



APCO

MEMBER CHAPTER SERVICES Committee

March *newsletter*

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WOMEN'S HISTORY MONTH

March is Women's History Month, a time to recognize the women who have shaped public safety and emergency communications. From the earliest switchboards to today's advanced systems, women have been - and continue to be - at the heart of dispatch. We celebrate their leadership, resilience, and lasting impact on our profession.

Thank you to the women of emergency communications - past, present, and future - for answering the call every day.



Membership *momentum*

Membership Type	Previous Year 02/01/2025	This Year 02/01/2026
Associate Members	1,486	1,408
Full Members	3,039	2,698
Full Group Members	9,043	10,746
Online Group Members	22,136	24,509
Commercial Members	336	333
Commercial Group Members	127	208
Student/Educator Members	19	27
Total Number of Members	36,186	39,929
Total Number of Group Agencies	1,524	1,510
Commercial Groups	27	42

Straight from the CAC

We Are Pleased to Meet You!

By Joe Jackson

APCO International prides itself on bringing people together in the field of public safety and thankfully has many community members dedicated to making that happen. The Commercial Advisory Council (CAC) is a team full of people who care and help to expand this core value of APCO. In addition to their work on planning, expanding, and facilitating member involvement, the CAC member's collective experience makes for a great network of resources and connections. Over the next few months, the CAC would like to take a moment to highlight some of its members to shed a little light on their experience and positions within the industry.



Curtis Johnson

I have served as CCAM for the Virginia APCO Chapter for over two years, focusing on rebuilding commercial membership and ensuring industry partners have a strong voice across the Commonwealth. I helped formalize the CCAM as a board position and reestablish the Commercial Advisory Committee, now with 15 active members. My passion for public safety began at 16 as a volunteer EMT in Altavista, Virginia, and continues in my professional role supporting public safety radio systems and dispatch center technology projects. I am dedicated to advancing technology for public safety agencies and am honored to serve as an associate member this year.

Well hello! I'm proud to call Georgia home and have spent the last 17 years in public safety communications. I currently serve as the Local Government and State Account Executive for Motorola Solutions, supporting agencies across the state, and I'm honored to serve as Georgia's CCAM. Helping grow and strengthen our Georgia Chapter has truly been a joy. Public safety service is my passion, and whether I'm hosting a Lunch & Learn, promoting our Commercial Members, or organizing a Georgia APCO Night Out, I pour my heart into the Georgia 9-1-1 community. After serving one year as an associate member on the CAC, I was recently elected as a full voting member. You can usually recognize me by my voice, my glitter sneakers, or my jubilant personality - but at the end of the day, I'm here to serve APCO International and our Commercial Members.



Amy Jenkins



Donald Denning

Donald serves as Assistant Director for Strategy for the FirstNet Program at AT&T, leading efforts in NG9-1-1 and emergency communications. He previously served as Public Safety CIO for the City of Boston and played a key role in establishing FirstNet, contributing to FCC waivers, network requirements, and legislative advocacy. Earlier in his career, he was a research scientist at Intel and HP Labs, earning patents in low-power wireless systems. An active firefighter/EMT and Type III Operations Section Chief, he helped coordinate communications during the Boston Marathon bombing. He splits his time between Massachusetts and Washington, D.C.

Sandra Wendelken

Sandra is the strategy and insights manager for Tait Communications, joining the global two-way radio and broadband solutions provider in July 2023. Before joining Tait, Wendelken was a senior analyst, mobile services for IDC, a global market research firm, for three years. She has a long history in the LMR industry, having also served as the editor of MissionCritical Communications and RadioResource International magazines for 15 years before joining IDC. She also serves as a judge for the International Critical Communications Awards (ICCA's).



Rick Thomas



Rick began his public safety career in 1993 as a volunteer firefighter before moving into 9-1-1 communications in 1996, serving in roles from Telecommunicator to ECC Manager. In 2021, he transitioned to the private sector to continue advancing public safety through innovation. A Senior Member of APCO and Registered Public-Safety Leader (RPL), he has contributed extensively through leadership and committee work, including ASAP-to-PSAP, Emerging Technology, Agency Training, and Standards Development, and served as President of the North Carolina APCO Chapter (2015–2016). He is also active in NENA, holding ENP and CMCP credentials. Today, Rick serves as Senior ECC Engagement Manager for the Southeast Region at RapidSOS, partnering with agencies to strengthen emergency response through advanced technology.



Mark Cady

Mark has dedicated 38 years to public safety, including 32 years with the Worcester Fire Department. His experience spans all disciplines, with a focus on project management and consulting for local agencies. A frequent national and regional speaker on communications topics, he actively supports the Massachusetts Communications Supervisors Association, the Massachusetts State 9-1-1 Department, and the APCO Atlantic Chapter, and is passionate about mentoring and supporting those who serve others.

Eric Brown

I retired as a Captain from a Sheriff's Office in South Carolina following a career that began as a Law Enforcement Explorer at 15 years old. Following retirement, I spent a year and half working as a policy and training content developer for Lexipol. I now work as a Technical Consultant and Project Manager for TSSI Consulting, assisting public safety agencies with procurement and implementation of new technology. I also serve as Vice Chair for an APCO Standards Revision Working Group.



Stronger Together

CAC Connects, Collaborates & Charts the Future at APCO HQ

By Diva Miranda Jones



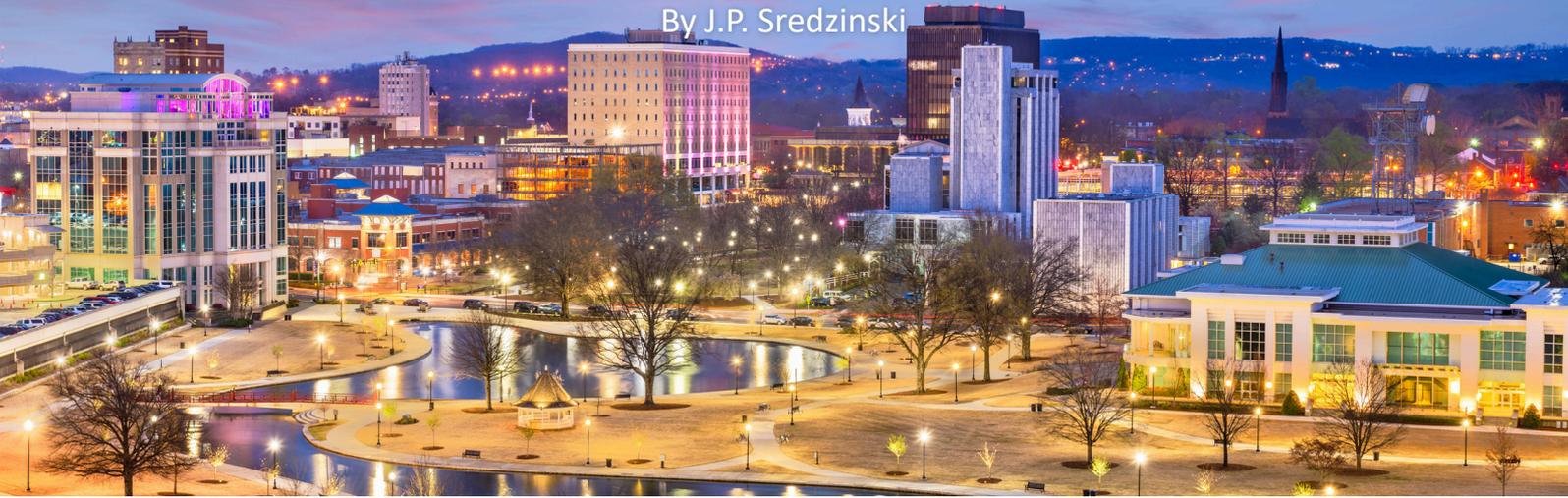
The Commercial Advisory Council gathered in February at the APCO International Headquarters for its annual Mid-Year In-Person Meeting. Council members had the opportunity to meet with CEO Mel Maier, Chief of Events & Corporate Partnerships Patricia Giannini Henry, Exhibit & Sponsorship Business Development Manager Jaya Dillard, and other APCO leaders to discuss priorities, partnerships, and the future of commercial engagement within the association.

Although we represent different companies across the industry, the meeting fostered strong collaboration and meaningful networking. Together, we continue to advance initiatives focused on strengthening relationships, enhancing value, and attracting new commercial members to support APCO's mission and the broader public safety communications community.

CYBER INTEL Corner

When Integrated 9-1-1 Systems Come Under Attack

By J.P. Sredzinski



We've all been there. We have seen news articles about cyberattacks on businesses, on governments and on individuals. We never think it will happen to us. But the reality is, it's only a matter of time because 9-1-1 Emergency Communications Centers (ECCs) have officially become a target. For those of us who have been in 9-1-1 Communications since the 1990s, we may be harkening back to the days of Intranets and isolated, non-connected networks – once considered crucial for cyber safety. Today, that's simply not possible. Interoperability is not only a benefit to what we do, it has become a necessity.

In May 2025, Morgan County 9-1-1 in Alabama became a real-world example of how vulnerable ECCs can be when exposed to cyberattacks. A group tied to the Qilin ransomware gang claimed responsibility for an attack that disrupted administrative systems used by the county's 9-1-1 operations. Qilin is a Russian-speaking cybercrime organization that has been linked to several global incidents, including a ransomware attack on hospitals in London. While core emergency dispatch functions including radio communications and computer-aided dispatch (CAD) continued to operate normally, local law enforcement networks had to be disconnected as a precaution, leaving critical data like inmate rosters inaccessible for nearly a week (1).

This incident highlights growing cybersecurity concerns for ECCs nationwide as centers continue to migrate from isolated systems to interoperable networks under the Next Generation 9-1-1 (NG9-1-1) model.

The Shift to Interconnected and Interoperable ECC Networks

Historically, ECCs operated on dedicated analog networks that were largely isolated from the public internet. These siloed systems helped reduce exposure to external threats. Keeping everything away from the internet keeps it safe, but the information gathered from sharing is lost. However, the ongoing transition to IP-based NG9-1-1 systems (which can carry voice, text, images, video, and data across shared Internet Protocol (IP) networks) introduces significant new cyber risks. These NG9-1-1 deployments often involve state-level Emergency Services Internet Protocol Networks (ESInets) that link multiple ECCs and ancillary systems (2).

The benefits of connected networks are clear: enhanced situational awareness, multimedia communications, shared databases, and call-routing redundancy between ECCs. But with increased interoperability comes a larger attack surface. Malware, ransomware, and unauthorized intrusions that penetrate one part of an ESI net may potentially spread to connected centers, affecting dispatch operations, data integrity, and public safety workflows.

Morgan County: A Case Study in Ransomware Risk

In Morgan County's 2025 cyber incident, the Qilin ransomware gang encrypted or exfiltrated files and demanded a ransom. While dispatch systems remained operational, which is a testament to the county's network segmentation, administrative systems were unavailable for days (1).

The disruption forced emergency services personnel to operate without access to certain integrated data systems. Even though 9-1-1 calls were answered and responders were still dispatched, the situation underscored how ransomware can erode operational efficiency and situational awareness when administrative and support networks intersect with ECC infrastructure.

If Morgan County's administrative and 9-1-1 networks had not been properly segmented, the attack could have been significantly worse and cascaded into more severe 9-1-1 service degradation, exemplifying the danger of interoperable ECC environments without sufficient cybersecurity protections.

Broader Threat Landscape for ECCs

Ransomware isn't the only threat. Denial of Service (DoS) and Telephony Denial of Service (TDoS) attacks, defined as where malicious actors flood ECC phone lines to overload call-handling capacity, remain a persistent danger. The Department of Homeland Security (DHS) Cybersecurity and Infrastructure Security Agency (CISA) has warned that mobile botnets can automate such TDoS attacks, tying up call lines and preventing legitimate emergencies from getting through (3).

Other recent incidents illustrate these broader dangers:

- In Suffolk County, NY, a ransomware attack in 2022 crippled key government systems, forcing public safety telecommunicators (PSTs) to work with pen and paper and request outside agency support to handle emergencies (4).
- Multiple municipalities were affected by a ransomware attack on the OnSolve CodeRED emergency notification platform, disrupting alert systems used for public safety communications in fall 2025 (5).

These examples show how cyber threats can touch many facets of emergency infrastructure beyond the PSTs themselves, from alerting systems to intra-agency databases, reinforcing the systemic nature of risk in interoperable ECC networks.

Why Interoperability Magnifies Cyber Risk

Interoperable ECC networks are valuable precisely because they link systems, data, and operations across jurisdictions. But that interoperability also means that an exploited vulnerability in one node can act as a vector for wider compromise. When ECCs share CAD servers, shared databases, or ESI net communication backbones, a breach might travel through those connections. For example, cyber attackers who access one agency's network credentials or unpatched endpoint could use those credentials against adjacent ECCs on the same IP network under certain circumstances.

Unlike isolated legacy systems, NG9-1-1 architectures often rely on federated services and external vendor platforms. This creates risks not only from direct attacks on an ECC but also from compromised third-party services that many ECCs rely on for call routing, notifications, or data sharing.



ECCs must strengthen cybersecurity through a layered approach:

- Network segmentation isolates critical systems from administrative networks.
- Multi-factor authentication (MFA) and robust access controls on all interfaces.
- Real-time monitoring and intrusion detection to flag and isolate suspicious activity.
- Incident response and continuity planning that explicitly includes cyberattack scenarios.

Mitigating Risk: Steps Forward

Federal guidance from agencies such as CISA provides frameworks and best practices that ECCs can adopt to enhance resilience as they modernize.

Cyber education plays a critical role in mitigating cyberattacks by ensuring that personnel can recognize, respond to, and recover from incidents effectively. NIST Special Publication 800-61, Computer Security Incident Handling Guide, emphasizes that well-trained staff are a foundational component of incident response, noting that users who understand their roles are more likely to detect incidents early and limit their impact (6). By educating employees on threat awareness, reporting procedures, and response protocols, organizations reduce the likelihood that attacks will escalate due to human error, while also strengthening coordination and decision-making during an active cyber incident.

The Morgan County ransomware event underscores a clear lesson: interoperable ECC networks offer great operational benefits but also magnify cybersecurity risks. As emergency communications continue evolving, protecting these networks isn't just a technical imperative, it's essential to ensuring public safety remains uninterrupted when it matters most.

J.P. Sredzinski is the 9-1-1 Public Safety Dispatch Superintendent for the Town of Stratford, Connecticut and has been in emergency communications since 1998. He also serves as a Director & Grants Coordinator for The New American Dream Foundation, a nonprofit out of Danbury, Connecticut.

REFERENCES

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Dispatches of History

APCO Special Collection at Bradley University Library

By The APCO Historical Committee

Last month, we introduced readers to the APCO Online Museum and the APCO Historical Collection. Now, we're shining a spotlight on one of APCO's most impressive historical treasures: The David G. Swan APCO Historical Collection.

This remarkable archive preserves the written legacy of APCO, including records from national presidents, executive secretaries, and officers, along with APCO Project Series files, Annual Conference proceedings, Illinois APCO records, and every issue of the APCO Bulletin dating back to 1935. Many editions of the APCO Bulletin and Public Safety Communications magazine have been digitized, making decades of APCO history searchable and accessible.

The collection is housed at the Cullom-Davis Library's Virginius H. Chase Special Collections Center at Bradley University in Peoria, Illinois, where APCO's history is carefully preserved for future generations.

Whether you're researching your chapter's beginnings, tracking down a familiar name, or simply curious about how the profession has evolved, the collection invites you to explore APCO's past in a meaningful way.

History Search Quick Tips



- Visit apcointl.org and select About APCO → APCO History
- Choose APCO Collection and click Search
- Use keywords (like your chapter name), date ranges, or an author to narrow results
- Try adjusting your search terms if you get too many - or too few - results

A little experimenting goes a long way, and you might be surprised by what you uncover!

Inside the Committees



Recognizing the Unsung Heroes

Why Nominating Dispatchers Matter

By The Awards Committee

Every day, 9-1-1 telecommunicators make life-changing decisions behind the scenes. They are the calm voice in chaos, guiding callers through CPR or Narcan administration while simultaneously dispatching responders, running information, and managing multiple emergencies. Yet, their work often goes unnoticed - rarely celebrated in headlines or on social media.

Dispatch centers operate 24/7 and are often understaffed, which can lead to burnout and stress. Unlike other professions, there's no "closing time." The pressure is constant, and the impact is real. For 9-1-1 telecommunicators, this reality is profound. They are the unseen lifeline in emergencies, yet the community rarely expresses gratitude for their actions. The behind-the-scenes work - the critical decisions; the calm guidance during chaos - often goes unnoticed because it's not visible on the radio or in the headlines.

When recognition does happen, it's usually for officers, EMTs, or firefighters. Their heroism is undeniable, but ask yourself: how did they get there? Who coordinated resources and ensured help arrived? The answer is the telecommunicator - the unseen link that makes every response possible.

That's why peer recognition is so important. Recognition within our own ranks matters because we understand the challenges and the skills required to do this job. APCO has created a system that allows telecommunicators to nominate their colleagues for outstanding work. These nominations are reviewed by peers who understand the challenges and skills required for this critical role.

Take a moment to nominate a fellow dispatcher. It's more than an award - it's a way to show that their dedication matters and that they are valued. Don't wait for someone else to shine the spotlight - be the reason your colleague feels valued. Your recognition could be the encouragement that keeps them going, reminds them why they matter, and reinforces the pride in what we all do. In a profession where gratitude is rare, your voice can make a lasting difference.



MILITARY HIRING EVENTS

THE MILITARY EMPLOYMENT COMMITTEE WANTS TO SHARE SOME EVENTS YOU CAN PARTICIPATE IN TO SEEK AND HIRE MILITARY MEMBERS AND SPOUSES.

Joint Base Charleston Career Fair Hiring Event

13 February @ 9 a.m. – 12 p.m. EST
Goose Creek, South Carolina
Contact: Dominique “Dom” Valentin
dominique.valentin@us.af.mil
Scott Bowermaster,
scott.bowermaster.2@us.af.mil

Fort Irwin Transition Assistance Program Career Fair

18 February @ 10 a.m. – 1 p.m. PST
Fort Irwin, California
Contact: Mfon Umoren,
mfon.a.umoren.civ@army.mil

Naval Base Kitsap Military Spouse Job Fair

19 February @ 4 p.m. – 7 p.m. PST
Silverdale, Washington
Contact: Kate Roschmann,
kathryn.a.roschmann.naf@us.navy.mil

Cannon Air Force Base Career Fair

25 February @ 10 a.m. – 2 p.m. MST
Cannon Air Force Base, New Mexico
Contact: Jessica Johns,
27sofss.mfrc@us.af.mil

Shaw Air Force Base Job Hiring Event 11

March @ 10 a.m. – 1 p.m. EDT Shaw Air
Force Base, South Carolina Contact: Dorcus
Green, dorcus.green@us.af.mil

**FOR MORE INFORMATION OR TO SIGN UP VISIT
EVENTS.HIRINGOURHEROS.ORG**

Teammates *in Action*

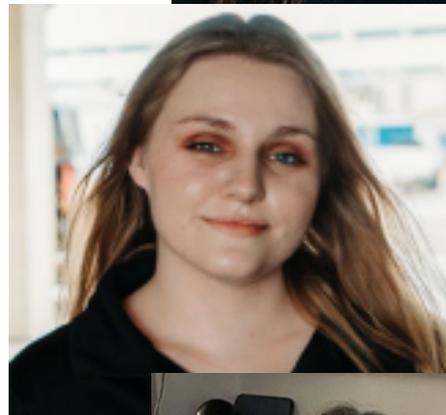
Airport Operations Control Center

Lee County Port Authority

On October 18, 2025, an Alert 3 was declared at RSW when a Boeing 737 became disabled on Taxiway A5 due to a reported braking issue, resulting in the closure of the airport's only runway. Although no medical issues were reported, the aircraft's nose gear was canted approximately 90 degrees, requiring coordinated deplaning of 55 passengers and 5 crew. The Airport Operations Control Center (AOCC) managed notifications, supported Incident Command and field units, coordinated deplaning through Gate 76, and maintained clear, timely communication throughout the incident - while continuing to support routine operations and customer service calls for both airports served.

Through calm communications, detailed documentation, and strong teamwork, **Taylor Elliott**, **Ryan Arnold**, **Tess Gevara**, and **Ashley Gutridge** ensured the incident remained safe, orderly, and transparent for partner agencies and the traveling public. Their efforts minimized disruption, reduced secondary hazards, and helped restore normal operations efficiently, reflecting the AOCC's commitment to professionalism, teamwork, and public safety.

Ryan Arnold led interdepartmental coordination and operational tracking, Ashley Gutridge maintained live CAD updates and coordinated deplaning resources, and Tess Gevara managed initial notifications and ongoing coordination with Airport Police—all while balancing routine AOCC responsibilities. Supervisor Taylor Elliott provided oversight, leadership communication, and post-incident follow-up, ensuring lessons learned were captured and shared for future aircraft incidents.



James Smart & Jaden Yates

Dunklin County E9-1-1, MO

On December 9, 2025, Telecommunicator James Smart received a critical 9-1-1 call from a juvenile reporting that he was trapped inside a camper that was actively on fire. During the call, James could hear the child coughing and a dog howling in distress. The juvenile was unable to provide a location beyond stating he was somewhere in Missouri.

Telecommunicator Smart immediately utilized available computer-aided systems, including RapidSOS, to obtain accurate coordinates. This crucial information allowed responders to identify the exact location of the emergency.

As Telecommunicator Smart attempted to page the fire department, his radio console suddenly locked up, preventing him from hearing or transmitting any radio traffic. Without hesitation, Telecommunicator Jaden Yates stepped in and became the sole radio voice for responders.

While Yates managed all radio communications, Smart continued speaking with the juvenile, providing reassurance and gathering vital information despite the escalating danger.

During the call, both the juvenile and the dog fell silent, increasing the urgency of the situation. Thanks to the coordinated efforts of Smart and Yates, Campbell Fire Department arrived quickly, located the burning camper, and rescued the child. The juvenile was transported by air medical for treatment of his injuries.

This incident highlights the exceptional teamwork, calm under pressure, and life-saving efficiency displayed by Telecommunicators Smart and Yates. Even in the face of equipment malfunction and a rapidly deteriorating situation, both individuals worked seamlessly to ensure responders had accurate, timely information and that the caller received the best possible chance of survival.

Congratulations James and Jaden and thank you for being Outstanding Teammates in Action!



Teammates in Action Shine a Light on Your 9-1-1 Heroes!

Every 9-1-1 center has those teammates who make a difference - whether they handle a tough call with composure, jump in to help a coworker during a hectic shift, or show steady leadership when it's needed most. Now's your chance to recognize them! Nominate a dispatcher, call taker, supervisor, or manager who embodies teamwork and excellence for APCO International's Teammates in Action spotlight. Sharing these stories not only celebrates their dedication but also boosts morale, strengthens team pride, and reminds everyone that their work truly matters. Submit your Teammates in Action nomination today and help us honor the best in our 9-1-1 community!

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

Upcoming Webinar

Accreditation Without Hesitation - Accredit Your Agency's Training Program to Comply with National Standards

Is your agency's training program aligned with nationally recognized best practices? Join APCO leaders and ATPA experts for an interactive webinar exploring how Agency Training Program Accreditation strengthens consistency, credibility, and confidence in public safety telecommunicator training. Hear directly from the professionals who manage and review the program, learn what the accreditation process really looks like, and discover why agencies nationwide are choosing ATPA to elevate their training programs.

 **March 10, 2026**

 **1:00 PM EST**

 **Member and Chapter Services Committee + Agency Training Program Accreditation Committee**

In this interactive webinar, you'll hear directly from:

- ATPA Program Managers who guide agencies through the accreditation process
- A panel of experts including the Committee Chair, Vice Chair, and Subcommittee Chairs-seasoned professionals with decades of combined experience in the field

Discover:

- How accreditation strengthens your training program and supports your team
- What the process really looks like (spoiler: it's more achievable than you think!)
- The tangible benefits accredited agencies experience
- Real insights from the volunteers who make ATPA work

Whether you're just exploring the idea or ready to take the next step, this is your opportunity to get answers, hear success stories, and learn why agencies across the nation are choosing accreditation.

Don't hesitate - join us March 10, 2026 at 1pm, and see how ATPA can work for you!

[REGISTER NOW](#)

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WORKGROUP ABBREVIATIONS

<p>CWG - Chapter Leader’s Reference Guide & Chapter Officer Toolkit Working Group</p> <p>LMC - Life Member Content Working Group</p> <p>NWG - Newsletter Working Group</p>	<p>PWG - Polls Working Group</p> <p>TIA - Teammates in Action Working Group</p> <p>WEB - Webinars Working Group</p>
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