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*Washington State Chapters of the  
Association of Public Safety Communications Officials and National Emergency Number Association*

## **2012 Statement of Legislative Intent**

The Washington State Chapter of APCO – NENA (the Chapter) is focused on four priority legislative issues over the short term and through 2020.

### Immediate goal:

First and foremost, it is the continued goal of the Chapter to work to preserve and protect all funding currently collected in accordance with the Revised Code of Washington to the operation of E9·1·1 systems within Washington State specific to supporting statewide, regional, and local jurisdictional E9·1·1 systems' operational sustainment and advancement.

### Short term goal:

The Chapter will work to define 9·1·1 or other emergency nuisance calls and to establish a penalty for those individuals who intend to annoy or harass a call-taker or emergency responder, including repeatedly calling "9·1·1" for non-emergency situations causing telecommunicators or emergency responders and/or equipment to be in use when emergency situations may need such operators or equipment; also including calling parties who make use of any comment, request, suggestion, or proposal which is obscene, lewd, lascivious, filthy, vulgar, or indecent; and by such call or such language intends to offend, annoy, abuse, threaten, or harass the emergency services worker; and a caller who intends to make a false alarm or complaint, or purposely reports false information which could result in the dispatch of emergency services.

### Long term goals:

The Chapter supports the mandatory certification of telecommunicators (emergency communications employees including 9·1·1 call takers and radio dispatchers). The Chapter will work toward mandatory training and certification recognizing that the role of the telecommunicator is vital to public safety, requiring specialized and standardized training in law enforcement, fire, and emergency medical services call taking, processing and dispatching. It is in the interest of the citizens of Washington State that these employees meet a standard training and certification requirement.

The Chapter will work to represent the membership of telecommunicators in supporting efforts to establish a reasonable retirement age. The Chapter recognizes that few individuals retire from 9·1·1 or radio dispatch service, due to the stresses of the job. Further, the Chapter will support the inclusion of operational management personnel (those subject to the same certifications) as non-inclusion and overwhelming challenges of supporting the technological and radio support requirements for public safety responders would prove to be a disincentive for qualified personnel to promote, thereby creating a void in an already lean and specialized industry.