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Issue
TWO



Celebrating 50 years of 9-1-1 and National Public Safety Telecommunicator Week

wy **apco-nena**



current topics >>>

Trump signs law for direct 9-1-1 calls from multi-line systems

President Donald Trump signed into law H.R. 582-legislation better known as Kari's law – ensuring callers will be able to dial 9-1-1 directly even when using phones on multi-line systems. “In an emergency, seconds count, and everyone should be able to instantly gain access to 9-1-1 centers without having to go through a switchboard or dial extra numbers to get an outside line,” said Rep. Robert Aderhold, R-Ala., a co-sponsor of the legislation.



President's Message

Working for Public-Safety Communications in the Cowboy State

Wyoming APCO – NENA celebrates with each of you the National Public Safety Telecommunication Week, April 8th through the 14th. We proudly recognize the women and men who serve as public safety telecommunicators.

In November of 2017, the Office of Management and Budget (OMB) announced that Public Safety Telecommunicators would not be placed in the Protected Service Group that is afforded other first responders. The OMB will continue to designate the 9-1-1 professional as “police, fire, and ambulance dispatchers” using an office and administrative occupation category.

APCO and NENA strongly advocate that the OMB change the classification for public safety telecommunicator, and both organizations were disheartened by the final decision.

The Wyoming APCO – NENA Board selected a gift that we feel is a reflection of the role we play in public safety. “We are More Than Just a Voice,” we are “Telecommunicators.” Take pride in this professional title which recognizes the skills and job tasks necessary to perform a difficult job. Our job requires more than just dispatch.

Thank you for your professionalism and dedication to your community and the agencies for which you work.

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*Glen Crumpton, President
WY APCO-NENA*

What's happening with APCO >>>

APCO Seeks Comments on Draft Core Competencies, Operational Factors and Training for Next Generation Technologies in Public Safety Communications – APCO News



Alexandria, Va. – The Association of Public-Safety Communications Officials (APCO) International is seeking comments on a Candidate American National Standard (ANS) that addresses core competencies, operational factors and training requirements for public safety telecommunicators specific to Next Generation Technologies. Candidate ANS 1.115.1-201X Core Competencies, Operational Factors and Training for Next Generation Technologies in Public Safety Communications is open for public review and comment.



APCO serves the needs of public safety communications practitioners worldwide

“Identifying how different operations, knowledge and training will be in a next generation environment and adequately preparing for the changes that will inevitably occur, is an important first step in implementing NG9-1-1 systems,” said APCO President Martha Carter.

The public may review and comment on this candidate standard is from March 23 through May 7, 2018. Reviewers may use the following

https://workspace.apcointl.org/higherlogic/ws/public/document?document_id=1397&wg_a_bbreve=operational

NENA Update >>>

NENA Celebrates the 50th Anniversary of 9-1-1 With Leaders in Public Safety –Chris Nussman

On February 16, 1968 history was made when the first-ever 9-1-1 call was made in Haleyville, Alabama by Rakin flite, Alabama’s Speaker of the House. Since that day, 9-1-1 professionals have dutifully served the public as the *first* first responders to emergencies large and small. Nena and its members met in Washington, DC to discuss the future of 9-1-1 with federal policymakers. The issues raised included accelerating the deployment of Next Generation 9-1-1; establishing parity of access to federal public safety grants; wireless location accuracy; and cybersecurity.

At this time, NENA also saw the signing into law of significant 9-1-1 legislation.

For many years, NENA and its members have advocated for improving 9-1-1 access via multi-line telephone systems (MLTS), such as those used in hotels and office buildings. NENA is pleased that on the afternoon of February 16, the President signed the bill commonly known as Kari’s Law so that all Americans will have direct-access to 9-1-1 without having to dial an extra digit before 9-1-1 to reach emergency services. The law mandates that all businesses must have their phone lines in compliance within two years of the bill becoming law. The Federal Communication Commission is charged with enforcing it.



a **LEADER**
is one
who knows the way,
goes the way,
and shows the way.

Bernard Marr, RPL, ENP

Do You Have A Successful Team? Here Are 9 Things You Should Avoid

It’s happened to all of us at one time or another—from elementary school all the way up through to our careers: we’re placed into a new team, and something just doesn’t click. I’ve identified nine key factors that can turn an otherwise competent and harmonious team into a sinking mess:

1. **Ego**
2. **Negative Competition**
3. **Poor Communication**
4. **Micromanagement**
5. **Criticism without praise**
6. **Unreasonable expectations**
7. **Half-hearted work**
8. **Stubbornness**
9. **Leading with emotions**

Are any of these key factors creating roadblocks in your center?

National Public-Safety Telecommunicators Week

Celebrating Public Safety's Everyday Heroes – Those who always go above and beyond, who exemplify the best of the best on a daily basis.

BETWEEN
THE THIN RED LINE
THE THIN BLUE LINE
&
LIES THE THINNEST GOLD LINE
THE GOLD LINE REPRESENTS
THOSE THAT ARE RARELY SEEN
BUT MOSTLY HEARD.
THE CALM VOICE IN THE DARK NIGHT.
DISPATCHERS
THE GOLDEN GLUE THAT
HOLDS IT ALL TOGETHER.

Every year during the second week of April, the telecommunications personnel in the public safety community, are honored. This week-long event, initially set up in 1981 by Patricia Anderson of the Contra Costa County Sheriff's Office in California, is a time to celebrate and thank those who dedicate their lives to serving the public. It is a week that should be set aside so everyone can be made aware of their hard work and dedication.

ask the experts >>>

We'd like to hear from you!

The WY APCO – NENA Board would like to know how we can help you, our very important telecommunicator community. Please send us your questions, training topics, ideas, or opinions. We are here to serve you and we would like to provide you with training and information that matters to you. Please submit your comments to Bill Gordon, Past President at bill.gordon@hscounty.net or to Chris McGuire, Secretary/Treasurer at crystal.mcguire@wyo.gov so we can start working better for you.



We encourage all of you to celebrate and honor yourselves, your co-workers, your bosses and your employees. Take the time during NPSTW to host a party, reach out to your local media and public officials, or launch an awards program.

Here are some tips and ideas to celebrate the week:

- Games – Who's the Baby in the picture, Dispatch Jeopardy, Dispatch BINGO, Raffles for donated items
- Theme Days
- NPSTW Cook-Off Competition
- Scavenger hunt
- Best/funniest candy card
- Superhero awards
- Use the agency Facebook and Twitter pages to get the word out about telecommunicators.
- Have an Open House
- Adopt another center in your area and recognize their staff
- Take a group photo and hang it in your center
- Work as a group at your community food bank.



Join Us At The Next WY APCO-NENA Chapter Board Meeting

Wednesday, May 23, 2018 at

Casper's Ramkota Hotel and

Conference Center. The meeting will

begin promptly at 10:00 am. Please

RSVP by May 14, 2018 to Bill

Gordon at bill.gordon@hscounty.net



**National Public Safety
Telecommunicators Week
April 8-14, 2018**

Conference Training Topics

We are looking for your feedback! Please send us topics for your training needs. The budget cuts in Wyoming are hitting our communications centers hard. We'd like to help you bridge your training gaps. Send us an email with the training topics you're most in need of and we will try to provide it at our annual conference. Email our Training Coordinator, Cara Moore at cara.moore@wyo.gov before May 14th so we can prepare for the 2018 WY APCO-NENA Annual Conference.

final thoughts...

We are having fun with our new newsletter. If you would like to contribute to the articles, have photos you'd like us to publish of your center or someone that you know is doing an outstanding job, please send them to Terri Sherman at terri.sherman@ccjcc.us. We've listed some area trainings below. Contact the agency that is hosting the training for more information.

Telecommunications Best Practices for Missing and Abducted Children Apr 24, 2018 | Afton, WY | Classroom

Gather the tools and resources you need to promote swift and decisive responses to reports of missing, abducted and sexually exploited children. Learn how public safety telecommunications centers can develop, train, and prepare for immediate and comprehensive response during the initial, early stages of an incident.

Is this training for you?

The following would benefit from this training:

- Emergency Management
- Law Enforcement
- Law Enforcement Support
- Tribes/Tribal Partners

About the Venue

Afton Civic Center
150 S Washington St
Afton, WY 83110

Cost – There is NO FEE, however pre-registration is required.

Contact Information

Jim Walters
877-712-6237
askamber@fvtc.edu or
Maryanne Christensen
mchristensen@lcwy.org

Crisis Call Handling for Dispatchers and Legal Liability and Ethics Training

Jun 25 – 26, 2018 | Glenrock Town Hall

Crisis Call Handling Topics will include: Crisis vs Emergency, Recognizing red flags, Robbery, Suicide Intervention, Domestic Violence, Severe Weather, Officer Involved Shootings, Crimes in Progress, and more.

Legal Liability and Ethics Training Topics will include: How to stay out of trouble, the degrees of negligence, HIPPA, Accountability and Responsibility of the Telecommunicator, Policy, Procedure and Protocol, Ethical Dilemmas, Having a good moral compass, and more.

For more information or to register for these trainings, please contact Laura Spell at 601-213-7966 or by email – lauraspell911@yahoo.com or Karie Moulton at kmoulton@glenrockpd.org. This is a professional telecommunications management training course.



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coming soon >>>

WY APCO-NENA's 2018 Annual Chapter Conference

November 5th – 7th, 2018 at
the Ramkota Hotel and
Conference Center in
Casper, WY

SEE YOU THERE!

Wyoming Law Enforcement Academy "Professionalism Through Education"

CALENDAR OF UPCOMING COURSES:

04/19/2018 – Interpersonal Communications
05/14-18/2018 – First Line Supervision
06/06/2018 – Interacting with the Mentally Ill
06-12-13/2018 – Domestic Violence
07/30-08/01/2018 – General Instructor
Development
09/12-13/2018 – Annual Public Safety
Communications Continuing
Education Credits Course

Wyoming APCO/NENA Chapter

