911 SAVES Act
Reclassification Efforts Renewed

Throughout the years 911 professionals have fought for their seat at the table with other public safety personnel. Years old ideas that telecommunicators are less than professionals or are glorified office workers are slowly coming to an end. On local and state levels 911 professionals are being included in initiatives geared towards school safety, improving CPR and how to better support our special needs communities. In Washington State work continues on implementing mandatory certification for telecommunicators. While the work has been a long and a slow process, hope is on the horizon.

In 2017 a movement to change the classification of Public Safety Telecommunicators fell short. On March 7, 2019 Rep. Norma Torres (D-CA) and Rep. Brian Fitzpatrick (R-PA) introduced a bipartisan bill to congress, reclassifying 9-1-1 Public Safety Telecommunicators. The bill will move telecommunicators from being classified as an "Office and Administrative Support Occupation" to a "Protective Service Occupation".

Prior to the announcement of the bill, word leaked out via social media that the bill was going to be introduced. Almost immediately 911 professionals from around the country began to voice their support. NENA came out early in their support of the measure. NENA President Jamison Peevyhouse said, "We applaud Rep. Torres, a longtime supporter of the 9-1-1 community, and Rep. Fitzpatrick for their leadership on this issue." Shortly after the bill was introduced APCO showed their support and blanketed our APCO membership with emails requesting us to show our support. A link was included in their email that once filled in would send an email to your rep stating your support of the bill.

While it’s great to see our leaders showing support for the jobs that telecommunicators do on a day to day basis, it’s imperative that you contact your representative and let them know of your support for this bill. Get your friends and family involved. Those closest to us know the importance of your work and the professionalism that you carry with you every day. Ask them to contact their representatives as well. Better yet, ask those responders in the field to support you. Ask your police officers, fire fighters, deputies and EMS providers to contact their representatives. Every bit helps!

I recently had a conversation with someone about the work of 9-1-1 Professionals. My statement to them was “if you really think about what we do on a day to day basis, it would amaze most people.” It seems we get immune to the fact that we are giving lifesaving CPR instructions, hearing the faintest change in an officer’s voice that tells us to send backup or comforting someone who is reporting the loss of a loved one. To most people any one of these is a significant event in their life. For 9-1-1 telecommunicators it becomes just another day. Take a moment to pat yourself on the back and realize what you do matters. Then contact your representatives and ask that they support this bill because what you do is a vital part of the public safety team.

TIM MARTINDALE JR, RPL
West Side Ambassador

Send letters (use the handy links), email, Tweet, Facebook. Use #911SAVESAct. Do it today!

#911SAVESACT – efforts to reclassify 911 professionals has new life thanks to @NormaJTorres! @WA-APCONENA supports. @OMBPress we SUPPORT! 911 folks, take action:

https://p2a.co/PzAhdr2
https://www.votervoice.net/mobile/APCO/Campaigns/63585/Respond

For Updates Go To: www.congress.gov
Greetings to WA APCO/NENA Chapter members!

On behalf of President Karl, I’d like to thank you for your continued involvement and support of the efforts to reclassify telecommunicators at a federal level. The response to our call to action via Facebook has been tremendous and we are optimistic that meaningful change is coming.

The stress and psychological/emotional impacts telecommunicators face is a major concern cited when comparing clerical personnel or taxi dispatchers to 911 professionals. The nature of our work also puts us in the crosshairs of burnout, negativity and unhealthy habits which not only puts the employees’ overall health at risk but can also impact the field units and public if we aren’t at the top of our game. You may be thinking of all the things you can’t control that contribute to the problem – negative interactions with public, field units, co-workers, supervisors, and administrators, working shifts you don’t want to work, OT demands, and more. You know all this; you’ve heard it many times.

But what can you do? You can control you. You can take care of yourself – eat nutritious food, exercise, get plenty of sleep, find someone safe to talk with. Recognize the choices you make in these areas help you deal with the stressors you can’t control. Perhaps you are already taking good care of yourself, I hope so. But if you are struggling or feeling overwhelmed please reach out to someone. A co-worker, peer support, your trainer, supervisor or, if that seems too threatening, consider resources like Code 4 Northwest and Safe Call Now. Both are confidential, 24-hour resources for public-safety personnel and they recognize 911 is a critical part of public-safety. Eventually, with your voice joining in, the federal government will too!

Sincerely,

Lora

Lora Ueland, RPL, CPE
Vice-President
To Our Spring Forum Sponsors:
Hexagon
Zetron
NG911 Services

Volunteers needed for Audit Committee
Periodic review of financial practices is important to ensure transparency, accuracy and careful monitoring of financial conditions. An ad-hoc committee is being formed to review the financial practices of WA APCO/NENA and we are looking for Chapter member volunteers.

The review will be conducted during the Summer Forum in Spokane, June 17th – 20th with specific date and times to be determined. If you are interested, please contact Katy Myers at Kathleen.Myers@clark.wa.gov. While no special knowledge or experience is necessary, if you do have either or both, please let Katy know.

CALL FOR PAPERS
Public Safety Communications Conference
October 8-11, 2019
Three Rivers Convention Center – Kennewick, WA

Proposals
Proposals should be of interest to public safety communication professionals on topics related to 9-1-1 call taking, police and fire dispatching, stress management, leadership, supervisory issues, training 911 professionals, health and wellness, public education, mentoring, diversity, team building, and conflict training. Technical track proposals should be related to IT, CAD systems, MSAG, GIS, radio systems, FirstNet, RoIP, SIP, etc.

The Forum also welcomes submissions on subjects that do not directly apply to the above topics, but would be relevant and educational for attendees.

Submission Requirements:
1) Presenter name, title, phone, email, agency/company, mailing address
2) Target audience and general topic
3) Biography of the presenter with overview of qualifications and speaking/training experience (75 words or less, for publication in the conference materials and advertising)
4) Suggested course title (Long titles may be abbreviated to 3-4 words in some conference materials. The use of a sub title is acceptable)
5) Brief description of the course in 75 words or less (for conference materials)
6) Full description of course content
7) Presentation format (classroom style, roundtable, panel)
8) Length of proposed presentation
9) Video or link to video of previous presentations

Email submissions or questions to: training@waapconena.org First round of Submissions due by May 31, 2019.
2018 Washington State Telecommunicator Award Nominations are OPEN!

The Washington State 2018 Telecommunicator Awards are now open!

The awards ceremony will be taking place at the Chapter Fall Conference in October. Applications are available on the WA APCO-NENA Website, www.waapconena.org.

The deadline for submitting nominations for the State Awards is July 1, 2019!

For Washington Awards:
- Nomination Deadline: July 1st, 2019
- Winners selected and notified: No later than August 15th, 2019.
- Awards Banquet: The WA APCO NENA Fall Conference

Summer Forum

June 18th-20th (plus some subcommittee meetings on the 17th)
Northern Quest Casino, Spokane
www.Northernquest.com

Reservations 866-298-1941
Advise 911/APCO-NENA Conference

Registration for conference is coming soon and link will be available at www.waapconena.org

We’ll have a 911 Coordinator/PSAP Manager Track and a Public Education Track
We need you and your experience and your connections to your vendor community to help us ensure we have a great schedule of training! You can help by sending us your training needs – what topics do you and your colleagues want to learn more about? Also review and share the call for papers that is coming out soon, submit your own training (you know a lot, so share it with the rest of us!) and ask your vendors to consider presenting. Some ideas to get you thinking include:

- VoIP/RoIP for Radio Technicians
- Cyber Security for the PSAP
- Ensuring the Quality of GIS Data Now and for the Future
- FCC Licensing and Frequency Coordination for Public Safety
- Radio System Coverage Mapping, Software Modeling vs. Drive Testing
- Tactical Satellite Communications
- Interoperability & IP Gateways
- FirstNet - Public Safety Broadband Technical Overview for Washington
- Mission Critical PTT over FirstNet/Cellular & WiFi
- Environmental Compliance for Communications Facilities
- Next Gen Recording and Incident Reconstruction
- RF Interference Identification, Hunting & Mitigation
- Digital Microwave: Best Practices for TDM & IP
- Multi-County Technical and Political Considerations for Building a Regional Network
- Unified Communications for Public Safety
- Extending GIS with 2-D Indoor Mapping
- ESInet Services: Technical Importance, Value & Challenges for Washington
- Understanding SIP
- CAD Interface Designs, Considerations and Challenges
- Considerations and Technical Requirements for moving to Cloud Services
- Selecting a Consultant for Radio Network Evaluation/Replacement

Katy
Each year, the second full week of April is dedicated to the men and women who serve as public safety telecommunicators. Although we know from history that the idea started in 1981 with Patricia Anderson of the Contra Costa County (Calif.) Sheriff’s Office, we’ve learned a little more regarding how that came about.

Here’s the rest of the story, as told to Christina L. Dravis, RPL, ENP by Lisa Hoffmann:

“In the historic days of dispatch, when we were called “dispatchers,” and 9-1-1 was not yet fully deployed in the United States, public safety telecommunicators were very much heard and not seen. However since 1955 the work of administrative assistants (then called secretaries) were celebrated, and in 1981 the last week in April was dedicated to that purpose. Contra Costa County Sheriff Richard Rainey was determined to acknowledge his administrative staff that year by treating them all to lunch. Sheriff Rainey did not realize that administration’s practice was to never let their phone lines go unanswered. After business hours, the secretarial and clerical lines were forwarded to dispatch to process (basically tell them to call back during business hours). Because these were administrative lines, it generally did not impact the dispatch center because the volume was very low.

“At 11:00 a.m., without thinking, the administration staff pushed all their calls to dispatch and left the building. Dispatch was caught completely by surprise when our phone volume suddenly jumped (while we were at minimums due to meal breaks). The supervisor called admin to find out what was going on, only to have the call rerouted back to dispatch! She then sent a dispatcher to the admin side of the office to tell them to turn off the auto forward feature. The dispatcher came back to report that there was no one in administration!
At 1:00 p.m. the administrative staff came back to work and disconnected the auto forward phone feature. Although the supervisor chose to be annoyed quietly, Patricia Anderson, a long time dispatcher, went to administration to give the Sheriff a piece of her mind. Sheriff Rainey apologized and promised Pat it would never happen again. Pat returned to dispatch and never said a word about her conversation with the Sheriff. Pat was a tenured dispatcher when Sheriff Rainey was hired as a deputy and she was very well respected by senior sworn staff members.

“At 2:00 p.m. the same afternoon, Sheriff Rainey and Under Sheriff Warren Rupf walked into dispatch with a giant beautifully-decorated cake that said, “Happy Dispatcher Week.” With that very wise move, Sheriff Rainey, Under Sheriff Rupf, and Dispatcher Patricia Anderson started an initiative that culminated in what we now know as National Public Safety Telecommunicators Week.

“Although I was hired in April of 1982 I will always remember the Sheriff or Undersheriff coming into dispatch each April to thank us for our work, dedication, and professionalism. When President Clinton signed the act into law, our local celebration became a national initiative. I know Pat (who was my training officer) was incredibly honored and pleased by this national acknowledgement.”
WHATCOM COUNTY JOB ANNOUNCEMENT

Radio System Manager
Sheriff's Office

Salary: $5,958 - $8,024 per month. DOQ  Closing Date: April 30, 2019 at 4:30 PM

The Whatcom County Sheriff's Office seeks an experienced proven leader and technical expert and to serve as Radio System Manager for the Division of Emergency Management. This critical position will be responsible for overseeing the design, implementation and operations of the Whatcom County Integrated Public Safety Radio System. Essential Job Duties Include:

- Coordinating Public Safety communications including WhatComm Law Enforcement, Prospect Fire/EMS, Western Washington University, Whatcom Transportation Authority and all peripheral electronic and telecommunications equipment related to First Responder safety and deployment.
- Providing project management to facilitate the design, implementation and reliable 24-hour secure operation of the public safety radio system including mobile radio and emergency data communication systems and networks.
- Coordinating the bidding process. Makes recommendations on the issuance of contracts. Negotiates and prepares contracts for service. Monitors and updates project budgets to assure expenditures are within approved authority. Manages grant requirements for any system purchased with grant funds, including equipment management, identification, and inventory.
- Overseeing and coordinating the design and permit process and work of technical contractors and other personnel to assure compliance with bid or contract specifications, efficient and economical use of funds, personnel, materials, facilities, and time.
- Providing technical expertise, consultation, and team leadership to develop creative solutions for complex organization-wide issues.
- Acting as the County representative to the Northwest Regional Interoperability Consortium and Northwest LEARN. Serves as the County and APCO Frequency Manager and ensure compliance to all FCC rules and regulations. Serves as primary technical lead for implementation of national FirstNet program. Acts as primary County Mobilization Coordinator for all emergency communications capabilities.

The ideal candidate must have seasoned knowledge of design, engineering and maintenance of complex radio and paging systems associated with public safety communications centers including knowledge of the Incident Command System (ICS) and National Incident Management System (NIMS) principals and best practices for Public Safety Emergency Communications. They must also possess strong project management skills and have the ability to communicate and work effectively with both public and political stakeholders.

Qualifications

Requires a Bachelor’s degree in electrical engineering, information technology, telecommunications or a closely related field AND 5 years of progressively responsible experience in the management, design, installation, maintenance and repair of emergency communications infrastructure. OR

An Associates degree in Electronic Engineering Technology or closely related field AND 7 years of progressively responsible experience as stated above.

Whatcom County is an Equal Opportunity Employer

To apply: Please visit our website
http://www.whatcomcounty.us/jobs

Human Resources, 311 Grand Avenue, Suite 107, Bellingham, WA 98225
Volunteers are needed to assist in reviewing submissions for presentations and putting together the training tracks for the WA APCO/NENA Public Safety Communications Conference. This year’s conference will be in Kennewick, WA October 8th - 11th, 2019.

This group will meet on a date TBD in June to review all submissions in response to the Call for Papers for presenters. In addition, the group will discuss and collaborate on further training needs for the conference and create a plan of action on how to meet those needs.

The conference will offer two telecommunicator’s tracks, a management-supervisor’s track, and two technical tracks. One technical track will have an IT/CAD/MSAG/GIS focus, with the other focusing on radio systems/FirstNet/RoIP in addition to other technologies relevant to a communications center.

If you are interested in assisting, please contact:

Stephanie George
sgeorge@kitsap911.org
In Memory

Cowlitz County
EOW April 13, 2019
Deputy Justin Derosier

Kittitas County
EOW March 19, 2019
Deputy Ryan Thompson