



MEETING AGENDA

MEETING: Valley Communications Center (VCC) Operations Board
LOCATION: VCC Board Room
DATE & TIME: Thursday, March 23, 2017 at 0930 hours

If an item is in bold type, related documents follow the agenda

1. Introductions
2. Additions or changes to the agenda
3. Report from the Chair
 - a. New Fire Contract Representative
4. Report from any Member
5. Report from Director
 - a. RCB Testing - impact 30 days
 - b. DOL Scanners
6. Action Items
 - a. **Approval of the December 1, 2016 and February 23, 2017 meeting minutes**
 - b. **Voucher and payroll approval (separate file)**
 - c. **Fire Two Radio Traffic Reduction Proposal – Supervisor Moore**
7. Next scheduled meeting – April 27, 2017
8. Adjourn

Police Chiefs and Zone 3 Fire Chiefs meet following this meeting.





MEETING MINUTES

MEETING: Valley Communications Center (VCC) Operating Board
LOCATION: VCC Board Room
DATE: Thursday, February 23, 2017

MEMBERS: Chief Hwang, *Federal Way Police*
Administrator Robertson, *VRFA*
Chief Milosevich, *Renton Police*
Chief Lee, *Auburn Police*
Chief Thomas, *Kent Police*
Chief Villa, *Tukwila Police*

ABSENT: Chief Church, *South King Fire & Rescue*
Chief Schneider, *Kent RFA*
Chief Marshall, *Renton RFA*
Chief Wittwer, *Tukwila Fire*
Chief Wyckoff, *KCFD 20/Skyway (Contract Fire Agency Rep)*
Chief Calkins, *Pacific Police (Contract Police Agency Rep)*
Chief Tyerman, *KCFD 43 (Contract Fire Agency Rep)*

VISITORS: Helen Chatalas, *KC EMS*
Chief Keller, *KC Medic One*

VCC STAFF: Lora Ueland, *Executive Director*
Vonnie Mayer, *Deputy Director*
Angee Bunk, *Operations Manager*
Mary Sue Robey, *Administrative Services Manager*
Tracy Fitzgerald, *Administrative Services Assistant*
Melissa McCormick, *Records Specialist*
Cassie Salwey, *Records Specialist*
Linda Minard, *Valley Com Volunteer*

Welcome and Introductions. In Chief Church's absence, Chief Hwang called the meeting to order at 0932 welcoming all. Introductions were made around the room.

Changes to Agenda. Removal of action item C. The new contract agency representative does not require Board action per bylaws and will be addressed at the March meeting. Addition of Valley Com employee recognition.



Recognition.

Mary Sue introduced Valley Com volunteer Linda Minard and presented her with a plaque thanking her for 10 years of dedicated and continuous service to Valley Com. Linda volunteers in the Administrative department assisting with answering the phones, filing and other projects as needed.

Report from Chair. Chief Hwang will chair today's meeting in Chief Church's absence.

Report from any Member. None.

Report from Director. Executive Director Ueland reported:

Personnel.

Mary Sue introduced Melissa McCormick. Melissa has been hired as the part time Records Specialist working 20 hours per week.

Director Ueland reported VCC hired an IT Project Administrator, Laura Blechen, who has started working on the CAD upgrade and Learning Management System project. A Network Administrator position will open in March.

The July 2016 class of 10 is now down to 5 currently on the com room floor. A new Call Receiver class of 6 started on January 9.

Valley Com is actively recruiting for an August Call Receiver class.

PSERN.

The PSERN Joint Board will meet today. The agenda includes approval to increase the \$2.5 million PSERN budget to fund the addition of 6 positions for a total of 22. The agenda also includes approval of the project to enter into a contract with General Contractor Mastec. Director Ueland is in support of both of these items up for discussion.

Director Ueland provided a handout outlining the project timeline. The schedule is now officially behind in part due to the time it is taking to get leases approved as Council wants to review and approve each lease. The PSERN Board is seeking an alternative lease arrangement that would allow certain construction to move forward before the lease is finalized. Motorola's testing plan is also behind schedule due to details being worked out regarding methodology, sequence, frequencies and resources. PSERN Ops Board has started to discuss training planning, transition and budget implementation for agencies.

Department of Homeland Security Assessment. DHS came to Valley Com in September to look for vulnerabilities of infrastructure security and resilience. VCC is the only PSAP in the state to undergo this assessment. VCC received a positive report with some options on improving security which are being reviewed and prioritized by criticality and cost.



10-Digit Number Outage. Deputy Director Vonnie Mayer reported on the February 7th 10-digit outage. Centurylink is to provide Vonnie with a follow up report as to the reason for the outage.

Enumclaw & King County Airport Update. Deputy Director Vonnie Mayer stated the transition date for Enumclaw is April 3rd and VCC training will begin March 1st. We are continuing discussions with King County Airport to integrate their operations.

Promotion. Deputy Director Mayer introduced Angee Bunk. Angee was promoted from Supervisor II to Operations Manager February 16th following a competitive process held on January 31st..

Action Items:

Minutes. Tabled to next meeting due to lack of quorum.

Voucher and Payroll Approval. Tabled to next meeting due to lack of quorum.

Fire 2 Radio Traffic. Tabled to next meeting due to lack of fire personnel attendance.

The next scheduled meeting of the Operating Board is March 23, 2017.

With no further business, Chief Hwang adjourned the meeting at 1002 hours.

Respectfully Submitted,
Tracy Fitzgerald
Administrative Services Assistant



Fire 2 Radio Traffic Reduction Proposal

Concern:

At times the volume of traffic, both radio and phone, coupled with information received over CAD reaches a point where it nearly overwhelms the dispatcher. Increased call volume combined with an increase in radio traffic can also cause a delay in a field unit's ability to obtain air time during changing and potentially critical situations.

The Zone 3 Fire Operations Chiefs have been exploring ways to modify current procedures in an effort to reduce radio traffic on Fire 2.

Proposal:

Eliminate airing short reports to responding units on routine Basic Life Support (BLS) and Advanced Life Support (ALS) calls.

Current policy: Valley Com Fire Dispatch Training Manual

After the responding units are enroute the Fire Dispatcher will relay a thorough short report (all available information about the incident or patient) including any supplemental information received by the dispatcher.

Responding units must acknowledge critical information

Proposed policy:

The dispatcher will no longer relay a short report to responding units with the exception of the following:

- Firefighter safety and staging information
- Premise warnings and fire warnings
- Routing instructions
- Code green and requests to cancel
- Request for code yellow (police request) or quiet response (reporting party request)
- Medic upgrade
- CVA protocol and "airborne precautions recommended" advisements
- Apparatus not equipped with MobileCom (MDC)
- Mutual aid units responding with or without a Valley Com Agency
- At the responding units request
- Dispatcher discretion

Fire 2 Radio Traffic Reduction Proposal

Supporting Information:

The number of BLS (AID) and ALS (AIDMD) incidents for 2015 totaled 54,604, and for 2016 totaled 58,391. This is an increase of 3,787 incidents or 6.9%.

2015	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
AID	3488	3199	3469	3286	3550	3532	3637	3613	3417	3394	3296	3668
AIDMD	1113	1042	1144	1035	1172	1069	1130	1080	1039	1111	1064	1056
TOTAL	4601	4241	4613	4321	4722	4601	4767	4693	4456	4505	4360	4724

2016	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
AID	3887	3463	3762	3629	3862	3726	3827	3909	3776	3814	3604	3882
AIDMD	1188	1150	1204	1155	1080	1017	1031	1077	1021	1013	1035	1279
TOTAL	5075	4613	4966	4784	4942	4743	4858	4986	4797	4827	4639	5161

The majority of Valley Com Agencies are equipped with MobileCom (MDC) in their rigs which allow them to receive and review the details of their incident. This technology cuts down on the need for the same details to be aired over the radio talkgroup.

Not airing unnecessary short reports would decrease radio traffic significantly.

Action:

Z3 Fire Operations Chiefs have approved this proposal and recommend moving forward in the process.