

Al Blencoe, ENP

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Public Safety Communications

More than 27 years experience in multi-disciplinary, multi-agency, county-wide 911 center ★ extensive experience facilitating and coordinating cooperative EMS, fire, and law enforcement department initiatives ★ solutions-oriented committee participation at multiple levels of state and local government ★ advocate of professional networks, personal improvement, self-motivation, and inter-personal communication ★ results-oriented advocate and evangelist for local and state CAD, data sharing, GIS, interoperability, JAIL, MOBILE, radio-narrow-banding, and RMS ★ seasoned practitioner in the use of process improvement, group facilitation, and creative solutions ★ experienced trainer and invited presenter at state and national conferences.

Selected Skills and Interests

Active Listening

Attitude (positive)

Learning, Teaching, and Training

Mentoring

MS Office

Networking (people)

Photo Reading

Problem Solving

Process Improvement

Relational Presentations Development

Web Development

see page 2 for Certificates and Education

Geography of Professional Experience ★ La Crosse County, WI

Located along the Mississippi River, with one interstate highway, and three U.S. highways, La Crosse County is the social, economic, and medical services hub of southwestern Wisconsin, served by eight law enforcement agencies, eight fire departments, and recognized for its efficient, innovative, and cooperative government.

Public Safety Communications 911 Manager ★ August 2009 - September 2011

Responsible for five shift-operations supervisors; provided guidance, planning, and support; reviewed and updated department's SOGs; responded to open-records requests; served as liaison with other agencies, advisor to the administrator, and co-facilitator of county-wide narrow-banding project committee.

Emergency Services Technology Coordinator ★ November 2003 - August 2009

Point-of-contact with primary public safety software vendor; resolved problems related to vendor products, services, or other agencies; managed new implementations; provided new product training; developed and implemented agreements with participating agencies; identified and introduced new automation concepts; represented county on various state and local committees.

Telecommunicator Supervisor ★ October 1989 - November 2003

Supervised daily shift operations of 911 Center; served as primary liaison to CAD vendor; coordinated real-time activity with all agencies served; reviewed tools, policies, and procedures and made recommendations to administration.

Telecommunicator ★ March 1984 - October 1989

Answered 911 calls; communicated by radio with field units; used CAD and other systems in support of field units; maintained professional communication with public and field units.

Other County-Level Activities or Responsibilities

Public Information Officer (PIO); Business Continuity Planning (BCP) team; Process Improvement team; Highway Safety Committee (Transportation Safety Commission); County Diversity Committee; served as backup for the Emergency Management Director.

Public Sector Achievements and Contributions

Implemented robust CAD system; 14 years of persistent advocacy for local law enforcement agency use of mobile computing; implemented FIRE Mobile; President of Wisconsin Chapter of NENA; Co-Chair of APCO Northwest Regional Conference; presenter on Cooperation at IACP NIEM; participated in successful advocacy for development of legislation for wireless 911 funding for Wisconsin; played a part in getting legislation passed to allow law enforcement electronic access to Wisconsin driver license photographs in Wisconsin; point person for first agency to join the Wisconsin Justice Information System (WIJIS); ongoing work with a team providing opportunities for public safety employees to utilize low-cost on-line learning and assisting agencies with electronic management of training certificates documentation.

Certificates and Education

National Career Readiness Certificate (NCRC) Gold-Level demonstrates proficiency in three assessment areas and skills required for 90 percent of the jobs in the [WorkKeys Occupational Database](#) (a national, EEOC-compliant, job skills assessment system used by the Job Center of Wisconsin <http://www.wisconsinjobcenter.org/ncrc/employer/>); NCRC certificate [B87SK7B7CY60](#) can be verified at <http://www.act.org/certificate/account.html>.

Active participant in lifelong learning opportunities to expand personal interests and build professional skills, including: All Hazards III COML; Basic Supervision; CLUES Users; Conducting Evaluations; Dispatch Institute; Emergency Number Professional; Excellence in Government; FEMA-ICS-100; FEMA-ICS-200; FEMA-ICS-300; FEMA-ICS-400; FEMA-NIMS-700; Group Facilitation; Hostage Negotiation; Introduction to Terrorism; LADCO Recognition - Tornado; Management Inservice; NCJA; N-DEX; Open Records; Power Negotiating; Public Information Officer - Advanced; Reiki Healer Level II; State Communications Interoperability Plan (SCIP); Team Leadership; TIME-Recertification; and Traffic Incident Management (TIM); *for more information, see <http://www.alblencoe.com/alb/certificates.html>.*

High School graduate with secondary education coursework in accounting, finance, political science, and industrial psychology.