



MEETING AGENDA

MEETING: Valley Communications Center (VCC) Operations Board
LOCATION: VCC Board Room - 27519 108th Ave SE, Kent, WA
DATE & TIME: Thursday, February 28th, 2019 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
4. Report from any Member
5. **Report from Director**
 - a. **Directors Report**
 - b. Strat Plan Implementation – Customer Survey
6. Action Items
 - a. **Finance Committee Election**
 - b. **Renumbering of Fire Apparatus**
 - c. **Aid Dispatch on Police Emergencies**
 - d. **Approval of the November 29th, 2018 meeting minutes**
 - e. **Voucher and payroll approval November, December 2018 & January 2019**
7. Next scheduled meeting – March 28th, 2019
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, November 29, 2018

MEMBERS: Chairperson Hwang, *Federal Way Police*
Chief Pierson, *Auburn Police*
Commander Rossi, *Tukwila Police, Proxy for Chief Linton*
Chief Padilla, *Kent Police*
Chief Van Valey, *Renton Police*
Chief Thomas, *Des Moines Police (Police Contract Rep)*
Chief Church, *SKFR*
Chief Wittwer, *Tukwila Fire*
Chief Marshall, *Renton RFA*
Administrator Robertson, *VRFA*
Chief Tyerman, *PSFR, Proxy for Chief Morris*

VISITORS: DC Barlow, *Mountain View Fire & Rescue*
AC Pennington, *SKFR*
Chief Keller, *KC Medic One*
DC Swearingen, *VRFA*
Kimberly Nuber, *PSERN*
Katharine Gard, *Motorola*
Matthew Busa, *Motorola*
Gabriel Silberblatt, *BDS*
Brian Scott, *BDS*
Helen Chatalas, *KC EMS*

VCC STAFF: Lora Ueland, *Executive Director*
Vonnie Mayer, *Deputy Director*
Angee Bunk, *Operations Manager*
Tatyana Bogush-Stakhov, *Finance Manager*
Mary Sue Robey, *Administrative Services Manager*
Tracy Fitzgerald, *Administrative Services Assistant*
Evan Nelson, *Training Manager*
Kristin Meitzler, *Technical Services Manager*
Sean Morrow, *Human Resources Manager*
Sheryl Kowalczyk, *Supervisor II*
Denese Moore, *Supervisor II*
Steve Kowalczyk, *Supervisor*
Zach Cloyd, *Supervisor*
Beth Patoc, *Dispatcher*
Christina Fisher, *CTO Call Receiver*



Welcome and Introductions. Chief Hwang called the meeting to order at 0931 welcoming all. Introductions were made around the room.

Changes to Agenda. Executive Director Ueland moved Action Item 9a Automatic Aid Dispatch for Police Emergencies to the Director's report as Item 8e.

VCC Strategic Report Presentation and Recommendation. Brian Scott and Gabriel Silberblatt provided the Ops Board with an update on the Strategic Plan. *Chief Church* moved to affirm the strategic plan and recommend its approval to the Administrative Board. *Chief Keller* seconded. *Motion approved.*

Operations Board Composition Recommendation. The Operations sub group recommended the King County EMS to be given a single voting seat on the Operations board to be represented by Medic One. *Chief Church* moved to approve the addition of Medic One. *Administrator Robertson* seconded. *Motion approved.*

Recognition. Executive Director congratulated Administrator Robertson on his upcoming retirement at the end of the year and thanked him for his years of service on the Operations board.

Deputy Director Mayer recognized several employees for their dedicated and continuous service to Valley Com. Call Receiver Christina Fisher (10 years), Dispatcher Beth Patoc (15 years) and Supervisor II Sheryl Kowalczyk (30 years). She presented each with an award. She also recognized those unable to attend today's meeting. Dispatcher Erin O'Connor and Call Receiver Megan Hoang (10 years) and Call Receiver Janice Sandoval (15 years).

Report from Chair. None.

Report from any Member. Chief Padilla expressed his condolences on the recent passing of former Kent Police Chief Ed Crawford.

Report from Executive Director.

PSERN Update. Kimberly Nuber provided the members with an update on the PSERN project. The estimated date of completion is February 2022 with radio deployment scheduled for December 2020.

Director's Report. There were no questions regarding information in the November brief.

Storm Procedure Training Report. Supervisor II Denese Moore organized eight (8) two-hour storm procedure training sessions with 48 participants representing ten (10) Zone 3 agencies and Emergency Management. This was a 118% increase in participation from 2017.

Tablet Command. Ueland would like feedback on whether Tablet Command should be a VCC work plan project again and what information is needed to make a decision.



Action Items:

Automatic Aid Dispatch for Police Emergencies. Director Ueland reported the Patrol Commanders and Zone 3 Operations Chiefs recommendation is to implement the proposed procedure for automatic AID on Code 2's, Code 3's and confirmed emergency portable radio activations. *Chief Church moved to support the concept subject to making it a practical operation in the center. Chief Pierson seconded. Motion approved.*

Approval of Meeting Minutes. *Chief Marshall moved to approve the July 26th, 2018 meeting minutes. Chief Padilla seconded the motion. Motion approved.*

Voucher and Payroll Approval. *Chief Padilla read claims check numbers 28916 through 29082 in the amount of \$1,541,017.14 for the period of 09/07/2018 through 11/14/2018. Voided check numbers 28969, 28976, 28981, 29002, 29007. E- Pay numbers 2018-076 through 2018-103 in the amount of \$900,173.92 for the period of 08/16/2018 through 11/08/2018. Payroll in the amount of \$1,186,084.14 for the period of 09/16/2018 through 10/31/2018. Administrator Robertson moved to approve. Chief Church seconded. Motion approved.*

Good of the Order.

The next scheduled meeting of the Operating Board is January 24th, 2019.

With no further business, Chief Hwang adjourned the meeting at 1031 hours.

Respectfully Submitted,

Tracy Fitzgerald
Administrative Services Assistant





MEMORANDUM

TO: VCC Operations Board
CC: VCC Employees
FROM: Lora Ueland, Executive Director
DATE: February 21st, 2019
SUBJ: Director's Report for 02/28/19 Ops Board Meeting

Recognition

We are proud to highlight employees for their service to VCC and the community:

Call Receiver Whitney Vordahl was nominated for the NG911 Institute Honor Awards. Whitney took the call of a family domestic situation in December 2018. Unfortunately, the event resulted in the death of a 14-year old girl at the hands of her own mother while Whitney was still on the phone with her. Throughout this horrific call, Whitney was the calm, empathetic professional who did everything in her power to provide information to the responding police and work towards a peaceful resolution. Whitney's actions contributed to the officers' ability to apprehend the mother before she harmed her son and ex-husband, who were also in the house. Valley Com is proud of Whitney and it was an honor to nominate her for the award.

Call Receiver Shauna Stark nominated a member of the public, a 17-year-old Maple Valley resident named Austin who called 911 to report a neighbor's 1-year-old baby was choking and unable to breathe. Although the mother was hysterical, Austin was not. He calmly took the instructions provided by Shauna and was able to clear and maintain an airway before the fire department arrived. Austin and his family flew to Washington DC in February where he was recognized at the NG911 Institute Honors reception. In March, Valley Com will honor Austin at a ceremony at the Center where Shauna will present him with an award. We are proud of Shauna for wanting to recognize Austin and think she did an incredible job on this call herself.

Well done Whitney and Shauna!

Supervisor Earlene Smith - After 18 years of service to Valley Com, Earlene is leaving us to join King County EMS as the Project/Program Manager for EMS QI. We thank Earlene for her many years with us and wish her the best in her new role.

VCC Admin Remodel Project

The remodel is nearing completion with finish work left to complete. The snow, both locally and in the mid-west, complicated delivery of materials and impacted our schedule. The hallways and lobby area are still in disarray so please be careful when inside.

CAD Upgrade



The Tiburon Total Command CAD upgrade to version 2.9.2 is still in process. The vendor has had some delays and challenges and their work is now projected to be completed in April. Once they are done with the install and configuration, VCC can start testing and verifying the upgrade.

As a reminder, the CAD upgrade must be done to implement the projects that are next on the work plan approved by the Ops Board, including the MobileCOM 6.0 upgrade and Closest Unit Dispatch project.

VCC Funding Model Task Force (Please see summary from BDS in attachments)

During development of the 2019/20 budget and in the strategic planning process, the need to re-evaluate VCC's funding model, which has been relatively unchanged for 40 years, surfaced. The Admin Board directed us to convene a task force to review the existing process, compare funding models from similarly situated agencies and come to consensus agreement on a fair and equitable ongoing funding model for VCC.

A kick-off meeting was held on February 1st in which the Admin Board provided direction on guiding principles, Task Force members, establishing a Customer Focus Group, and key questions to explore during the process.

Input from VCC's agencies will be important and necessary in this process and we will be reaching out to ask your level of interest and desired involvement in the Customer Focus Group. I welcome questions and conversations on this topic, so please contact me directly if you wish to discuss prior to us contacting you.

Nationwide 911 Outage 12/27/18 Update

Century Link reported the root cause of the nationwide outage as a network management card in Denver which caused issues at several other locations and required manual intervention. They continue to answer to local, State and Federal officials as to the security and resiliency of the network and their response during this outage.

After-action reviews have been conducted, including internal to VCC with significant input from staff working during the event. VCC did not appear to lose 911 capability at any time, even though other Emergency Communication Centers in the region did. We base that opinion on the fact our call volumes were higher than normal during the outage times and test calls made by supervisors at 15-minute intervals throughout the night/morning were successfully received and answered by VCC staff. We did experience inability to transfer 911 calls, connect with Language Line services or make outgoing calls.

The ECCs in King County met with the E-911 Program Office and shared concerns from our perspective as to how the messaging to the public was coordinated, technical concerns and communications amongst the vendor, State, Counties and individual ECCs.

ESI-net II Cutover

On January 15th, Valley Com transitioned to the Statewide Emergency Services IP Network II (ESI-net II). During the cutover, our call receiver staff worked out of our back-up facility in Renton for approximately 8 hours while our dispatchers remained at VCC. Because we are connected to our back-up via the C3 fiber network, CAD was available, and the dual location operation was seamless to the public and our agencies.



Our folks did a great job during this event. Taking someone out of their normal space to do such critical work as processing 911 calls using different tools requires flexibility, focus and patience. While this was a planned event, emergent situations may require a similar workflow and we are confident staff are prepared and capable to rise to that challenge.

The transition to the ESI-net II is a necessary step towards an NG911 environment. All ECCs in Washington State expect to be transitioned by the end of 2019. King County Sheriff's Office will cut on February 25th and their personnel will be working from VCC during the cut.

Text-to-911:

The public launch of Text-to-911 was December 20th. In January, we received 16 valid text calls, defined as confirmed hard of hearing/deaf or unable to safely make a voice call. There were 35 text sessions considered not valid and 22 test sessions. Our messaging to the public continues to be "Call if you can, Text if you can't."

VCC Strategic Plan Implementation

Deputy Director Mayer has been tasked with overseeing the implementation of our Strategic Plan. In mid-January we took a pause to celebrate the milestone of plan completion and adoption by the Admin Board. A banner, balloons, cake and healthy food options were set up near the break room and refreshed during the day, with personal delivery by Vonnie to the evening crew.

A new software tool to help foster a more open, communicative culture called Guardian Tracking has been implemented Center-wide. This web-based system allows for supervisors to note successes, areas of improvement and employee performance in real-time and the employee themselves are notified of each entry as it happens. Guardian Tracking is used by 911 Centers, police departments, and cities nationwide and was highly recommended by those we talked with prior to purchase. The outcomes expected align with several of the strategic plan objectives.

BDS Planning has designed an annual employee satisfaction survey that was sent out to all staff. The intent is to gather baseline data to measure the effectiveness of our efforts over time. The survey results will be tabulated by BDS and discussed at upcoming Employee Sounding Board meetings.

Telecommunicator Week April 7th through 13th

The annual celebration of the people behind the phones and the radios is coming up in April. By far, the most valued items we present each year is clothing and hats with department logos so if your agency can donate any clothing/hat items, we are most appreciative as is our team members. Thank you in advance.



BDS

PLANNING & URBAN DESIGN

To: Valley Communications Center Admin Board

From: BDS Planning & Urban Design

Re: VCC Funding Model Task Force Kick-Off

Date: February 11, 2019

On February 1st, 2019 the VCC Admin Board met to initiate the process of evaluating and possibly updating the VCC Funding Model. Members present and participating in this conversation were: Mayor Backus (Auburn), Mayor Ekberg (Tukwila), Mayor Ferrell (Federal Way), Mayor Ralph (Kent), Chief Van Valey (representing Mayor Law, Renton). The Admin Board provided direction for the process as follows:

Purpose: To achieve consensus agreement on a fair and equitable ongoing funding model for VCC that is based on shared principles.

Deliverable: A scalable formula for charging all VCC customers to fund the capital and operating expenses of the center.

Process Principles:

- **Balance** interests of the owner cities, Valley Communications Center, and the center's customers throughout the region.
- Be **open-minded** about options and creative solutions

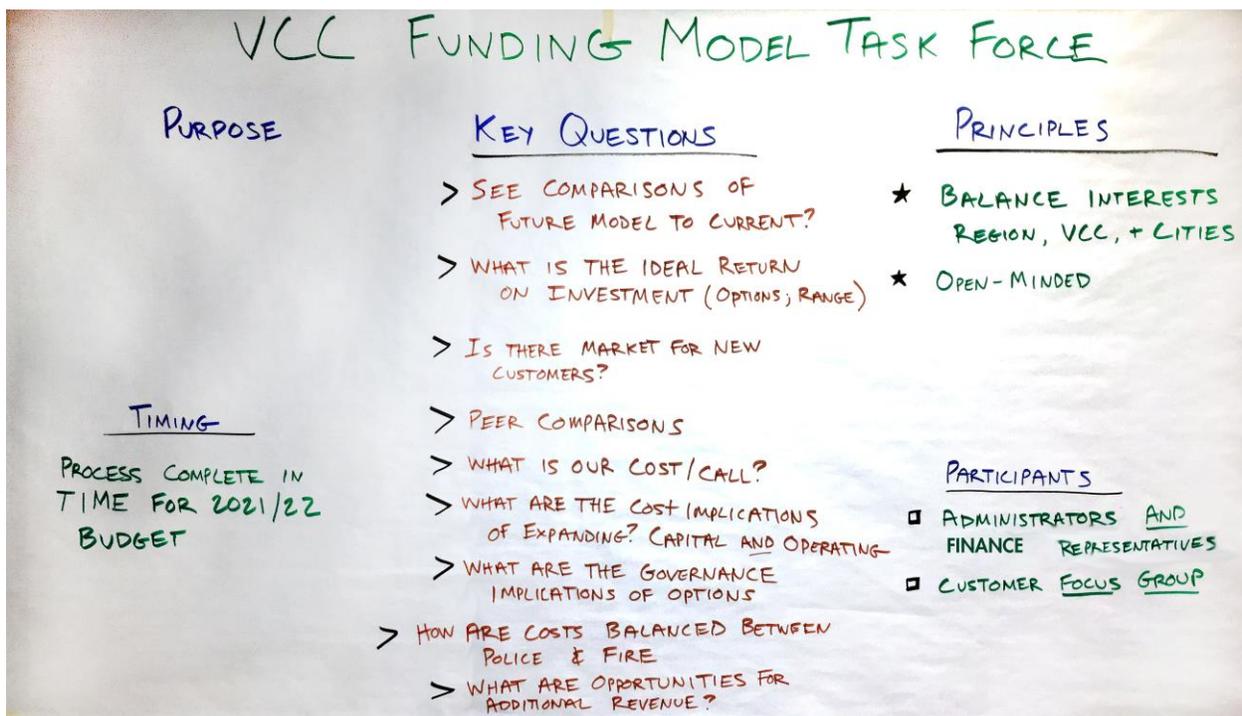
Timing: Process to be complete in time to inform the 2021/22 VCC Budget.

Participants:

- A VCC Funding Model Task Force comprised of representatives from each of the five owner cities will serve as the primary steering committee for this process. Each owner city will appoint a finance representative and an admin representative to the Task Force.
- A customer focus group will be convened at several important junctures in the process to test options and gain feedback.
- Consultants BDS Planning and IXP Corporation will provide process facilitation and technical expertise to develop the model.

Key Questions: The VCC Admin Board would like the forthcoming process to consider the following questions:

- What is the ideal return on investment for a comparable center?
- Is there market for new customers? Opportunities for additional revenue?
- What are the relevant peer comparisons?
- What is our cost/call?
- What are the cost implications of expanding (both to capital and operating expenses)?
- What are the governance implications of expanding?
- How are costs currently balanced between police and fire? How should they be?



Notes from the February 1st, 2019 VCC Admin Board meeting.



AGENDA REPORT

TO: VCC Operations Board
FROM: Lora Ueland, Executive Director
DATE: February 18, 2019
RE: VCC Finance Committee Election

ISSUE: The Bylaws require a Finance Committee to include three members of the Operations Board.

REFERENCE DOCUMENT: Valley Com Bylaws, revised July 7th, 2017

BACKGROUND: The Valley Com Finance Committee is a standing committee that reports to Valley Com's Executive Director. It is to be composed of nine members: each of the five member (owner) cities' Finance Directors, three members from the Ops Board to include a member city police and fire chief and a chief from a contract agency. VCC's Finance Manager is the chair the Finance Committee.

The purpose of the Committee is to review ongoing financial operations at VC and make recommendations to the Executive Director on any proposed changes or perceived challenges to VCC's financial viability. The Finance Committee will assist and guide the Executive Director with long-term budget planning, including the biennial budget and any amendments to that budget, as well as major changes in VCC's financial policies, such as rate structure change or other cost allocation policies.

DISCUSSION: Two of the three Finance Committee Operations Board representatives have changed agency affiliation in 2018, which puts us out of compliance with the bylaws.

In January 2018 the Finance Committee members included:

Chief Jay Wittwer, Tukwila Fire - Owner City Fire Chief
Chief Ken Thomas, Kent Police – Owner City Police Chief, now with contract agency
Des Moines Police
Chief Aaron Tyerman, Maple Valley Fire – Contract Agency Chief, now with Owner City
Fire Puget Sound Regional Fire Authority

The Committee needs an Owner City Police Chief and a Contract Agency Chief.

REQUEST: The Ops Board to elect an Owner City Police Chief and a Contract Agency Chief from either police or fire to serve on the Finance Committee.





AGENDA REPORT

TO: Valley Communications Center (VCC) Operations Board
THROUGH: Angee Bunk, Operations Manager
FROM: Denese Moore, Supervisor II
DATE: February 28, 2019
RE: Zone 3 Fire Renumbering Project Status

ISSUE: Renumbering of Zone 3 fire apparatus is not on the project calendar.

PURPOSE: To prepare King County Fire Agencies to operate without duplication of numbering in the upcoming automatic aid environment.

REFERENCE: VCC Project Approval Process.

BACKGROUND: The King County Fire Chiefs approved a new automatic aid ILA at their February 2018 meeting with a goal to make automatic aid within the county as seamless as possible. The ILA has been fully executed by all parties. VCC is not a signing party.

The first step is the renumbering of fire resources in King County, which originally had a requested a go-live date of January 1, 2019. This effort does not include renumbering individual fire stations.

- NORCOM in Zone 1 has completed the renumbering of their apparatus.
- Port of Seattle has completed the renumbering of their apparatus.
- Seattle in Zone 5 is not impacted as their numbers remain the same.
- VCC in Zone 3 has not started this work.

DISCUSSION: While this has been discussed at the Ops Board level, the Board has not acted to declare renumbering a VCC project and it has not been placed on VCC's work plan. At the April 2018 meeting, the Board determined the VCC project priority to be the CAD 2.9.2 upgrade followed by MobileCOM 6.0 upgrade and then the Closest Unit Dispatch project. The CAD 2.9.2 upgrade is in process with an estimated completion date in May 2019. Both MobileCOM and Closest Unit Dispatch are dependent upon the CAD upgrade.

Valley Com estimates it will take 400 hours of internal technical staff time to make the requested changes in CAD, in addition to training requirements for operational staff. No CAD vendor work is anticipated. While these changes are in process, all other CAD changes must be held in abeyance.

RECOMMENDATION: Due to the field operational needs related to the MobileCom upgrade and Closest Unit Dispatch, VCC joins the Zone 3 Fire Chiefs in recommending the Renumbering Project be declared a VCC project and to be implemented after Closest Unit Dispatch is complete.





AGENDA REPORT

TO: Valley Communications Center (VCC) Operations Board
THROUGH: Angee Bunk, Operations Manager
FROM: Denese Moore, Supervisor II
DATE: February 28, 2019
RE: **Automatic Aid Dispatch for Police Code 2/3 & Confirmed Emergency Activations**
****UPDATE from November 2018 Meeting****

ISSUE: A suggestion was submitted by a dispatcher recommending an automatic, precautionary aid response when a police officer states Code 2 or 3 or activates their portable radio emergency button (confirmed emergencies only).

BACKGROUND: Currently, the request for an aid response is generated from the scene and generally occurs after the incident is under control.

From January to November 2018, there were 30 such responses with 18 requiring an aid response. There were no issues or negative impacts noted in the timeliness of those aid calls.

TIMELINE OF EVENTS:

- On September 6, 2018, this proposal was vetted through the Patrol Commanders who recommended moving forward with its implementation.
- The Zone 3 Operations Chiefs also supported the proposed procedure change at their September 24, 2018 meeting.
- The topic was presented at the November 29, 2018 Operations Board meeting and the Board agreed to wait on a decision until Valley Com could evaluate the potential impacts with the com room.

VCC RECOMMENDATION: The proposal was reviewed by a committee of dispatchers and they did not support this change in policy. This additional step in workflow cannot be automated and would require the dispatcher remember the new procedure, adding to situational complexity without obvious benefit.

REQUESTED ACTION: Given there is no clear deficiency in existing service, VCC requests the Board reject the proposal to have dispatch initiate a BLS response without police request.

