

AGENCY AT A *glance*
 SO FAR THIS YEAR...

- 385 impaired drivers arrested
- 1,199 collisions investigated
- 7 fatality collisions
- 1,048 distracted driving contacts
- 654 seatbelt violations
- 4,053 aggressive driver contacts
- 11,361 excessive speed contacts
- 2,584 CMV inspections

Chief Batiste receives 45-year service pin from Gov. Inslee



OLYMPIA, Wash. - Governor Jay Inslee recognized Washington State Patrol (WSP) Chief John R. Batiste today for his 45-years of service to the agency during Thursday's SAF meeting at the Helen Sommers Building in Olympia. We appreciate Chief Batiste for his dedicated leadership, commitment, and service to our agency, as well as to the people of our great state.

VIDEO: Cadet mega practicals



SHELTON, Wash. - The cadets of the 118th Trooper Basic Training Class (TBTC) participated in mega practical exercises during their final weeks of academy training. Take a look at what the mega practicals are about. The cadets are now on their coaching trip, working with their field training officers (FTOs) in the field. We hope scenarios like these provided a good foundation for their real world interactions.

WSP & WSDOT crews respond to pass closures, icy conditions across state

STATEWIDE - Washington State Patrol (WSP) personnel, including troopers, commercial vehicle enforcement officers, and our communications officers have been busy across the state responding to mountain pass closures, shut down roadways, and numerous collisions across the state as snow and ice covers the roadways. Amazing job to everyone for your hard work through these adverse weather conditions. As always - stay safe so we can do our best to keep others safe!



YOUR WSP HEADLINES

WSFM offers candle hazard, safety tips
OLYMPIA, WASH. - The Washington State Fire Marshal's Office offers the public tips on how to be safe when it comes to using candles - an option lots of us go to when the power goes out.

WSP seeks witnesses to SR 512 collision that killed 5
PUYALLUP, WASH. - Detectives are seeking information related to what led to a tragic fatality collision that killed five this week.

National Community Risk Reduction Week
HAPPENING NOW - The State Fire Marshal's Office (SFMO) is joining safety professionals across the nation to promote the awareness of Community Risk Reduction (CRR) Week.

Detectives seek witnesses to SR 164 shooting
ENUMCLAW, WASH. - Detectives are seeking witnesses of a shooting that occurred on state Route 164 where a driver's vehicle was shot. Thankfully no one was injured.

Detectives seek witnesses to shooting on SR 18
AUBURN, WASH. - Detectives are asking for any potential witnesses of a shooting that occurred on state Route 18 to come forward. Thankfully no one was injured as a result of the incident.

DO YOU HAVE STORIES YOU WANT TO SHARE?

SEND THEM IN - We strive to highlight the amazing work across the agency. If you have something happening in your division or district you would like to see highlighted in a future edition of *The Milepost*, please e-mail pio@wsp.wa.gov.

YOUR WSP Milepost

VOL. II, ISSUE III

JAN. 19, 2024

WSP RDF team activated for recent protests



TACOMA, Wash. - Washington State Patrol's Rapid Deployment Force (RDF) has responded to several recent protests in the past week. Thank you to each of these team members who respond to assist in ensuring folks are able to safely exercise their first amendment rights, as well as ensure everyone else's safety. There is space for new members on the team- eligible troopers are asked to inquire with their chain of command.

VIN officer recognized for 45 years of service

TACOMA, Wash. - Washington State Patrol (WSP) VIN Officer Bill Tufts was recognized by Captain Sharff for his 45 years of service to the State of WA and to the agency. Bill has spent time serving the state as both a trooper and a VIN officer. We are proud of his outstanding dedication to public service!

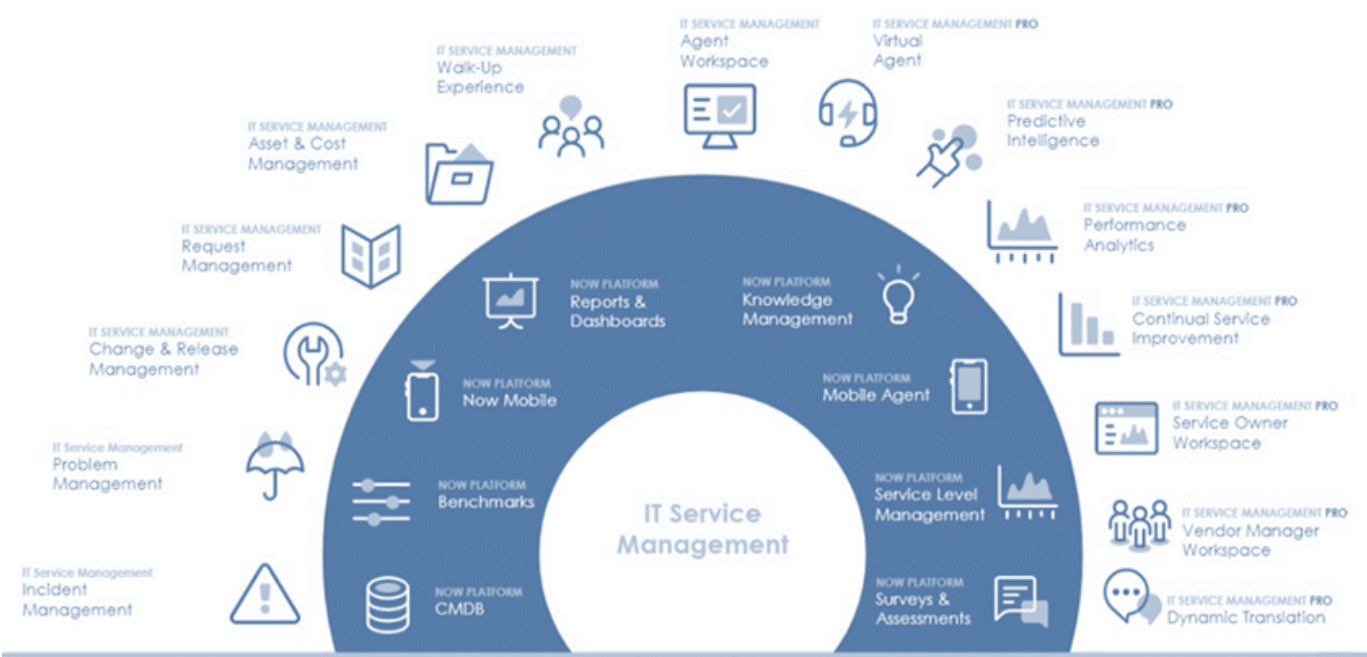


NEW PROGRAM: Information Technology Service Management (ITSM) now live

WHAT IS AN ITSM? - IT Service Management (ITSM) is an IT management framework designed to align the delivery of IT services with customer needs. It involves a shift from managing individual IT components to emphasizing end-to-end service delivery through best practice process models.

Washington State Patrol's new ITSM: There are several ITSM platform options. WSP selected to implement the ServiceNow platform. ServiceNow provides solutions and products covering technology, employee, customer, and creator workflows. Initially, WSP is implementing the IT Service Management product to support Electronic Services and Information Technology divisions. As resources allow, we aim to expand both products and workflows over time.

ServiceNow IT Service Management



Before ServiceNow

ESD and ITD use multiple applications to gather, document, and track incidents and requests – creates confusion and inefficient use of time.

Customers cannot see the information we document and track and must make phone calls or send email to ask for the status of their work order – less than ideal customer service

ESD and ITD have no way to measure or provide statistics on the services we provide – lack of clear understanding of employee performance and inability to do capacity planning

Supervisors spend significant time determining service success – can't get to other important work, can't support staff, can't support customers

Everything is done by hand, manually, with no automation – increases the time it takes to do every task, reduces efficiency, prevents staff from getting all of their work done

After ServiceNow

ESD and ITD will use a single application to gather, document, and track incidents and requests

Self-service that enables customers to open and track their incidents/requests, and comment/communicate directly with their support staff

ServiceNow product provides out-of-the-box and ad hoc reports to provide staff and supervisors with performance measures

Supervisors have access to staff and customer data enabling them to pinpoint customer needs and staff successes

ServiceNow provides search tools, incident and request routing automation and search tools to allow users to quickly find common task solutions and reduce staff interaction requirements.

honesty - integrity - accountability - attention to detail - work ethic

YOUR WSP Milepost

VOL. II, ISSUE III

STATE PATROL
JAN. 19, 2024

Mastering professional & personal health

JANUARY

WELLNESS CORNER

Monthly tips from your Washington State Patrol Wellness Team on ways to maintain or improve your personal health and wellness

PRIORITIZING & MANAGEMENT

Prioritize managing your time and energy on both on- and off-duty. Building a healthy professional and personal balance ensures that you perform effectively, reduce stress, and avoid burnout.



REFOCUS ON PURPOSE

How does my work make life better for others?

Why did I join the policing profession?

How can I add more meaning to what I do?

SIGNS OF BURNOUT

Drinking too much alcohol or experience changes in eating habits;

Feeling frustrated, irritable, down, or overwhelmed;

Lacking motivation and feeling like you do not care about your work or that your work is not valued;

Experiencing physical symptoms, such as headaches, stomach aches, muscle pain, or difficulty sleeping;

Withdrawing from family or friends

INCORPORATE STRATEGIES INTO YOUR DAILY ROUTINES

Practicing deliberate breathing or mindfulness exercises;

Building positive thinking patterns and gratitude habits;

Establishing a ritual to change gears physically and mentally between work and home.



LOOKING FOR ADDITIONAL TOOLS OR RESOURCES?

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Confidential e-mail: doc@wspwell.org.



WASHINGTON STATE PATROL
Heart Health Event
Join us for our 1st annual heart health event.

BE IN THE KNOW WITH A FREE HEALTH SCREENING!
Get a biometric screening, courtesy of the Washington State Patrol and Kaiser Permanente

Make your health always your priority. Participate in this year's exciting activities and take steps towards a better lifestyle!

Sign up today!
wellness-event.kaiserpermanente.org/signup/wapebb

What to expect: Blood pressure checks, total cholesterol, HDL, LDL, triglycerides, blood sugar (glucose), height, weight, waist circumference, BMI, and body fat percentage measured.	Screening details: February 16, 2024 1:00 PM-6:00 PM D1 Conference Rm 2502 112th Street East Tacoma, WA 98445	Feel the benefits: Knowing your numbers can help you take control of your health. If they need improvement, you can start making simple changes to help you look and feel your best!
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Screenings are confidential

SEATBELTS SAVE LIVES
Choose to buckle up.
Every trip.
Every time.

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WASHINGTON STATE PATROL
Heart Health Event
Join us for our 1st annual heart health event.

BE IN THE KNOW WITH A FREE HEALTH SCREENING!
Get a biometric screening, courtesy of the Washington State Patrol and Kaiser Permanente

Make your health always your priority. Participate in this year's exciting activities and take steps towards a better lifestyle!

Sign up today!
wellness-event.kaiserpermanente.org/signup/wapebb

What to expect: Blood pressure checks, total cholesterol, HDL, LDL, triglycerides, blood sugar (glucose), height, weight, waist circumference, BMI, and body fat percentage measured.	Screening details: February 15, 2024 10:00 AM-3:00 PM Rm G015 106 11TH Ave SW Olympia, WA 98501	Feel the benefits: Knowing your numbers can help you take control of your health. If they need improvement, you can start making simple changes to help you look and feel your best!
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Screenings are confidential

STAY SAFE
BY TURNING ON YOUR HEADLIGHTS
IN ADVERSE WEATHER

this winter

honesty - integrity - accountability - attention to detail - work ethic