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 cover 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.

HEADLINES

YOUR WSP

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

WSFM offers candle hazard, safety tips

OLYMPIA, Wash. - The Washington State Patrol (WSP) is offering tips to keep candles safe from fire dangers. Be sure to follow tips as candles remain a leading cause of home household fire incidents. Avoid anything that can catch fire near the candle flames.

WSP seeks witnesses to SR 522 collision that killed 5

_PROJECTING_{caret:0}MILEPOST - 

Detectives seek witnesses to SR 104 shooting

_PROJECTING_{caret:0}MILEPOST - 

Detectives seek witnesses to shooting on SR 18

_PROJECTING_{caret:0}MILEPOST - 

DO YOU HAVE STORIES YOU WANT TO SHARE?

SEND THEM - We strive to get your news out across the agency. If you have something happening in your division or district you would like to have highlighted in a future edition of the Milepost please e-mail your news to us.

HEADLINES

YOUR WSP

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

WSFM offers candle hazard, safety tips

OLYMPIA, Wash. - The Washington State Patrol (WSP) is offering tips to keep candles safe from fire dangers. Be sure to follow tips as candles remain a leading cause of home household fire incidents. Avoid anything that can catch fire near the candle flames.

WSP seeks witnesses to SR 522 collision that killed 5

_PROJECTING_{caret:0}MILEPOST - 

Detectives seek witnesses to SR 104 shooting

_PROJECTING_{caret:0}MILEPOST - 

Detectives seek witnesses to shooting on SR 18

_PROJECTING_{caret:0}MILEPOST - 

DO YOU HAVE STORIES YOU WANT TO SHARE?

SEND THEM - We strive to get your news out across the agency. If you have something happening in your division or district you would like to have highlighted in a future edition of the Milepost please e-mail your news to us.

HEADLINES

YOUR WSP

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

WSFM offers candle hazard, safety tips

OLYMPIA, Wash. - The Washington State Patrol (WSP) is offering tips to keep candles safe from fire dangers. Be sure to follow tips as candles remain a leading cause of home household fire incidents. Avoid anything that can catch fire near the candle flames.

WSP seeks witnesses to SR 522 collision that killed 5

_PROJECTING_{caret:0}MILEPOST - 

Detectives seek witnesses to SR 104 shooting

_PROJECTING_{caret:0}MILEPOST - 

Detectives seek witnesses to shooting on SR 18

_PROJECTING_{caret:0}MILEPOST - 

DO YOU HAVE STORIES YOU WANT TO SHARE?

SEND THEM - We strive to get your news out across the agency. If you have something happening in your division or district you would like to have highlighted in a future edition of the Milepost please e-mail your news to us.

HEADLINES

YOUR WSP

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

WSFM offers candle hazard, safety tips

OLYMPIA, Wash. - The Washington State Patrol (WSP) is offering tips to keep candles safe from fire dangers. Be sure to follow tips as candles remain a leading cause of home household fire incidents. Avoid anything that can catch fire near the candle flames.

WSP seeks witnesses to SR 522 collision that killed 5

_PROJECTING_{caret:0}MILEPOST - 

Detectives seek witnesses to SR 104 shooting

_PROJECTING_{caret:0}MILEPOST - 

Detectives seek witnesses to shooting on SR 18

_PROJECTING_{caret:0}MILEPOST - 

DO YOU HAVE STORIES YOU WANT TO SHARE?

SEND THEM - We strive to get your news out across the agency. If you have something happening in your division or district you would like to have highlighted in a future edition of the Milepost please e-mail your news to us.

HEADLINES

YOUR WSP

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

WSFM offers candle hazard, safety tips

OLYMPIA, Wash. - The Washington State Patrol (WSP) is offering tips to keep candles safe from fire dangers. Be sure to follow tips as candles remain a leading cause of home household fire incidents. Avoid anything that can catch fire near the candle flames.

WSP seeks witnesses to SR 522 collision that killed 5

_PROJECTING_{caret:0}MILEPOST - 

Detectives seek witnesses to SR 104 shooting

_PROJECTING_{caret:0}MILEPOST - 

Detectives seek witnesses to shooting on SR 18

_PROJECTING_{caret:0}MILEPOST - 

DO YOU HAVE STORIES YOU WANT TO SHARE?

SEND THEM - We strive to get your news out across the agency. If you have something happening in your division or district you would like to have highlighted in a future edition of the Milepost please e-mail your news to us.
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!

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.

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 ServiceNow 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.

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 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.

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 ServiceNow 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.

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 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.
Mastering professional & personal health

PRIORITIZE & 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.

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.

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?

WELLNESS CORNER
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.

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?
WSP Department Psychologist Dr. Gerdes
Office: (360) 586-8492
Cell: (360) 742-1379
Department e-mail: Zach.Gerdes@wsp.wa.gov
Confidential e-mail: doc@wspwell.org

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