

Education

Ph.D. Student in Public Policy and Administration, College of Social and Behavioral Science, Walden University, Minneapolis, MN. Concentrations: Emergency Management and Homeland Security Policy & Coordination. Research interests: social media, crisis communication, terrorism policy, emergency management operations and policy, and gender in disaster. Dissertation topic: The use of volunteers to gain situational awareness via social media. Expected graduation: 2014.

Certified Emergency Manager (CEM), International Association of Emergency Managers (IAEM), Falls Church, VA. 2008.

Master of Public Administration, Institute for Emergency Preparedness, Jacksonville State University, Jacksonville, AL. Concentration in Emergency Management. 2002.

Bachelor of Science, Management and Communications, Division of Adult Studies, Western Baptist College, Salem, OR. 1995.

Associate of Applied Science, Criminal Justice, Chemeketa Community College, Salem, OR. 1992.

Emergency Management Academic Experience

Adjunct Instructor, Jacksonville State University, Jacksonville, AL. 8/2002 to present
Primary teaching responsibility for Introduction to Weapons of Mass Destruction and Public Information in Emergency Management. Previously taught Legal Aspects of Public Safety Communications and Public Policy in Emergency Management.

Lecturer, Western Washington University, Bellingham, WA. 2005 to 2006
Responsible for creating new degree concentration in Emergency Management. Conduct curriculum review and identify key themes for instruction. Teach Principles and Practices of Emergency Management, the introductory course in the program.

Work Experience

Emergency Preparedness Manager. City of Auburn, Auburn, WA. 3/2006 to present
Responsible for all emergency management functions for city of 70,000 residents. Created program, including policy formation, plan review/writing, public education, volunteer coordination, legal compliance, Emergency Operations Center (EOC) management, warning and notification coordination, and all other facets of emergency management. Responsible for managing division resources, setting priorities, and adjusting based on emergent conditions. Manage Emergency Management Committee, with representatives from City departments, private sector and NGO partners, and neighboring jurisdictions, charged with advising on policy, planning, and training issues and carrying relevant information back to their respective organizations, as well as working together on emergency management goal. Routinely brief senior managers and elected officials on emergency management issues, including incident related activities. During EOC activations, serve as EOC Manager, including oversight of public call center. Responsible for coordinating and writing city-wide after-action reports for all EOC activations and exercises. Conduct public presentations to widely varying audiences on a number of emergency management related topics.

Communications Specialist, Bothell Police Department, Bothell, WA. 6/1999 to 11/2004.

Responsible for answering 911 and non-emergency phones in busy suburban call-center and dispatching law enforcement calls for service for two police agencies. Served as training officer, responsible for one-on-one training of new hires. Wrote several procedures and participated in contract negotiation and dispute resolution. Served on CAD selection committee, reviewing RFPs and conducting site visits. Monitored for unusual events and briefed senior managers as needed.

Communications Specialist, Norcom 911, Woodburn, OR. 10/1995 to 7/1997.

Part-time position, responsible for answering emergency and non-emergency phone lines and dispatching police, fire, and medical calls for service for several agencies.

Support Division Commander, Marion County Search and Rescue, Salem, OR. 9/1988 to 7/1997.

Participated in missions for missing people, technical rescue, disaster relief, and support services. Served as team member, team leader, incident commander, logistics chief and other incident command positions. As Division Commander, responsibilities included fundraising, record keeping, and public relations. Designed and implemented new organizational plan to streamline unit functions. Participated in planning and design of training exercises and made recommendations for improvements.

Communications Dispatcher, Silver Falls 911, Silverton, OR. 6/1993 to 5/1996.

Responsible for answering emergency and non-emergency phone lines and dispatching police, fire, and medical calls for service. Responsible for training volunteer, part-time and student intern dispatchers.

Professional Development/Service

Association of Public Safety Communications Officials (APCO) International – 2001 to 2006

- Editorial Advisory Committee – 2001 to 2006

King County Related Committees – 2006 to present

- King County Citizen Corps Council Steering Committee Member/Vice-Chair/Chair, 2007-present
- King County Shelter/Mass Care Workgroup member/chair/vice-chair, 2007-2011
- Emergency Management Advisory Committee (EMAC), appointed staff lead for Suburban Cities Association, 2006 - 2008.
- Regional 6 Homeland Security Subcommittee, appointed member, 2006.

International Association of Emergency Managers (IAEM) – 2005 to present

- Editorial Work Group – 2005 to present
- Elected Washington State Representative – 2010 to 2012
- Elected Region 10 Secretary/Treasurer – 2012 to 2014
- USA Training and Education Committee – 2010 to present
 - Chair, T&E Internship Guide Subcommittee – 2011 to 2012
 - Member/Chair, T&E Theory to Practice Subcommittee – 2011 to present

Partners in Emergency Preparedness Conference (PIEPC) – 2005 to present

- Steering Committee Member – 2005 to present
- Board Member – 2006 to 2010 and 2011 to present
- Curriculum Committee Chair – 2006 to 2011
- Finance Committee Chair – 2011 to present

Soroptimist International of Auburn – 2006 to present

- Vice-President – 2009 to 2010
- President-Elect – 2010 to 2011
- President – 2011 to 2012
- Chair – Regional Fellowship Award – 2012 to 2014

Washington State Emergency Management Association (WSEMA) – 2006 to present

- Chair, Constitution and Bylaws Committee – 2012 to present

Magazine Publications

- Badger, S. & Miller, S. K. (2010). Public information in the face of tragedy. *IAEM Bulletin*, 27(2), 13 & 16.
- Miller, S. K. (2006). Back to school -- Is it for you? *Public Safety Communications*, 72(9), 44-45.
- Costa, B., Kerwood, S. D., Marsh, D. J., & Miller, S. K. (2006). Current issues in integrated bioterrorism response. *IAEM Bulletin*, 23(5), 12,16.
- Miller, S. K. (2006). MERS: FEMA's mobile emergency response support. *Public Safety Communications*, 72(3), 41-43.
- Miller, S. K. (2006). Ethics and blogging in public safety. *Public Safety Communications*, 72(3), 8-10.
- Miller, S. K. (2005). Training strategies for small agencies. *Public Safety Communications*, 71(2), 34-37.
- Miller, S. K. (2005). To consolidate or not? The pros, cons, and pitfalls of combined operations. *Public Safety Communications*, 71(12), 12,14,16,42.
- Miller, S. K. (2005). So you want to be a CEM? *Public Safety Communications*, in print.
- Miller, S. K. (2005). Small group communications and conflict resolution. *Public Safety Communications*, 71(9), 28-30 & 66.
- Miller, S. K. (2005). Part-time telecommunicators. *Public Safety Communications*, 71(6), 36-37.
- Miller, S. K. (2005). Finding your niche: Specializing your way to the top. *Public Safety Communications*, 71(5), 12.
- Miller, S. K. (2005). Confessions of a part-timer. *Public Safety Communications*, 71(6), 37.
- Miller, S. K. (2003). Bullet-proof dispatch centers: Dodging liability. *Public Safety Communications*, 69(9), 32,52,57.
- Miller, S. K. (2002). How to find training on a shoestring budget. *Public Safety Communications*, 68(9), 36, 56.
- Miller, S. K. (2002). Amber alert: Your role in locating abducted children. *Public Safety Communications*, 68(11), 18-20.
- Miller, S. K. (2002). Education for a virtual world. *Public Safety Communications*, 68(2), 32-34.
- Miller, S. K. (2002). Disaster training and the cost of preparedness. *Public Safety Communications*, 68(2), 29-33.

Unpublished Student Manuscripts

- Miller, S. K. (2010). *Public policy case study: Collaborative governance in action*. Walden University, Minneapolis, MN
- Costa, B., Kerwood, S. D., Marsh, D. J., & Miller, S. K. (2005). *Current issues in integrated bioterrorism response*. Walden University, Minneapolis, MN.
- Costa, B., Kerwood, S. D., Marsh, D. J., & Miller, S. K. (2005). *Trunked radio communications: A help or hindrance to operational response?* Walden University, Minneapolis, MN.
- Kerwood, S. D., Loeb, J., Marsh, D. J., & Miller, S. K. (2005). *Emergency flood plan annex*. Walden University, Minneapolis, MN.
- Kerwood, S. D., Loeb, J., Marsh, D. J., & Miller, S. K. (2005). *Public safety department: Design and organization*. Walden University, Minneapolis, MN.
- Kerwood, S. D., Loeb, J., Marsh, D. J., & Miller, S. K. (2005). *Toxic threads: A hazardous materials release case study*. Walden University, Minneapolis, MN.
- Marsh, D. J., Miller, S. K., & Wright, J. (2005). *9/11 policy analysis*. Walden University, Minneapolis, MN.
- Miller, S. K. (2004). *Small group communication in the emergency communications center*. Unpublished student manuscript, Walden University, Minneapolis, MN.
- Miller, S. K. (2005). *Ethical considerations of public safety employee personal blogs*. Walden University, Minneapolis, MN.
- Miller, S. K. (2005). *The impact of terrorism policy on natural disaster response*. Walden University, Minneapolis, MN.
- Miller, S. K. (2005). *Public safety communications consolidation*. Walden University, Minneapolis, MN.

- Miller, S. K. (2005). *Technology use in law enforcement: A literature review*. Walden University, Minneapolis, MN.
- Miller, S. K. (2005). *USA Patriot Act grant-making issues*. Walden University, Minneapolis, MN.
- Miller, S. K. (2005). *Voice over internet protocol (VOIP) E-911 policy analysis*. Walden University, Minneapolis, MN.