Greetings to WA APCO/NENA Chapter members!

Aloha all!

We have had a busy first half of the year! From our Spring Forum back in March which was a rousing success to full on prep for summer forum and our fall conference.

We have begun upgrading our website and moved our website management. We have a fresh new look, updated content and hopefully this will help engage with our membership. More content will be added soon to include information you are used to finding there. We have been looking to our membership to support the Legislative effort to re-classify telecommunicators. This has been a joint effort between APCO and NENA and is gaining ground in Washington DC. We strongly encourage you to write to your legislators and to be involved in the effort.

Our deadline for getting nominations in for the 2018 Telecommunicator Awards will be closing on July 1 – so please nominate early and often!

We continue our work on Telecommunicator Certification in Washington State. After several meetings with WASPC, the SECO, CJTC, labor and the AG’s office, we are closing our focus down into draft legislation for the 2020 session. I attended the WASPC conference in May and our message was well received. We will be approaching the 9-1-1 Advisory Committee with final drafts of the proposed legislation for their approval and will be sending out the same to our membership. We will continue to work with our public safety partners to ensure that we have a strong chance of success when we bring this to Olympia. I am very hopeful that we will get this over the finish line in the coming year!

Our Executive Committee has established an Audit committee that will be taking a look at the APCO and NENA books in order to audit our financials. A final report will go out to the membership before the end of the year.

I am excited to be catching up with many of you at our Summer forum in Spokane and then again in our big Fall Conference in the Tri-Cities! Keep up your good works and we will see you soon.

President Karl
On March 26, 2019, King County’s E-911 Program Office received two awards at the Public Relations Society of America annual Totem Awards ceremony for the “Emery’s 9-1-1 Educational Toolbox” program. The Totems were received in the categories of Public Service and Multicultural Public Relations.

The program, developed by the King County E-911 Program Office and PSAP teams, included development and county-wide distribution of a toolbox containing a suite of culturally competent educational materials in English and the top nine languages spoken by King County’s residents with limited English proficiency: Spanish, Chinese, Korean, Vietnamese, Amharic, Somali, Punjabi, Ukrainian and Russian. The purpose of the program was to further educate King County’s youngest residents and their caregivers on proper use of 9-1-1 by empowering community-based organizations to educate their students with materials that culturally resonate.

The toolboxes, dubbed “Emery’s 9-1-1 Educational Toolbox,” contained everything needed to teach a full 9-1-1 curriculum to kids ages 6-10, including a bi-lingual lesson plan and nine engaging educational activities. The materials and box itself featured Emery the Emergency Penguin, E-911’s increasingly well-known and loved mascot. To ensure materials were culturally competent, the King County teams worked with 18 linguists—2 linguists per language—on transcreation. Transcreation goes beyond translation to look at ways that context and cultural nuances affect how multicultural audiences experience messages.

To tie in with National 9-1-1 Education month in April 2018, the team distributed the toolboxes to community-based organizations across the county who serve kids ages 6-10 and their caregivers. A media launch event was also held in April 2018 at Beverly Park Elementary in Burien, Washington, during which media outlets were invited to watch as a third grade class was taught the toolbox curriculum. Multiple outlets, including Spanish language media, covered the event.

A description of the categories and images of the awards are provided below.

**Public Service**
To advance public understanding of a social issue, problem, or concern where the principal motivation of the sponsoring organization is altruistic or philanthropic.

**Multicultural Public Relations**
To specifically target cultural groups (any type of program, i.e. institutional, marketing or community relations).

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

[https://p2a.co/PzAhdr2](https://p2a.co/PzAhdr2)

[https://www.votervoice.net/mobile/APCO/Campaigns/63585/Respond](https://www.votervoice.net/mobile/APCO/Campaigns/63585/Respond)
APCO International announces the 2019 Award Winners

Line Supervisor of the Year
Jenn Andrews
Kitsap 911
Bremerton, WA

Chad Bennett was selected as Kitsap 911 Employee of the 1st quarter for 2019. Chad is Kitsap 911 Public Safety System Engineer. Chad has been working tirelessly on the ACOM project for the last month. He is willing and ready to handle all the issues that have happened. Chad has been dedicated and committed to this system and making it work. He comes in early or stays late when there is a problem. I feel he has been the key reason this project has been able to keep moving forward. I have heard several times from the dispatch floor how thankful they are for him and his dedication. - Stephanie Browning, Admin Specialist—Kitsap 911

Summer Forum
June 18th–20th

We’ll have a 911 Coordinator / PSAP Manager Track and a Public Education Track.

Northern Quest Casino—Spokane (Room Rate $102.00). For hotel reservations call 1-877-871-6772 and mention APCO.

REGISTRATION & TRACK INFORMATION:
https://www.eventleaf.com/wa911summerforum
CALL FOR PAPERS—Submission Date Extended
2019 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 June 30, 2019
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

2018-2019 WA APCO-NENA Executive Committee:

President
Karl Hatton
Jeffcom 9-1-1/Pencom
President@waapconena.org

Vice President
Lora Ueland
Valley Com
vp@waapconena.org

APCO Treasurer
Richard Kirton
CENCOM
AcctsA@waapconena.org

NENA Treasurer
Bill Peters
Washington State E911
AcctsN@waapconena.org

Exec Council Representative
Sheryl Mullen
Redmond Police Dept.
AECRep@waapconena.org

West Side Ambassador
Tim Martindale
PACCOM
Ambassadorw@waapconena.org

East Side Ambassador
Jay Atwood
Spokane Fire Dept.
Ambassador@waapconena.org

Secretary
Katy Myers
CRESA
Secretary@waapconena.org

Commercial Representative
Dana Hanford
The Sales Group
CommRep@waapconena.org

Past President
Jackie Jones
MACC 911
PastPresident@waapconena.org

To publish articles on the WA APCO-NENA website, Facebook, Twitter pages or in the WA APCO-NENA newsletter, contact our Public Information Officers at:

PIO@waapconena.org

More information can be found at: www.waapconena.org
After 47 years in public safety, Cory Ahrens is retiring!

Cory began her career in October of 1972 as a matron/clerk for the Cowlitz County Sheriff’s Office and liked the radio enough to take a job as a dispatcher at Kelso Police in 1974. In 1976, Cory was hired as one of the original dispatchers with the newly formed Cowlitz Communications Center, which eventually became Cowlitz 911, where she met Chris Fischer and discovered her love of training. She moved to the Seattle area in 1992 and worked various positions for the King County E9-1-1 Program Office. From 1994 to 1998, Cory dispatched for Bellevue Eastside and was selected to become one of the original trainers for the newly formed Telecommunicator Program through the State E9-1-1 Office with CJTC. She became the Custodian of Records for Valley Com in 1998 and continued as an instructor with CJTC.

In 1999, Cory became the Project Manager of the CJTC Telecommunicator Program where she committed herself towards improving and educating Telecommunicators in Washington State. Cory’s leadership has been instrumental in the careers of thousands of Telecommunicators and has brought nationwide recognition to the program. Cory remained dedicated to her personal and professional growth through completing all courses offered through the Emergency Management Institute’s Master Trainer series and by participating in multiple industry organizations.

Cory became a member of APCO in 1990. During her time as an APCO member, she served the Washington State Chapter as Chapter Treasurer, Chapter Training Conference Program Chair, Scholarship Committee, APCO Western Regional ‘Spokamelot’ Training Program Chair and the Chapter Training Chair.

Cory served as the Chapter President from 2006-2007. Cory received the Presidential Award in 2013 and is a Life Member of the Washington State Chapter of APCO/NENA and International APCO.

In addition to her tireless dedication to the Washington State Chapter, Cory has been an integral participant in APCO International. She has served as Vice Chairperson for the Communications Center Standards Committee, Chair of the Call Center Standards Subcommittee, Chair of the Occupational Analysis Subcommittee, and as committee member on the APCO Institute Advisory Committee. Cory has served on a number of task forces and workgroups including Third Party Call Center Training Standards Workgroup, Call Center Standards Committee P33 Revision, MAAP Committee, Call Center Standards Committee, Training Coordinator Training Standards, APCO Institute Advisory Committee – West Coast Region, Executive Leadership Program Workgroup, Prime Media Video Workgroup, APCO Institute PST1 Revised Workgroup, APCO Institute Advisory Committee SME, APCO/NENA TERT Team Member Curriculum and TERT Team Leader Curriculum Development, APCO Institute Communications Supervisor Workgroup, and Telematics Committee.

Cory’s dedication to 9-1-1 Telecommunications through her knowledge, enthusiasm, wisdom, commitment, leadership, training, development, guidance, encouragement, and selflessness has been the cornerstone of our profession. She has had such an amazing impact on so many of us who are Telecommunicators, trainers, managers and directors. Cory shared her passion in 2013 when she wrote ‘I am incredibly blessed to have found the best job in the world, working with the best and brightest professionals in public safety!’

Cory, we are the ones who have been incredibly blessed by having you as a part of our profession. We will miss you, your smile and your humor.

Congratulations on a career well done.

Good luck and best wishes while you create adventures for yourself.
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

WA APCO / NENA History Committee

History is important – knowing it hopefully keeps us from repeating the bad stuff and expanding on the good stuff that perhaps, we can do over again. The Washington APCO / NENA Historical Committee is in need of a chairperson and members to assist. We need folks that have a grasp of how Washington APCO / NENA has functioned in the past, how decisions were made, where information is stored and where it can be stored in the future. This committee is important in memorializing past and future promotions, accomplishments, awards, legislative impacts and decisions, etc.

Sheryl Mullen was the previous chair of the historical committee and is a wealth of knowledge. Information can be gleaned from her and from Jackie Jones.

Please submit your interest to Lora Ueland at lorau@valleycom.org. This committee is important and in need of revitalization and then sustainment.
APCO, International is gearing up for the 85th Annual Conference & Expo in Baltimore, MD August 11-14. We hope you will join us for amazing training, networking, and seeing what’s new on the vendor floor. Associated with the annual conference, are business meetings of the Board of Directors, the Executive Council, and the membership. Below are a couple of topics which will be part of those meetings. If you want further information on either topic, please reach out to me!

Joint Chapter Discussions
The APCO, Intl Board of Directors continues to discuss recommendations related to joint APCO and NENA state chapters. The discussion has been going on for over a year when board members asked about their role in swearing in officers of state joint chapters. That question led to discussions related to combined APCO and NENA funds at the state level and chapter bylaws that were in conflict with APCO. APCO, Intl requested and received guidance from its attorneys which included recommendations ranging from do nothing and keep the current system to revoking joint chapter charters. The recommendation also allowed for some middle of the road alternatives. The Board of Directors decided to reach out to chapters through the executive council to get input on the issue. Unfortunately, the messaging was unclear and inconsistent and resulted in a significant backlash. I believe the Board understands the passion of some chapters on this issue; including Washington. Of the 12 current joint chapters in the country, the western region has 9 of them. Members from all 9 have spoken passionately during Western Region Executive Council conference calls about the value of these combined efforts and the potential impacts of not having them. While the most recent recommendation that was circulated included grandfathering in existing chapters, current joint chapters felt that this didn’t go far enough for future options for state chapters.

The Board of Directors is meeting in person this week and may forward a recommendation to the Executive Council for consideration at the Baltimore pre-conference meeting. If they do, discussions and a vote will occur. If the board does not forward a recommendation to the Executive Council, the topic may not come up OR another representative could introduce it for discussion and a vote. Either way, I expect some changes to occur related to joint chapters.

In April, the Washington chapter used a survey tool to gauge input from members. The feedback was overwhelmingly supportive of joint chapters. There were some members who agree that there may be a concern with joint chapters and some additional work needs to be done. Thank you so much to those who took the time to share your ideas! Your comments have been very helpful in crafting the message of the Washington chapter on this issue.

Our chapter will be taking the approach of there being a need to identify best practices for joint chapters. We see the value in the people of both organizations working together to support the initiatives and interests of public safety communications. A best practice guide could include information such as a required bylaw review for chapters wishing to become joint chapters and a requirement that funds received from the international organizations are kept separately (as Washington does). We look forward to continued discussion from chapter representatives and the chance to vote, if needed, on continuing to allow this collaborative membership option.
Online Member Chapter Elected Office Restriction

The Board of Directors is discussing policy manual change that would state that online members are not permitted to hold an elected office within any chapter of the Association. The Washington chapter does not have this restriction and supports allowing online members to hold elected chapter officer positions. Many of our members in the online category are Telecommunicators who are part of a group membership paid for by their agency. Their input on our state executive committee is as important as any other member category and can sometimes seem underrepresented since those in leadership roles often come from the supervisor, manager, director levels. As a chapter, we would not want to see that restriction placed on our online members. This topic will come up at the

NENA i3 Standard Open For Review and Comment

NENA announced that version 3 of the NENA i3 Standard for Next Generation 9-1-1 (American National Standard Candidate NENA-STA-010.3-201x) is available for public review and comment. This standard provides detailed functional and interface specifications for Next-Generation 9-1-1 (NG9-1-1) and serves as the foundation for NENA’s suite of NG9-1-1 standards.

Version 3 includes key updates to NG9-1-1 infrastructure to ensure continued support for interoperability on a national and international scale, including functional elements that allow for the discovery of NG9-1-1 systems (a Forest Guide) and a root of trust (PSAP Credentialing Agency [PCA]). Additional version 3 changes include a move to a REST/JSON architecture for data interactions between functional elements and systems, improvements to security, major updates to the call bridging (Bridging Service), updates to novel call types (including non-interactive calls and Advanced Automatic Crash Notifications [AACNs]), and more. These changes not only improve i3 on its own, but also bring it into compliance with recent updates in related standards families, such as the Internet Engineering Task Force (IETF) internet standards.

i3 is an open standard developed with the contribution of a large community of industry, academic, and public-safety experts. NENA’s development process is always open to all.

You may both download this document for review and submit your comments here<https://dev.nena.org/higherlogic/ws/public/document?document_id=16133&wg_id=eca27a3d-a4c7-4d67-bb06-b3bb241df44e>. Comments are due by 11:59PM Eastern on July 8, 2019. Contact the NENA Committee Resource Manager<mailto:crm@nena.org?subject=i3%20Question> with any questions.
EMPLOYMENT OPPORTUNITY
CRESA has an open position for: 911 Call-Taker Dispatch Trainee
Posting opens: May 2, 2019
Posting closes: June 30, 2019

If you know of anyone who might be interested in applying for the position, please forward this notification and/or visit our website for details at http://cresa911.org/employment/ or CLICK HERE TO APPLY

Complete information regarding the job description, minimum qualifications and application are available on the website.

Thank you for your interest in Clark Regional Emergency Services Agency an Equal Opportunity Employer.

Click on logo for job announcement
Quality Assurance:
Do you have a missing link?

It was a cool spring night, just after 9 p.m., when the 9-1-1 call came in. On the line was a woman desperately begging for help as she watched her friends being shot to death. While describing the scene to the 9-1-1 operator, she said that her friend had been shot and then gave the address of the location. She said they were homeless and living in a homeless camp in an abandoned barn on the property. As she was giving the information, a shot was heard in the background along with the voice of the killer saying, “Another one dead”. One more shot was heard before the line went dead, presumably the shot that killed the caller.

Officers arrived on scene and searched the area for the victims. They were unable to find anyone.

In that time, another 9-1-1 call was received from a neighboring subdivision. The caller told the 9-1-1 operator that she had heard shots, and mentioned the abandoned barn on the property, suggesting that officers check the location.

Officers were never told about the barn, or the fact that shots were heard during the phone call. They also never knew there was an armed subject still in the area.

What was the missing link?

The difference between life and death

The quality of service you, as a 9-1-1 telecommunicator, provide is extremely important. It can mean the difference between life and death. Because of the severe consequences for mistakes, Quality Assurance is routinely done on many of the tasks you complete by mandatory double checks, validations, and audits.

Address Confirmation: check

When a citizen calls 9-1-1 for help, the first thing you ask for is the address. After all, if you don’t know where to send help, the rest of the call doesn’t matter, right? Then, after obtaining the address, you confirm the address, either by repeating it back to the caller or having the caller repeat it back to you. That’s one link in your Quality Assurance chain: ensuring you have the correct location.

Phone Number Verification: check

The next thing you ask for is the phone number, because if you get disconnected you want to be able to call them back. If the phone number is displayed in the ANI/ALI screen, you consider it verified. If not, you ask them to repeat the number. Another Quality Assurance link.

Entry Validation for State and National Crime Databases: check

For crime reports, there are several QA points between the agency and the state and national databases. For instance, when you enter something/someone as wanted or missing, there are certain steps you take to do Quality Assurance. Every entry is double checked. Every entry is validated annually. The state audits your entries every three years. Again, more Quality Assurance links.
Quality Assurance—continued

Something is missing

So, why do calls, like the one above, happen hundreds of times every day?

It’s because of a missing link in the Quality Assurance chain. Many of the calls you handle can mean the difference between life and death. Isn’t quality assurance for 9-1-1 calls and dispatched radio traffic as important as entering property into crime databases?

Here are two examples of where QA can identify a training issue before tragedy occurs.

Example 1: Avoid a DOA at the scene

A death occurs because a call taker fails to verify the address displayed on the ANI/ALI screen. Units are sent, not only to the incorrect location, but also to the incorrect jurisdiction. With regular Quality Assurance this training issue would have been quickly identified. This death could have been avoided.

Example 2: Avoid Officer Down

A responder gets mortally injured because a dispatcher failed to convey weapons information. With regular Quality Assurance on radio traffic, the responder could return home safely to his family. Again, Quality Assurance could have prevented this tragedy.

The media outrage to either example would be immediate, and the lawsuit inevitable. Which would you rather invest in: Quality Assurance or a lawsuit?

Don’t be compromised

If you aren’t doing QA on phone calls and radio traffic, consider it. Don’t be compromised by missing this important link in your QA Safety Chain.

You have resources

APCO / NENA:

In 2015, APCO and NENA released a standard to establish a Quality Assurance and improvement process to ensure call taking and dispatch procedures are delivered at the highest standard possible across the board, from state to state, agency to agency. All the steps for creating a Quality Assurance program are readily available to you...what’s stopping you?

About the Author: Beth English

After 31 years as a public safety communications profession, Beth English is a believer in PSAP QA. She has seen firsthand, the positive effects QA can have on an agency, both internally and externally. Beth is also a popular trainer and regularly presents at state and national telecommunicator training conferences on topics that have included contingency planning, public education, employee recognition, in addition to productive and constructive criticism. She has earned her Master Telecommunicator Proficiency Certification from Texas Commission on Law Enforcement (TCOLE) and is an active NENA volunteer including serving as President of the Texas Chapter. At Commercial Electronics, Beth oversees the QA program, CEQIP and provides HighGround Training.
PenCom is a consolidated center housed within the Port Angeles Police Department, just a short distance from Downtown Port Angeles. The city is located along the Strait of Juan De Fuca, and at the base of the Olympic Mountains, on the Olympic Peninsula. For an outdoor lover like myself, the area is pure paradise!

To reach the center, you walk through a beautiful atrium that connects several city buildings. The plants and layout made the entire space feel calming and welcoming. The front desk staff greeted me when I came in, and notified those in the com center I was there. While I waited, I enjoyed perusing a large display case which housed pictures, memorabilia, and artifacts from the inception of the Port Angeles Police.

Within a few minutes, I was greeted by Deb, who escorted me into the center. She was working that day with Ryan and Brooke, and together, they staffed three of the four positions in the center. I have to admit, the first thing I thought when I walked in was, “Yes! It’s warm!” Then I noticed the comfortable atmosphere.

PENCOM
AT-A-GLANCE

33,000 911 CALLS AND OVER 133,000 NON-EMERGENCY CALLS PROCESSED A YEAR

POPULATION SERVED – 75,000

THREE FULL-TIME RADIO CONSOLE POSITIONS, ONE CALL-TAKER POSITION, AND ONE SUPERVISOR POSITION

FULL-TIME POSITIONS - 18

MINIMUM STAFFING – 3

TWO EMPLOYEES CURRENTLY IN TRAINING

SERVING:

CLALLAM FIRE DISTRICTS 1, 2, 3, 4, AND 5, CLALLAM SHERIFF’S DEPT, FORKS AMBULANCE, JAMESTOWN FISH AND GAME ENFORCEMENT, LAPUSH TRIBAL PD, OLYMPIC NATIONAL PARK RANGERS, PORT ANGELES FIRE, QUILEUTE FIRE, AND SEQUIM PD.

THEY ALSO WORK CLOSELY WITH NEAH BAY DISPATCH, THE US COAST GUARD, WASHINGTON STATE PATROL, AND US BORDER PATROL.
“We, the men and women of Clallam County Peninsula Communications, are the first of the first responders. We are committed to answering all 9-1-1 and non-emergency calls with professionalism and integrity, while efficiently dispatching police, fire, and emergency medical services. With our commitment to excellence we can help save lives, protect property, and assist the public in their time of need.” - PenCom Mission Statement

A day in the life....

Deb, Ryan, and Brooke were all very welcoming, friendly, and happy to talk about their center. It was evident in the way they spoke that they truly care for their customers and co-workers.

PenCom is facing the same challenges as most centers in the nation; they are short-staffed. However, when they spoke of the associated challenges, they focused on how they are taking care of each other when it comes to covering shifts and ensuring others get the time off they need. While the overtime may be frustrating at times, they shared how everyone pitches in, including their director, Karl Hatton. “It’s always funny when someone calls on the back line and says, Is that Karl on the radio?!” they said.

When I asked what may be unique to PenCom, they talked about mis-routed calls from Canada (that takes address verification to a whole new level!), and the popular, but traffic nightmare, Lavender Festival, which brings in an extra 3,000 vehicles along Highway 101. PenCom also assists the Olympic Park Rangers with lost hikers in the mountains. A 2018 report estimated there were 3.4 million visitors to the Olympic National park annually via the Hurricane Ridge and Port Angeles park entrances, both of which are within PenCom’s response area. This clearly makes for a busy summer season at the center! However, watching how everyone worked together during my visit, I was certain they handle any challenges they face head-on and as an amazing team.

“The Chapter Services / Mentoring Committee will be featuring a new center every month. We want to learn more about YOUR center - how you work, who you work with, what makes your center unique, and what makes your center amazing. We will then share what you do with the rest of our membership!

Be on the lookout for a member of our committee knocking on your door soon!