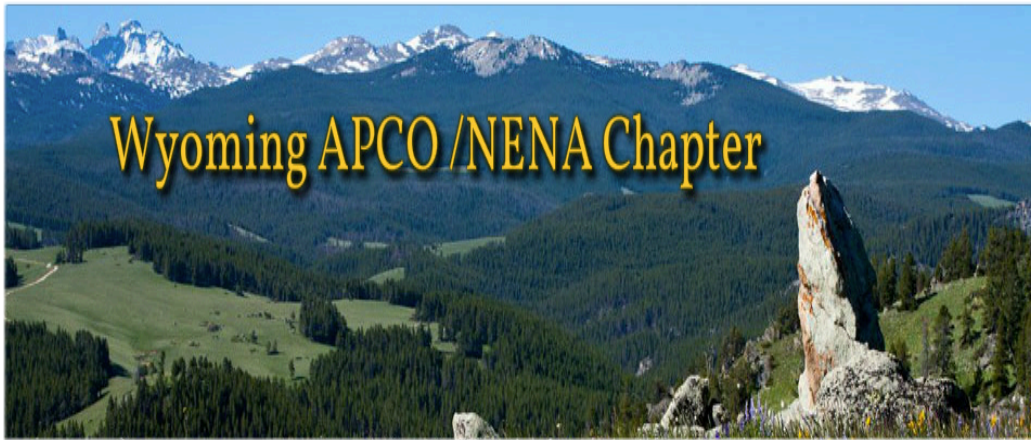


Newsletter

Spring Edition 2020



President's Message

Monte McClain

As springtime finally shows itself and we dig ourselves out from another winter of snow, ice and wind, the State of Wyoming is continuing to put the plans in place to further our goal of moving to a statewide Next Generation 911 platform.

This summer, there will be a Federal Technical Assistance workshop for NG911. This workshop will be focused on writing a draft, State of Wyoming plan to produce a roadmap for NG911 that will meet grant requirements when they become available. This will be held in Casper and ALL PSAPs will be invited to this two day workshop. The workshop will be held in either July or August. I would encourage all PSAPs to have a voice at the table and to attend if at all possible.

1

911 COORDINATOR

Wyoming

2

LEGISLATURE

Updates

3

SAVE THE DATE

Wyoming APCO/NENA
Conference

November 2-4, 2020

As NG911 discussions continue, we would encourage all agencies to have a voice at the table and to please attend meetings so you are kept informed as to the progress. Troy Babbitt as the Statewide 911 coordinator is gathering information for NG911 solutions to present at the workshop.

The Wyoming Legislature had a few bills introduced this year that were of interest to us. First up was HB0101 Protection & privacy of online customer information. An ACT relating to consumer protection; providing for the protection of customer personal information and location for broadband internet access service. This bill as introduced provides exceptions for 911 calls and law enforcement and would have assisted in upgrading broadband services for Wyoming. Failed 2-7 in committee.

The next bill was HB0071 Wyoming public safety communications system funding. An ACT relating to public safety communications; establishing a statewide monthly service charge of \$.50 per phone line to fund the WyoLink communications network. This was defeated in introduction 36-22-2. It will be interesting to see in the future how funding interoperable communications networks or even NG911 will be received by our legislature.

Lastly, there is bill HB0126, AN ACT relating to emergency telephone service; requiring wireless carriers and service suppliers to provide call location information to law enforcement in emergency situations as specified; providing immunity; defining terms; and providing for an effective date. This has passed the House and has been referred to the Senate Transportation committee. An amendment to the bill allows a guardian or immediately family member to make the request as well if they feel the person is currently in an emergency situation.

As we start 2020 with our goals for the New Year, I would ask that our members start thinking about attending the Wyoming APCO-NENA Conference November 2-4, 2020. It will be our 20th year and we have already secured two fantastic trainers for this conference! See our training article in this newsletter for more information about these exciting classes.

And finally, remember that Wyoming APCO-NENA remains active in the efforts to advance NG911 and FirstNet in the State. Should you have any questions, please don't hesitate to contact me at the Park County Sheriff's Office, 307-527-8700 or by email at mmcclain@parkcountysheriff.net. See you in November! Monte McClain

NCIC Corner – The History of NCIC

In the 1960s, Director J. Edgar Hoover presided over the meeting during which the decision was made to implement a computer system that would centralize crime information from every state and provide that information to law enforcement throughout the nation. Working with the International Association of Chiefs of Police, the FBI created an advisory board made up of state and local police to develop nationwide standards and consulted with the Commerce Department to build an effective telecommunications system. On January 27, 1967, the system was launched on 15 state and city computers that were tied into the FBI's central computer in Washington, D.C.—which at that time contained five files and 356,784 records on things like stolen autos, stolen license plates, stolen/missing guns, and wanted persons/fugitives. In its first year of operation, NCIC processed approximately 2.4 million transactions, an average of 5,479 transactions daily.

The first hit came in May 1967, when a New York City police officer—suspicious of a parked car—radioed in a request for an NCIC search of the license plate. Within 90 seconds, he was informed that the car had been stolen a month earlier in Boston. We got a report that the patrolman exclaimed, "It works! It works!" The most recent generation of NCIC became operational on July 11, 1999, enhancing the base capabilities of the legacy system and adding important new files. Some of the new capabilities include: the ability to accept, store, and retrieve digital images; expanded fields; and delayed inquiry notification. The delayed inquiry provides a capability for the system to automatically extract certain descriptive data from entries and use it to search the transaction log for inquiries conducted up to five days prior to the entry. Notifications are sent to both the entering and inquiring agency for further investigation.

APCO Update

APCO National is revamping and reviewing multiple Standards. In committees now are: Radio Spectrum, Policy Manuals, Election Procedures, TTY/TDD, and Joint Chapters. A lot of the technology mentioned in prior versions of the standards are just out dated.

The Wyoming Chapter is a joint chapter, what does this mean for our future? Right now APCO is working with NENA to keep existing joint chapters together. Existing chapters are not foreseen to change.

APCO is partnering with NENA for QA-QI minimum standards. This will be released soon.

APCO is in the process of streamlining their website. More to come.

Have you logged into PSCONNECT lately and noticed all of the webinars that come with your APCO dues? They are POST approved and will count towards your POST hours.

NENA Update

If you haven't already seen them, NENA has been publishing their "TC Tip" video series on their social media sites since the beginning of November. The videos contain important information presented by NENA instructors, 9-1-1 professionals, and other subject matter experts within the categories of "Under the Headset" and "In the Center".

Each video is just a few minutes long and covers topics such as Telecommunicator mental health, innovations in 9-1-1, and professionalism in the center. As NENA's website states, the information presented "augments your existing program with concrete, practical, constant, and provable training modules every other week ... and provide bite-sized, quick-hit training for TCs that they can use right away to improve their work."

Check them out on NENA's YouTube channel and maybe help spread some awareness of our profession by sharing the videos with your community via your Center's social media. #YouAre911

Chuck Trimble, ENP, CMCP

Upcoming Training

ADAM TIMM is coming back to WYOMING!!
Sweetwater Communications Center is
sponsoring Adam Timm Emotional
Intelligence for *free*.

May 7 & 8, 2020

White Mountain Library

2935 Sweetwater Dr

Rock Springs, WY 82901

Contact:

rebecca.thornock@sweetwater911.org

Upcoming Conferences

APCO International 86th Annual Conference and Expo

August 2 - 5, 2020

Orlando, FL

For more information: [https://](https://www.apco2020.org)

www.apco2020.org

NENA 2019 Conference & Expo

June 13 - June 18, 2020

Long Beach Convention Center

Long Beach, CA

For more information: [http://](http://www.nena.org/events/event)

www.nena.org/events/event

APCO 2020 Western Regional Conference

April 6 - 9, 2020

Ogden, UT

For more information: [https://](https://2020apcowrc.org/)

2020apcowrc.org/

2020 Wyoming APCO/ NENA Conference

Save the Date: November 2-4, 2020 In
Casper WY

Back by Popular Demand!

Adam Timm “The Healthy Dispatcher” — FULL DAY

Topic to be announced

As requested:

We have

Mike “Ziggy” Siegfried - FULL DAY

Verbal Judo: De-Escalation Training for Dispatchers

Next Chapter Meeting

Save the Date

Our Next Chapter Meeting will be

May 12, 2020 10am to 4pm at

Casper’s Public Safety Operations Center

441 Landmark

Casper WY

Award Nominations

Hello, it is true that it is still Winter and the Wyoming APCO/NENA conference in November seems a long way off. However, how cool would it be to have a deserving co-worker nominated for an award and possibly be recognized at the 20th annual conference which will be held in 2020! It has been mentioned several times before, but it is never too early to start thinking about nominating a person that you feel deserves to receive one of the below listed awards.

We would like to see multiple people nominated for every category. There are five areas where an individual's or group's work can be recognized:

- Public Safety Team of the Year
- Public Safety Telecommunicator of the Year
- Public Safety Communications Information Technologist of the Year (IT)
- Public Safety Communications Radio Technologist of the Year (Radio Tech)
- Public Safety Communications Supervisor/Director/Manager of the Year

Check out the Wyoming APCO/NENA Chapter website, wyomingapco.com, as we get closer to the conference for the 2020 Award Nomination Forms.

I would again like to thank the folks across the state that gave their time last year to serve on the awards committee and help select the award recipients for each category. Many of you have helped with the selection process for several years and again your help is much appreciated! If you have not helped in the past and would like to, please let me know. The more the merrier!

Thank you,

Joey Williams Awards Committee Chair

307-687-6126 williams@ccgov.net

Telecommunications Week Happy Telecommunicators week!

Your agencies will be receiving gifts from the Wyoming APCO-NENA Chapter thanking you and your co-workers for the work that you do on a daily basis. Please accept our heartfelt thanks for every one of you and job that you do!

Your Chapter Officers

Chapter President - [Monte McClain](#)

First Vice President/APCO Executive Council Representative - [Maryanne Christensen](#)

Second Vice President/NENA Representative - [Chuck Trimble](#)

Chapter Secretary/Treasurer - [Val Gelinas](#)

Past Chapter President - [Glen Crumpton](#)

Awards Chair - [Joey Williams](#)

Training Coordinator - [Cara Moore](#)