

March/April 2021 I Vol. 87 I No. 2 appointl.org

Published for:

APCO International, Inc.

351 N. Williamson Blvd., Daytona Beach, FL 32114 386-322-2500 • 888-APCO-911

Director of Marketing & Communications

Meghan Architect 571-312-4400 x7009 architectm@apcointl.org

Published by:

NAYLOR

Naylor Association Solutions 1430 Spring Hill Road, 6th Floor McLean, VA 22102 Tel (800) 369-6220 www.naylor.com

Publisher

Tamára Perry-Lunardo

Managing Editor
Rick Goldstein

Project Manager
Michelle Hughes

Publication Director Shaun Greyling

Sales Representative Leron Owens, Paulette Pilcher, Carlos Santana

> Layout and Design Sharon Lynne

Project Coordinator Alyssa Woods

© 2021 Naylor, LLC. All rights reserved. The contents of this publication may not be reproduced by any means, in whole or in part, without the prior written consent of the publisher.

PSC-Public Safety Communications/APCO Bulletin (ISSN 15261646) is published bi-monthly by Naylor Association Solutions, for APCO International - Association of Public Safety Communications Officials at Naylor Association Solutions, 1430 Spring Hill Road, 6th Floor, McLean, VA 22102. Periodical postage paid at Daytona Beach, Florida and additional mailing offices. Postmaster send address changes to: APCO International - Association of Public Safety Communications, 351 N. Williamson Blvd., Daytona Beach, FL 32114.

Editorial information: Direct manuscripts and queries to Rick Goldstein at psceditor@apcointl.org. For author and photography guidelines, visit https://apcointl.org/submit-article.html. For reprints, visit www.naylor.com/client-support/article-reprints/.

Advertising information: Rates are available upon request. Contact Shaun Greyling at sgreyling@naylor.com or 800-369-6220 ext. 3385.

Subscription information: Subscriptions are available via membership in APCO International. Membership dues vary by state. Subscription value is \$35 of dues amount. Non-member subscription is \$125/year. Back issues \$12, foreign \$18, except special issues. For back issues, contact Meghan Architect at 571-312-4400.

PUBLISHED FEBRUARY 2021/PSC-S0221/2110
COVER PHOTO CREDIT: VLADGRIN/SHUTTERSTOCK.COM

Executive Committee of the Board of Directors • 2020-2021



President
Margie Moulin, RPL, CPE
Director
Emergency Communications of Southern Oregon
Central Point, OR
Margie.Moulin@ecso911.com



First Vice President
Jason E. Kern, CPE, RPL
Executive Director
Southeast Emergency Communications
jkern@seecom911.org



Second Vice President
Angela R Bowen, RPL, CPE
Manager, Curriculum Services Section
Georgia Public Safety Training Center
Forsyth, GA
abowen@gpstc.org



Immediate Past President
Tracey M. Hilburn, RPL, ENP
Director
Bossier Parish 911 Communications Dis #1
Benton, LA
hilburn911@bellsouth.net



Executive Director & CEO
Derek K. Poarch
APCO International
1426 Prince Street
Alexandria, VA 22314
poarchd@apcointl.org

Editorial Committee • editorial@apcointl.org
Chair • Christine Massengale
Vice Chair • Suzanne Ladd

Kristen Adkins-Wallace, Kelley Anderson, Thomas Arnold, Maria Bowling, Brian Butler, Tina Chaffin, Grace Cohen, Donna Crochet, Karolyn Delvaux, Zackary Dykes, Chelsi Halstead, Leslye Harrell, Julie Heimkes, Sherianne Hermes, Jamie Horner, Christopher Jasper, Jackie Jones, Jennifer Kirkland, Allison Knox, Debbie Knox, Angelia Koski, David Larson, Lara Laymance, Jessica Lohr, Kristina Maddox, Sasha McDilda, Sara McDonald, Kareena Molozhaviy, Charles Nash, Tiffany Nutt-Waller, Cassandra Onley, Mark Pallans, Daryl Recker, Deranecque Rogers, Krystal Roman, Tara Vann, Jeffrey Vilk, Amber Young

The Editorial Committee's purpose is twofold: I) It helps ensure that the magazine's content mirrors the interests of APCO's diverse membership; and 2) it provides the magazine staff with expert resources and writers who can share with APCO's members the knowledge and experience necessary to effectively staff, operate, equip and maintain public safety communications centers.