



## Washington Chapter of APCO/NENA

### STRATEGIC POSITIONING

### SURVEY RESULTS

November 2, 2010

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## Introduction

The Strategic Positioning Survey was shared with membership using the APCOWA List Serve, the PSConnect for APCO, posted on the Washington APCO Website, and on the APCO NENA Facebook Page. 182 APCO/NENA members responded to the survey for a 31.7% return rate (182 out of 574 total members). The survey return of 31.7% is just under one-third of the organization and is considered a successful return rate for use in analysis and validity of the results.

The one flaw identified shortly after the survey release was the survey should have had "Other" as an option for the response to Current Position. As a result, those members whose positions were Administrative, MSAG, etc. did not have a category to pick. We do not know how many members went on line to complete the survey and did not proceed, but we were able to identify 20 members who did choose to go forward and selected one of the other positions and provided a comment to identify their current position. Because those responses were evenly spread through the various positions we were unable to separate out the responses or to provide analysis of their specific information. But what is important to note is that the trend in responses on all questions were very similar, and the information provided from the "Other" group was still used in the overall analysis and feedback for the organization.

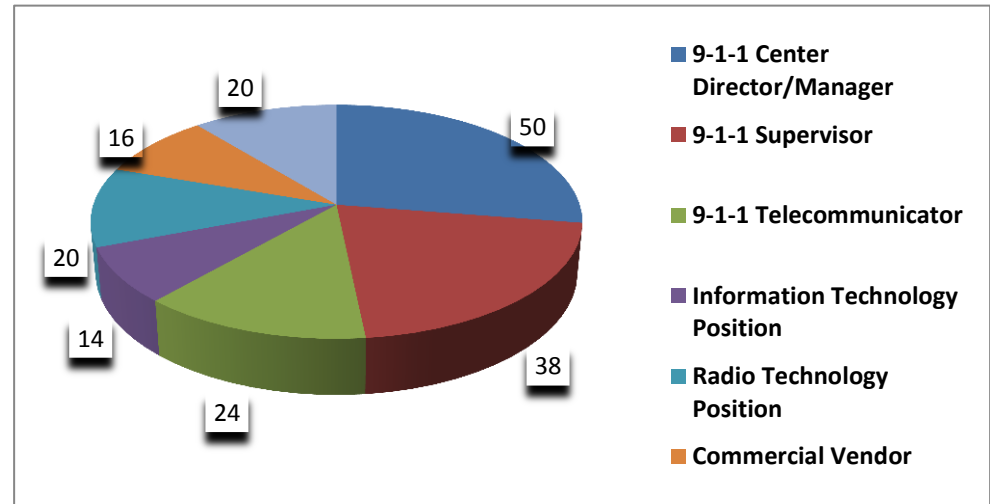
The goal of the Strategic Positioning Survey was to reach out to members for input on several key decision making points that the Executive Committee identified to determine the direction membership would like the Washington APCO/NENA Chapter (WAAPCONENA) to pursue. The survey focused on value of membership and the organization, training, individual certification, organizational certification and options to move forward in those areas.

The survey results will be used to begin planning for changes to the Washington APCO NENA organization based on the feedback received. This report will be available on line for members and continued feedback will be encouraged from membership to make sure the WAAPCONENA Executive Board is on track in moving our organization forward!

Thank you all for your time and assistance in making Washington APCO NENA a stronger organization for us all!

### 1. Current Position

	Respondents	
<b>9-1-1 Center Director/Manager</b>	<b>50</b>	<b>27.5%</b>
9-1-1 Supervisor	38	20.9%
9-1-1 Telecommunicator	24	13.2%
Information Technology Position	14	7.7%
Radio Technology Position	20	11.0%
Commercial Vendor	16	8.8%
Other	20	11.0%
	<u>182</u>	



Just under half (48.3%) of the respondents were in a Director, Manager or Supervisory role directly related to 9-1-1 Centers. When adding in 911 Telecommunicators, just under two-thirds (112 out of 182 or 61.5%) of the respondents position is directly related to 9-1-1 operations.

As noted in the Introduction, the "Other" category was identified by the comments provided by respondents; they self-identified their positions as Administrative, MSAG Coordinators, Training/QA manager, Training Coordinator, Operations Manager, etc. While the survey does break out the responses in this section, it will be the only response that has their answers listed separately. Of the "Other" responses, five chose 9-1-1 Director/Manager, two chose 9-1-1 Supervisor, and the remaining respondents (13) chose either Information Technology or Radio Technology.

APCO/NENA Commercial members represented 16 out of 182 or 8.8% of the respondents.

**Observations:**

9-1-1 Director/Managers were well represented in survey responses. Individual email invitations were sent to all members however the remaining position groups were under-represented in relation to the total number of APCO/NENA members who belong to the Washington Chapter.

9-1-1 Directors/Managers appear to be the one group who accesses the various media used to keep our membership informed; or more pointedly, they may be the main group who has a greater interest in the direction of this organization for Washington.

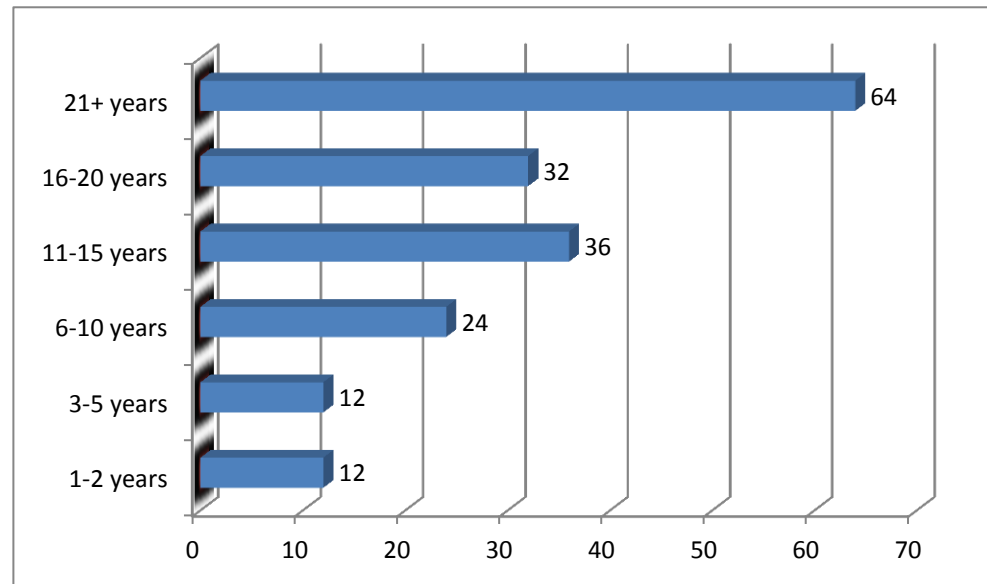
**2. Comments for Current Position:**

- a. Current Position - not able to specify "other"
- b. Wireless Program manager WSDPT (Not a PSAP)
- c. Office Assistant 3
- d. Not listed, but I had to check one. I'm MSAG Coordinator & GIS
- e. Administrative Manager
- f. Training/ QA manager
- g. Communications Division Interim Administrator
- h. Training Coordinator
- i. At NORCOM people support all technology - Information and Radio
- j. Retired
- k. My position is not listed: E9-1-1 Admin Clerk & MSAG Coordinator
- l. Operations Manager
- m. I appreciate what the chapter is doing. Unfortunately, the biggest issue is that agencies are not willing to spend money for employees to attend training and meetings. Therefore, the employees themselves see no benefits and maintain the attitude that if the agency isn't going to spend money, why should I spend mine.
- n. I am actually the 2nd in command, an Operations Manager
- o. Console Furniture Vendor
- p. County 911 Program Coordinator
- q. Training
- r. Training Coordinator since 1985
- s. Secondary PSAP, also dispatcher, supervisor, IT and radio
- t. Also have supervisor and dispatch responsibilities

- u. I work in a 9-1-1 program office - none of these choices are accurate
- v. Radio Technician
- w. Project Manager
- x. Consulting Services
- y. Actually technology in general; not just I.T.
- z. no current position choice for MSAG Coordinator, clerical support staff
- aa. Training Coordinator \*\* NOT LISTED\*\*
- bb. None of the above. My position is "Police Communications Analyst" in the Special Projects office (Statistician & various other projects)
- cc. Administrative Assistant
- dd. MY POSITION NOT LISTED, QUALITY ASSURANCE AND PUBLIC DISCLOSURE
- ee. Radio Communication Supervisor
- ff. OTHER - Public Relations
- gg. System Administrator for our CAD/RMS/Jail software
- hh. 35. I don't really do 911. I am the Supervisor of the Data Control Unit for the King County Sheriff's Office
- ii. Training Coordinator

3. Employed in 9-1-1 Industry

	Respondents	
1-2 years	12	6.7%
3-5 years	12	6.7%
6-10 years	24	13.3%
11-15 years	36	20.0%
16-20 years	32	17.8%
<b>21+ years</b>	<b>64</b>	<b>35.6%</b>
	<b>180</b>	



The largest responding group represented over one-third of the respondents (64 out of 180) which identified that they had over 21 years of employment in the 9-1-1 industry.

The smallest responding groups were from members who had less than five years of experience; combining the two categories 1 to 2 years and 3 to 5 years brought the total to 13.4% or 24 out of 180 respondents.

## **Observations:**

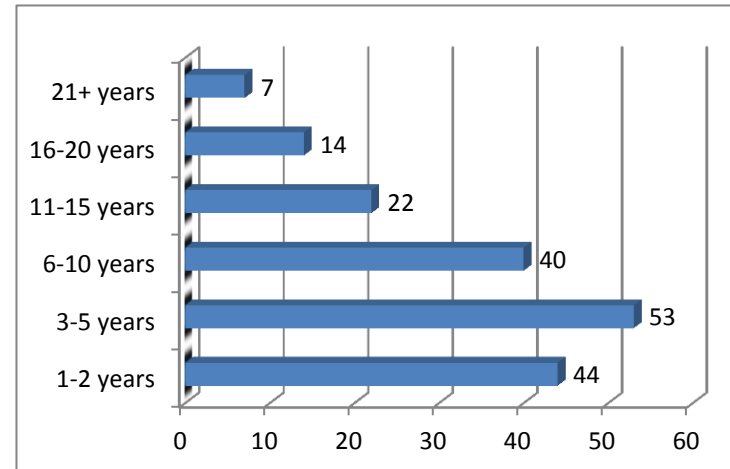
Those individuals with 11 years or more represented just under three-quarters of all responses received. While those with five years represented just over one-tenth of the responses. The observations that can be made is that those who have been involved in the 9-1-1 industry for more years understand the value of Washington APCO NENA and the support it provides to the profession; that they access the WA APCO NENA media sites for information; and/or that the opportunity to provide input was something that they felt might make a difference in the organization.

## **4. Comments:**

- a. A Public Safety Agency, not a PSAP
- b. Made up of a mixture of job titles from dispatcher to manager within the center and now senior system administrator in the IT field
- c. Not 9-1-1 but all communications
- d. 33 years

5. Worked in Current Position

	Respondents	
1-2 years	44	24.4%
<b>3-5 years</b>	<b>53</b>	<b>29.4%</b>
6-10 years	40	22.2%
11-15 years	22	12.2%
16-20 years	14	7.8%
21+ years	7	3.9%
	<u>180</u>	



While in the previous question, those employed in the 9-1-1 industry for less than 5 years represented the smallest numbers; the numbers shift when asking how long they have been in their Current Position. The largest responding group(s) was for those working five years or less in their current position (combining the two 1 to 2 years and 3 to 5 years) over half of the respondent have only been in their current position (97 out of 180 or 53.8%) for five years or less.

Conversely, the largest responding group in the last question had the most years of experience (over 21 years), only 7 of 180 or 3.9% of the respondents have been in their current position for 21+ years.

## **Observations:**

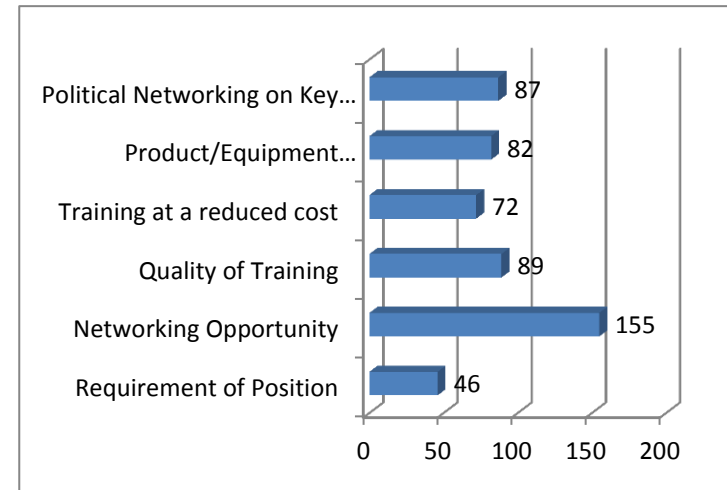
The observation in this section is that there is movement in the 9-1-1 Career field, and one hypothesis that can be posed is that the people with the most years in the industry have promoted into a different position that they have held for five years or less.

## **6. Comments:**

- a. brand new assistant supervisor
- b. Guess I was too wordy for the last question
- c. been here 2.5 years my last POSITION 20
- d. Up through the ranks in same department for 21+
- e. 16 years in the Comm. Center doing all aspects of 9-1-1 Telecommunication except entry work into WACIC/NCIC

7. Why become a member of WA APCO

	Respondents	
Requirement of Position	46	8.7%
<b>Networking Opportunity</b>	<b>155</b>	<b>29.2%</b>
Quality of Training	89	16.8%
Training at a reduced cost	72	13.6%
Product/Equipment Information	82	15.4%
Political Networking on Key Issues	87	16.4%
(Note: 177 responses - top 3 choices)	531	



When asked why they had become a member of Washington APCO the main reason listed was for the "Networking Opportunity", with just under one-third (155 out of 531 or 29.2%) identifying this as their primary reason. The difference between Political Networking, Product Equipment Information and Quality of Training is so close, it is not statistically valid to rank those responses; the responses garnered 16.4%, 15.4% and 16.8% respectively. What is noteworthy is that joining APCO/NENA is a requirement of the position for 46 of the respondents. (Note: NENA was not specifically listed on the questionnaire, and this will be corrected in any future surveys)

**Observations:**

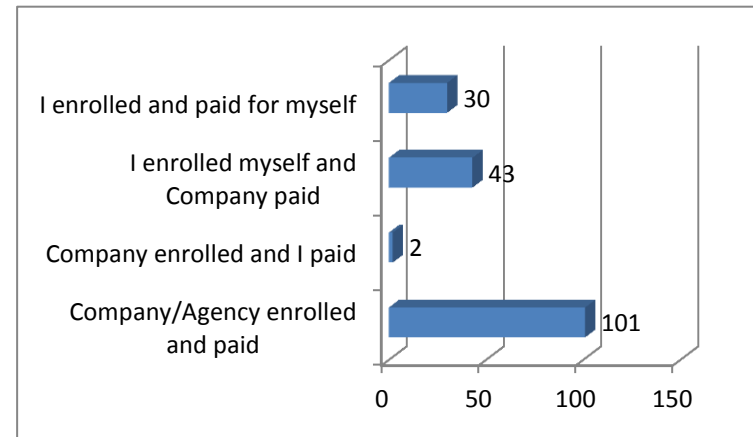
The responses to this question, "Why did you become a member of APCO?" gave clear direction on what attracted members to the organization, which was having the opportunity to network with other 9-1-1 industry peers. 9-1-1 professionals statewide do not have local peers to provide support and feedback in the 9-1-1 field. They look to APCO/NENA to provide that link to other 9-1-1 professionals to assist with challenges in 9-1-1 operations, technology, organizational structure, education and overall resource contact. The continued participation in the organization is not a requirement for the majority of the respondents, instead the participation in APCO/NENA is voluntary. The fact that participation is voluntary for the majority of members responding is important to note; that relays that the organization has value in its support of the individual and possibly their organization.

**8. Comments:**

- a. Part of the committee
- b. The Washington Chapter has succeeded in all three areas and these are the three talking points I use whenever talking about APCO in general or the Chapter specifically.
- c. Company office I work in is located in Washington
- d. Requiring 3 choices when there might not be 3 sort of invalidates the answers.
- e. Was runner up in District for CP of the year
- f. Benefit of position - paid for by employer
- g. Industry information and ability to influence local and national policy issues
- h. Membership with attendance at National APCO Expo
- i. Part of my National NENA membership, no?
- j. training for my position available through conferences
- k. Why do I have to pick 3? Product info was selected only because the system required I pick 3

**9. How became an APCO member**

	Respondents	
<b>Company/Agency enrolled and paid</b>	<b>101</b>	<b>57.4%</b>
Company enrolled and I paid	2	1.1%
I enrolled myself and Company paid	43	24.4%
I enrolled and paid for myself	30	17.0%
	<u>176</u>	



**Observations:**

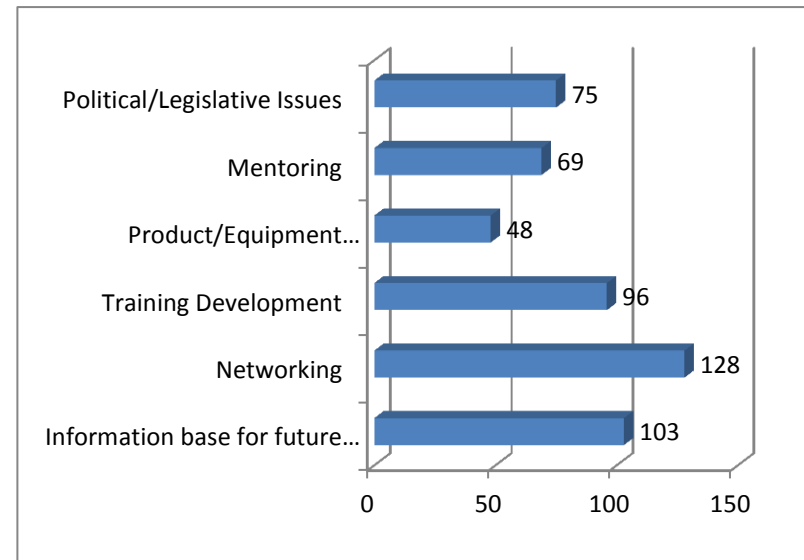
It is significant to note, that of the respondents well over half (57% or 101 out of 176) indicated their membership in APCO/NENA was paid for and they were enrolled by their company or agency; with an additional 43 or 24.4% enrolling themselves but with the company or agency paying for the membership. That is over three-quarters (81.8% or 144 of the respondents) of the membership that are supported by the company or agency. Only 30 out of 176 or 17% indicated they had to enroll and pay for their own memberships.

**10. Comments:**

- a. I pd for all membership prior to 2010
- b. My answers reflect right now. I originally signed up and paid for myself.
- c. I pay it now.
- d. The opportunities were just too good to pass up
- e. That's how I started, but now the agency does pay for it
- f. My department did not pay - Pierce County E911 did
- g. I'm not an APCO Member. I'm a NENA Member
- h. My current agency now pays for my membership

## 11. Motivate to become more involved in APCO/NENA

	Respondents	
Information base for future technologies	103	19.8%
<b>Networking</b>	<b>128</b>	<b>24.7%</b>
Training Development	96	18.5%
Product/Equipment Information	48	9.2%
Mentoring	69	13.3%
Political/Legislative Issues	75	14.5%
(Note: 173 responses - top 3 choices)	519	



Networking was the top motivator for individuals to join APCO/NENA with 128 out of 173 respondents selecting this as their number one reason to be more involved in APCO/NENA. The second and third place reasons were a virtual tie, with Information base for future technologies and Training Development finishing with 103 and 96 selections respectively (1% difference); and, Political/Legislative Issues (4<sup>th</sup> place) and Mentoring (5<sup>th</sup> place).

**Observations:**

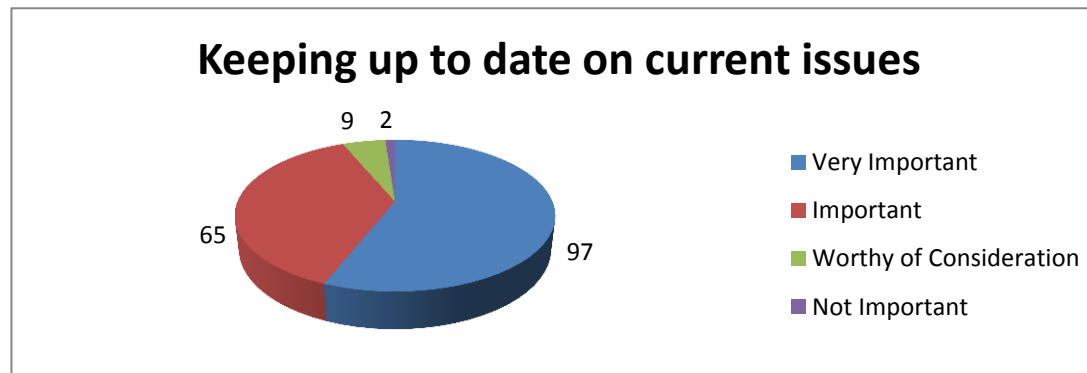
Again, Networking Opportunities finished number one for the reason respondents want to become more involved in APCO/NENA. And this motivator was closely followed by having access to information on future technologies and training development. The message received in this survey is that meetings for networking opportunities, training and sharing on future technology should remain as the major focus for the Washington Chapter of APCO/NENA.

**12. Comments:**

- a. I would like to be more involved.
- b. Free Drinks :-)
- c. I have attended very few meetings. The reason being is I have not felt the warmest reception from the other members in my state. I work for a state police agency and feel there is some resentment for reasons I do not know.
- d. I'm not really able to become more involved at this time, but I had to choose 3 options to continue.
- e. Someone could just pick up the phone and ask me
- f. On a personal basis I need to get back on track. I know the benefits if I will just apply myself.
- g. time to go-not enough coverage at my center
- h. And having more time available...
- i. The issue is not having enough time.
- j. Would like to get involved with the retirement age issue, but hard to find how to volunteer on the website
- k. Don't wish to become more involved. Too much to do already.
- l. I had to pick 3, but really only training development is of int
- m. Need more consolidation of splinter organizations under APCO.
- n. Right now it is a time issue for me...I can't seem to find more than 24 hours in a day.
- o. Time away from work to participate

13. How do you view the value of your APCO membership

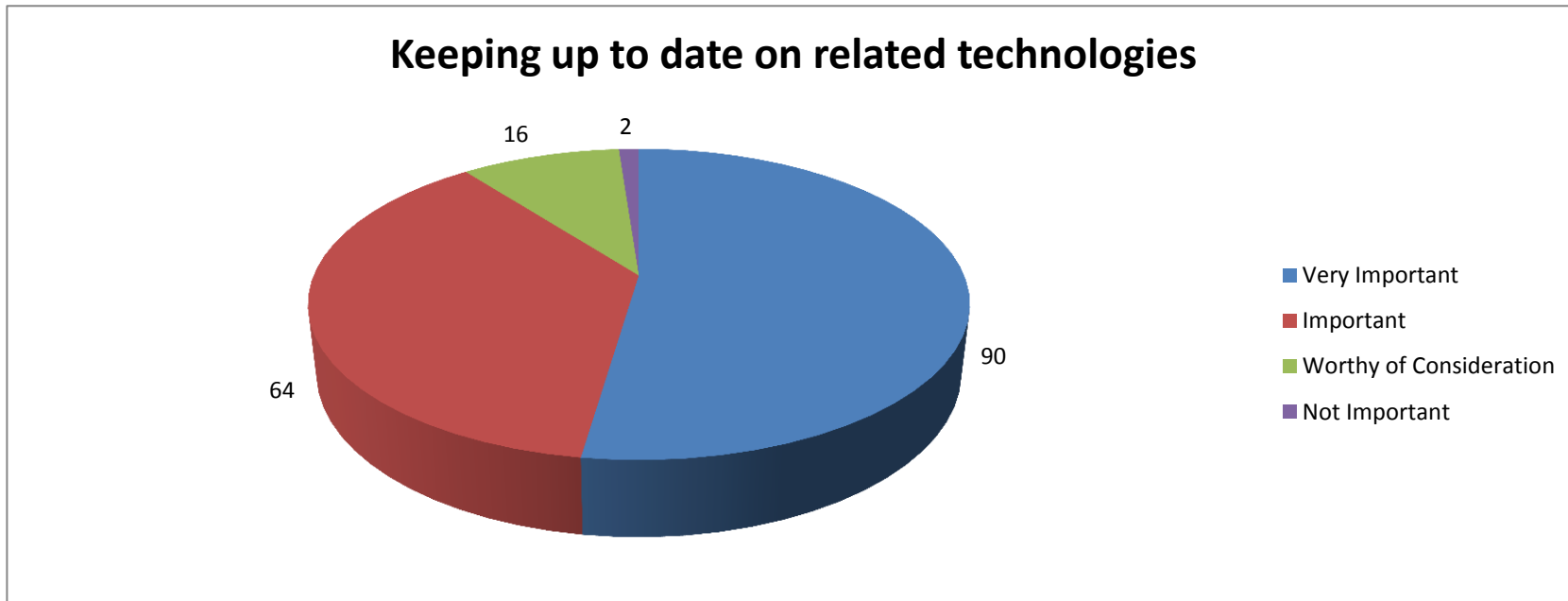
	<i>Very Important</i>	<i>Important</i>	<i>Worthy of Consideration</i>	<i>Not Important</i>
Networking Opportunities	81	72	19	1
Understanding what is happening in APCO Community	55	79	34	5
<b>Keeping up to date on current issues</b>	97	65	9	2
Keeping up to date on related technologies	90	64	16	2



#1 Value listed 56.1% or 97 out of 173 responses: Keeping up to date on current issues was the top vote garnered that was identified for the value placed in their APCO/NENA membership; with 97 out of 173 responses selecting this as their number one reason. More pointedly, 162 out of 173 respondents or 94% selected this as either "very important" or "important" as far as the value of APCO/NENA membership; and, only 2 respondents selected this as "not important".

## **Observations:**

When asked the value of keeping up to date on current issues, this placed clearly as the most important value for APCO/NENA respondents. APCO/NENA Washington has increased the number of resources available to access information on current issues impacting 9-1-1 professionals; with the addition of electronic distribution of newsletters, keeping websites updated, use of Facebook and Twitter for breaking news, WA APCO/NENA Listserv, and establishing PSConnect distribution for all interested parties, as well as the opportunity to attend Washington APCO/NENA Chapter meetings. We will continue to keep members apprised of any current issues and/or current/forthcoming technology changes.

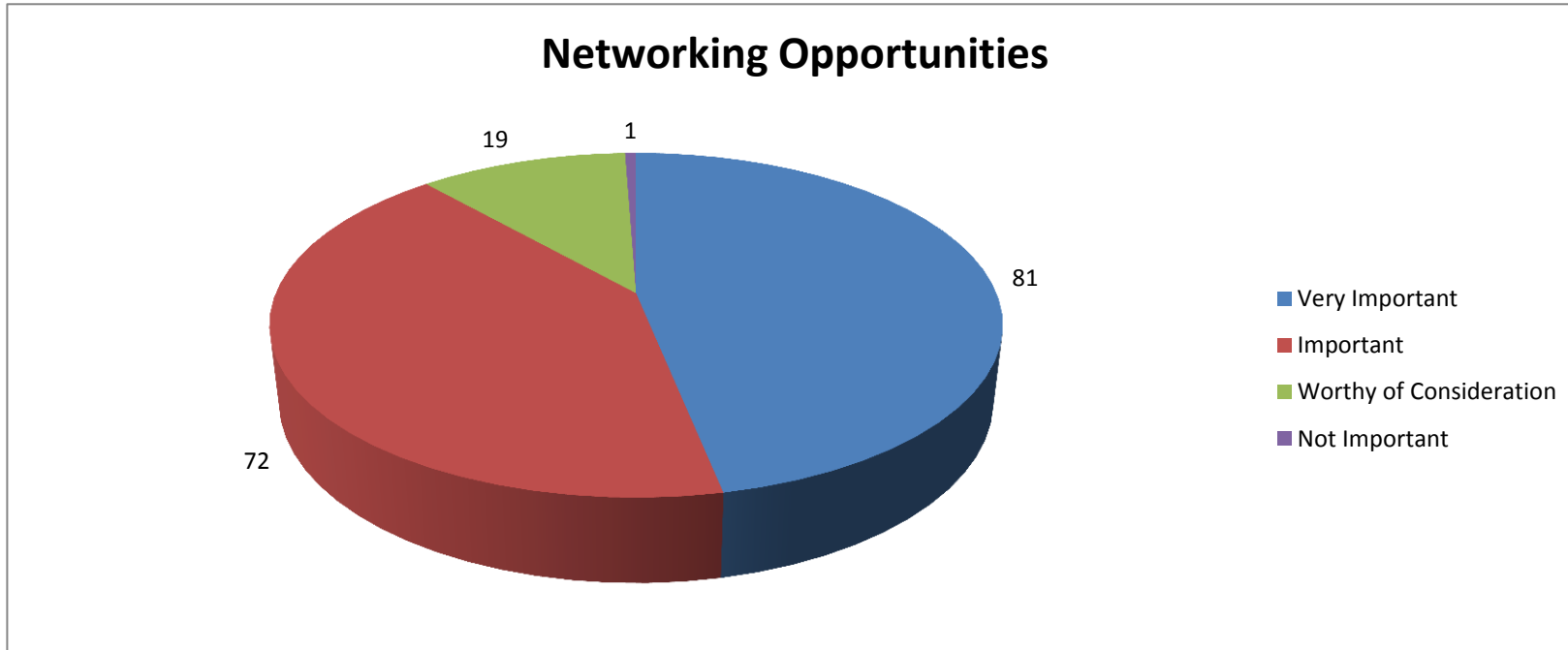


#2 Value listed 52.3% or 90 out of 172 responses

In a very close second position, over half (52%) selected "very important" for relying on APCO/NENA to keep them up to date on related technologies. If you combine "very important" and "important" 89% or 154 out of 172 selected this for value of the APCO/NENA membership. Also only 2 respondents selected related technology updates as "not important".

## **Observations:**

Keeping up to date on related technologies finished in a very close "second" as a major value of Washington APCO/NENA. The next step needed for this area is "how are we doing" in sharing and providing information on related technologies; does the electronic media network that has been established provide 9-1-1 professionals with enough information , contacts or opportunities to make the decisions needed for their organization? Is training and the associated vendor display areas for opportunities to see products first hand or arrange for information sharing enough, is more needed, and if so, what is needed? These are all questions that will be incorporated into the next phase of Strategic Positioning now that this has been identified as "very important" to respondents.



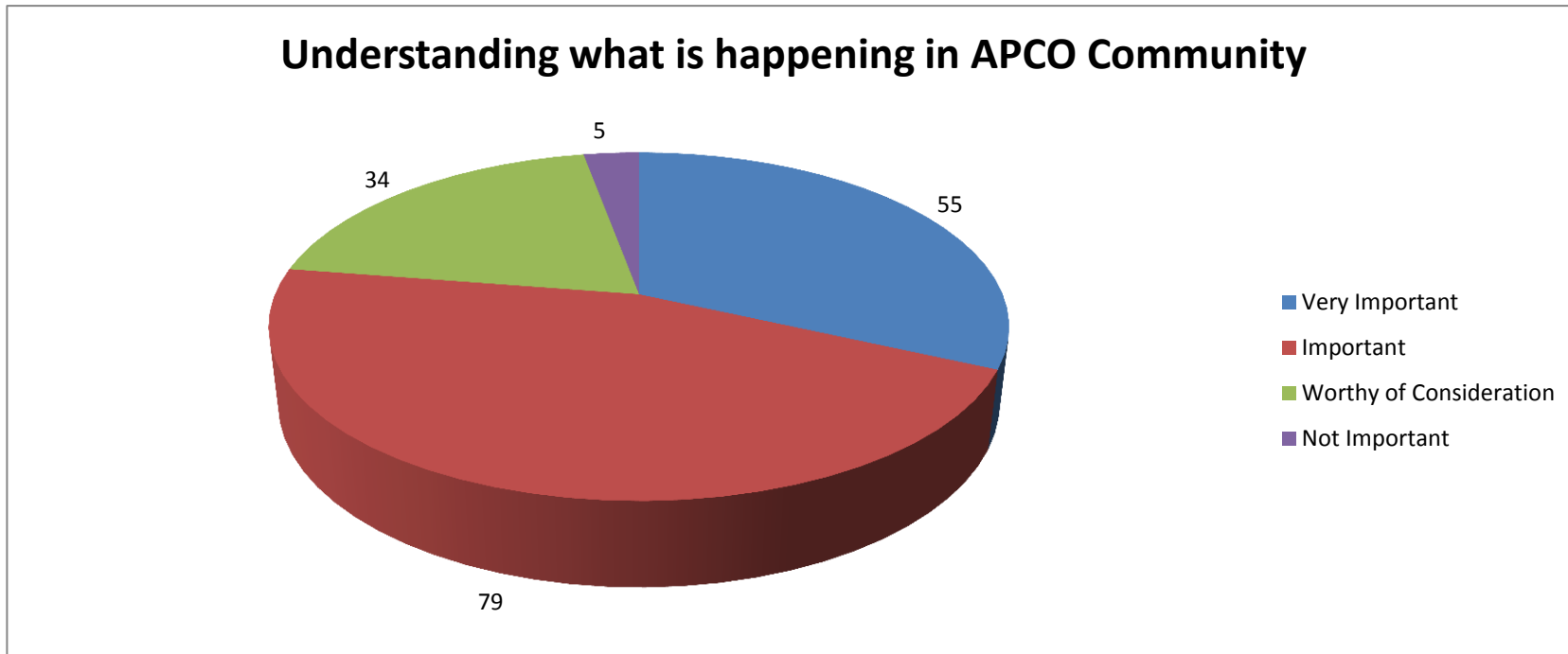
#3 Value listed 46.8% or 81 out of 173 responses

Networking Opportunities received 81 out of 173 or 47% selected for value of APCO/NENA membership. Combining 'very important' and 'important' brings that total to 153 out of 173; which is a virtual tie with the previous category selected for 'keeping updated on related technologies'.

**Observation:**

While Networking Opportunities was the clear first place reason on why people joined Washington APCO/NENA; this dropped to third place in value of the organization behind keeping up to date on current issues and changing technology. This does not take away from the importance of Networking Opportunities with just under half of all respondents still identifying this as "very important" in the value of their Washington APCO/NENA membership.

The direction from this observation is that while the immediate focus for members is on timely notification of current issues and changing technologies, the value of networking and the opportunity to network should not be lost in this planning effort.



This category reflects the first real shift in selection, with only 55 out of 172 or 32% selecting "what is happening in APCO Community" as 'very important' in the value of their APCO membership. When 'very important' and 'important' are combined, there are 134 out of 172 or 78% who value this as part of their APCO membership.

## **Observations:**

The observation made from this selection choice or reduced selection is that while the information on what is happening in the APCO Community is of interest and important, it is not the highest priority. If resources are limited and focus is needed, this area is one that respondents view as perhaps a "nice to have" versus a "need to have".

## **14. Comments:**

- a. I read every issue of the magazine, check the chapter's website often and talk to other members
- b. I feel APCO is my best resource for keeping up with just about everything - it's all in one spot instead of trying to keep up with a number of resources or periodicals.
- c. I'm not an APCO member, I'm a NENA Member
- d. APCO is an excellent source of information
- e. I am only a NENA member

15. What does Professional Development mean to you as an individual?

	Very Important	Important	Worthy of Consideration	Not Important
<b>Training Opportunities</b>	110	39	12	5
Webinars/conference calls regarding administrative issues	32	78	43	16
Webinars/conference calls regarding operations issues	24	77	51	16
Legislative issue development and execution	63	74	26	6
General Exchange of ideas/programs	86	64	16	3

166 responses were received for this question. Two-thirds of the respondents (110 out of 166 or 66%) identified Training Opportunities as 'very important' to Professional Development for the individual. The second highest category selected as 'very important' was General Exchange of ideas/programs with just over one-half (52% selecting this category). And the third highest selection was Legislative issue development and execution with 38% or 63 out of 166 selections.

What should be noted is that if the 'very important' and 'important' selection choices are combined, the order of ranking changes, moving "General Exchange of ideas/programs" with 90% or 150 out of 166 selections; and, "Training Opportunities" with 89.7% or 149 out of 166 selections. In other words a virtual tie in importance to the respondents.

## **Observations:**

The top three choices identified training opportunities, general exchange of ideas/programs, and legislative issue development and execution as the respondents definition of professional development to them as an individual. The message gained from the survey result is that the opportunities to obtain and have access to these options will be priorities for program development, information sharing and opportunities to participate in the Washington APCO/NENA organization.

## **16. Comments:**

- a. As much as I don't care to travel, I'm not big on Webinars & Conference calls
- b. DOING the most high tier work anybody has
- c. Answer format doesn't work very well for the question.
- d. Prefer face-to-face over webinar

**17. Professional Development Opportunities & What it means to your Organization**

	#1	#2	#3	
Chapter Committee Involvement	11	13	16	
Chapter mentorship for new staff	8	14	14	
<b>Leadership Training</b>	<b>66</b>	<b>44</b>	<b>20</b>	<b>#1</b>
Networking Opportunities	32	39	68	<b>#3</b>
Access to or use of social media outlets	3	8	15	
Staff Training	46	45	27	<b>#2</b>

**Leadership Training** was identified as the number one option selected for Professional Development Opportunities and what it meant to the individual with 66 out of 166 or 40% selecting it as their number 1 priority; combining the top three priorities totalled 130 or 78% or just over three quarters of all respondents selected Leadership Training. In second place, **Staff Training** was identified with 28% or just under one-third of respondents choosing it as their top priority, and 118 out of 166 or 71% selecting it as one of their top three choices. And in third place, **Networking Opportunities** received 68 selections for third choice or 41% of respondents.

**Observations:**

The top three choices for professional development for the respondent's organization were Leadership Training, Staff Training and Networking Opportunities. Again, the focus is on training, whether developing leaders for their organization or developing staff within their organization. The expectation of the respondents is that Washington APCO NENA will provide that training and if they view it relevant they will have their staff participate in that training. Networking Opportunities are still viewed as important to their organization and that opportunity should still be a priority for APCO/NENA. One observation provided in this section was of interest, and that is, one individual identified that they did not know how or if they should become involved; while only one person made that comment, it would be interesting to follow-up and find if this is true with other members of our state chapter.

**18. Comments:**

- a. I feel very much left out of the loop when it comes to chapter involvement - how or if I should become involved, when meetings are, what's expected, etc.

19. Conference & Training Selection for you or your staff

	Very Important	Important	Worthy of Consideration	Not Important
Locally offered	83	59	13	9
<b>Training Curriculum</b>	135	18	6	6
Cost	85	57	15	8
Scholarships	21	54	53	34
Travel Requirements	69	77	11	7

In asking what was important to you or your staff in selecting conference and training, 135 out of 166 or 81% selected **Training Curriculum** as 'very important', and combined with 'important' this percentage increased to 92% or 153 out of 166 selected. The second and third place selections did not have a statistically significant variance to make a determination and they finished with a virtual tie. Those choices were that the conference/training was "**locally offered**" and "**cost**" (both received 85% or 142 out of 166 selections listed either "important or very important").

**Observations:**

The observation gained from this response is that overwhelmingly, the Training Curriculum is of paramount importance in the selection of courses whether for the individual or for their staff. The direction to Washington APCO/NENA is to focus on quality training whether it is offered locally, regionally or annually. A second observation is to keep cost and research locally offered options for training opportunities.

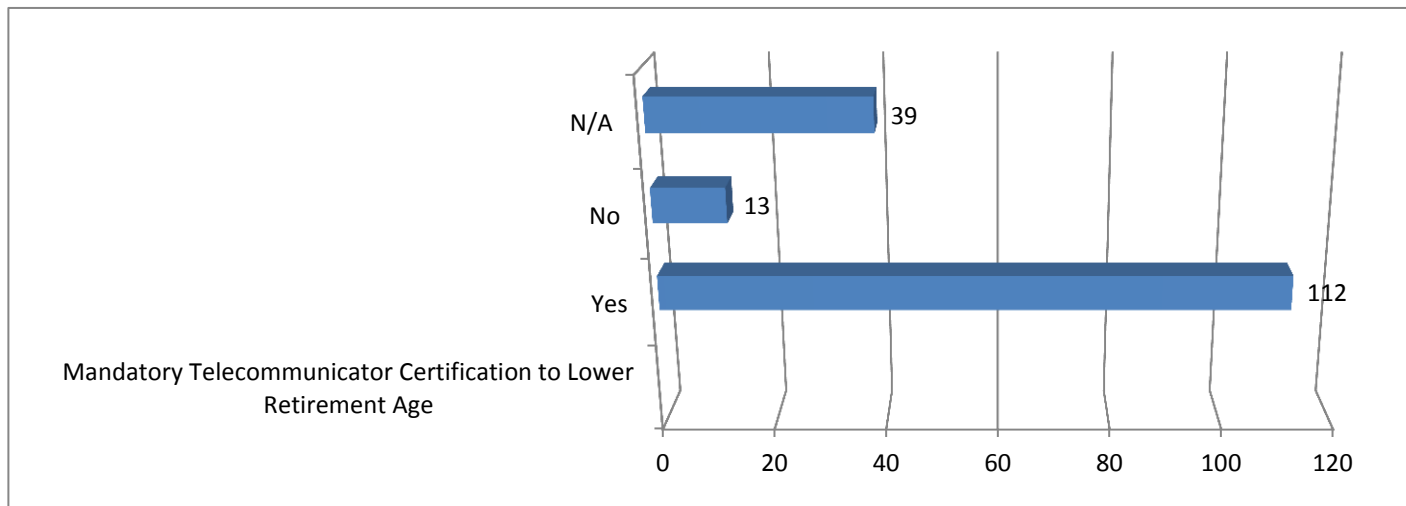
## 20. Comments:

- a. I do not have any staff "sniff" - since NA, checked not important for all
- b. Presentation of material, forum, will big names be there? Who is presenter?
- c. I am the only one that goes to conferences from my agency. So this is how I determine which conferences/training I attend
- d. does not apply to my position - not management

## 21. Support Mandatory Telecommunicator Certification to assist in lowering Retirement Age

Mandatory Telecommunicator Certification to Lower Retirement Age

<b>Yes</b>	<b>112</b>	<b>68.3%</b>
No	13	7.9%
N/A	39	23.8%
	<u>164</u>	



Of 164 responses, 112 or 68% support mandatory telecommunicator certification to assist in lowering retirement age for telecommunicators. Only 13 out of 164 or 8% do not support this inquiry. Of the 39 responses who listed not applicable, none were in the telecommunicator field, they were either commercial vendors or had a position that was outside of the telecommunications field.

**Observations:**

With just over two-thirds of all respondents supporting mandatory telecommunicator certification in order to assist in lowering the retirement age for telecommunicators, Washington APCO NENA will commit to efforts in bringing interested APCO NENA members together to work on both mandatory telecommunicator certification and lowering the retirement age. This will be a joint venture involving the Washington Criminal Justice Training Commission to set up an initial review and identify organizations and individuals who have already received T1 and T2 certification; validating the challenge test for those who are already employed as telecommunicators; and reviewing the current course structure to ensure certifications meet the requirements that will be needed to obtain "Public Safety" employment status to change the retirement classification in the State Department of Retirement system.

**9-1-1 Center Director/Manager Response:**

Mandatory Telecommunicator Certification to Lower Retirement Age			
Yes	42	84%	
No	3	6%	
N/A	5	10%	
9-1-1 Supervisor Response:			
Yes	36	90%	
No	3	7%	
N/A	1	3%	
9-1-1 Telecommunicator Response:			
Yes	21	88%	
No	1	4%	
5	2	8%	

9-1-1 Directors, Supervisors and Telecommunicators responses reflect a significant majority that is in support of mandatory telecommunicator certification to assist in lowering the retirement age for telecommunicators. 99 out of 114 or 87% selected "yes" they are supportive of this action to assist in lowering retirement age for telecommunicators.

**Observations:**

All 9-1-1 related professions that responded to this survey are overwhelmingly in support of mandatory telecommunicator certification to assist in lowering the retirement age for telecommunicators. The next step for Washington APCO NENA will be to contact every 9-1-1 center to find out the level of support from every center management structure for both actions.

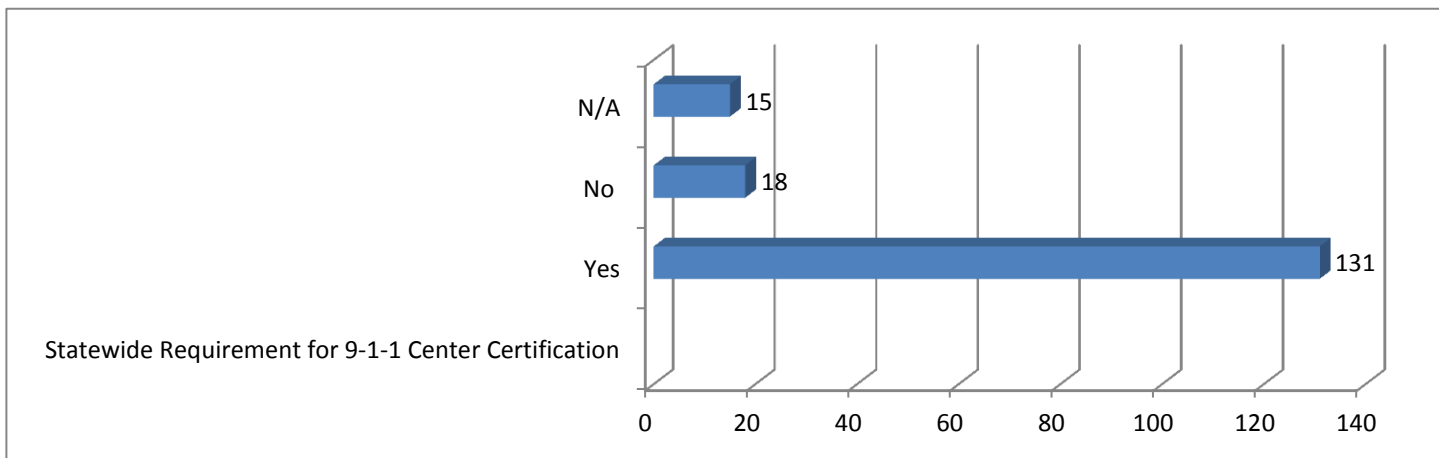
**22. Comments:**

- a. Lowering my retirement age?! You've got to be kidding!
- b. Depending on the program specifics, would consider it no need for lowering of retirement age as a requirement.
- c. Definitely!!
- d. Relating retirement to certification is an odd association. I do think certification makes sense.
- e. How would one effect the other?
- f. Don't know at this point - would take more consideration on the matter before I could support
- g. Great idea but what would be even better is for dispatch to be able to arbitrate and be considered the same as LE & Fire
- h. I do not favor lowering the retirement age under any circumstances
- i. I am supportive of the concept of minimum state standards.
- j. We've already played this game once
- k. Even if it didn't lower the age, I think the time has come for this to be mandatory!!!
- l. Not sure how the two things are related? Support mandatory certification regardless of retirement age issue.
- m. It's required at my agency and retirement should not be a factor.
- n. but I could have retired 3 years ago!

**23. Support Statewide Requirement for 9-1-1 Center Certification**

Statewide Requirement for 9-1-1 Center Certification

Yes	131	79.9%
No	18	11.0%
N/A	15	9.1%



Of the 164 responses, 131 or 80% support a statewide requirement for 9-1-1 Center certification. Only 11% or 18 respondents reflected a 'no' selection on the issue of required 9-1-1 Center certification.

**9-1-1 Center Director/Manager Response:**

<b>Statewide Requirement for 9-1-1 Center Certification</b>			
Yes	45	82%	
No	9	16%	
N/A	1	2%	
<b>9-1-1 Supervisor Response:</b>			
Yes	35	87%	
No	4	10%	
N/A	1	3%	
<b>9-1-1 Telecommunicator Response:</b>			
Yes	21	88%	
No	1	4%	
5	2	8%	

9-1-1 Directors/Managers, Supervisors and Telecommunicators combined responses reflect 101 out of 119 or 85% selected "yes" in support of a statewide requirement of 9-1-1 Center Certification.

**Observations:**

All 9-1-1 professions responding to this survey have overwhelmingly supported the statewide requirement for 9-1-1 Center certification. The next step for Washington APCO NENA will be to contact each 9-1-1 center statewide and find out the level of support at the local level for this move to "required" certification. In review of the comments provided there are several issues that will need to be researched including which certification will be used, who will pay for the certification (both cost for certification and staff time to obtain certification), etc.

**24. Comments:**

- a. Sounds like a NENA issue to me.
- b. With support from State and/or APCO so we don't leave people flailing
- c. Depending on program requirements and involvement
- d. Who would pay?
- e. it would depend on the certification requirements
- f. either State or APCO CALEA certification
- g. I'm not 100% sold on this, but I like the idea.
- h. ABSOLUTELY
- i. Depending on the requirements/costs for certification
- j. Could be tough but the State of Washington provides enough tools and training it's obtainable.
- k. However I am open to this one
- l. As long as the certification includes accommodations for local issues/requirements
- m. Depending on requirements, I might be willing to support statewide requirement. Certification is out of reach of many centers currently.

25. More Likely Attend Training If:

ALL RESPONDENTS	Very Important	Important	Worthy of Consideration	Not Important
Same course presented locally/regionally on multiple dates/multiple locations	84	58	15	6
Annual conference Centrally located	58	76	20	9
Virtual and/or online training format	59	44	51	9

Over half 84 out of 163 or 52% of the respondents identified '**same course presented locally/regionally on multiple dates/locations**' as "very important" in their decision to attend training. While the annual conference and virtual training finished with one selection difference in the "very important" category. When compiling the "very important and important" choices the scenario changes and the annual conference finishes in second place with 82% or 134 out of 163, and virtual training finishes in third with 103 out of 163 or 63%.

**Observations:**

The observation obtained from review of the overall response is that there is a clear desire from those responding to this survey, that local or regional courses are desired. Washington APCO NENA will research the options and cost for this course of action to find out if both the annual conference and local/regional training are options for our organization.

9-1-1 Directors/Managers	Very Important	Important	Worthy of Consideration	Not Important
Same course presented locally/regionally on multiple dates/multiple locations	28	21	5	1
Annual conference Centrally located	23	26	5	1
Virtual and/or online training format	16	17	19	3

9-1-1 Directors' responses identified "**same course presented locally/regionally**" (28 out of 55 or 51%) as their first choice and the **annual conference** (23 out of 55) as their second choice; while **virtual training** was third with just under one-third or 16 out of 55 selecting this training option as "very important".

**Observations:**

9-1-1 Directors have two choices identified as 'very important'; first, the same course local/regional, and a very close second, the annual conference. There is correlation between the Annual Conference and Networking Opportunities (identified as a priority in several earlier questions) the annual conference is a necessary format to provide the accessibility for networking. While the importance of cost for training can be posed as a theory for the ranking of local/regional training. Local/regional training would be more accessible, reduce travel costs and time away from the center. Both of these options will be researched as a result of this survey.

9-1-1 Supervisors	Very Important	Important	Worthy of Consideration	Not Important
Same course presented locally/regionally on multiple dates/multiple locations	26	10	3	0
Annual conference Centrally located	15	20	2	2
Virtual and/or online training format	15	7	16	2

9-1-1 Supervisors again selected "**same course presented locally/regionally**" as very important with 67% or 26 out of 39 respondents; and tied for second with 15 or 38% selections of "very important" were the annual conference and virtual training.

**Observations:**

9-1-1 Supervisors support the overall trend for local/regional training opportunities.

	Very Important	Important	Worthy of Consideration	Not Important
<b>9-1-1 Telecommunicators</b>				
Same course presented locally/regionally on multiple dates/multiple locations	14	7	3	0
Annual conference Centrally located	6	13	5	0
Virtual and/or online training format	11	6	6	1

Of the twenty-four (24) 9-1-1 Telecommunicators who responded to the survey, 14 or 58% selected "**same course presented locally/regionally**" as 'very important'. Their second choice as 'very important' was the option providing virtual training with 11 out of 24 or just under half of the respondents. The annual conference was a distant third in the 'very important' category, but did receive a significant number (13 out of 24 or 42%) that identified it as 'important'.

**Observations:**

The respondent group for 9-1-1 Telecommunicators was proportionally small in respect to the total number of members from this position classification; however, those that did respond not only followed the combined group supporting local/regional training, they are the first group to identify Virtual or Online training as a desired option. The total level of support for this option will be explored by Washington APCO NENA. Whether it will be by follow-up to individual members or whether pilot courses that will be determined by the subcommittee that will work on this option.

Radio/IT Technicians	Very Important	Important	Worthy of Consideration	Not Important
Same course presented locally/regionally on multiple dates/multiple locations	15	15	2	0
Annual conference Centrally located	12	14	4	3
Virtual and/or online training format	13	11	7	0

The categories for Radio Technician and IT Technicians were combined because of the small number of total respondents with 17 Radio Technicians and 15 IT Technicians for a total of 32. Their selections were also very similar in this category with no clear choice made in training options from the selection choices provided. Although numerically, **"same course presented locally/regionally"** was selected most frequently with 15 out of 32 or just under half choosing "very important". The other two choices were so close in number with 12, and 13 respectively for the annual conference and virtual training, that there is no statistical way to separate the second and third place response for training options.

**Observations:**

Radio/IT Technicians again supported the overall group response selecting local/regional courses as their number one priority. But unlike any of the 9-1-1 profession respondents, this group seemed open to all three course types identified in this survey. The flat level across their three choices with very little difference in the numbers selecting between the choices indicates that they feel all three options are valid and will be considered when selecting their own professional development. The accompanying comments place an emphasis on quality of training as the decision point, along with costs.

**26. Overall Comments:**

- a. If the training is important, travel and location are not an issue.
- b. Online training is a real quandary, the learning part is hard to determine and prove.
- c. One eastside and one west side training event is plenty of training opportunity.
- d. Depends on the content....some repeated regionally would be worthwhile....others centrally offered would be better
- e. The issue with an annual conference (and I love them) it narrows down the number of people per agency that can attend.
- f. online training only because of costs associated.
- g. Regional courses and online training are great ways to maximize our training dollars and lessen impact of sending staff out of the Center.
- h. money and staffing are always the issues

**27. If Virtual Training available would you:**

	Yes	No	Worthy of Consideration	N/A
<b>ALL RESPONDENTS</b>				
Enroll as an individual	104	7	44	8
Enroll your staff in these courses	60	6	63	33

While virtual training was selected as the third option out of three choices of training above, 64% or 104 out of 163 individuals indicated they would enroll in virtual training if it was available to them. Also of note is that only 60 out of 163 or 37% indicated they would enroll their staff in virtual training, while in that same group 63 or 39% indicated that 'virtual training' was "Worthy of consideration".

	Yes	No	Worthy of Consideration	N/A
<b>9-1-1 Directors/Managers</b>				
Enroll as an individual	36	4	15	0
Enroll your staff in these courses	29	1	22	3

Of the 9-1-1 Directors/Managers responding, 36 out of 55 or 65% indicated they would enroll themselves in virtual training. And over half (29 out of 55 or 53%) indicated they would enroll their staff. And of those who didn't select yes for either themselves (15 out of 55 or 27%) or their staff (22 out of 55 or 40%) indicated the option was "worthy of consideration".

Enroll as an individual	Yes	No	Worthy of Consideration	N/A
9-1-1 Supervisor	24	2	12	1
9-1-1 Telecommunicator	16	0	6	2
Radio Technician	12	0	5	0
IT Technician	10	0	4	1
Commercial Member	6	1	2	4

The breakdown by position type did not change the findings that the majority of respondents would enroll themselves in 'virtual training'. And of those remaining, the majority indicated virtual training would be 'worthy of consideration'.

**Observations:**

In comparing all positions except 9-1-1 Directors/Manager with "all responses" the shift in support of Virtual Training opportunities by all other positions is clearly indicated by the responses; with the majority of all groups willing to try this option depending on quality, cost and timing. This option will be explored as part of the Strategic Positioning Plan for Training for Washington APCO NENA.

**28. Comments:**

- a. Assuming it provided training of interest
- b. If I were to enroll my staff I would first have to attend/take the course to confirm its usefulness
- c. Some of my staff like this type of training, some don't
- d. This is only good if it's not working hours. There would need to be files made available for future reference.
- e. Do not have say over training for others.
- f. It would depend on the topic and times offered
- g. Depending on subject matter and course content
- h. Depending on time and access so could keep costs down
- i. depending on costs associated

**29. Technicians: Participate in Development or Identification of Technical Career Development**

<b>For Future Training/Conferences</b>	Yes	No	N/A
<b>ALL RESPONDENTS</b>	46	2	115
9-1-1 Directors/Managers	12	2	36
9-1-1 Supervisor	3	0	36
9-1-1 Telecommunicators	2	0	22
Radio Technicians	14	0	3
IT Technicians	10	0	5
Commercial Members	5	0	8

For ALL RESPONDENTS 46 out of 163 or 28% of respondents have indicated they are willing to participate in the development/identification for a Technical Career Development training track. 75% (24 out of 32) out of all Radio/IT Technician were willing to participate in the development of identification Technical Career Development; and both the 9-1-1 Directors and Commercial Members also were a resource for technical career development.

**Observations:**

With just over one quarter of respondents indicating a willingness to participate in the development or identification of Technical Career Development, the next step will be to identify those who are willing to join a subcommittee to work on this task. The task will include the options of local/regional, annual and virtual training supported by this combined technical professional group. The challenge will be developing a course structure that is relevant and worthwhile for those attending.

**30. Comments:**

- a. Not sure
- b. This is a difficult question to answer because I am in the middle. Not a dispatcher anymore, not truly a manager anymore & am specialized in what I do

**31. Technicians: Need for regular IT/Radio Tech Forums to Discuss Changes/Challenges**

IT/Radio Tech Forums	ALL	TECH Combine
Monthly	2	2
Bimonthly (every two months)	5	4
Quarterly	30	14
Annually	13	6
Not Needed	0	0
N/A	112	6

162 responses are recorded, but 112 responses indicated N/A; in review of the detail, those 112 responses are not in the technical field. Of the remaining 50 responses, 30 or 60% selected Quarterly IT/Radio Forums to discuss changes/challenges. The second option selected was Annual Forums with 13 out of 50 or 26% selections made.

Of the 32 responses received from the IT/Radio Technician groups, 44% or 14 out of 32 selected Quarterly training as their preferred option.

## Observations:

The value of IT/Radio Tech Forums is something that will need to be further researched with just under half (44%) of the Radio/IT Technicians responding identifying this as something that could occur on a quarterly basis as their preferred option. The Tech Subcommittee will be challenged with reviewing and prioritizing the Forums, what type of venue, i.e., conference calls, meetings as part of the annual conference, time built into local/regional options, etc. Or identifying whether or not this is the direction they would like to see time and resources developed.

## 43. Comments:

- a. Biannually?
- b. I would even opt for every four months however less than three may be too often
- c. Get input from different user groups such as MTUG
- d. Maybe twice a year would be better
- e. Or twice a year

## Overall Observations:

### Summary of All Observations:

1. Those individuals with 11 years or more represented just under three-quarters of all responses received. While those with five years represented just over one-tenth of the responses. The observations that can be made is that those who have been involved in the 9-1-1 industry for more years value Washington APCO NENA and the support it provides to the profession; that this group is more likely to access the WA APCO NENA media sites for information; and/or that the opportunity to provide input was something that they felt might make a difference in the organization.
2. The observation in this section is that there is movement in the 9-1-1 Career field, and one hypothesis that can be posed is that the people with the most years in the industry have promoted into a different position that they have held for five years or less.
3. The responses to this question, why did you become a member of APCO, gave clear direction on what attracted members to the organization, and that was the opportunity to Network with other 9-1-1 industry peers. 9-1-1 professionals statewide do not have local peers to provide support and feedback in the 9-1-1 field. They look to APCO/NENA to provide that link to a 9-1-1 professional to assist with challenges in 9-1-1 operations, technology, organizational structure, education and overall resource contact. The continued participation in the organization is not a requirement for the majority of the respondents, instead the participation in APCO/NENA is voluntary. The fact that participation is voluntary for the majority of members responding is important to note; that relays that the organization has value in its support of the individual and possibly their organization.
4. Again, Networking Opportunities finished number one for the reason respondents want to become more involved in APCO/NENA. And this motivator was closely followed by having access to information on future technologies and training development. The message received in this survey is that meetings for networking opportunities, training and sharing on future technology should remain as the major focus for the Washington Chapter of APCO NENA.
5. When asked the value of keeping up to date on current issues, this was ranked as the most important value for APCO/NENA respondents. WAAPCONENA has increased the number of resources available to access information on current issues impacting 9-1-1 professionals; with the addition of electronic distribution of newsletters, keeping websites updated, use of Facebook and Twitter for breaking news, and establishing PSConnect distribution for all interested parties, as well as the Washington APCO listserv the organization will continue to keep members apprised of any current issues.
6. Keeping up to date on related technologies finished in a very close "second" as a major value of Washington APCO/NENA. The next step needed for this area is "how are we doing" in sharing and providing information on related technologies; does the electronic media network that has been established provide 9-1-1 professionals with enough information, contacts or opportunities

to make the decisions needed for their organization? Is training and the associated vendor display areas for opportunities to see products first hand or arrange for information sharing enough, is more needed, and if so, what is needed. These are all questions for consideration in the next phase of Strategic Positioning now that this has been identified as a "very important" to respondents.

7. While Networking Opportunities was the top choice identified on why people joined Washington APCO/NENA; this dropped to third place in value of the organization behind keeping up to date on current issues and changing technology. This does not take away from the importance of Networking Opportunities with just under half of all respondents still identifying this as "very important" in the value of their Washington APCO NENA membership. The direction from this observation is that while the immediate focus for members is on timely notification of current issues and changing technologies, the value of networking and the opportunity to network should not be lost in this planning effort.
8. The observation made on "what is happening in the APCO Community is of interest and important", it is not the highest priority. If resources are limited and focus is needed, this area is one that respondents view as perhaps a "nice to have" versus a "need to have".
9. The top three choices identified training opportunities, general exchange of ideas/programs, and legislative issue development and execution as the respondents definition of professional development to them as an individual. The message gained from the survey results is that opportunities to obtain and have access to these options will be priorities for program development, information sharing and opportunities to participate in the Washington APCO NENA organization.
10. The top three choices for professional development for the respondent's organization were Leadership Training, Staff Training and Networking Opportunities. Again, the focus is on training, whether developing leaders for their organization or developing staff within their organization. The expectation of the respondents is that Washington APCO NENA will provide that training and if they view it relevant they will have their staff participate in that training. Networking Opportunities are still viewed as important to their organization and that opportunity should still be a priority for APCO/NENA. An observation provided in this section is from an individual who indicated they did not know who or if they should become involved; while only one person made that comment, it would be interesting to follow-up and find if this is true with other members of our state chapter.
11. The observation gained from this response is that overwhelmingly, the Training Curriculum is of paramount importance in the selection of courses whether for the individual or for their staff. The direction to Washington APCO NENA is to focus on quality training whether it is offered locally, regionally or annually. A second observation is to keep cost reasonable and research locally offered options for training opportunities.
12. With just over two-thirds of all respondents supporting mandatory telecommunicator certification in order to assist in lowering the retirement age for telecommunicators, Washington APCO NENA will commit to efforts in bringing interested APCO/NENA members together to work on both mandatory telecommunicator certification and lowering the retirement age. The Legislative committee will

be charged with identifying parties of interest, including the option of a joint venture involving the Washington Criminal Justice Training Commission in review of the existing certification programs for telecommunicators. Possible review could include researching which organizations and individuals have already received T1 and T2 certification; setting up a challenge test for those who are already employed as telecommunicators; and/or review of the current course structure to ensure certifications meet the requirements that will be needed to obtain "Public Safety" employment status with the State Department of Retirement.

13. All 9-1-1 related professions that responded to this survey are overwhelmingly in support of mandatory telecommunicator certification to assist in lowering the retirement age for telecommunicators. The next proposed step for Washington APCO NENA will be to contact every Washington 9-1-1 center to find out the level of support from center management for this action.
14. All 9-1-1 professions responding to this survey have overwhelmingly supported the statewide requirement for 9-1-1 Center certification. The next proposed step for Washington APCO NENA will be to contact each 9-1-1 center statewide and find out the level of support at the local level for this move for "required" certification. In review of the comments provided there are several issues that will need to be researched including which certification will be used, who will pay for the certification (both cost for certification and staff time to obtain certification), is their funding available to offset this cost, etc.
15. The observation obtained from review of the overall response is that there is a clear desire from those responding to this survey, that locally or regionally courses are desired. The Washington APCO NENA training committee will be provided the research results to review the results and cost for this course of action to find out if both the annual conference and local/regional training are options for our organization.
16. 9-1-1 Directors have two choices identified as 'very important'; first, the same course local/regional, and a very close second with the annual conference. The correlation between the Annual Conference and Networking Opportunities identified as a priority in several earlier questions. While the importance of cost for training can be posed as a theory for the ranking of local/regional training. Local/regional training would be more accessible, reduce travel costs and time away from the center. The Training Committee will be provided these results and will research the feasibility of the priorities identified.
17. 9-1-1 Supervisors support the overall trend for local/regional training opportunities.
18. The respondent group for 9-1-1 Telecommunicators was proportionally small in respect to the total number of members from this position classification; however, those that did respond not only followed the combined group supporting local/regional training, they are the first group to identify Virtual or Online training as a desired option. The total level of support for this option should be explored by Washington APCO NENA. Whether it will be by follow-up to individual members or whether pilot courses that will be determined by the subcommittee that will work on this option.

19. Radio/IT Technicians again supported the overall group response selecting local/regional courses as their number one priority. But unlike any of the 9-1-1 profession groups, this group seemed open to all three course types identified in this survey. The flat level across their three choices with very little difference in the numbers selecting between the choices indicates that all three options are valid and should be considered when selecting for their own professional development. The accompanying comments place an emphasis on quality of training as the decision point, along with costs.
20. In comparing all positions except 9-1-1 Directors/Manager with "all responses" the shift in support of Virtual Training opportunities is clearly in support of this option; with the majority of all groups willing to try this option depending on quality, cost and timing. This option should be explored as part of the Strategic Positioning Plan for Training for Washington APCO NENA.
21. With just over one quarter of respondents indicating a willingness to participate in the development or identification of Technical Career Development, the next step will be to identify those who are willing to join a subcommittee to work on this task. The task will include the options of local/regional, annual and virtual training supported by this combined technical professional group. The challenge will be developing a course structure that is relevant and worthwhile for those attending.
22. The value of IT/Radio Tech Forums is something that will need to be further researched with just under half (44%) of the Radio/IT Technicians responding identifying this as something that could occur on a quarterly basis as their preferred option. The Tech Subcommittee will be challenged with reviewing and prioritizing the Forums, what type of venue, i.e., conference calls, meetings as part of the annual conference, time built into local/regional options, etc. Or identifying whether or not this is the direction they would like to see time and resources directed.

## **Next Steps:**

1. Strategic Positioning Strategy reviewed and updated with findings
2. Identify specific projects and identify goals and objectives from survey recommendations.
3. Training Subcommittee review recommendations on training options, i.e., local/regional, virtual training
4. Subcommittee formation to assist in professional development career track for technicians.
5. Subcommittee formation to work on research for mandatory telecommunicator certification.
6. Subcommittee formation to work on research for 9-1-1 center certification.