



**ProCHRT: Professional Communication Human Resource Taskforce – Est. 2009
PSAP/Dispatch Specific**

- **Goal & Purpose:** Gather & Provide Info; Garner Support; “Positive” Awareness & Education
 - Official First Responder Status
 - Heighten awareness of Dispatching as Profession – recruitment, retention, training, certification
- **National ProCHRT – NAPCO involvement:**
 - Charlie Cullen, Director, Palo Alto PD – Chair
 - Jaime Young, Director, San Mateo County, Committee Member
 - Lynn Bowler, Commander/Manager, Elk Grove PD, Committee Member
- **NAPCO** seeks to establish ProCHRT Taskforce
 - Seven to Eight members initially
 - Dynamic and robust Task Force – passionate about the Dispatch Profession
 - First meeting – location/date based on participation – initial commitment of 2 meetings per month
 - Set 2014 Goals for our chapter – focus on what is most pertinent to CA Dispatchers, goals may include:
 - EMD inclusion in Training
 - Aging workforce – difficulty in maintaining efficiency in work place
 - Public Education – to include “Positive” data/info
 - Expected outcome of ProCHRT Taskforce
 - Define gaps in legislative support for Dispatchers
 - Develop Strategic Plan for furthering Dispatch Profession
 - Shift Education/Outreach/Awareness from negative to positive
- **Next Steps** - Contact NAPCO Chair – Lynn Bowler by **February 17, 2014** if you are interested in serving on the Taskforce: lbowler@elkgrovepd.org or 916-478-8050
- **Pro CHRT Items of immediate benefit to your Dispatch Center** - You will want to Check this out !
 - Toolbox
 - <http://www.apcointl.org/resources/professional-communications-human-resources-committee/prochrt-toolbox.html> Includes:
 - Personnel and Human Factor Resources
 - Training/Certification/Standards Resources
 - Public Education/Media Relations Resources
 - Legislative
 - Public Safety Communications Resources
 - Reports
 - August 2012, most recent update
 - http://www.apcointl.org/images/pdf/prochrt_3rd_year_update.pdf
 - Social Networking via Twitter & Facebook (outreach)