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*It is now 2010 and your association is looking forward to a very active year. There are a large number of major projects and initiatives underway across the country and it promises to be a very exciting time.*

Large province-wide radio systems are under development in Alberta and Saskatchewan while Prince Edward Island, Nova Scotia, and New Brunswick are developing a tri-province radio system. Several provinces are looking at 9-1-1 and PSAP services and new technology systems are under development and implementation across the country. These projects are signalling the growth and change our industry is undergoing, which is occurring at a rate across the country previously not seen. While the change is exciting and brings great opportunity to our industry, more significantly it creates opportunities for the people who have made emergency communications their career. There will be new and interesting possibilities developing as a result of these changes which will present development opportunities for individuals who have embraced lifelong learning and the passion of a career in emergency communications.

With all this change and development comes a sense of discomfort and fear that things will never be same in again, or in the future. That sense of discomfort is understandable but it should not create a sense of foreboding but rather the realization that our world is changing and how we communicate within that world is also changing. New technology and methods of communicating have become the norm and the peak of the land line as the standard means of communications has come and gone. But simply because the method of communication has and is continuing to change, doesn't detract from our responsibility to deliver exemplary service to the population as a whole and specifically the citizen in need. Our services form an integral part of emergency services provision and our important role is not dependent upon the form of communication but rather the communication itself. Tools like radios, phones, cell phones, texting, SMS, videos, and data transmissions are simply the means we use to deliver our service. Above all else in this time of change we can take comfort in the knowledge that it is our work and the service we provide to both the citizen and the emergency responder that is our focus. That responsibility doesn't change with technology, but rather if we use technology properly it will make our service more effective. We should not be afraid of these changing times but rather we need to embrace them and concentrate on what really matters, the communication officer and the skills and service we provide in the realm of emergency services. Now in this time of change it is more important than ever to focus on our service delivery realizing that we are an integral part of emergency services and the technology is only a tool we will use to provide that service. It is our actions and service that establish our place and our role in emergency services and in these times of change it is more important than ever to ensure we provide exemplary service to our citizens. We also need to focus on the emergency responders and deliver communications and dispatch services with pride and distinction. I leave you with these thoughts and I hope you embrace these changes and I wish you all the best in 2010 and look forward to an exciting and invigorating year of development within our industry.

*Curtis Brochu  
President*

