

ALYSN EVERBECK

DEPUTY DIRECTOR – WHAT-COMM 911



WHAT-COMM 911 EXPERIENCE

Deputy Director of Operations
2021-Present

Training Supervisor
2019-2021

Operations Supervisor
2017-2021

PST and CTO
2009-2017

I began my journey with What-Comm 911 in 2009 after graduating from Western Washington University with a degree in Psychology. Over the last 15 years, I have worked my way up from line-staff to management. I have previously served as a trainer, operations supervisor, training supervisor, and now am the Deputy Director.

I do not come from a public safety family, and never really considered 911 as a career until I found myself applying to work at What-Comm. I had no idea the ride I would be in for when I began my call receiver training. Working in 911 has given me a great deal, allowing me to do meaningful work in the town I love, and provide a stable life for my family. The network of professionals I have had the privilege of connecting to, and the seemingly endless opportunities to learn and grow, are gifts I was not expecting on my first day. I love that every day at 911 presents a new puzzle to solve. Watching our team come together to meet the needs of our community and to support one another can be pure magic.

PROFESSIONAL CERTIFICATIONS

RPL, 2021

CMCP, 2022

CPE, 2025

Training and personal development are passions of mine. I have completed RPL and CMCP and am currently enrolled in CPE #17. I previously served as vice-chair of the state training subcommittee and am a member of the State Strategic Plan Core Team. I am also a member of the State Training Cadre and am certified to instruct T-1, T-2, CIT, and Communications Center Supervisor. When I'm not teaching, you might find me mentoring new instructors.

EDUCATION

BA, Psychology
Western Washington University

AA, Psychology
Whatcom Community College

I am honored to be nominated to serve as the WA-APCO/NENA West Side Ambassador, to give back to the industry and community which has given me so much.