



Annual Report June 2014 – June 2015

State of the Chapter: Thriving!

- The Chapter continues to provide professional development, mentoring, and networking opportunities at the fall and spring forums, and the June conference.
- Membership growth this past year exceeds 17%. Between June 2, 2014, and the June 8, 2015, the Chapter added 184 members. Current membership includes 1,023 APCO members and 238 NENA members, for a total of 1,261 members.
- The Chapter continues to advocate on behalf of public safety communications. This term it has written in support of protecting E911 funding from other uses in the State budget. In December, the Chapter wrote the FCC in support of the Wireless E9-1-1 Location Accuracy Requirements, PS Docket No. 07-114. For more examples of advocacy, please see the Government Affairs, ProCHRT, and WANT Committee Reports.
- Finances continue to be well-managed. The Chapter was selected to host APCO Western Regional Conference (“WRC”) in SEATAC area in the spring of 2018 which should help rebuild reserves. However, hosting a successful WRC takes a great deal of commitment and effort from the members. Please check our newsletter and website often for the call for volunteers.
- In July 2014 the Executive Committee of the WA State Chapter APCO-NENA ratified President Well’s appointment of a special committee called ProCHRT which stands for Professional Communications Human Resources Committee. President Wells selected Yvonne Carslay of Valley Communications Center to serve as Committee Chair. Yvonne has also been involved with ProCHRT at the national level from the very beginning. See more information about this Committee in the article by Chair Carslay.
- As reported by Cleo Subido, WANT Committee Chair, this Committee has worked to develop a recommendation for mandatory certification for Telecommunicators in Washington State, one that provides for consistent training for all Telecommunicators regardless of their location in the state. The recommendation is being forwarded to Chapter Members for a vote to accept the recommendation.
- The NENA Treasurer began serving as liaison with National NENA and regularly reports on NENA in the Chapter newsletter.
- Stay in touch through the Chapter website and newsletter, as well as PSCconnect, Twitter and Facebook.

CONGRATULATIONS

2014 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 Critical Incident: **Kyle Boeddeker** – CENCOM
- ❖ Telecommunicator of the Year Sustained: **Jessica Cannon** – NORCOM
- ❖ Communications Information Technician of the Year: **Zeb Middleton** – NORCOM
- ❖ Telecommunicator of the Year Team Award – **Okanogan Sheriff 911:**
Sgt. Jennifer Johnson, Patrick Baker, Stephanie Valencia-Cruz, Sgt. Pat Stevens, Beth Paine, Camilla Josh, Sgt. Susie Ortiz, Christy Goddard, Michael Whitley and Heather Timmerman

Save the Date – WA 2 WA 2015:

**Washington State Chapter meeting at APCO International in Washington, DC
Sunday, August 16, 2015, 5:00 p.m.-6:00 p.m., Convention Center, Room 154AB**

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.

**Thanking Our 20+ Year
APCO Int'l Members:**

Alan	Hull
Mildred	Tirapelle
Ross	Morris
Steven	Ruley*
Sandra	Saffell
Phyllis	Hull
Chris	Fischer
Wayne	Wantland
Marvin	Heistand
Steven	Zielke
Joe	Blaschka*
Robert	Wentworth
Marlys	Davis*
Barry	Luke
Stephen	Romberg*
Kevin	Kearns*
Jim	Quackenbush*
Walt	Hoffman
Michael O.	Wright*
Linda	Culley
Randy	Jones
Sue	Pivetta*
Ken	Rhodes
Cory	Ahrens
Peter	Jorna
Lorlee	Mizell*
Robert	Johnson*
Richard	Gunn
Mike	Voss
David	Magenat
Thomas	Eades
Peggy	Fouts*
Gary	Lancaster
Debbie	Flewelling*

**NENA began tracking original
join dates starting in 2011.
Those who are both APCO and
NENA members are identified
with an asterisk “*”.**

A Report from your Executive Council Representative, Stephanie Fritts:

Each APCO chapter appoints or elects (the Washington State Chapter elects) that chapter’s Executive Council Representative. These individuals serve the chapter as a conduit for the exchange of information to and from the Regional Representative on the national Board of Directors, the chapters and their members. The Executive Council rep (EC for short) works to provide additional information and insight to the membership regarding the work of the international organization. The EC sorts through the items on a regional and national level and reports to the chapter and chapter leadership on those items that are of direct importance to the members such as conference information, Board of Directors work, standards work, and more.

Over the 2014-2015 year one item of importance was the process of selection of regional conference locations as guidelines have changed for both regional and national conferences. The result was that the Washington Chapter will be hosting a regional conference in 2018, which will hopefully be of financial benefit to the Chapter. Conference dates are as follows:

- 2016: Western Regional – Portland, OR (www.apcowrc2016.org); National - Orlando, FL
- 2017: Western Regional – Ontario, CA; National - Denver, CO
- 2018: Western Regional – Tacoma, WA; National - Las Vegas, NV
- 2019: National - Baltimore, MD
- 2020: National - Orlando, FL
- 2021: National - San Antonio, TX
- 2022: National - Anaheim, CA

If you have any question that you’ve always wished you had asked of international, shoot it to your EC Rep! That person will be happy to work to find you an answer.

**June 2015 Telecommunicator Emergency Response Taskforce (“TERT”)
Committee Report, by Committee Chair Cory Ahrens**

The Committee met once this year to review information about the TERT Program in Washington.

The CJTC with the involvement of the WA State TERT Coordinator, Cory James, conducted 2 TERT exercises between September and June. The activities were conducted with the assistance of Pacific Co. Sheriff’s Office (PACCOM) Communications and Skagit 9-1-1.

Both exercises were developed to be as “real” and experiential as we could make them. They were conducted on weekends when each of the hosting PSAPs had real events taking place. For PACCOM, it was Rod Run – the large car show in Long Beach in September. For Skagit, it was the Tulip Festival weekend with the street fair. Both exercises were deemed successes! We “deployed” a 5 person team to each event comprised of one team leader and four team members.

Teams came together and experienced all the trials and tribulations, excitement and success we expected. Information gained from these exercises has been used by the CJTC to update the TERT member and leader training they conduct. It has also given Cory James a better understanding of working with teams and selecting team members who will represent Washington State when a deployment is needed.

Public/Government Affairs Committee Annual Report by Committee Chair, Keith Flewelling

The PGAC has been very active during the 2014-15 chapter year. Early in the year some committee members met with Representative Jinkins to discuss the public duty doctrine and the ramifications of the Supreme Court ruling in the Munich case. The committee realized that the Legislature would not be inclined to take any actions to change the public duty doctrine unless there was evidence of real and tangible harm as a result of the ruling. The Committee could not find any evidence to support the changes discussed among the membership. Following this realization the PGAC decided to concentrate efforts on other priorities.

Stephanie Fritts continued Chairing the committee until December when she elected to step down from the position to concentrate her efforts as the APCO Int'l Executive Council Representative. The chapter was very appreciative of Stephanie's efforts over the years as the Chair and gave her recognition at the Spring Forum Chapter Dinner. Keith Flewelling was appointed by President Wells and approved by the Chapter Executive Committee to Chair the committee.

Legislative activities were in full swing by the time of the leadership change in December. A small group of PGAC members held meetings and discussions with the Governor's staff prior to the release of his budget proposal before the holidays. The number one priority for the Committee this past year was the preservation of E911 Funds in the budget process. Eventually the House of Representatives and the Senate released their budget proposals which were different from each other and the Governor's proposal. All three proposals included E911 Fund allocation for purposes other than 911 eligible expenses. Committee members along with the Chapter's lobbyist, Scott Sigmon provided written and in-person committee testimony to the Senate Ways and Means and the House Appropriations Committees. Communications and talking points were distributed to APCO/NENA members as well. As of this report, the Legislature is in their second special session without finalizing the 2015-17 biennial budget.

The PGAC monitored and supported several other bills during the long session of the 2015 Legislature. One of the bills the chapter supported was the Sunshine Committee recommendations which included a section that protected private databases used for 911 purposes. The bill was passed by both houses and forwarded to the Governor for signature. Again, Committee members supported King County's lobbying efforts by providing written and verbal testimony both in the Legislature and previously in front of the Sunshine Committee. The bill was signed into law by the Governor and takes effect on July 24, 2015. In addition to the current legislative agenda the PGAC has been keeping track of the WANT Committee work on certification of telecommunicators. The PGAC will combine forces with the WANT Committee when their work product is ready for State Legislative action. This will probably occur in the next Legislative session scheduled for January of 2016.

Mentoring Committee Report by Committee Chair, Jean Nealy

During this past year, the Mentoring Committee has grown significantly in size. We currently have twenty-four (24) active committee members. Each Mentoring Committee member is committed to providing support for APCO-NENA members who will one day take over the leadership roles within the Washington Chapter of APCO/NENA. This is accomplished by committee members sharing their own individual expertise in the following areas:

- 911 Management
- CAD Administration
- 911 Dispatch
- 911 Dispatch Training
- CALEA Accreditation
- GIS/Mapping
- Public Education
- Technical Services

At the summer conference the Mentoring Committee will be holding a Speed Networking event. A special invitation will be extended to all new members attending the First Timer's Breakfast. The Speed Networking event will provide an opportunity for our new members to meet and network with our existing members.

We thank and recognize 2014-2015 Officers and Committee Chairs

President Deanna Wells, President Elect Jackie Jones, Exec Council Rep Stephanie Fritts, APCO Treasurer Richard Kirton, NENA Treasurer Alice Johnson, Secretary Laura Caster, West Side Ambassador* Karl Hatton, East Side Ambassador* Arica French, Commercial Advisory Mark Enfield, and Past President Sheryl Mullen; TERT Committee Chair Cory Ahrens; Public Government Affairs Stephanie Fritts and Keith Flewelling; Conference Committee Chair Lora Ueland and Mary Sue Robey; Mentoring Committee, Sponsorship Committee, 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, Yvonne Carslay. Chapter Services Chair, Grace Larsen and WANT Committee Chair, Cleo Subido. **Formerly known as West or East Side Member-at-Large*



ProCHRT Committee Report, By Committee Chair Yvonne Carslay

If you don't know much about ProCHRT, our purpose is to promote and enhance the professional recognition of those who answer and dispatch 9-1-1 calls while supporting initiatives of the Chapter. For example, we will work toward supporting current efforts to achieve mandatory training standards in Washington State. We believe in grass roots public education to help all citizens, elected officials, and other public safety responders recognize what is involved in learning and performing this work, as well as the impact of stress and shift work to this profession. We envision working toward better retirement benefits and other goals and initiatives that the Chapter may pursue. We are passionate about these goals, and if you feel our work would strike a chord in your own personal goals we still have room on the committee.

The job of a telecommunicator requires special traits, knowledge and skills. Regardless of workload or incident priority performance must be at a peak, with the telecommunicator often being the steady and calm voice through the chaos.

Congratulations to the following people who were nominated as examples of what we should all strive to be and selected as WA APCO-NENA ProCHRT Telecommunicator of the Month:

January 2015 -- **Charla Clifton**, PACCOM (a division of Pacific County Sheriff's Office)

March 2015 -- **Brooke Young**, King County Sheriff's Office

April 2015 -- **Matt Williams**, Skagit 911

May 2015 -- **Rita Noble**, Valley Communications Center

June 2015 -- **Becky Lucci**, NORCOM



Recognizing New Emergency Number Professionals ("ENPs")

The emergency Number Professional ("ENP") certification is a NENA program that sets the benchmarks of performance that will signify a broad-based competence in the professional field of public safety. We recognize and compliment all ENPs, and give special congratulations to the new ENPs in Washington State since June 2014: **Crystal Ayco and David Magnenat, Jr.** earned certification in October 2014 and **Melissa Crawford; Jean Nealy; and Russ St. Myers** earned certification in February 2015.

New Registered Public-Safety Leaders ("RPLs")

APCO's comprehensive 12-month online program leads to the professional designation of Registered Public Safety Leader (RPL). RPL recipients receive a certificate of acceptance into the APCO Institute Registry of Public Safety Leaders, a prestigious acknowledgement of excellence within our industry. Our compliments go to all the RPLs in our Chapter, and we give special congratulations to Chapter members who earned the RPL this past year: **Steven Kowalczyk**, June 2014; **Angee Bunk**, October 2014; **Timothy F. Martindale**, January 2015; and **Scott Best**, April 2015.

Thirty-seven Chapter members attended the 80th International APCO Conference in New Orleans in August 2014. Some of our chapter members received special awards and recognition while attending the conference. **Peggy Fouts** received **Life Membership** recognition. **Steve Kowalczyk** was a 2014 Registered Public safety Leader Graduate. **Valley Communications and King County** received recognition for their **CALEA (Commission on Accreditation for Law enforcement Agencies) re-accreditation.**



Bill Schrier honored at the APCO International 11th Annual Leadership in Policy Awards Dinner! On May 6, 2015, Bill Schrier was the recipient of APCO's prestigious **Public Safety Leadership in Policy Award for Leadership in Advocacy** presented during APCO's Annual Public Safety Communications Leadership Dinner in Washington, DC. Congratulations, Bill.

Congratulations **Kurt Mills, SNOPAC!** Director Kurt Mills of SNOPAC, Everett, WA, received the **NG9-1-1 Public-Private Partnership Award** that recognized 911 individuals for professionalism, initiative, creativity, diligence, and teamwork in assisting a person reporting and/or experiencing an emergency situation or solving a critical 911 issue.

Congratulations to **Robyn Riley**, selected as the **University of Washington Police Department Civilian of the Year for 2014!**

2014 CJTC Instructor of the Year! Amy Warrior was recognized as the **2014 CJTC Instructor of the Year**. Amy has instructed at the CJTC in the Telecommunicator Program since 2004 touching the training lives of hundreds of Telecommunicators from around the state (T1, T2, T4, CTO I and II, Advanced CTO, Comm Center Supervisor, PBL Learning & Facilitator, and the list goes on). In 2013 she expanded her work at the CJTC joining the Instructor Development program. In addition to facilitating those courses she has helped with the rewriting of the Instructor Development 1 and 2 classes and has become a mentor to new instructors at the CJTC.



- Spokane County 911 Emergency Communications, Spokane, and Valley Communications Center, Kent, will be recognized at APCO's 81st Annual Conference & Expo in D.C. for meeting P33 standards!

2014 Washington State APCO-NENA Public Safety Communications Conference Committee Report – We thank and recognize the Conference Committee, Chapter Services, and the instructors who provided many learning opportunities and a lot of fun activities for the attendees. The Mentoring Committee once again hosted two fun-filled Speed Net Public Safety working sessions; 54 attendees participated, including APCO International President, Gigi Smith. The New Attendees Breakfast was well attended with 39 new conference attendees and several Board Members, Committee Members and Chairs. The basket auction raised \$910. Thanks to Pacific County, Franklin County, CRESA (2 baskets), Spokane County (4 baskets), Garfield County, Westek Marketing, Adams County 911, Issaquah Police, Valley Com and Jeffcom 911 who generously donated to our Basket Auction for the 2014 Conference. Congratulations to **Richard Kirton was awarded the Maurice Courtwright Award 2014** at the June 2014 Public Safety Communications Conference and to **Brenda Cantu** and **Jackie Jones** who received **Presidential Awards** at the Awards Banquet in Kennewick.

Congratulations to Kitsap County / CENCOM, the first in Washington to offer **Text to 911** to its community (3-31-15). 'Call if you can, text if you can't.' For more about the CENCOM experience, read Jill Danielsen's Under the Headset column article, "**Text-to-911!**" in the May 2015 Newsletter. For more on text resources, see Alice Johnson's article in the June 2015 Newsletters. Newsletters are available on the Chapter website, <http://www.waapconena.org>.



With special thanks to our April 1, 2014-March 31, 2015 Sponsors:

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

- Adcomm Engineering
- Motorola Solutions, Inc.
- Telecommunication Systems
- WesTek Marketing

Gold Sponsors – (\$1,000 - \$1,999)

- Airbus DS Communications
- Intrado
- Voiance Language Services, LLC

Silver Sponsors – (\$500 - \$999)

- American Power Systems, LLC
- CenturyLink
- Firstline Business Systems, Inc.
- GeoComm
- NG911 Security
- Silke Communications
- TriCities Visitor & Convention Bureau
- Washington OneNet

Bronze Sponsors – (\$250 - \$499)

- Battery Power Systems LLC
- Broadcast Tower Services, LLC
- General Dynamics Information Technology
- Russ Bassett

2014 Fall Forum

The excellent 911 Public Education track of the Fall Forum took place October 14, 15 and 16, 2014 at CENCOM in Bremerton, WA. It included the MGT 318 Public Information Officer (PIO) training course presented by Texas A & M Engineering Extension Service. Kay McKellar reported that the group also continued its work on the hang up campaign.

The 911 Coordinator Fall Forum was a great success bringing together 911 professionals and vendors from all over Washington State to learn and discuss Next Generation 911 (NG911) and interim text-to-911. At the Chapter meeting, member Deb McCanna was honored for her recent retirement.

The **2015 Spring Forum** took place March 17-19 at Camp Murray and had both a Trainer's Track and a Coordinator's Track.

Karl Hatton reported on the Chapter meeting that followed a full day of Change Management training, "...it was a productive meeting and a series of bylaw's changes were enacted, including the renaming of the East and West Members at Large to the far more dignified designation of Ambassadors! With the re-branding comes the understanding that specific duties and responsibilities of your Ambassadors need to be outlined and addressed. We look forward to serving our Washington State APCO-NENA group...The chapter dinner was held at the Museum of Glass in Tacoma. Dinner was fabulous and the setting was extraordinary... During the Chapter dinner, President Deanna Wells thanked Stephanie Fritts for her past years of service as the Chair of the Public/Governmental Affairs Committee, what used to be known as the 'Legislative Committee'."

Chapter Commercial Membership Report by Commercial Representative Mark Enfield

Washington APCO/NENA is a model Chapter in many respects, including our commercial member policies. Nationally APCO commercial membership has been on a steady decline for several years while commercial membership in our Chapter has been remaining steady. This is in large part due to the inclusive nature of our Chapter policies, but even more, that of our members. Because of this APCO Membership is working on a national level to adopt or promote some of what we are doing.

While things are good, there is still room for improvement. Members: don't forget to ask your vendors to become members of our Chapter, or if they are members, invite them to attend our next forum. Commercial Members: be sure to register and attend the next forum and take advantage of all Washington APCO/NENA has to offer.

Although we fill distinctly different roles, we all share the common goal of providing vital services to the public in an efficient manner. This has always been true, but with the many increasingly rapid changes confronting us, the importance of a strong public/private partnership is more important than ever. Your membership and activity in our Chapter serves to provide a cornerstone for this partnership.

Washington State Chapter of APCO/NENA Chapter Services Committee Annual Report – June 2015

The Chapter Services Committee currently has 22 members from across the state. We are responsible for planning the decorations, meals, and entertainment at training forums and conferences, producing the monthly newsletter & conducting site visits, running fundraisers to benefit the Chapter, reviewing scholarship applications, and arranging for sympathy cards and flower arrangements to be sent for death/injury to a responder or APCO member, or when a significant event has occurred.

Site Visits:

Lincoln County – Visit June 2014, published in the August 2014 newsletter
South Sound 911 – published in the February 2015 newsletter

Flowers & Memorials:

Flowers were sent to the following:

June 27, 2014: Family of Gregg Riddle (Past President of APCO Intl)
August 8, 2014: MACECOM (In memory of dispatch supervisor Val VanCleve)
December 4, 2014: Family of Dave Magnenat

Cards were sent to the following, for APCO member or responder deaths, significant incidents, & illnesses:

June 27, 2014: APCO International Board of Directors (In memory of Gregg Riddle)
July 1, 2014: Get Well card to Ed Bush (Franklin County)
October 9, 2014: Get Well card to Ed Bush (Franklin County)
October 2014: Get Well card to Dave Magnenat
December 4, 2014: ADCOMM (In memory of Dave Magnenat)
January 30, 2015: Sympathy card to Jay Atwood (death in the family)
March 9, 2015: Sympathy card to CPRA (in memory of Bernard “Jerry” Campbell)

Recognitions:

Retirement recognitions were (or will be, at the 2015 Summer Conference) presented for:

Debby McCanna
KD Seeley
Dave Cox
Laurie Masse
Jean Best

Scholarships:

We revised the Duncan Stewart and Dick Quantz Scholarship Applications with updated information. We have not received any scholarship applicants to date.

Fundraisers:

At the 2014 Summer Conference, Chapter Services ran several fundraisers to benefit the Governmental Affairs Committee. The Gift Basket Silent Auction raised \$910. The NENA 50/50 Raffle raised \$455.75.

The Gift Basket Silent Auction will be returning at the 2015 Conference.

