



Department of Emergency Communications

3600 Wheeler Ave Alexandria, VA 22304
Main # 703-746-4444 Fax#703-746-1889



August 15, 2015

To whom it may concern:

As a PSAP Director in Region 7, I would be interested in serving on the Regional Advisory Council (RAC) for Region 7. I am a firm believer of representation within the Region and feel I can bring advice, knowledge and experience to the table based on my previous experience in a large, medium and small PSAP, bringing insight regarding technology and financial issues as well as both administrative and operational plans.

It would be an honor to be part of the RAC for Region 7 and all that it has to offer on local, regional and state level.

I appreciate the opportunity to apply for a position on the RAC and look forward working with everyone in the very near future.

Sincerely & Respectfully Yours in Emergency Services,

Renee Gordon, Director
Department of Emergency Communications
City of Alexandria, VA 22304
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Renee Gordon
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Department of Emergency Communications
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EDUCATION:

<i>Masters in International Security</i> , Trinity University, Washington, DC	Dec 2016
<i>Registered Public Safety Leader (RPL)</i>	Mar 2014
<i>Emergency Numbers Professional (ENP)</i>	Jun 2012
<i>Professional Executive Leadership School (PELS)</i> , University of Richmond	Nov 2012
<i>Bachelors in Criminal Justice</i> , Westwood College, Arlington, VA	June 2010
Graduated Cum Laude	

RELEVANT TRAININGS/CERTIFICATIONS:

Management:

Core Competency Development for Structured Interviews

Enterprise Resource Planning (ERP)-Budget

American Management Association - Leadership

APCO Accreditation Manager

Critical Incident Stress Management

Virginia Certified Instructor NVCJA

EMD/EFD

NENA – Call Center Manager

NCIC/VCIN Certified

Critical Incident Stress Management

Baltimore City Civil Unrest

Emergency Management:

FEMA IS 1 Emergency Program

FEMA IS 292 Disaster Basics

FEMA 100/200 Intro to IC

FEMA 300/400 Advanced IC

FEMA 700/800 National Incident

Exercise & Evaluation (HSEEP)

COM-L Communication's Leader

FEMA 242 – Effective Comm

FEMA 120 Introduction to Exercises

EOC Operations and Planning

APCO International Conference
presenter 2014 and 2015

EXPERIENCE:

Job Title: Director, Department of Emergency Communications
Employment Dates: 07/2015-Present
Employer: The City of Alexandria
Employer's address: 3600 Wheeler Ave. Alexandria, Va. 22304
Supervisor's information: Debra Collins, Deputy City Manager

Develops and implements operating practices, procedures and protocols for the Department of Emergency Communications; Oversees the management, installation, operations and maintenance of all department equipment, radio systems, telephones and computer/data interfaces;

Evaluates program and staff effectiveness, determines new program, equipment, and facility requirements based on industry standards, and directs development of long term and short term plans, goal and objectives. Attends conferences and seminars on all phases of emergency communications in order to make informed decisions on evolving changes and requirements in the field of emergency communications;

Confers with and advises subordinates on problems relating to emergency communications functions and other related services; Reviews and approves plans, technical reports, budget estimates, and proposed ordinances and regulations submitted by subordinates;

Prepares, administers and recommends the department's capital and operating budget; Insures the security of the physical site; Establishes and maintains cooperative working arrangements with participating jurisdictions for the provision of centralized communications dispatch services to law enforcement, fire and emergency medical services (EMS);

Hires, supervises, trains and performs personnel administration for the Center staff; Participates in the development of the department's legislative agenda; Promotes and participates in programs of public information and education;

Serves as appointing authority for the department; and

Job Title: Director, 911 and Emergency Communications
Employment Dates: 06/2014 – 06/2015
Employer: The City of Baltimore-Mayor's Office of Information Technology
Employer's address: 401 E. Fayette Street Baltimore, Maryland 21202
Supervisor's information: Jerome Mullen, CIO

Baltimore City's PSAP handles over 1.2 million 911 calls each year. /this is more call volume than any jurisdiction in the state of Maryland. As PSAP Director, I assist with the management of technology systems and resources for the 911 Communications Division.

Assist with preparing and monitoring the operating budget of the 911 Communications Division; prepares detailed and complex reports, briefings, presentations and publications in support of the division's functions; remains abreast of current developments in the field of Emergency Communications, particularly new regulations and 911 technological advances and serve as the City representative for applicable advisory committees.

Maintain working relationships with all users of the 911 system, including all Fire and Police Chiefs within Baltimore City

Plan, coordinate, and direct the various activities, operations and personnel of the Emergency Communications Department

Maintains liaison with public health and safety organizations, law enforcement and other City and County Departments

Oversee the development and implementation of training programs and techniques to instruct and develop new and incumbent employees; provides professional development opportunities to insure appropriate succession planning with the Department.

Maintain effective security measures and protection of confidential information

Develop and maintains working relationships with emergency communications professionals at local, state and national level and others providing services for the City and County.

Job Title: Director –Public Safety Communications Center DCA and IAD
Employment Dates: 01/2010 – 6/2014
Employer: Metropolitan Washington Airports Authority (MWAA)

Employer's address: 1 Aviation Circle, Washington, DC 20001
Supervisor's information: Deputy Chief Michael Czlonka, 703-417-8502

As the Director for MWAA's Public Safety Communications Center (PSCC) I was responsible for the oversight for both Reagan National and Dulles International Airports. I provided leadership during MWAA's transition to becoming a PSAP by negotiating mutual aid agreements with surrounding jurisdictions, serving as a subject matter expert to MWAA's executive leadership and ensuring communications center personnel had requisite training and skills to staff the PSAP. In this capacity I performed the following:

Plan, coordinate and direct operations and personnel of the Department of Public Safety Communications serving as the primary point of accountability for the Department's performance

Provide advice and guidance to the Chief of Police, Fire Chief, and other Airport Authority officials on Department of Public Safety Communications operations, programs and conduct long-range, strategic planning and set goals for the Department.

Provide vision, direction, and subject matter expertise in the field of 9-1-1 center and public safety communication operations.

Participate in the development of intergovernmental agency contracts and agreements for emergency communications services and ensure the establishment and maintenance an effective working relationship with regional Police Departments, Fire and Rescue Departments, Office of Emergency Management, Department of Information Technology, and other Public Safety agencies

Monitor intelligence information in the National Capital Region and Airports worldwide in partnership with the Department of Homeland Security to secure the gateways of the Nation;

Provide personnel oversight and management to the PSCC staffing utilizing a participative management style that encourages professional development, performance improvement and workplace diversity.

Maintain the Emergency Operations Center (EOC) for operational readiness for major events such as earthquakes, tornados and terrorist activity

Review and analyzes management information reports and communicates with employees to identify deficiencies in operations, policies, and procedures

Direct the development and implementation of a long-range technology plan for the Department.

Formulate and enforce departmental regulations, Standard Operating Procedures, and General Orders;

Job Title: Deputy Director –Operations, Public Safety Communications
Employment Dates: 07/2009 –01/2011
Employer: Metropolitan Washington Airports Authority (MWAA)
Employer’s address: 1 Aviation Circle, Washington, DC 20001
Supervisor’s information: Mike Crabill, 703-417-8215

As the Deputy Director for Operations, I directed a new state of the art Emergency Operations Center as well as the Public Safety Communications Center. During my tenure the operational readiness, effectiveness and personnel performance improved as a result I was promoted to Director of MWAA’s Public Safety Communications Center. I was responsible for the following:

Directed the daily activities of the core functional areas of the Airports Authority Public Safety Communications, Emergency Services or Support Services, with full accountability for a common core of supervisory and management duties along with function-specific responsibilities in support of police, fire and emergency medical services (EMS) communications and emergency operations center management.

Regularly attended meetings of various law enforcement and fire organizations and committees sponsored by the state of Virginia and Metropolitan Washington Council of Governments to remain current on communications operations and procedures being used by other entities.

Determined training needs and ensured successful completion of training. Explained and applied the basic features of baseline personnel programs such as equal employment opportunity, merit promotion, performance evaluation, safety, overtime, absence and leave, awards and rewards, conduct and discipline.

Negotiated pertinent provisions of current collective bargaining agreement(s). Counseled employees, initiated personnel investigations for disciplinary action.

Conducted planning for both current and future Police, Fire and rescue Departments communications systems and communications operations needs at Reagan National and Dulles.

Managed core functional area of Airports Authority Public Safety Communications – Emergency Services, accountable for supervising 47 essential employees and general management duties along with function-specific responsibilities in support of police, fire and emergency medical services communications and emergency operations center management.

Trained and supervised Emergency Communication Technician’s (ECT’s) and supervisors, ensuring accuracy and effectiveness in emergency responses and implemented improvements. Investigated and evaluated critical incident response by identifying roles of subordinates, peers

and superiors. Secured and managed essential personnel from other departments to ensure continuity during crisis.

Job Title: Supervisor - Emergency Communications Technician (ECT)
Employment Dates: 03/2008 – 06/2009
Employer: Metropolitan Washington Airports Authority (MWAA)
Employer's address: 1 Aviation Circle, Washington, DC 20001
Supervisor's information: Beverly Harrell, 703-417-8215

I was an effective ECT quickly adapting to MWAA's organizational culture and evolving into a leader. I utilized my law enforcement and management experiences to improve ECT's performance. My leadership and commitment to excellence was recognized by management leading to my promotion to ECT supervisor and then to Deputy Manager for Operations of MWAA's Public Safety Communications Center. As an ECT, I

Implemented airport security operations, assessed security and fire/rescue situations.

Dispatched police and/or fire and rescue teams based on the level of threat or severity of the emergency at Ronald Reagan National and Washington Dulles International Airports.

Coordinated with federal, state and other local jurisdictions emergency response teams to include incident command. Promoted to ETC Supervisor.

Job Title: Founder/Partner
Employment Dates: 12/2003 - 03/2008
Employer: WERC Construction
Employer's address: 619-F Hampton Park Blvd, Capitol Heights, MD 20743
Supervisor's information: N/A, owned company

Project Manager for multiple commercial and residential projects.

Managed field operations, scheduled shifts and trained supervisees.

Managed projects building such as bomb proofing the International Monetary Fund

Determined labor requirements and dispatched workers to construction sites.

Job Title: Corporal
Employment Dates: 06/1993 - 12/2003
Employer: Prince George's County Police Department
Employer's address: 7600 Barlowe Road, Landover, MD 20785
Supervisor's Information: Jonathan Norris, 301-772-4900

Served and protected citizens of Prince George's County and surrounding jurisdictions. Coordinated trainings and exercises with multiple federal and local agencies to combat crime, civil disturbances and barricade situations. Developed and nurtured strategic partnerships to gain community confidence. During tenure worked in a variety of capacities and performed the following assignments:

Hostage Negotiator – As a six year member of the prestigious negotiation team, I served the county on countless barricades participating in rotating on call assignments and performing each position to include primary negotiator. I was a part of the training team that trained many departments in the National Capital Region as well as Federal Agencies.

Civil Disturbance Unit (CDU)-As a member of the highly trained CDU, I trained with multiple jurisdiction and worked on the front line of civil disturbance incidents to keep the peace in hostile environments.

Narcotics Enforcement Team (NET)- As a member of the NET, I conducted many investigations as the lead investigator in applying for and serving search warrants, participating as an undercover officer, conducting surveillance, stakeouts, jump-outs and the successful removal of drugs and weapons off the street.

Community Police Officer- Pioneered the program for Prince Georges County and worked as the liaison to the community to resolve crime problems and create crime preventive programs to enhance the safety of the community. I conducted security surveys for over 600 properties, patrolled on bikes and coordinated speed reduction programs for neighborhoods.

Peer Support Team- As a trained peer support team member, I was a first responder to critical incidents and debriefed officers and their squads through officer shootings, officers killed in the line of duty, suicides and homicides as well as other stressful police events.



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August 18, 2015

To whom it may concern,

The Department of Emergency Communications for the City of Alexandria, VA proudly supports Director Renee Gordon to serve a position for the Regional Advisory Council (RAC) of Region 7.

If selected, Director Gordon will bring a wealth of knowledge to the Region and will work with all others as a team player in support of what is best for the region.

The Department of Emergency Communications for the City of Alexandria will work with, help and support RAC of Region 7 and Director Gordon in support of its mission and provide assistance if and when possible.

Thank you for considering Director Gordon as being part of your valuable team for a very important endeavor.

Best Regards,

Doug Campbell, Deputy Director
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Douglas.campbell@alexandriava.gov