



Annual Report

June 2015 – June 2016

President's Message:

As President this year, I've learned a lot from our fellow Executive Committee members as well as our membership. I am proud of our Chapter because of our member's involvement. This year the Executive Committee and I met and reviewed our Strategic Positioning plan and discovered that although we have a strong membership, we have not been able to provide training for a significant portion of the membership. The reason could be due to cost and schedules. With professional development being a key objective, we began to look at ways to improve on this. We learned that with different technology, we could provide relevant and meaningful training to more of our members. Technology advances with video and audio combined with the use of different media like podcasting can be harnessed to provide new ways to attend meetings and training in a virtual way! The Chapter will explore these options and get a plan together for our next steps. We invite all of the Chapter membership to get involved in this new and exciting frontier we are about to embark on.

Jackie Jones, Chapter President 2015-2016

CONGRATULATIONS 2016 WA APCO-NENA TELECOMMUNICATOR AWARD WINNERS!

Each year we recognize excellence in the 911 field. Hearty congratulations to the following who earned Washington State Chapter APCO – NENA Awards this year:

- ❖ Telecommunicator of the Year Sustained Superior Performance:
 - **Molly Elliott** – RiverCom 911, Wenatchee, WA
- ❖ Telecommunicator of the Year for Handling of a Critical Incident:
 - **Jill Danielsen** – Kitsap County 911 – CENCOM, Bremerton WA
- ❖ Public Safety Technologist of the Year:
 - **Kirk Burress** – WSP, D8, Bremerton, WA
- ❖ Team of the Year for Handling of a Critical Incident:
 - **Drew Tetrick, Bill Main, Laura Woodrum, Cristina DeMello, Jamie Aumock, Sarah Portrey, and Christy Anderson** – Kitsap County 911 – CENCOM, Bremerton, WA



Save the Date:

Washington State Chapter meeting at APCO International on Sunday, August 14, 2016 – 5:00 p.m. Orange County Convention Center, Room W307AB, Orlando, FL

Mission Statement:

Join together as public safety communications professionals to lead, learn, and leverage our influence, for the benefit of our profession, the public safety workforce, and ultimately the public we serve.

APCO Executive Council Representative's Report

The Washington APCO Executive Council Representative is an elected position with a four year term. This position serves the chapter as a conduit for the exchange of information to and from the Regional Representatives on the National Board of Directors, the chapter, and the members. Through verbal reports at chapter meetings, articles in the monthly newsletters, participation on state and regional conference calls, and attendance at the annual meeting, the intent is to help make sure the interests of the chapter get to the next level and the questions and decisions from the international get to the chapter.

This year has seen a lot of activity including:

1. APCO has continued to be involved in the Dispatcher Reclassification efforts with the Office of Personnel Management and Department of Labor. These efforts include renaming the "Police, Fire, and Ambulance Dispatchers" to "Public Safety Telecommunicators" due to the diversity and technical nature of the occupation. APCO further proposed that the Public Safety Telecommunicators be moved from the "Office & Administrative Support Operations" group to the "Protective Service Occupations." APCO cited the stress, training, and life-saving nature of the tasks performed as being a major contributor to the recommended changes. The new proposal is still awaiting release for public comment.
2. Project 43 has been formed and is related to Broadband Implications for the PSAP. Committee members have been selected and the work of that group continues.
3. Committee Revisions have continued. APCO is a dynamic organization which is able to make changes that better support the goals of the organization and the interests and needs of the membership. There were changes made to the Standards & Development Committee to bring it into alignment with ANSI requirements. ProCHRT is working through a rebranding, of sorts, so that the name more clearly reflects all that the committee does.
4. The President to President (P2P) meeting occurred. This is a new meeting designed to bring Chapter Presidents together with the Executive Board to discuss issues of mutual interest.
5. The inaugural Certified Public Safety Executive (CPE) course will start on July 9th. This course focuses on foundational issues in the field of executive leadership.

Many Washington State Chapter members serve on international committees and task forces. Without the volunteer efforts of so many people the organization could not provide the support and advocacy that it currently does. Thank you to all who are involved in these high functioning groups!

Sheryl Mullen (ECR@wapconena.org)

Chapter Membership

Membership growth this past year exceeds 4%. Between June 8, 2015 and June 6, 2016, the Chapter added 56 members. **Current membership includes 1,055 APCO members and 262 NENA members, for a total of 1,317 members.**

Chapter Milestones

All year we have had chapter members working on international and state committees, mentoring and guiding members, recognizing Telecommunicators through ProCHRT, drilling and participating in TERT deployments, representing our interests related to state 911 funds, planning training forums, and gearing up for the June conference. A few things stand out as being major milestones for our chapter.

Photo Vault and Updating of the Chapter Website – This was a high priority for President Jackie Jones. There are so many pictures taken at various events and the chapter wanted to have a central point for them. The photo vault is a part of the website that is constantly updated. Check it out and see if you can spot your fellow chapter members. The website is also continuing to go through changes designed to help us make it quicker to update. Expect to see continued updates as we make sure you have the most current information about the chapter activities.

Updating of the Strategic Plan – Executive Committee members met this year to review the strategic plan from several years ago. We identified areas where we had met our goals and areas where continued work was needed. As President Jones mentioned in her letter, we also noted that we have some news goals. Finding ways to provide training across the state and reaching as many members as we can is critical. As we move forward with mandatory certification and required continuing education, having a system in place that allows for podcasts or other e-training avenues will keep us all up to date on this ever changing field. Which leads to certification...

Mandatory Telecommunicator Certification – The chapter has been hard at work on this for years and this year we committed to a plan, forwarded it to the PGAC (Public & Government Affairs Committee), have drafted a bill, and developed talking points. Chapter members are hard at work talking with legislative representatives to find the best path towards moving this forward in the legislature.

2018 Western Regional Conference in Tacoma – Last August our chapter was granted the opportunity to sponsor this conference. Some planning has started with most planning to continue for the next two years. We are working on committing to dates and venues and you will be asked to help make this an outstanding conference. Start thinking about how you would like to be involved!

Next year should bring continuation of these projects and possibly some new initiatives. Your chapter is made up of you and people like you volunteering their time to promote the needs and interests of the membership. Join us in these activities! Make a plan to participate over the next year in an area of interest.

June 2016 Report from the Chapter Ambassadors

West Side Ambassador Karl Hatton and East Side Ambassador Becky Stokoe would like to give you a little information about these positions (formerly known as West or East Side Member-at-Large):

We are the Welcome and Greeting committee. We send welcome letters to all new members of WA APCO-NENA each month as we receive lists from the Chapter Secretary. In the letter we introduce members to our organization and give them ideas of how to participate in local chapter activities. We also let them know that we are available to help them with any chapter questions or concerns that they might have.

This year the Ambassadors are in charge of a group entertainment for the Washington Chapter during the International APCO/NENA conference in Florida. The Executive Committee has made suggestions to develop more responsibilities for the Ambassadors.

A Candidate for the Ambassador positions must reside in the area represented by that position. West Side Ambassador representing Western Washington and East Side Ambassador representing Eastern Washington. Each Ambassador serves a two year term, with the West Side Ambassador elections taking place in even numbered years and the East Side Ambassador elections taking place in the odd numbered years. Our job is to be a Chapter point of contact for members in our area. Questions, advice, mentoring, training – any number of issues come our way and we facilitate getting answers and connecting people appropriately.

Do not hesitate to reach out to your Ambassador, we are here to serve! You can reach the Chapter Ambassadors by email at ambassadorw@wapconena.org and ambassadore@wapconena.org.

We thank and recognize 2015-2016 Officers and Committee Chairs:

President Jackie Jones; President Elect Jean Nealy; Past President Deanna Wells; Exec Council Rep Stephanie Fritts and Sheryl Mullen; APCO Treasurer Richard Kirton; NENA Treasurer Alice Johnson; Secretary Laura Caster; West Side Ambassador Karl Hatton; East Side Ambassador Becky Stokoe; TERT Committee Chair Cory Ahrens; Public Government Affairs Committee Keith Flewelling; Chapter Services Committee Co-Chairs Molly Elliott and Grace Larsen; Conference Committee Co-Chairs Alice Johnson and Brenda Cantu (also PIO) with Mary Sue Robey and Lora Ueland who shadowed; Mentoring Committee Co-Chairs Karl Hatton and Cory James; Sponsorship Committee Chair Jean Nealy; and History Committee Chair Jean Nealy; Awards Committee Chair (and PIO) Jay Atwood; Bylaws Committee Chair Richard Kirton; Technology Committee Chair Craig Hamilton; ProCHRT Committee Chair Tim Martindale; 911 Advisory Committee APCO Rep Richard Kirton and Alternate Sheryl Mullen; 911 Advisory Committee NENA Rep Keith Flewelling and Alternate Tom Shaughnessy; and Washington State APCO Frequency Advisors, Mike Voss and Sean Douglas.

Special Thanks to the Chapter's April 1, 2015-March 31, 2016 Sponsors:

Platinum Sponsors – (\$2,000 or more)

- ADCOMM Engineering
- Motorola Solutions, Inc.
- Telecommunication Systems
- West Safety Services (Intrado)
- WesTek Marketing



Gold Sponsors – (\$1,000 - \$1,999)

- Airbus
- Firstline Business Systems
- Voiance Language Services, LLC

Silver Sponsors – (\$500 - \$999)

- American Power Systems, LLC
- CenturyLink
- TriCities Visitor & Convention Bureau

Recognizing and Thanking our Chapter's 20+ and 15+ Year APCO International Members

(NENA began tracking original join dates starting in 2011.

Those who are both APCO and NENA members are identified with an asterisk "*" .)

20+ Years (Join Date 6/21/96 or Earlier): Alan Hull, Mildred Tirapelle, Ross Morris, Steven Ruley*, Michael O'Connor, Phyllis Hull, Chris Fischer*, Wayne Wantland, Marvin Heistand, Steven Zielke, Marlys Davis*, Barry Luke, Stephen Romberg*, Kevin Kearns*, Walt Hoffman, Michael Wright, Linda Culley, Randy Jones, Sue Pivetta*, Ken Rhodes, Cory Ahrens, Peter Jorna, Lorlee Mizell*, Robert Johnson* Richard Gunn, Mike Voss, Thomas Eades, Peggy Fouts, Gary Lancaster, Debbie Flewelling*, Dana Hanford, and Michael Wilton.

15+ Years (Join Date 6/21/01 or Earlier): Brenda Cantu, Carl Reitz, Barb Matson, Lynn Mell*, Thomas Eckels, Mark Musick, Yvonne Carslay, Wayne Gilberts, Timothy McDowell, Katherine Baskin, Janie Chaney*, Heidi Elliott, Lynn Walker*, Tom Manley, Molly Elliott, R. Kim Lettrick, Jodi Maier, Tim Lenk*, Jerry Corder, Richard Garman, Thomas Deccio, Anna Pendergrass, Stephanie Fritts*, Dave Brush, Linda Olsen, Ken Shipman, Deanna Wells*, Cleo Subido, Mats Gustafsson, Richard Kirton*, Kurt Hardin, Cathy Munoz, Dean Hane, and Khalid Khan*.

2015-2016 ProCHRT Committee Report by Committee Chair Tim Martindale

The ProCHRT Committee exists to promote professional recognition for Washington State Telecommunicators and assist with Chapter initiatives which aim to support the profession through standards and benefits fitting the mission critical nature of the job.

Throughout the last year the ProCHRT Committee met monthly to discuss the goals of the committee and to complete our goals that we set last June. During that time the committee has developed several resources to assist telecommunicators around the state. A “how to” guide was developed that will help telecommunicators and their agencies develop a citizens academy within their centers. A second guide was developed to assist telecommunicators and their agencies develop and/or strengthen Telecommunicator’s Week. Both of these guides will be posted on the Chapter website once a resource toolbox is developed. Both guides can also be obtained by request.

At the 2015 Conference the ProCHRT Committee presented a breakout session on developing a citizens academy for your agency. The breakout session went well and resulted in developing the resource mentioned above. For the conference this year, the ProCHRT Committee has put together a presentation on developing a mentoring program at your agency. This will outline two different types of mentoring programs, pre-hire and post-hire.

The duties of a front line telecommunicator can be difficult and sometimes go unrecognized. Throughout the year the ProCHRT Committee highlighted some of those people that might not otherwise been recognized. These are the telecommunicators that we should all look to as an example of what it truly means to be the first of the first responders. Here are the ProCHRT Telecommunicators of the Month for the past year:

- ❖ July 2015 – Marci Prettyman, Spokane County 911
- ❖ August 2015 – Candy O’Brien, Spokane County 911
- ❖ September 2015 – Shannon Bunnell, Grays Harbor Communications
- ❖ October 2015 – Tina McMillan, South Sound 911
- ❖ November 2015 – Kimberlee Anderson, Garfield County Sheriff’s Office
- ❖ December 2015 – Valley Communications Center
- ❖ January 2016 – Nick Curry, NORCOM
- ❖ February 2016 – Christy Anderson, Kitsap 911 (CENCOM)
- ❖ March 2016 – Tracy Nill, King County Sheriff’s Office
- ❖ April 2016 – Kevin Hobson, Seattle Police Department
- ❖ May 2016 – Jaime Souvenir, PACCOM
- ❖ June 2016 – Karen Hanson, Valley Communications Center



June 2016 Telecommunicator Emergency Response Taskforce ("TERT") Committee Report

WA TERT was active this year! We had our first and second deployments in August of 2015, to Okanogan County where Team 1 worked in the EOC and Team 2 deployed into the PSAP a day or so later.

Both teams were well received. Team 1 made an impression in the EOC by fielding emergency and non-emergency calls. They were able to triage calls and determine which calls needed to be transferred to the PSAP and which calls did not. Prior to their arrival, many calls were sent to the PSAP, which were then referred back to the EOC or were handled by the PSAP staff when they could have been handled in the EOC. They also organized and followed up on information coming into the PSAP in a way that proved extremely helpful.

Team 2 deployed into the PSAP where they assisted the very competent staff at Okanogan County. The PSAP employees had managed their responsibilities during this fire for some time prior to the TERT Team and had things well under control in the comm center, even if the fire was not under control. They graciously worked with our TERT members to continue their excellent work.

This deployment was different from many deployments around the country. Typically, TERT deploys during the aftermath of a disaster or during the recovery phase. In the case of the Okanogan County fires, the team deployed during the disaster, a fact that was brought home to them when the fires changed directions and headed toward the town in which they were deployed and where all roads in and out of the area were closed due to fire activity.

The biggest changes for TERT came from a change to the National Joint (APCO/NENA) TERT Initiative (NJTI). NJTI is not a limited liability corporation (LLC). The plan is for APCO and NENA to be involved during a transition period, but eventually to have TERT stand on its own as an organization. One change that has come about as a result is that the only recognized credentialing will come from a member's completion of the EMI/FEMA course IS144 and the in-development TERT Leader course (IS-TBA). Each state will be allowed to create and offer its own training.

As this report is being written, WA TERT will be part of the Cascadia Rising statewide disaster exercise. Our role is to create a request through EMAC for out-of-state TERT Teams. The state of Montana and their TERT coordinator are working with us to complete this simulated task. Mark Douglas from the Washington State Emergency Management Division (Logistics Chief) has been extremely helpful in assisting us with our part in the exercise.

Sharon Lotonuu from the State E91 Office will, as part of a new role, be another point of contact within EMD for TERT. We very much look forward to working with her.

Respectfully submitted,

Cory Ahrens, Chair, WAN TERT Committee (TERT@wapconena.org)

Calendar of Chapter Events:

Stay Connected

Stay in touch through the Chapter website and newsletter, as well as PSConnect, Twitter and Facebook.



Like us on
Facebook!



Join us on
PSConnect!



Follow us on
Twitter!



Visit us on
the Web!

WA STATE APCO-NENA CHAPTER MEETING & DINNER

2016-2017 CHAPTER OFFICER ELECTIONS

3 Rivers Convention Center, Room C, Kennewick, WA
June 21, 2016 – 4:30 p.m.

APCO INTERNATIONAL ANNUAL CONFERENCE & EXPO

Orange County Convention Center, Orlando, FL
August 14-17, 2016

[HTTP://WWW.APCO2016.ORG/](http://www.apco2016.org/)

WA STATE APCO-NENA CHAPTER MEETING

Orange County Convention Center,
Room W307AB, Orlando, FL
August 14, 2016 – 5:00 p.m.

WA STATE APCO-NENA FALL FORUM

Northern Quest Casino, Spokane, WA
October 18-20, 2016

WA STATE APCO-NENA CHAPTER MEETING & DINNER

October 18, 2016 – Time TBD
Northern Quest Casino, Spokane, WA

2018 WESTERN REGIONAL CONFERENCE

Hosted by the Washington State Chapter of APCO-NENA
Tacoma, WA

[WWW.2018.APCOWRC.ORG](http://www.2018.apcowrc.org)