trainer Instructor, NVDCJS General Instructor, and now Training Coordinator, she has played a vital role in ensuring that their team is not only skilled but also mentally resilient. She has an incredible ability to uplift, support, and mentor those around her, always offering a listening ear and a helping hand. She doesn't just train dispatchers, she builds confidence, resilience, and a sense of family within our department.

Even with the demands of her career, she has balanced raising her children, supporting their dreams, and pursuing her own goals, proving that



Training Coordinator Teresa Smith

dedication and passion know no limits. She has brought positive change, strength, and inspiration to everyone she encounters, making a lasting impact on our department and community. It is time we celebrate her selfless contributions and honor her for the remarkable work she does every day.

Teammates in Action (continued)

Telecommunicator Toni Fritz completed a 22-minute 911 call with an individual reporting that her husband was intoxicated, not taking prescribed medication, and attempting to access weapons stored within the residence. Telecommunicator Fritz maintained a calm demeanor while providing the caller with direct instructions on how to remove herself to a safe location and ultimately kept her in that location through the duration of the incident. Throughout her conversation with the caller, you could hear threats from the husband and multiple shots being fired while he was trying to locate her.

Telecommunicator Roberta Seitz was handling the radio traffic for the Sheriff's Department and she continuously relayed all information obtained from the caller to responding deputies for their situational awareness as they approached this volatile situation.

Additionally, Telecommunicator Tina Otten was responding to the radio traffic for the surrounding municipalities and coordinated immediate mutual aid assistance from surrounding cities and the Illinois State Police.

Unfortunately, approximately 17 minutes into the incident, an officer involved shooting occurred, in which the original suspect was fatally wounded by responding police. Telecommunicator Fritz was still on the phone with an obviously distressed caller whose anxiety worsened upon hearing the fatal shot. Telecommunicators Seitz and Otten remained calm and continued to handle all necessary radio traffic and supplemental requests from on scene officers involved in the event.

A letter of commendation was provided from the local Sheriff which stated "In conjunction with the comprehensive information provided by T/C Fritz, T/C Seitz and T/C Otten, continuous updates to officers as they collaborated in the operations center to ensure deputies were aware of the suspect's location, the moment he discharged his weapon and the victim's whereabouts. Domestic Violence calls often result in tragic outcomes for the victims before law enforcement arrives. However, due to their experience, ability to provide instructions, and composure during high-stress situations, these operators demonstrated extraordinary bravery. Through their collaborative approach, they created a safer environment within a chaotic situation, enabling on-scene officers to successfully locate their victim."

Thank you Telecommunicators Fritz, Seitz, and Otten for your dedication and professionalism in the midst of chaos for your callers, responders, and for the Illinois Chapter.

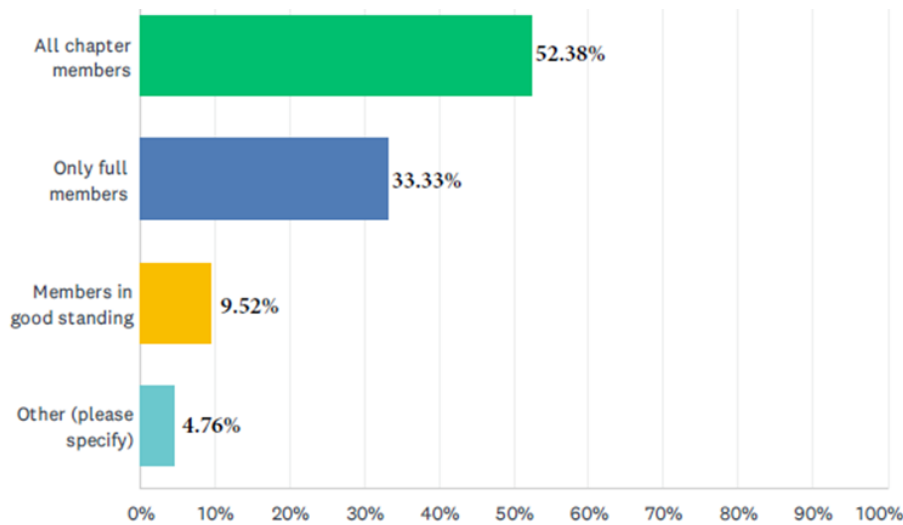


MCSC Monthly Survey Results

In the latest Member & Chapter Services Committee survey, we focused on Chapter voting processes. We received 21 responses.

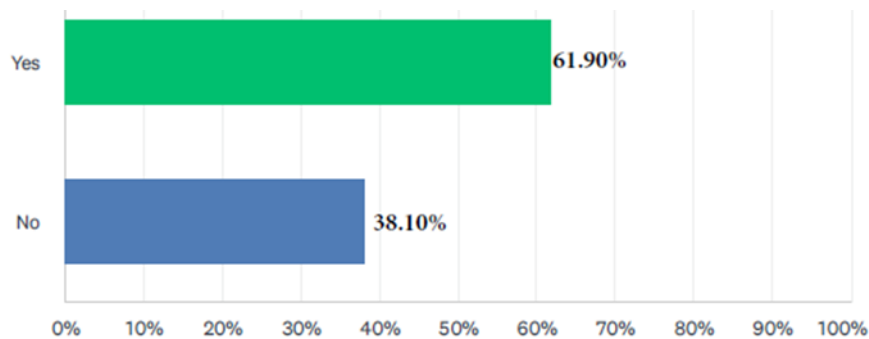
We asked you, “Who is eligible to vote in your chapter elections?” 21 respondents answered, with none skipping, summarized below.

- All chapter members (11 responses)
- Only full members (7 responses)
- Members in good standing (2 responses)



In question #2, we asked, “Do commercial members have voting rights?” All respondents answered, summarized below.

- Yes (13 responses)
- No (8 responses)



MCSC Monthly Survey Results (continued)

In question #3, we asked you to select all topics your chapter votes on. All respondents answered, summarized below.

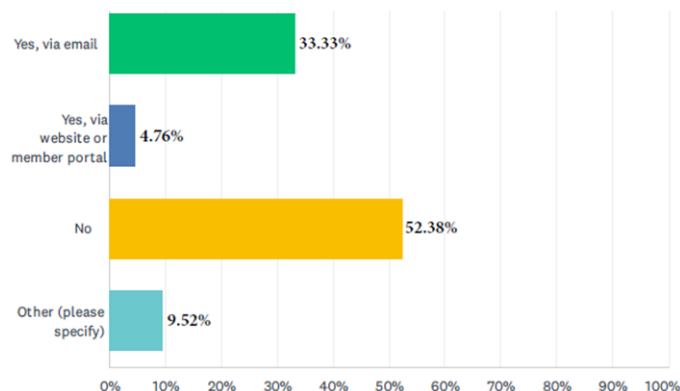
- Executive Committee (20 responses)
- Other Chapter Officer Positions (16 responses)
- Bylaws Amendments (20 responses)
- Other chapter business – please specify (7 responses)
 - Budget/Expenses/Financial Matters
 - Director for Executive Committee to vote on combined chapter issues
 - Policy manual

In question #4, we asked, “How is voter eligibility verified before voting begins?” 21 respondents answered, summarized below.

- Manual verification (6 responses)
- Through membership software (4 responses)
- Honor system (0 responses)
- Upload the list into the software (8 responses)
- Other – please specify (3 responses)
 - Obtain list from APCO
 - Small state and chapter, we know who’s who

Question #5 asked, “Are members notified in advance about their voting eligibility?” 21 respondents answered, with none abstaining. Responses are summarized as follows:

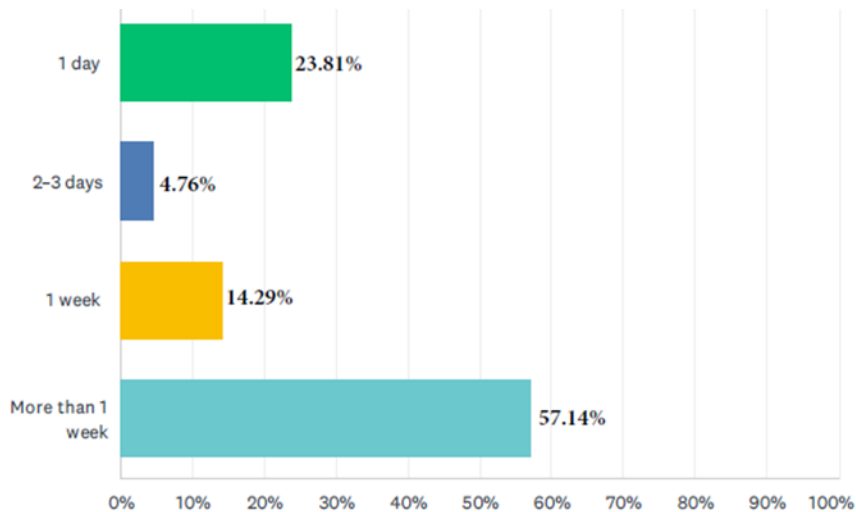
- Yes, via email (7 responses)
- Yes, via website or member portal (1 responses)
- No (11 responses)
- Other – please specify (2 responses)
 - Voting is during the conference and the information is on the badge
 - We notify membership that we will be sending out elections information and those who are up to date can vote. In theory, they are the only ones that will get the link to vote since the list is updated just prior to elections.



MCSC Monthly Survey Results (continued)

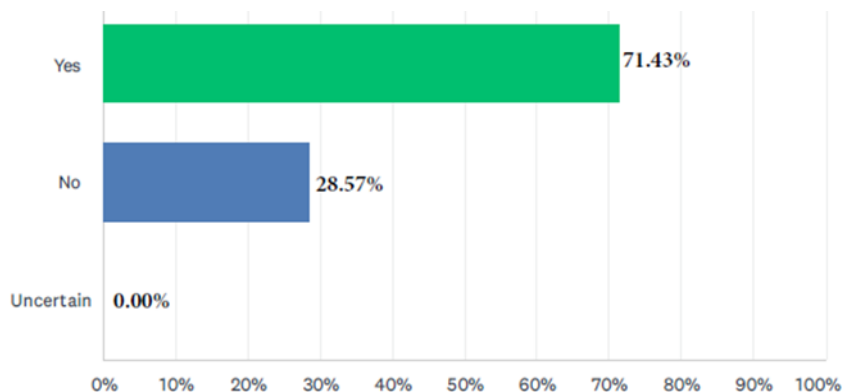
In question #6 we asked, “How many days is voting open?” 21 respondents answered. Answers are summarized as follows:

- 1 day (5 responses)
- 2-3 days (1 responses)
- 1 week (3 responses)



Question #7 asked, “How far in advance is the voting window announced?” 21 respondents answered, with no one skipping the question. Responses are summarized as follows:

- Less than 1 week (2 responses)
- 1-2 weeks (3 responses)
- 3-4 weeks (5 responses)
- More than a month (8 responses)
- Not officially announced (3 responses)



MCSC Monthly Survey Results (continued)

Question #9 asked, “How do you manage chapter voting?” 18 respondents answered, with three abstaining. Responses are summarized as follows:

- Amendments are by voice vote; officers are by secret ballot with ballots handed out at the meeting and counted by the Secretary/Treasurer, outgoing President, and a neutral 3rd party.
- By the responsible party - Immediate past president
- By the responsible party - Parliamentarian
- By the responsible party – secretary, unless the position is up for election. In that case, it is given to another member of the board that is not up for election.
- Electronically via Google Docs, Survey Monkey, Voting software (Ballot Buddy, cloud based application provider) etc.
- In person during business meeting; electronically if no in-person meeting.
- Manually. The elections committee checks to see that everyone is a voting member and then counts the votes. It is announced at the previous two meetings on how to be added to the candidate slate and who is on the slate of candidates.
- Through StarChapter, which is our website.
- Via paper ballot at open meetings during chapter events

In question #10 we asked, “What software or platform does your chapter currently use for voting?” 19 responded, with 2 skipping. Responses are summarized as follows:

- Ballot Buddy (1 response)
- Balloteer (1 response)
- Election Buddy (1 response)
- Election Runner (2 responses)
- Google (1 response)
- Simply Voting (1 response)
- StarChapter (1 response)
- Survey Monkey (1 response)
- Unknown (4 responses)
- None (6 responses)

Question #11 asked, “Approximately how much is budgeted each year for voting?” 18 responded, with 3 skipping. Responses are summarized as follows:

- \$0 (10 responses)
- Less than \$50 (1 response)
- \$50 - \$100 (2 responses)
- \$100 - \$300 (0 responses)
- \$300 (2 responses)
- Unknown (3 responses)

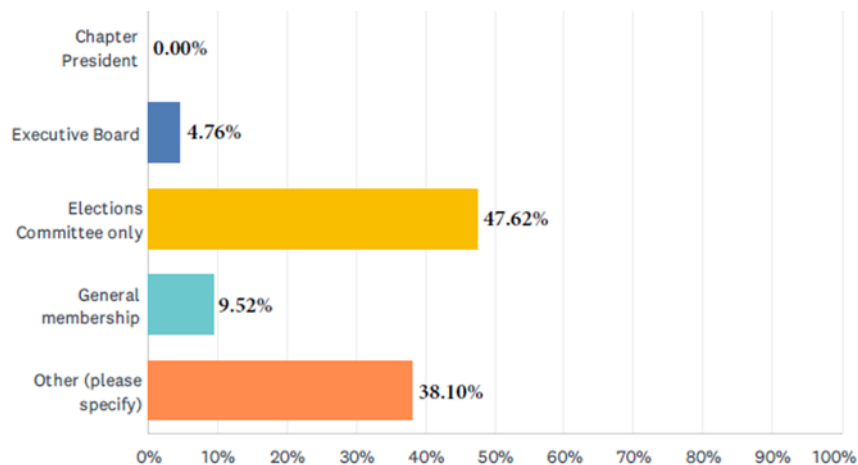
MCSC Monthly Survey Results (continued)

In question #12 we asked, “What challenges have you experienced with the current voting method?” 18 respondents answered, with three abstaining. Responses are summarized as follows:

- Email accuracy (1 response)
- Lack of interest from membership (1 response)
- Low voter turnout (2 responses)
- None (8 responses)
- Not a fair representation of the Chapter for in-person conference. (2 responses)
- People not familiar with candidates (1 response)
- Slow manual process taking extra time (2 responses)
- Unknown (1 response)

Question #13 asked, “Who has access to view voting results?” All responded. Responses are summarized as follows:

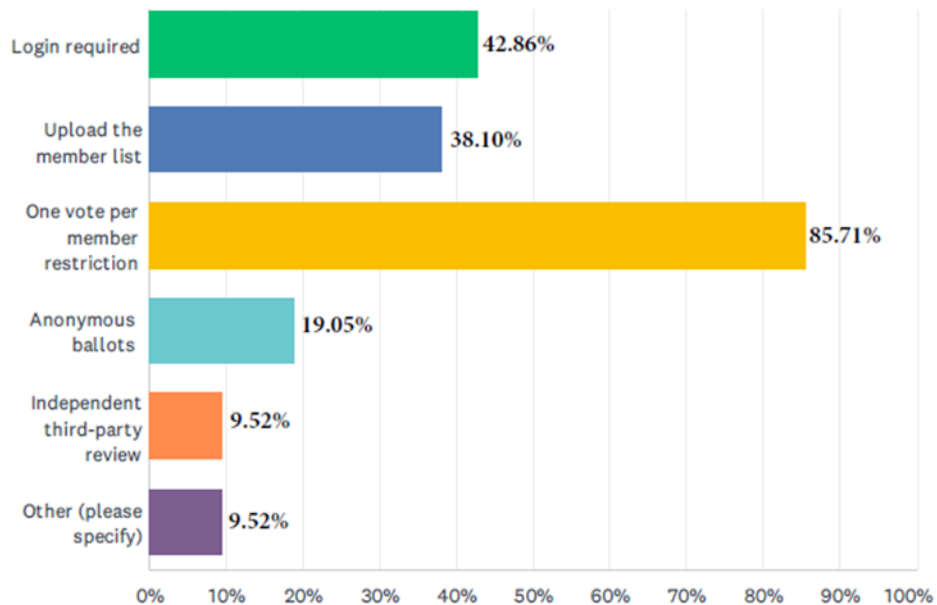
- Chapter President (0 responses)
- Executive Board (1 responses)
- Elections Committee only (10 responses)
- General membership (2 responses)
- Other – please specify (8 responses)
 - Everyone
 - Executive Board and membership committee
 - Immediate Past President
 - Outgoing President, Secretary/Treasurer, and neutral 3rd party
 - Past President
 - Secretary
 - Tabulated votes are read aloud at the meeting with the Secretary and Sergeant at Arms confirming the vote count prior to destruction.
 - The assigned person handling voting



MCSC Monthly Survey Results (continued)

In question #14 we asked, “What security measures are in place to ensure voting integrity?” All responded. Responses are summarized as follows:

- Login required (9 responses)
- Upload the member list (8 responses)
- One vote per member restriction (18 responses)
- Anonymous ballots (4 responses)
- Independent third-party review (2 responses)
- Other – please specify (2 responses)
 - The member must enter their member number for verification, but after that is checked only the person verifying can view the information
 - Past President reviews the information



MCSC Monthly Survey Results (continued)

Question #15 asked, “Are there improvements you would like to see in the chapter voting process?” 12 respondents answered, with nine abstaining. Responses are summarized as follows:

- Do everything electronically for the 2nd business meeting
- I would like to see us move to a more up-to date online voting system.
- I would like to see us move to electronic voting.
- I’d like to learn more about our process to see if changes need to be made.
- No
- No, we do well to get 20+ votes. Members show up, but don’t do well participating in voting.
- Our process needs to be tightened up after reading these questions.
- The ability for candidates to introduce themselves.
- We have never experienced any issues

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.

Upcoming Conferences

2025 OKPSC CALL FOR PAPERS



October 5 - October 8
Tulsa Southern
Hills Marriott
Tulsa, Oklahoma



The OKPSC Committee invites frontline dispatchers, leaders, industry partners, and everyone to submit presentation proposals for consideration. Sessions should be 45-50 minutes. Industry partners must have Exhibitor Sponsorship of at least Bronze level to be considered.



Scan here to
submit

Topic Ideas

Lessons Learned	Peer Support
Operations Management	NG911
Best Practices	New Technologies
Mental Health & Wellness	Emerging Issues

TIME TABLE

30th	JUNE	Submissions Due
18th	JULY	Accepted Topics Notified
1st	AUGUST	Flash Day Registration
11th	AUGUST	Award Submissions Due
5th	OCTOBER	Conference Starts

www.okpsc.org

Upcoming Conferences (continued)



The poster features a desert landscape with a large rock formation in the background. At the top, the text "IPSTA 41st Annual Conference 2025" is displayed in a bold, white, serif font against a dark, brush-stroke background. Below this, the text "Sponsored by: INENA and ILAPCO" is written in a smaller, black, sans-serif font. In the center, there are three circular logos: two on the sides featuring a five-pointed star surrounded by a wreath, and a central one for the "ILLINOIS PUBLIC SAFETY • TELECOMMUNICATIONS ASSOCIATION" (IPSTA) which includes a map of Illinois and the text "9-1-1 ILAPCO • INENA". Below the logos, the text "CROWNE PLAZA HOTEL" is written in a large, bold, black, serif font, followed by "— ★ ★ ★ —" and "3000 S DIRKSEN PKWY, SPRINGFIELD, IL". The dates "OCT 19TH-22ND, 2025" and the website "911CONFERENCE.ORG" are also present. At the bottom, there is a QR code and a silhouette of a cowboy on the right, and a silhouette of a cowboy on the left with the text "Yee haw Y'ALL!" in a stylized font.

IPSTA
41st Annual Conference
2025

Sponsored by:
INENA and ILAPCO

ILLINOIS PUBLIC SAFETY • TELECOMMUNICATIONS ASSOCIATION
IPSTA
9-1-1
ILAPCO • INENA

CROWNE PLAZA HOTEL
— ★ ★ ★ —
3000 S DIRKSEN PKWY, SPRINGFIELD, IL
OCT 19TH-22ND, 2025
911CONFERENCE.ORG

Yee haw Y'ALL!



Chapter Member Services Committee Members

NAME	STATE CHAPTER LIAISON	OTHER COMMITTEE DUTIES	EMAIL ADDRESS
LaToya Marz, RPL	Pennsylvania	Chair, CLR Guide & CO Toolkit	lmarz@tri-com911.org
Celeste Baldino, RPL	North Carolina	Vice-Chair, Teammates In Action (TIA)	cbaldino@albemarle.org
Amanda Dodd, RPL	Montana	Vice-Chair, Teammates In Action (TIA)	adodd@wilson911.org
Amy Kosinsky, RPL	South Dakota	Proofreader	kosinskya@naperville.il.us
Andrea Raber	Oklahoma	TIA	adrea.raber@cityofdenton.com
Benjamin Curry	Backup	Proofreader	benjmin.curry@edmondok.gov
Bill Behar	Tennessee	Polls	bill@pitronps.com
Catherine Raley, RPL	Ohio	Proofreader	craley@arapahoegov.com
Charlene Fisk, RPL, CPE	Nebraska	CLRG & CO Toolkit	cafisk@nortonmaus.com
Charlene Williams	No. California	TIA	cwilliams@hpdps.org
Charles Venske, <i>Retired</i>	Alaska	Life Member Content, Proofreader	charles.venske@outlook.com
Corey Overstreet	Caribbean	CLRG & CO Toolkit	coverstr@vbgov.com
Diva Miranda Jones		Commercial Member Highlight Content, Polls	divam@carbyne.com
Donna Crochet	Mid-Eastern	TIA	dcrochet@cpso.com
Elizabeth Henegar	Utah	Proofreader	Beth.Henegar@mtsu.edu
Erin Eaton	Wisconsin	TIA	eeaton@nwcds.org
Heather Barnes		Polls	heather.barnes@csec.texas.gov
Heather Butler	Idaho	TIA	hbutler@dekalbcounty.org
Jared Pelham, RPL	Texas	TIA	pelham_j@hc911.org
Jeryl Anderson, RPL, CPE	Illinois	CLRG & CO Toolkit	jbesttraining@yahoo.com
Jodie Chinn, RPL	Indiana	CLRG & CO Toolkit	jchinn@qunnisonco.gov
Karen Anderson	Kansas	Webinars	kanderson@dcp.virginia.gov

Chapter Member Services Committee Members (continued)

NAME	STATE CHAPTER LIAISON	OTHER COMMITTEE DUTIES	EMAIL ADDRESS
Katrisha Harrison	Missouri, Colorado	CLRG & CO Toolkit	Kmharrison75@gmail.com
Krista Kilmon	Iowa	TIA	kkilmon@co.northampton.va.us
Kristen McCullough	West Virginia	Polls	KRMccullough@vbgov.com
Laramie Scott	Saudi Arabia	Proofreader	laramie.scott@madisoncountkyky.us
Lisa Allred	Backup	Polls	Lisa.allred@newcastlede.gov
Lisa Rice	Florida	Polls	lrice@tiogacountypa.us
Mandi Jones	New Mexico	Webinar	Mjones@theprpc.org
Mary Sue Robey	Backup	Newsletter Editor	Marysuer@valleycom.org
Matthew Harwell	Minnesota	CLRG & CO Toolkit	mharwell@lincoln.ne.gov
Michael Newsome, RPL	Atlantic	Proofreader	michael.newsome@fultoncountyga.gov
Michelle Hernandez	Georgia	Webinars	Michelle.hernandez@birminghamal.gov
Peter Kinnas	North Dakota	Proofreader	peter.s.kinnas@mass.gov
Rebecca Taft	Louisiana	Webinars	rtaft@dekalbcounty.org
Ron Dunn	Mississippi	Proofreader	rdunn.cpra@gmail.com
Sabrina Morgan	Wyoming	Proofreader	breemorgen@hotmail.com
SaBrina Woodall, RPL	Alabama	Polls	sabrina.woodall@cobbcounty.org
Sally Panozzo	Kentucky	TIA	panozzos@pbso.org
Samantha Dutch, RPL, CPE		Webinar Coordi- nator & Com- mittee Content	scameron@scotlandcounty.org
Sara Eagle	Oregon	CLRG & CO Toolkit	saraeagle@gapa911.us
Sebrina Jackson, RPL	Virginia	TIA	sebrina.jackson@nashville.gov
Shante Lipscomb	CPRA	CLRG & CO Toolkit	shante.lipscomb@ncapco.org
Stephanie Howard	Washington	Polls	stephanie.howard@dps.oregonstate.edu
Susie Saunders	Michigan	Proofreader	saunderss@cityofnampa.us
T'airra Whitis	Arkansas, Nevada	Webinars	tairra.whitis@rdu.com

Chapter Member Services Committee Members (continued)

NAME	STATE CHAPTER LIAISON	OTHER COMMITTEE DUTIES	EMAIL ADDRESS
Teresa Imler	Pacific	Webinars	tsavage@athens911.com
Warren (Chris) Errickson	Arizona	Polls	erricksonw@hillsboroughcounty.org
Tim Stencel		Group Leader	tstencel@NWCDS.org
Rebecca Hull		Staff Liaison	hullr@apcointl.org
Susan Stowell Corder		Staff Liaison	stowells@apcointl.org