



Don Wise
Executive Administrator
Verdugo Fire Communications Center

1/14/2012

CALNENA EXECUTIVE BOARD

BILL MCMURRAY AWARD NOMINATION

I would like to nominate Don Wise the Executive Administrator of Verdugo Fire Communications Center located in Glendale California. Administrator Wise has over 20 years of experience in Emergency Communications for the Fire Service. Administrator Wise has a Bachelor's of Science degree in Emergency Management and a Supervisory Management Certificate from the University of Glendale.

More importantly, Administrator Wise over his years of service has shown great leadership in our industry and really exemplifies the meaning of the Bill McMurray award. Over his 20 years of service, Administrator Wise has shown great dedication not only to Verdugo Fire Communications and the employees, but to the Emergency Communications profession and continues to do so by being involved not only with his agency to ensure excellence in service, but at a regional level and national level as well.

Administrator Wise has served Verdugo Fire Communications since 1990 and has held the following positions Fire Communications Operator, Shift Supervisor, Administrative Shift Supervisor, Interim Fire Communications Administrator and most recently his appointment as the Executive Administrator.

During his career and tenure, Administrator Wise has served as the President and Vice-President of the California Fire Chiefs Association, Southern Communications Section and remains actively involved in the organization as a leader with legislative issues and the mission of setting a statewide standard for training for Fire Communications Centers. Administrator Wise is a member of the Association of Public Safety Communications Officials (APCO), the California Chapter of APCO, (CPRA), and the National Emergency Number Association, the California Chapter of NENA, (CALNENA).

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As the Administrative Shift Supervisor and Executive Administrator, Don has overseen and implemented several complex technical projects for the communications center and the agencies they serve. Verdugo Fire Communications Center provides Fire and EMS dispatch services to 12 cities in the San Fernando and San Gabriel Valleys, including the Bob Hope Airport. Administrator Wise's most recent accomplishment was the inclusion of Montebello Fire Department into the Verdugo Communications Center.

As a leader in the industry, Administrator Wise is often sought out for technical and professional advice by his peers. He is known for his innovative ideas. He is always willing to assist colleagues, encouraging collaboration for effective solutions, and works to ensure a cooperative effort for maximum outcome.

As the Executive Administrator for Verdugo Fire Communications, Don Wise works closely with the State of California 9-1-1 Office and the 9-1-1 Advisory Board to provide technical expertise. He has been instrumental in coordinating the effort for a shared/hosted solution in Los Angeles County with other dispatch centers with the county. Within his role as the Administrator of Verdugo Fire Communications, Don works closely with the California Department of Forestry (CALFIRE), the U.S. Forest Service, the Angeles National Forest (ANF), Los Angeles City Fire Department, Los County Fire Department as well as the Primary Law Enforcement agencies. Administrator Wise is respected within Los Angeles County, surrounding counties, within the state, and across the nation for his expertise, professionalism, integrity, and dedication to the betterment of the 9-1-1 community.

In closing, I am honored and privileged to call Don Wise a colleague and friend for twenty years. Don is someone I can count on for sound advice, direction, technical insight, and most of all as a friend who understands the challenges of the emergency communications center. Don is always willing to listen and provide support. He is a mentor and example to others.

For all of these reasons, I am proud to submit Don Wise, Executive Administrator of Verdugo Fire Communications for the Bill McMurray award as he truly exemplifies the meaning of the award and what Bill stood for as an industry leader and mentor.