

WA APCO-NENA ANNUAL REPORT

JUNE 2011

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Strategic Positioning Planning for the next 6 Years

APCO International
Telecommunicator of the Year!!!

In 2010, Executive Committee members, committee chairpersons and those running for office participated in a strategic positioning exercise designed to identify trends, scenarios, and actions that the chapter will encounter in the next 1-6 years. This exercise resulted in an action plan for Washington APCO-NENA designed to guide our chapter plans for the future. A survey was conducted (electronically & at the conference) asking members about what is important to them related to the chapter. Based on the information from the survey, the chapter moved forward with the development of a mentoring committee and increased opportunities for training and networking. The current Executive Committee members and those running for office participated in an update workshop in May in order to gauge progress and continue the planning for the chapter.

2010 Washington Award Winners

Telecommunicator of the Year

Richard Garman
Grays Harbor Commu-
nications E9-1-1

Telecommunicator of the Year Exemplary Handling of a Critical Incident

Christopher Scott, Thurston
911 Communications

Technician of the Year- Sustained Superior Performance

Corinne Choy, SUNCOMM

Telecommunicator of the Year Team Award

Patricia Stevens & Lacy Storey,
Okanogan County
Communications Center



MEMBERSHIP INFORMATION

WA APCO/NENA HAS 482 APCO MEMBERS AND 119 NENA MEMBERS (AS OF MAY 20, 2011).

DO YOU KNOW OF PEOPLE IN THE INDUSTRY WHO AREN'T MEMBERS?

REFER THEM!

Mentoring

The Mentoring Committee is committed to providing support for APCO members who will one day take over the leadership roles within the organization and the industry as a whole, through continuous training, individual contact with other experienced members, and other vital networking opportunities. It is our focus to help members understand their role in managing their own professional development, to encourage career development and a continuation of the objectives and ideals of the Chapter.

Legislative Update

Diversion of 911 dollars from the State Budget — WA APCO-NENA members were directly involved in communicating with legislators about the importance of keeping 911 money where it belongs to modernize the State E9-1-1 system.

Pre Paid Wireless Excise Taxes—Unexpected bill introduced this year by wireless carriers. WA APCO-NENA was asked to support this bill. The bill did not move forward this year and Department of Revenue will implement the tax ruling from the Supreme Court.

911 Harassment Bill— On hold until the 2012 legislative session.

Retirement Age for Telecommunicators—One of the legislative priorities of the chapter over this year was working on legislation to recognize Washington State 911 Telecommunicators/Dispatchers as Public Safety Employees and with that recognition, to lower the retirement age to match that retirement classification. This project will require teamwork from the Unions, Guilds, and members across the state. Focus over the past year is how to generate funds to support this legislative issue and to retain a lobbyist. A donation button has been set up on the chapter website, advertising has been added to the site, and pass the hat opportunities have begun.

Good Bye Wenatchee and Hello Kennewick

The 2010 conference in Wenatchee included a chapter meeting and dinner at Saint Laurent Estate Winery. The membership approved new constitutions for APCO-WA and NENA-WA as well as a single set of bylaws to govern both organizations. 2011 marks a new era for the location of the Public Safety Communications Summer Conference with a move about 132 miles southeast to Kennewick. The conference will take place at the Three Rivers Convention Center and will include keynote speakers, workshops, a vendor hall, and a semi-formal banquet to honor our chapter award recipients. Look out, Kennewick—Here we come!

A Day on the Hill

As you all know it has been a very event filled year, with our initial legislative agenda (9-1-1 Harassment Legislation and Retirement Age) being put on the back burner with the Governor's proposed raid on the State 9-1-1 fund to support her budget. With this announcement our resources and attention were diverted to the proposed raid. A secondary issue, the State Supreme Court decision on Pre-paid wireless was also unplanned but necessary for our full engagement and attention to ensure 9-1-1 funding was not jeopardized in any solutions presented.

As part of this year's effort a second annual Washington APCO NENA Legislative Day was held on March 15th! We had several 9-1-1 coordinators and other APCO NENA members who travelled from all over the state to participate and help take the message to the legislators, to leave the State 9-1-1 Fund intact. Several members used this as an opportunity to learn how to make contact with your legislators, and how to share the message. We encourage each of you who have an interest in future years legislation to do the same. Do not worry if you are not a professional lobbyist, your legislators want to hear from you and what your issue means to you and your community. There is no one better to deliver that message than you. So please join us next year, we still have plenty of work to do and new issues to address.

If you can't attend in person, your email messages, phone calls, and letters from your boards are effective tools to provide a message and to let your legislator know these issues are important to you.

Please know that your efforts made a difference this year! It is because you got involved and communicated that the legislators heard your message and the State 9-1-1 Fund remained intact when so many other direct funds **did not**. Thank you all for a great team effort!

Chapter Services Report

Members of the Chapter Services Committee visited 3 agencies during the past year: CENCOM in Bremerton, Cowlitz County in Kelso, and Wahkiakum County 911 in Cathlamet. Information about these agencies was included in the chapter newsletters. Our membership has enjoyed these "virtual visits" to other communications centers around the state.

Two chapter meetings and training opportunities were held during this year in conjunction with Area Coordinator meetings/training. The first was held in Burien with training related to "Critical Employee Emergency Planning." A chapter dinner was held after at Jimmy Macs Roadhouse in Renton. The second was held at Camp Murray with training related to "Conducting Effective and Defensible Investigations." A chapter dinner was held after at C.I. Shenanigans in Tacoma. Both events allowed for great networking, training, and food. One scholarship was granted from the Duncan Stewart Fund for members to attend the Summer Training Conference. Remember that scholarship opportunity may be available to you, check the APCO website.

The chapter said good-bye to a valued member on August 16, 2010. WSP Communications Manager and WA APCO-NENA Chapter Services Member Anne Miller Hewitt, her husband Gary, and Trooper Kris Sperry who died in a house fire. Later that month, members from APCO-NENA and many communication centers helped provide food for WSP Yakima and Wenatchee Dispatch center following the memorial service. Thank you to all for the wonderful show of support from chapter members in helping those who worked with Anne gather and share memories.

Flowers, donations, etc were sent from the chapter to the following: Tom Howell (Retirement, SNOBAC), Washington State Patrol and Yakima WSP Office (passing of Anne Miller-Hewitt), LESA in memory of the loss of Pierce County Sheriff's Deputy Shandon Wright, Jerry Newcomer in memory of the loss of his wife, Amanda Byrd & Jackie Jones following their losses after house fires.

Agency Recognition

CALEA Accredited Communication Centers: Clark Regional Emergency Services Agency (CRESA), King County Sheriff's Office Communications, Pierce County-City of Tacoma Law Enforcement Support Agency (LESA), and Valley Communications Center (Valley Comm).

APCO Project 33 Training Program Certification—Northeast King County Regional Public Safety Communications Agency (NORCOM), Valley Communication Center (Valley Comm).

National Center for Missing & Exploited Children Partner Agencies—Northeast King County Regional Public Safety Communications Agency (NORCOM), Valley Communication Center (Valley Comm), Thurston County 911.

TERT Sub-Committee

The TERT Subcommittee will be presenting a proposed policy and plan for implementation at the 2011 summer conference; and, two TERT training classes were held. We are on our way!

Advertising Approved for Chapter Website & Newsletter

2011 brought the opportunity for commercial members and other industry related vendors to advertise on our chapter website and in our chapter newsletter. Check the website for additional information!

Chapter PIO named and members kept up to date on Facebook, Twitter, List Serv, Newsletters, Website and PSConnect

Jean Nealy was named Chapter Public Information Officer by President KD Seeley. Jean and several others work to keep chapter members informed of chapter activities and items of interest in the industry. WA APCO-NENA is communicating chapter information through Facebook, Twitter, a List Serv, regular newsletters, the chapter website, and PSConnect. As of this report, the WA APCO-NENA Facebook site has 169 "friends" and the twitter feed reaches 130 members and other interested parties. Follow us on Facebook <https://www.facebook.com/#!/pages/Washington-Chapter-of-APCONENA/197007744142> and Twitter (@WA_APCONENA).