

A publication of the Virginia Chapter of the Association of Public Safety Communication Officials

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Show us how you celebrated the Holidays at your PSAP!

Take a picture and post to Instagram or Twitter using the hashtag-

#911holidays



A Message from The Board

This year, Virginia APCO unleashed electronic voting for the first time. You, the Membership, were able to vote on your new Board of Directors, via the web, meaning your voice was heard even if you couldn't make it to the Fall Conference. Thank you all so much for the high turnout and for making our first e-vote such a success! We look forward working with you in 2017. As always, keep an eye on this newsletter, our [Facebook](#) and [Twitter](#) pages, the [website](#), and our e-mail lists for updates, alerts, and requests for your assistance. After all, this is a membership association and we will need everyone's help working through the critical issues facing public safety communications.

Your new Board of Directors for 2016-2017:

PRESIDENT

Jo Anne Munroe
Retired Director
Alexandria ECC

PRESIDENT-ELECT

Gabe Elias
ECC Systems Manager
Charlottesville - UVA -



Albemarle County ECC

VICE-PRESIDENT

Joell Kight
Fauquier County Sheriff's Office

SECRETARY

Cynthia A. Bird Shroud
Assistant Director
Fairfax County Department of
Public Safety Communications

TREASURER

Carol W. Adams

APCO INT'L EXECUTIVE

COUNCIL DELEGATE

Nicola Tidey
Director
Orange County ECC

DIRECTOR-AT-LARGE

Jim Junkins
Director
Harrisonburg-Rockingham ECC

DIRECTOR-AT-LARGE

Jada Lee
Operations Manager
Virginia Beach Emergency
Communications & Citizen
Services

DIRECTOR-AT-LARGE

Eric Albert
Communications & Training
Division
Colonial Heights ECC

DIRECTOR-AT-LARGE

Rebekah A. Craft
Salem Police Department

IMMEDIATE PAST

PRESIDENT
Rich Troshak
Director
Chesterfield County ECC

SAVE THE DATE: UPCOMING EVENTS

2017 Virginia
APCO/NENA
Winter Summit:

February 16, 2017

Eanes-Pittman
Public Safety
Training Center

Chesterfield, Va.

2017 Virginia APCO/NENA
Conference:

May 3-5, 2017

Sheraton Virginia Beach
Oceanfront, Virginia Beach

2017 APCO/NENA
Interoperability
Conference:

October 24-27, 2017

Hotel Roanoke and
Conference Center,
Roanoke



Blue and Red Santa Project Helps Community

The Culpeper Public Safety Communications Center was asked to participate in the Blue and Red Santa Project facilitated by the Culpeper Police Department and the Culpeper Fire Department. The project is similar to the "shop with a cop" program. Along with other community heroes, Communications Officer Donna Whitaker volunteered her time to help make the Holidays a little brighter for some local children.

The program was largely successful and allowed 118 children to shop at the local Wal-Mart, each with a \$140.00 budget to buy whatever they wanted for Christmas! After the shopping trip everyone went back to the Culpeper Fire Station where they wrapped gifts, ate breakfast, and even got to visit with Santa himself! When Donna was asked about the experience she said, "Oh, I had fun! Memaw wanted to take the kids home with her!"

This project is a gleaming example of how Public Safety Personnel and Communications Officers work together to support and serve the community. A special thanks to Donna for stepping out from behind the console and into the public eye to help make Christmas just a little more jolly! 9-1-1 Strong!

"If at first you don't succeed, try doing it the way the dispatcher told you to do it in the first place!"

Virginia APCO Committee Updates

Membership & Outreach:

Membership is now chaired by Krista Kilmon from Eastern Shore. This group continues pushing social media interaction to keep members up to date on what's happening around the Commonwealth.

ProCHRT:

ProCHRT continues its efforts to advocate for EMD in Virginia, tracking the DCJS training standards update process, and reminding PSAPs about VITA's annual PEP grants for training

AWARDS:

The Awards Committee will be seeking additional members before the 2017 awards season. Keep an eye on your inbox!

Bylaw/Policy:

This committee is tracking a few minor cleanups to the VA APCO Policy Manual.

Conference:

Conference Committee is busy tidying up loose ends from a successful Fall Conference and getting ready to kick the Winter

Summit (February 16, 2017!) planning into high gear.

Historical:

VA APCO's Historical Committee is working on a way to store and share all the memories we create every year at conferences, meetings, training, and our daily professional lives. Stay tuned.

Telecommunicator Central

Be sure to stay on the lookout on our Facebook page and Twitter account for trivia questions and the chance to win PRIZES! As we continue to make our social media presence more interactive, we are rolling out 9-1-1 related trivia posts. We've had on

every month since October. Congratulations to **Lee Anne Storey** and **Sarah Thomas** on winning in October and November! So brush up on your 9-1-1 history and turn on your Facebook and Twitter notifications so you don't miss any of

our trivia posts!

If you have any ideas or suggestions to help make our social media presence better, please send us a message! We're always looking to improve!



VIRGINIA CHAPTER

We're on the Web!
www.virginia-apco.org

Find Virginia APCO on
 Facebook and Twitter!!



"You have never really lived until you have done something for someone who can never repay you."

Bragging Rights!

Recently the Orange County Emergency Communications Center (ECC) employees were honored for outstanding services while using Smart911. Smart911 is a part of RAVE Mobile Safety that enables citizens to create a FREE, secure safety profile that can be seen by public safety telecommunicators and responders if they call 911. The profile can include household members, medical history, emergency contacts, abusive household alerts, cognitive behaviors, and even pet information.

Smart911 has a text to chat feature that allows us to send a text message to all of our wireless

911 hang ups. The ECC uses Smart911 every day in attempts to contact 911 wireless hang-ups; further, we can provide pertinent information to responders with those who have created a safety profile.

Most recently it has become useful in locating and communicating with citizens that have overdosed and are suicidal. People may not want to talk to someone verbally; Smart911 gives emergency communications centers another way to communicate with them via text, ensuring we can get them the help that they need.

John Nettles, is proof that

technology does make a difference. John's wife, Carol, created a Smart911 safety profile for their household. Little did she know John would have a heart attack. Carol provided detailed medical history in their Smart911 profile that enabled telecommunicators, responders and hospital staff to give John life saving care. In fact, this took seven minutes off the door to Cath Lab (balloon) time. Being able to have a plan prior to arrival, saved John's life.

FirstNet- Have You Heard?

Have you heard of FirstNet, the future of public safety broadband? FirstNet, was established from the Middle Class Tax Relief and Job Creation Act of 2012, to provide emergency responders with the first high-speed, nationwide network dedicated to public safety.

What kind of questions might you have regarding FirstNet?

-How will it benefit first responders in my locality?

-How will the network be accessed and what will it cost?

-Will I need special equipment to access the network?

-In addition to data access and distribution, how else

can FirstNet support First Responders?

-Is this a federal or state run program? How does a locality participate?

-Is this a "one and done" network or will it be sustained and, if so, how?

-How secure will be the network?

-Will it be limited to emergency conditions or can it be used for day-to-day functions or large gatherings?

FirstNet's build-out of a nationwide public safety broadband network is coming. This network is designed to be committed to public safety, providing broadband access for first responders to receive data and other facts pertinent to

an emergency response. The network will make sure those on the front lines, as well as command and control personnel have up-to-date, immediate access to critical information. Virginia has individuals dedicated in support of a Virginia Public Safety Broadband Network (VAPSBN), inclusive of FirstNet, to assist providing you with information through outreach and education. Available for individual locality or regional outreach, members of the Virginia team are available to visit your agency or region to brief local leaders and first responders. To schedule an outreach meeting or event, contact Carol Adams at carol.adams@vdem.virginia.gov or call 804-432-5877.

Regional Advisory Council (RAC) Update

Keep an Eye in 2017 on activities and projects from the 9-1-1 Services Board and the associated RAC (Regional Advisory Committee). 2017 is already shaping up as a very active year. The upcoming 9-1-1 Services Board meeting agenda includes the FY18 PSAP Grant Guideline Review. This will prove to include changes in anticipation of NG9-1-1 costs which may/may not impact needed funding for localities for pressing and previously routinely funded projects within the PSAP. The FY18 PSAP Grants Summary and Virginia's 5-year NG9-1-1 deployment plan are available for review on the 9-1-1 Services Board website.

The deployment of NG9-1-1 in the Commonwealth has to be funded in some way. Discussions over the past few years along with the activities of the RAC during 2016 are forging a path to NG9-1-1. That path includes how it will be funded which may have an impact on traditional funding from the 9-1-1 Services Board to the PSAPs. PSAPs, as such are strongly encouraged to follow this information so that you will be prepared.

The other item on the agenda places focus on the 9-1-1 funding formula through an upcoming analysis and a look at the PSAP Funding Formula Recalculation. Recalculations in the past have had negative and positive effects on local PSAP funding, so keep an eye on the potential impact to funding for your locality. The PSAP funding formula recalculation forecast is available on the 9-1-1 Services Board website.

The next meeting of the 9-1-1 Services Board is March 9, 2017. Each meeting is held at the Commonwealth Enterprise Solutions Center, 11751 Meadowville Lane, Chester, VA. The public and, particularly, PSAP representatives are welcome. As always, pertinent and updated information is available at the 9-1-1 Services Board Website, www.vita.virginia.gov/isp. The

Your Regional Advisory Council (RAC) has been active during the 2016 and 2017 is shaping up to be no different. The RAC continues to work through its goals and tasks:

- Goal 1 – Formalize baseline levels of service and capabilities that meet public expectations.
- Goal 2 – Increase situational awareness through enhanced incident information sharing.
- Goal 3 – Allocate funding for future state and regional PSAP initiatives to maintain and improve service.
- Goal 4 – Position PSAPs to better respond to emergencies through professional development of 9-1-1 and technical personnel.
- Goal 5 – Protect the liability and security of the 9-1-1 system.
- Goal 6 – Improve 9-1-1 service delivery through enhanced communications with stakeholder community.
- Goal 7 – Leverage GIS technology and data to better locate callers and improve response capabilities.

Each of these goals had tasks associated with them that were correlated with the 9-1-1 Comprehensive Plan for the Commonwealth. The RAC, early in 2016, prioritized those tasks and have been working diligently to complete those tasks. It is anticipated 2017 will show strong gains towards completion of these tasks.

- Priority 1 – Create a baseline level of service and capabilities document.
- Priority 2 – Create a 9-1-1 stakeholder communications plan.
- Priority 3 – Create NG9-1-1 deployment and sustainment funding strategy.
- Priority 4 – Develop PSAP baseline level of service and capabilities budgets.
- Priority 5 – Create a 9-1-1 clearinghouse.
- Priority 6 – Conduct staffing analyses.

As you can see a lot happened in 2016 and there is much that will come to fruition in 2017. Each PSAP is encouraged to be involved in these activities that will have effect on the delivery of 9-1-1 to communities across the Commonwealth. Anyone interested in participating on a RAC task, please contact your regional representative or the RAC Chair Terry Hall.

RAC Regional Representatives (P=Primary; A=Alternate)

- Region 1 – Allan Weese (P); Charlie Udriet (A)
- Region 2 – Joell Kight (P); Nicki Tidey (A)
- Region 3 – Melissa Foster (P); Andrea Gaines (A)
- Region 4 – Jolena Young (P); Randy Davis (A)
- Region 5 – Terry Hall (P); Tony Castillo (A)
- Region 6 – John Powers (P); CW Thomas (A)
- Region 7 – Steve McMurrer (P); Michele Surdam (A)

