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NEWSLETTER



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A publication of the Virginia Chapter of the Association of Public Safety Communications Officials



SAVE THE DATE: UPCOMING EVENTS



July 27-30- APCO 2025- Baltimore, MD

November 4-6- Virginia APCO/NENA Fall Conference- Roanoke, Virginia

*Please be aware that the dates and days of the Fall conference have changed from what we have done in the past.



MEET THE WINNERS

Your 2024 Virginia APCO Telecommunications Award Winners:

Virginia APCO Director of the Year:



Jeff Flournoy
Eastern Shore of Virginia 9-1-1 Communications



Virginia APCO Director of the Year:



Jada Lee
Virginia Beach Emergency Communications & Citizen Services



Virginia APCO Team Performance in a Critical Incident:



Northern Virginia Telecommunicator Emergency Response Tactical Team
(NOVA TERT TF-1)



Virginia APCO Information Technologist of the Year:



Mike Browning
Alexandria Department of Emergency & Customer Communications



Virginia APCO Line Supervisor of the Year:



Missy Andrews
Virginia Beach Emergency Communications & Citizen Services



Virginia APCO Individual Performance in a Critical Incident:



Maddison Gaylen
Chesterfield Emergency Communications



Virginia APCO Trainer of the Year:



Heather Lyon Louer
Navy Region Mid-Atlantic Dispatch Center



Virginia APCO Trainer of the Year:



Jessica Girvin
Virginia Beach Emergency Communications & Citizen Services



Virginia APCO Telecommunicator of the Year:



Jessica Girvin
Virginia Beach Emergency Communications & Citizen Services



Congratulations!



CENTER SPOTLIGHT:

Virginia Dispatchers Fundraiser Goes Viral

The APCO Sunshine Fund provides financial assistance to public safety communications professionals who experience a life-altering event that places a significant financial burden upon them or their immediate family. Last year, the Virginia Sunshine Fund was depleted from the support it provided in the aftermath of Hurricane Helene. To replenish the Sunshine Fund, Fauquier County 911 (part of the Fauquier County Sheriff's Office) challenged Culpeper and Stafford Counties to see which 911 Center can raise the most money for the Sunshine Fund.

The Fauquier 911 Center held a four-day bake sale in its lobby and raised over \$1,000. Moreover, 911 Centers across Virginia, surrounding States, and even out to Missouri, have taken up this fundraising challenge for their own APCO regions.

Said Joell Kight, Fauquier's Communications Manager, "We are excited to have planted the seed that looks like it is going to grow nationwide to raise funds in support of the APCO Sunshine Fund. We are proud of our staff, who are dedicated to helping others."

The Association of Public-Safety Communications Officials (APCO) provides advocacy, outreach, professional development, and technical assistance to its emergency communications members. Anyone who wishes to donate to the APCO Sunshine Fund, may contact their local 911 Center or go to [Sunshine Fund - APCO International](#).

This article was published on the Virginia Sheriff's Institute [website](#).



TEAMMATES IN ACTION:



The Orange County Emergency Communications Center (OCECC) learned about the effort to raise funds for the VA APCO Sunshine Fund through a Facebook post by Hollie Bowen, who encouraged other organizations to take part. Wanting to support the cause, we reached out to Joell Kight at the Fauquier County Emergency Communications Center to gather more details. Inspired by the initiative, we quickly organized three bake sales during the week of April 28, 2025. With limited time and a strong sense of urgency, two staff members and the mother of a staff member generously provided baked goods. Thanks to the overwhelming support of our organization's staff, we sold out within the first hour on the opening day—thanks in large part to the generosity of our Parks & Recreation Director!

In the end, the OCECC proudly contributed \$114 to the VA APCO Sunshine Fund. While the amount may not be large, we take pride in our efforts and hope it serves to support a dispatcher in need.

-OCECC



CONFERENCE RECAP:

The 2025 Spring NENA/APCO Conference took place May 20th through May 23rd in historic Williamsburg, Virginia. The conference was held at the beautiful Williamsburg Lodge. There were 243 registrations for the event with 228 in attendance.

The conference kicked off with the 2nd Annual NENA golf tournament held at the Kingsmill Resort Golf Course. The conference offered two pre-conference classes: The Team Leadership Approach and ENP Bootcamp. A welcome reception was hosted Wednesday night in the Virginia Foyer, complete with a friendly game of S.I.N.G.O.

The Williamsburg Fire Department's Honor Guard kicked off the conference by presenting the colors, while Susan Linnell sang a beautiful rendition of the National Anthem. The opening session included messages from members of the Virginia NENA Board, the Virginia APCO board, and VDEM. The opening session and keynote address was given by Brad Flanagan, Director of PSAP Ambassadors at Prepared 9-1-1.

Attendees were offered a variety of interesting and diverse sessions to choose from which included topics such as: Leadership, AI, Workplace Culture, QA/QI, Mental Health, and more! During lunch, Virginia APCO presented awards to the selected recipients of the 2024 Virginia APCO Telecommunications Awards. The Vendor Hall was open for attendees to learn about new technology and products throughout the day. After sessions, the night ended with a glow party complete with dancing, cornhole, and all things light up and glow-in-the-dark!

On Friday morning, the Virginia APCO and NENA board meetings were held. Virginia NENA installed their new officers and presented a Life Membership plaque to Bernard J. "Buster" Brown via virtual meeting. After lunch, the closing keynote address featured an inspiring message by Jim Schmidt, step-father of Gabby Petito and board member of the Gabby Petito Foundation. The conference concluded with afternoon sessions and, of course, raffle drawings for fabulous prizes!



COMMERCIAL MEMBERSHIP

The 2025 VA APCO/NENA/SIEC Fall Conference is shaping up to be the must-attend event for public safety communications professionals across the Commonwealth. Set to take place at the Historic Hotel Roanoke, in Roanoke, VA on November 4-6, this year's conference introduces exciting new features designed specifically to enhance exhibitor visibility and maximize sponsor ROI – and we're inviting you to be a part of it. This year, we're putting our exhibitors and sponsors front and center. We've reimagined the entire exhibitor experience to create better networking opportunities, stronger lead generation, and greater brand exposure. We truly could not have a great conference without the support of our commercial partners.

A highlight of the conference will be the brand-new exhibit hall floorplan, engineered to optimize traffic flow and increase engagement between vendors and attendees. With exclusive exhibit hall hours built directly into the agenda, commercial members can now count on uninterrupted face time with key decision-makers from PSAPs, emergency communications centers, and public safety agencies statewide.

VA APCO Commercial members will benefit from a variety of sponsorship tiers, each packed with opportunities such as premium booth placement, logo visibility in marketing materials, speaking slots, and more. Whether you're a returning supporter or a first-time exhibitor, there's never been a better time to elevate your brand in Virginia's public safety market.

Sponsorship Brochure -

<https://custom.cvent.com/2E77779FB81D4E718EA43C954F9F1099/files/event/f22879c8d89644da9cecb6fdecbb8f714/d0eabec04288473c8c6ed56b1fb29b14.pdf>



	DIAMOND	\$10,000	Premium, all-inclusive package for all networking events, meals, banners, programs, and more—complete onsite visibility.	PRIORITY BOOTH SELECTION REGISTRATION JUNE 16 - 20
	PLATINUM	\$7,500	Excellent marketing and networking opportunities for next level exposure.	PRIORITY BOOTH SELECTION REGISTRATION JUNE 23 - 25
	GOLD	\$5,000	Boost your brand awareness with additional advertising and networking opportunities.	PRIORITY BOOTH SELECTION REGISTRATION JUNE 26 - 27
	SILVER	\$2,500	Boost your brand awareness with additional advertising.	PRIORITY BOOTH SELECTION REGISTRATION JUNE 30 - JULY 1
	SUPPORTER	\$500 *MINIMUM INVESTMENT	Highlight your company with the Supporter Sponsorship for non-exhibitor sponsorship! *Advertisement only package—booth, meals and activities not included.	GENERAL EXHIBITOR REGISTRATION JULY 2



9-1-1 TRAINING



Crisis Negotiations Training in Montgomery County

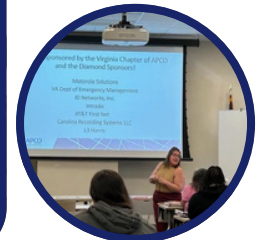
By: Holly Bowen, CPE

On June 11, 2025, the Virginia Chapter of APCO sponsored a free training class for telecommunicators across Virginia. The class was “Crisis Negotiations for Telecommunicators” and focused on callers in crisis, stress, suicide, and provided tools for telecommunicators to better handle these calls.

Over 25 students from Loudoun Co, Craig Co, City of Roanoke, New River Valley, Radford PD, Waynesboro, Martinsville-Henry, Fauquier Co, and Twin County Regional attended and the mixture of different agencies provided for great learning opportunities and discussion throughout the day. Our Virginia based APCO Adjunct Instructors, Joell Kight (Fauquier County Sheriff's Office) and Holly Bowen (Carolina Recording Systems) donated their time to teach this course for the Chapter.

The course was an 8-hour day held at the New River Valley 911 Center in Montgomery County. We appreciate their hospitality in helping to bring training to their area of the state. Lunch was provided for the students, courtesy of our Commercial Advisory Committee and the Diamond Sponsors, Motorola, ID Networks, Intrado, AT&T First Net, L3 Harris, Carolina Recording Systems, and Virginia Department of Emergency Management.

The Virginia APCO Chapter continues to sponsor courses at different locations throughout the state, so that our telecommunicators have access to additional learning opportunities. The next course will be hosted in the Fall and is currently planned for the APCO Comm Center Supervisor, 3-day course! Look for the announcements on our social media and through the list serve!





GET INVOLVED:



Have you been looking for a way to becoming more involved with Virginia APCO? Have you recently attended a conference and felt the call to do more? Well, look no further! Virginia APCO has several committees that are always eager to bring on new faces and fresh talent! There are many great opportunities available where you can share your talents and help make our Chapter the best it can be.

If you're someone who enjoys planning, networking, and allocating resources, the Conference Committee may be the right fit for you! The Conference Committee is responsible for many tasks, including: securing sponsors and speakers, planning events, working with vendors, and so much more. If you're interested in volunteering for this committee, contact: Joell Kight (joell.kight@fauquiercounty.gov)

If you're someone who enjoys being creative, designing graphics, social media, and networking, the Member Chapter Services Committee may be the place for you! The Membership Committee is responsible for many tasks, including: Totes for Hope, Chapter Newsletters, Teammates In Action, boosting Chapter membership, and so much more. If you're interested in volunteering for this committee, contact: Krista Kilmon (kkilmon@co.northampton.va.us) or Corey Overstreet (coverstr@vbgov.com)

If you're someone who enjoys learning about achievements in 9-1-1 with an objective mindset, the Awards Committee may be someplace to start! The Awards Committee is responsible for reviewing nominations for the Telecommunicator Awards Program and selecting winners for each award category. If you're interested in volunteering for this committee, contact: Jada Lee (jlee@vbgov.com)

If you're someone who enjoys fundraising and helping others, the Sunshine Fund Committee may feed your passions! The Sunshine Fund Committee focuses on raising funds through various fundraising methods that go towards helping our own during their time of need. When requests for funds are received, the committee reviews the request to determine if their needs can be met. If you're interested in volunteering for this committee, contact: Jada Lee (jlee@vbgov.com) or Joanne Munroe (jmunroe@vbgov.com)

If you're someone who enjoys legislation and debates, and you have a passion for the 9-1-1 Profession, the Legislative Committee may be just the committee for you! This committee teams up with Virginia NENA to monitor legislative and regulatory activities, both state and federal, which impact public safety communications. The committee will provide recommendations to the Chapter on positions supporting or opposing legislation, and will provide information regarding implementation of legislation. The committee may also provide information to legislators and their staff regarding both legislation and public safety communications, and may assist in the drafting of any legislation proposed by the Chapter. If you're interested in volunteering for this committee, contact: tuckert@chesterfield.gov

Other Virginia APCO Committees: Bylaws/Policy, Historical, Training/Scholarships, Nominating, Commercial Advisory, Emerging Leaders and ProCHRT.



FINAL THOUGHTS



We're pleased to announce that the Virginia Chapter will once again be hosting a luncheon during the national APCO Conference in Baltimore!

📍 Location: Kona Grill, 1 E. Pratt Street

🕒 Time: 11:30 AM – 1:00 PM

📅 Date: Monday, July 28, 2025

If you plan to join us, please let us know so we can plan accordingly. We look forward to seeing many of you there!