



Washington State Chapter APCO - NENA
2016 - 2017 Annual Report



Lead * Learn * Leverage

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Bingo Leaders Mary-Sue Robey and Robin Bacon



On the bus headed to a Pirate Adventure, APCO International



Bingo Fun with Margie Moulin and Sheryl Mullen



2016 Chapter Life Members Stephanie Fritts, and Richard Kirton with Past-President Jackie Jones (center)

From The President

Aloha!

As you are likely aware, Jean Nealy was elected to be president this past year and I to serve as President-Elect. Jean's passing stunned and saddened us all. Our Chapter re-grouped and our leadership stepped up and filled the massive hole left by our friend. Mary Sue Robey took over the chair position of the Sponsorship Committee, Jackie Jones the chair of the Historical Committee, Mary Ransier accepted an appointment as the President-Elect, and I stepped up to President of the Chapter. I would like to thank my Executive Committee, and all of my Committee Chairs for their continued dedication and hard work in supporting the work of this chapter. I would especially like to call out Jackie Jones for her heroic efforts in supporting a very inexperienced new President this past year... A job very well done! I'd like to thank Katy Myers for her skills at maintaining our records and helping make us all look good as Secretary of our Chapter.

Important ground work has been laid in the Mandatory Certification effort both in the WANT Committee and the PGAC. With renewed energy within our organization, I believe that we have an opportunity to re-work our approach and make certification happen within the legislature. My intent in the next two years is to lead our chapter in a path forward towards professional, mandatory certification.

This year, under the leadership of Richard Kirton, our Bylaws committee has a handful of changes including changing the service of President to a two-year term, change President-Elect to Vice-President (also a two year term), and the immediate Past-President serving as a member emeritus of the Executive Committee. I believe that this will enhance our Chapter by providing better continuity in our leadership effort, especially when some of our efforts take multiple years to enact.

We have spent some time and effort in making sure that our social media platforms are current, relevant and provide information that is of interest to our membership. Our web-page was revamped and Facebook posts have increased dramatically. With that increase in activity we have seen a significant increase in reach for our chapter messaging. Jackie continues to produce a simply amazing news-letter every month that also helps keep our chapter up to date.

I expect the next year to be a very busy one for us, and hope to have a renewed sense of excitement and involvement from the general membership in the certification effort! A massive amount of work, being led by Richard Kirton, is the Western Regional Conference in 2018! We are very excited to be hosting our regional conference this next year in Tacoma, WA and there is a ton of help needed within his committees preparing for that amazing event! Thank you to all of you and all of the work you do for our Chapter, your home agencies and our profession. I applaud you all!



Karl Hatton
President

MISSION

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.

Chapter Officers



President
2016—2018
Karl Hatton
JeffCom 911, Port Hadlock, WA



President Elect
2016—2017
Mary Ransier
MACECOM, Shelton, WA



Executive Council Representative
2016—2019
Sheryl Mullen
Redmond Police Department, Redmond, WA



Secretary
2016—2018
Katy Myers
CRESA, Vancouver, WA



APCO Treasurer
2014—2018
Richard Kirton
CENCOM, Bremerton, WA



NENA Treasurer
2013—2017
Alice Johnson
Zetron, Redmond WA



East Side Ambassador
2015—2017
Becky Stokoe
MACC 911, Moses Lake, WA



West Side Ambassador
2016—2018
Tim Martindale
PACCOM, South Bend, WA



Past President
2016—2017
Jackie Jones
MACC 911, Moses Lake, WA



Commercial Representative
2016—2017
Bill Behar
Commercial Electronics, Ft Worth, TX

We are devoted to the advancement of Public Safety Communications. Come join the fastest growing group of public safety professionals in the country. Our members can be found in every communications center in Washington State. Working in a high stress environment produces different needs and increasingly complex technologies are required for public safety. Come join our team today!

Lead * Learn * Leverage

2017 Award Recipients

Telecommunicator of the Year, Sustained Performance



Emily Garner
Public Safety Telecommunicator II
CENCOM, Bremerton, WA

Telecommunicator of the Year, Exemplary Handling of a Critical Incident



Jennifer Abruzzo
Dispatcher
South Sound 911, Tacoma, WA

Public Safety Communications Information Technician of the Year, Sustained Superior Performance



Stacey Fritz
CAD / E911 Technician
CRESA, Vancouver, WA

Telecommunicator Team of the Year



Amber Albright



Jennifer Rodgers



Laurie Shefler



Dana Libby

Public Safety Telecommunicators
TCOMM, Olympia, WA



APCO International Supervisor of the Year



Shawn Handel
Supervisor
CENCOM, Bremerton, WA

APCO International Director of the Year



Richard Kirton
Director
CENCOM, Bremerton, WA

Members Make the Chapter Great

Chapter members are what make our Chapter work, without long time members our Chapter wouldn't be able to continue the great strides that we make each year.

THANK YOU LONG TIME CHAPTER MEMBERS!



20+ Years (Join Date 6/27/97 or Earlier): Alan Hull, Mildred Tirapelle, Ross Morris, Steven Ruley, Michael O'Connor, Phyllis Hull, Chris Fischer*, Wayne Wantland, Steven Zielke, Marlys Davis, Barry Luke, Stephen Romberg, Walt Hoffman, Randy Jones, Sue Pivetta, Ken Rhodes, Cory Ahrens, Peter Jorna, Lorlee Mizell, Robert Johnson, Mike Voss, Thomas Eades, Peggy Fouts, Debbie Flewelling, Michael Wilton, Brenda Cantu, and Barb Matson.



15+ Years (Join Date 6/27/02 -6/27/97): Yvonne Carslay, Wayne Gilberts, Timothy McDowell, Katherine Baskin, Lynn Walker, Molly Elliott, Jodi Maier, Tim Lenk, Jerry Corder, Richard Garman, Thomas Deccio, Stephanie Fritts, Dave Brush, Linda Olsen, Ken Shipman, Deanna Wells, Mats Gustafsson, Richard Kirton, Kurt Hardin, Cathy Munoz, Dean Hane, Khalid Khan, William Hanes, Victoria Stewardson, Sheryl Mullen, Tom Shaughnessy, Helen Demel, and Marsha Allen.

NENA began tracking original join dates starting in 2011.

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

Congratulations to our newest Chapter Life Members, Stephanie Fritts and Richard Kirton and Presidential Award Recipient Sheryl Mullen



CONGRATULATIONS AND
HAPPY RETIREMENT!!!!

Kay McKellar

Yvonne Carslay

Laura Caster

Stephanie Fritts

Monte Simpson



Jean Nealy, ENP

9-1-1 Program Coordinator

Pierce County, WA

October 19, 1955—August 6, 2016

On August 6th, 2016 we lost a very dear friend and member of our organization. Jean began her career in 1993 as a CAD/E911 Technician and joined the Pierce County Department of Emergency Management in 2007. Jean made significant contributions to promote the implementation and awareness of 911 standards and best practices and was very active on many Association of Public Safety Communications Officials (APCO) and National Emergency Number Association (NENA) committees. Jean was our Washington State APCO-NENA President-Elect and was sworn in posthumously on August 14th as our 2016-2017 President.

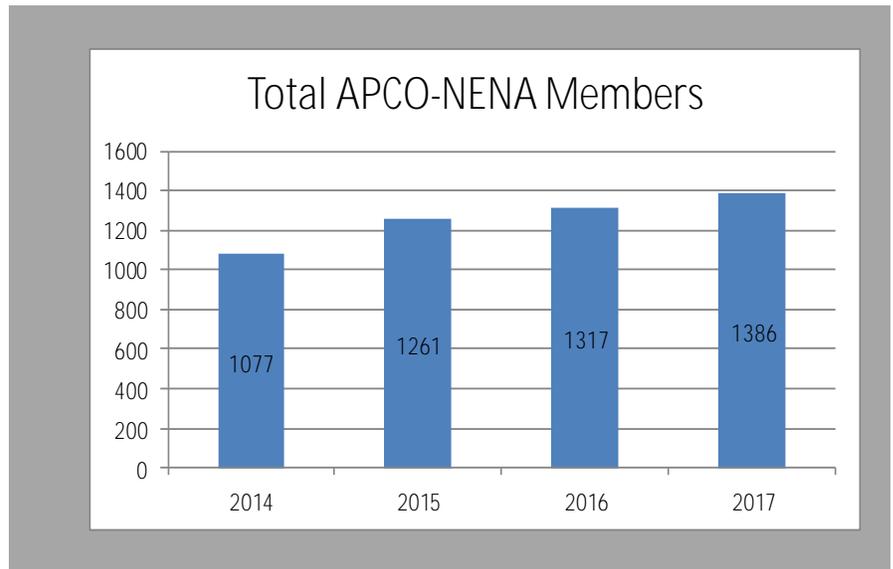
Members Make the Chapter Great

CHAPTER LIFE MEMBERS

Cory Ahrens++, Joe Blaschka, Jr.,
Bradley Davis, Peggy Fouts ++,
Stephanie Fritts, John Gasser, Alan
Hull ++, Phyllis Hull++, Richard
Kirton, Dave Magnenat*, John
McCormick, Mark Morgan, Ross
Morris++, Jim "JQ" Quackenbush,
Sandy Saffell, KD Seeley, Duncan
Steward, Millie Tirapelle++

++Also APCO International Life Member

* deceased



Commercial Members and Sponsorships



Eric Olsen, Alice Johnson, Diane Harris, Bill Behar

This year we have been able to gain sponsors for the fall meeting and the summer conference. At the time of writing this report we are 1 booth shy of a full house. We have 43 exhibitors this year for the summer conference. I am fully expecting this years conference to be the best ever. We have tweaked a few things this year, like the hours and activities to hopefully benefit everyone.

It has been an honor to be your Commercial Representative for the last year. It has been wonderful to work with the Executive Committee and the Conference Committee. You have a great team working together that is committed to do their best for the good of the chapter. Have a great day.

Bill Behar

Sponsorship is a great way for our vendors to support our Chapter. We had COMTECH/TCS sponsor the Pirates Adventure dinner at the APCO International conference in Orlando, Commercial Electronics Corporation sponsored the

Spring Forum in University Place as well as sponsoring at the APCO/NENA conference in Kennewick along with all the others mentioned below. APCO/NENA appreciates its vendors and thanks them for their sponsorship.

Special Thanks to our

July 1, 2016—June 30th, 2017 Sponsors:

Platinum Sponsors – (\$2,000 or greater)

Adcomm Engineering
Motorola Solutions, Inc.
Commercial Electronics Corp
WesTek Marketing
West Safety Services
Cloud 5 Solutions

Gold Sponsors – (\$1,000 - \$1,999)

Airbus DS Communications
Firstline Business Systems, Inc
COMTECH/TCS
ICOM America, Inc

Silver Sponsors – (\$500 - \$999)

American Power Systems, LLC
The Sales Group
Century Link
Tri-Cities Visitor & Convention Bureau
Zetron

Bronze Sponsors – (\$250 - \$499)

Battery Power Systems LLC
Application Data Systems, Inc (ADSi)



Committee Updates

HISTORY COMMITTEE, JACKIE JONES CHAIR

Jean Nealy, our chair passed away in August 2016 and Jackie Jones was appointed as her replacement to finish out the 2016-2017 year. Jean had been in the process of scanning Chapter documents to digitize them and the tote was transferred to Jackie to continue the scanning needed. This project continues and once completed, the documents will be placed in a Drop Box folder for the Executive Committee's access. This year, the History Committee began a new venture for inclusion in the Chapter's monthly newsletter called "Tell the Story". Stories from past activities and experiences of the Chapter are made into a one-page document and included in a newsletter and also displayed on the Chapter's "Tribute" page. Anyone can submit a story to the History Committee by emailing: historical@wapconena.org. We are always looking for more members. If you are interested in our Chapter's history, contact us at historical@wapconena.org



MENTORING COMMITTEE, KARL HATTON CHAIR

The mentoring committee spent the majority of this year maintaining our current projects, but not launching into proposed new projects as hoped.

Committee Handbook. Stephanie Fritz led the effort in creating and designing our Mentoring Committee Handbook. The intent of this handbook is to assist committee members in understanding what our committee is charged with, and how we manage the projects that we are responsible for.

Summer Conference Booth –With the help of the conference committee, we will be establishing a mentor table at the summer conference. We hope to have information and sign-up sheets for each of the other committees, general information on APCO-NENA, and be available to answer questions for our members. As part of the summer conference we will also be running the infamous "speed-networking" event, and will be managing the "New Attendee's Breakfast". During the breakfast we will be educating our newest members on our organization and pushing them towards helping out on committees!

Mentoring master list. Karl has taken this piece and has a "living" excel spreadsheet that lists any of our members that feel like they could provide leadership, or mentoring in various aspects of our profession. This list has been posted on our website, and it will be sent out a few times a year to the entire membership so that people can see it, add to it, and participate. We hope that this document will end up being useful to folks that need help on a specific topic, training, organizational skills, CAD deployment, etc.

The Mentoring Committee is dedicated to providing a clearinghouse for linking those that have skills, knowledge and ability with those that need assistance. We also hope to help our organization mentor our members to encourage them to become leaders in our industry, and to step up and help lead our professional organization!

Thanks. Karl Hatton



*Plan to attend the Western Regional Conference
Tacoma Convention Center, Tacoma, WA
Week of March 26, 2018*



Marlys Davis, Amy McCormick, Raegan Hayes, Karen Crawford

Committee Updates

CHAPTER SERVICES, MOLLY ELLIOTT CHAIR

Five sympathy cards and one flower bouquet were sent this past year in Memorial.

With the assistance Richard Kirton, the meals and entertainment at the Fall Forum in Spokane were a success.

Our Spring Forum in Tacoma was well attended. The Chapter Meeting and Dinner at the Narrows Plaza Bowl was interesting and bowling was fun.

For this year's Summer Conference, the committee has been hard at work on:

The Basket Auction

Getting Family Feud ready for your entertainment

Arranging for the Color Guard and singing of the National Anthem

Chapter Services received and approved three Duncan Stewart Scholarship requests this year for Summer Conference.

Three retirement recognition boards were prepared this year – two for the Spring Forum and one for Summer Conference: Stephanie Fritz, Yvonne Carslay and Kay McKellar.



Bowling after Chapter Meeting. John Joseph, Mary Rife, Karl Hatton, Misty Viebrock, Terry Taylor, Dana Hanford

PUBLIC / GOVERNMENTAL AFFAIRS, KEITH FLEWELLING CHAIR

The Committee was very focused on the Statewide Mandatory Training and Certification legislative effort during the vast majority of the past year. The activities surrounding this effort included:

Crafting a draft bill that would meet the standards of the legislature for consideration.

Securing and utilizing access to the code revisers' office so they could mold the draft bill language to meet the legislative standard.

Meeting with all the major public safety associations within the state to inform them of the bill and the chapter's intentions and motivations for the legislation.

Meeting with the labor unions that represent the public safety telecommunicators and who have political clout and lobbyists at the legislature.

Soliciting support from all the associations and organizations we met with.

Meeting with key legislators to secure support and a sponsor for the bill.

Revised the draft bill to address specific concerns raised by associations, organizations, and legislators.

Created and distributed a talking points paper for use by APCO-NENA members when talking with their key influencers.

Kept the chapter and chapter leadership informed on progress and solicited assistance with major decisions.

Crafting communications to the chapter leadership and members when the effort was discontinued for this year.

Re-engaging the effort preparing for the next legislative or alternative attempt to secure Statewide Mandatory Training and Certification for Public Safety Telecommunicators.



Basket Auction Items



Bill Behar, WA Commercial Representative speaking at APCO International CCAM Breakfast

Committee Updates

PROCHRT, TIM MARTINDALE, JR CHAIR

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 July. During that time the committee developed an online resource for telecommunicators to reference for various pieces of information. The ProCHRT ToolBox was developed on a chapter level and can be found on the chapter website. Some of the sections in the ProCHRT ToolBox are Personnel & Recognition, Public Education & Media Relations, Legislative and many more. This will continue to be something that the committee works on throughout the year.

At the 2016 summer conference, the ProCHRT Committee met and presented a breakout session titled, "Starting a Mentoring Program: Keys to Success." The breakout session was led by Yvonne Carslay (Valley Comm). Yvonne used her experience in developing a mentoring program to present a great class.

In April 2017, the ProCHRT Committee sent two of our members out to RiverCom with a gift basket from the committee to help celebrate Telecommunicator's Week. The gift basket was put together through donations from the entire committee. Some of the items included candy, rain ponchos, popcorn, pens and other items.

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 2016	Jill Clancey, CENCOM
August 2016	No Recipient
September 2016	Tiffany Morrison, MACECOM
October 2016	George Hazard, CENCOM
November 2016	Lorna Fernandez, South Sound 911
December 2016	Tara Larkins, SNOCOM
January 2017	Chad Wilson, What-Comm
February 2017	Aaron Powelson, MACECOM
March 2017	Kirby Focht, Cowlitz County 911
April 2017	Michelle Duran, What-Comm
May 2017	Kristin Kingery, MACECOM
June 2017	Melissa Vieth, NORCOM



Katy Gilbert (right) and Jami Hoppen (not pictured) delivering a gift basket to Molly Elliott at RiverCom



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Trisha Stender and Darcie Graves, front, Misty Viebrock, back