

**THURSTON 9-1-1 COMMUNICATIONS
OPERATIONS BOARD MEETING MINUTES
MONDAY, JANUARY 25, 2016 @ 1:30 p.m.**

MEMBERS PRESENT:

Ronnie Roberts, Vice Chair – Olympia Police Department
Mike Buchanan – Olympia Fire Department
Dusty Pierpoint – Lacey Police Department
Steve Brooks – Lacey Fire District #3
Scott LaVielle – Tumwater Fire Department
Tim Braniff – Thurston County Sheriff's Office

TCOMM STAFF:

Keith Flewelling – Executive Director
Wendy Hill – Deputy Director
Lisa Cummings – Administrative Assistant

GUESTS:

Terry Ware – Olympic Ambulance
Mark Nelson – East Olympia Fire District #6

Approval of Agenda & Minutes

M/S/C approval of the September 21, 2015 Operations Board meeting minutes.
M/S/C approval of the January 25, 2016 agenda.

Public Testimony – None.

Correspondence – None.

Subcommittee Reports

LERUC – K. Flewelling provided an overview of the January LERUC meeting. Text to 9-1-1 was reviewed. TCOMM received a \$5,000 grant from Nisqually, which will probably be used to upgrade the website as it is not enough funding to initiate the DOL photo project. The issue of pending calls was briefly discussed as well as TCOMM's current operating practice of notifying the Sergeants when there are a certain number of calls or they have been in the queue for more than 30 minutes. Because the group is not unified, a decision will not be made until there is a consensus among the committee or the Operations Board gives TCOMM direction. K. Flewelling stated TCOMM is open to suggestions and provided the example of units self-dispatching on priority 3 and 4 calls. T. Klotz clarified self-dispatching is a function of MobileComm but is turned off as a result of an operational decision. D. Pierpoint questioned if this could be standardized per channel rather than county-wide? K. Flewelling stated when standard procedures are changed to specialize for specific departments it increases the possibility of human error. K. Flewelling also reported the issue of DATA was discussed as an issue was brought forward where officers in Tumwater needed stolen property ran and dispatch was unable to perform this due to data guidelines and reduction in staff.

**THURSTON 9-1-1 COMMUNICATIONS
OPERATIONS BOARD MEETING MINUTES
MONDAY, JANUARY 25, 2016 @ 1:30 p.m.**

TCOMM redistributed the DATA guidelines as they were published and revised. TCOMM will look into giving field supervisors the ability to contact the dispatch supervisor on a case by case basis to see if dispatch can assist when needed.

Fire Liaison Committee – M. Nelson reported the committee discussed the issue of congested radio traffic on channel 5 and the possibility of the implementation or use of tactical frequencies as requested by the Fire Chief's Association. The committee discussed the issue of dispatch filling the balance of the 1st alarm package as there have been instances where multiple tenders were not included on initial dispatch. The committee requested TCOMM remind staff to fulfill the pick list as built by the user agencies. Chief McGarva was elected as the new chair and will represent Fire Liaison for the next two years at future Operations Board meetings.

TCOMM Technical Reports – T. Klotz provided the following Information Technology Department highlights as reported on the spreadsheet provided:

- No major hardware replacements to report. Staff is currently replacing some of the Admin workstations at their end of life cycle.
- Project 5 – IT staff is working with the vendor to install a single sign-on feature for dispatch. The configuration of the virtual server is complete but is awaiting a patch needed to deploy the software.
- Project 6 – The logging recorder was upgraded to version 8.3 which allows web access for the interface. Tim will be working with Thurston County to update the tunnel which will allow the Prosecutor's office to access recordings directly.
- Project 7 – The UDS replacement for safety pad is working in the testing environment. IT staff will perform testing with Medic One to perform the testing. S. Brooks questioned what the new UDS interface will do that the old interface didn't? T. Klotz clarified the replacement UDS should perform more frequent updates. He stated the old safety pad interface was missing dispatches when the "dispatch enroute" feature was utilized. The hope is this will address this issue as well. The ability for safety pad to forward XML files to other RMS systems will be added as well.
- Project 8 – The CJIS technical security audit is scheduled for February 7, 2016 by phone. T. Klotz completed the questionnaire and submitted the required pre-audit documentation.

D. Taylor provided an update regarding Radio Systems projects. Highlights/items for discussion included:

- Bald Hills Power System Replacement – This project was approved for funding in 2015 but was delayed until 2016. This is the primary focus in January and affects TCSO, Fire District #17 and Fire District #3.
- Radio Systems Management Software – TCOMM procured systems software which will allow the radio systems to be better managed and tracked as well as asset tracking.
- Relocation of OFD F2 Radio Channel – This channel is being relocated to the 8th and Fir radio site and is a priority project due to the funding mechanism.

**THURSTON 9-1-1 COMMUNICATIONS
OPERATIONS BOARD MEETING MINUTES
MONDAY, JANUARY 25, 2016 @ 1:30 p.m.**

- Radio Systems Strategic Plan Work Group – D. Taylor will be convening a large working group to include decision makers, technical staff and financial planners as TCOMM looks to replace the current radio system within the next 5 to 8 years. The goal is to meet in March to begin identifying the mission deliverables, etc.
- D. Taylor reported there are a significant number of replacements and scheduled upgrades to existing infrastructure which will take a significant amount of time this year (i.e. battery replacement at Bald Hills, microwave links, HVAC systems, etc).
- There are a few hold-over projects from the 2015 Technology Work Plan to include Tumwater Fire Department F3 evaluation and improvements and technology documentation for radio system alarming.
- Special projects scheduled for 2016 include Union Mills cabinet replacement which will affect Lacey Fire District #3 as well as maintaining the current infrastructure.

Old Business

Chaplain Tracking – S. Brooks reported the issue of chaplain tracking was discussed at the December Operations Board meeting. He reported the Thurston County Fire Chiefs discussed the need to better track chaplain activity in the county. Currently chaplains are responding to scenes without a tracking mechanism which may be a problem if there was ever a safety issue. The request is for TCOMM to track and/or treat Chaplains like any other response unit and designated in CAD, understanding it would then be the responsibility of the user agencies to provide them with a radio and/or phone contact with the dispatch center. K. Flewelling reported TCOMM is concerned that this would be a value-added service and in light of reducing services, such as DATA for law enforcement, TCOMM is hesitant to put back in place a new service without prioritizing those services. Additionally the number of “at-risk” incidences that the chaplains run into is rare and response data could be skewed due issues with the chaplains remaining on scene after the last units have cleared. K. Flewelling reported the consensus at the December meeting was to form a working group to address the issue of chaplain tracking and develop a cost benefit analysis for the Operations Board to review and consider.

M/S/C to form a working group to develop a cost benefit analysis regarding Chaplain Tracking to be brought to the Operations Board for consideration.

Text to 9-1-1 – K. Flewelling reported that a soft rollout of text to 911 was implemented on January 4, 2016. The implementation has not been made public. The carriers have turned the feature on but there is no test feature, therefore during this soft rollout dispatch staff can test internally without the pressure of public knowledge. He clarified staff is prepared in case a live text from the public is received. K. Flewelling stated the plan is to remain in a soft rollout for 60 to 90 days and then go public with a press release as well as reaching out to the deaf and hard of hearing community. He also reported the workload appears to be minimal with the four PSAP’s that are currently live in the state. S. Brooks questioned if the GPS coordinates are equal to that of voice

**THURSTON 9-1-1 COMMUNICATIONS
OPERATIONS BOARD MEETING MINUTES
MONDAY, JANUARY 25, 2016 @ 1:30 p.m.**

calls? K. Flewelling clarified the accuracy at this point is unknown but it does work similarly. He reviewed how dispatch receives the GPS data that is received from TCS. T. Klotz has created a report to track all of the data for analyzation. T. Braniff questioned if there is any concern over "swatting?" T. Klotz clarified dispatch has the ability to temporarily shut down a number but the issue of swatting has not been addressed yet.

New Business

Elections - K. Flewelling reported the nominations for Chair and Vice Chair will open in February with elections taking place in March at the annual Operations Board meeting.

Meeting adjourned at 2:06 p.m. Next meeting to be held Monday, February 22, 2016 @ 1:30 p.m.