



MEETING AGENDA

MEETING: Valley Communications Center (VCC) Operations Board
LOCATION: VCC Board Room - 27519 108th Ave SE, Kent, WA
DATE & TIME: Thursday, April 25th, 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. Recognition
4. Report from the Chair
5. Report from any Member
6. Report from Director
 - a. **Written Director's Report**
 - b. **Update on VCC Projects Status**
7. Report from Sub Committees
 - a. Patrol Commanders – Commander Jamie Douglas, Auburn PD
 - b. Z3 Ops Chiefs – A/C Roy Gunsolus, Renton RFA
8. Action Items
 - a. **Approval of the February 28th, 2019 meeting minutes**
 - b. **Voucher and payroll approval February, March and April 2019**
9. Next scheduled meeting – May 16th, 2019 NOTE: Meeting a week earlier than normal due to WASPC (Police) Conference.
10. Adjourn

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





MEMORANDUM

TO: VCC Operations Board
CC: VCC Employees
FROM: Lora Ueland, Executive Director
DATE: April 18th, 2019
SUBJ: Director's Report for 04/25/19 Ops Board Meeting

Recognition

We are proud to highlight employees for their service to VCC, our partner agencies and the community:

Dispatcher Hank Anthony, Employee of the Quarter

In the nomination, a co-worker stated "he is calm and unwavering while dispatching calls and fielding unit requests, even on the busiest of consoles. He is always helpful, kind, and calm with angry, excited or frightened callers." Hank, who has been with VCC for 29 years, is well deserving of this recognition. Thank you and congratulations, Hank!

Telephone CPR Cardiac Survivor Recognition

Valley Com is one of four 911 Centers in the County that dispatches fire and EMS agencies and whose personnel are trained to provide medical pre-arrival instructions. Part of the reason King County is recognized as having the highest cardiac survival rates *in the world* is because our people instruct callers to initiate CPR within seconds of determining the patient is in need. The caller is then guided step-by-step on how to provide CPR so that even before the first units arrive, the patient is getting care that can increase the odds of long-term survival.

King County EMS recently recognized 14 VCC employees for 16 instances of providing telephone CPR instructions and being a critical link in this system of world-class care. These 16 patients survived their event and were discharged from the hospital. Telecommunicators may not physically be on the scene, but these first of the first-responders make a meaningful contribution to public-safety.

Congratulations and thank you on a job well done to:

Meaghan Baumgartner
Lorrie Broming
Adrienne Byers
Derek Fears
Karen Gibson

Patty Hadley
Jennifer Holliday
Sarah Lawson
Brittany Lightner
Sydney McGlothlen

Holly Morgan
Paul Smith
Kristen Snow
Whitney Vordahl

EMS awards each Telecommunicator a Cardiac Survivor Coin. One of the recipients said they carry the coin every day to remind themselves of the impact their work has on the community.



CAD Upgrade

The Tiburon Total Command CAD upgrade to version 2.9.2 is still in process. The vendor has completed the install and the testing by VCC technical staff is underway. Once that testing is complete and any issues resolved, the Operations team will test the system to ensure it is ready for roll-out in the production environment. Allowing for issues to be found, resolved and retested, the anticipated go-live date is September.

VCC Funding Model Task Force Update

The Task Force met on March 29th with representatives from all five owner cities present. After reviewing VCC's existing funding model and learning about approaches used by other jurisdictions, the Task Force requested more detailed information as to VCC workload data and a better understanding of NORCOM's funding model. Since the March 29th meeting, BDS Planning also scheduled and held individual meetings with the Task Force members.

The goal of the Task Force is to recommend to the Admin Board a "fair, equitable, and scalable formula for charging all VCC customers to fund the capital and operating expenses of the Center". The next meeting is on May 10th. The recommendation is due to the Board in September, 2019.

VCC Strategic Plan Implementation

A customer satisfaction survey was sent out via the Ops and Admin Boards in February to establish a baseline in which to measure future results. The survey included questions to rate the level of confidence that agency interests are adequately represented and considered, the level of perceived value of the services VCC provides, and where an agency obtains information about emerging technologies. Thank you to those who took the time to respond to the survey. Results will be available to the Board next month.

Telecommunicator Week April 14th through 20th

Thank you for celebrating the 911 professionals at VCC! We appreciate the Facebook shout outs, the items donated for the prize drawings and the sincere recognition of Valley Com's contribution to the mission of public-safety.



CAD Projects for 2019

	2019									2020
	April	May	June	July	August	September	October	November	December	
CAD Upgrade 2.9.2	System Configuration	Prelim Testing & Evaluation	Operational Testing	Revamp & Bug Resolution	2nd Round of Operational Testing	Go-Live				
Mobile Com							Install & Configuration	Install & Configuration	Install & Configuration	Install & Configuration
Renumbering						If Go-Live is delayed, move up Implementation	Implementation	Implementation		
Closet Unit Dispatch (CUD)									If Renumbering is completed early, start CUD	In 2020

Intention is to run other projects after CAD Upgrade in parallel when possible.



MEETING MINUTES

MEETING: Valley Communications Center (VCC) Operating Board
LOCATION: VCC Board Room
DATE: Thursday, February 28, 2019

MEMBERS: Chairperson Hwang, *Federal Way Police*
Chief Pierson, *Auburn Police*
Chief Linton, *Tukwila Police*
Chief Padilla, *Kent Police*
Chief Thomas, *Des Moines Police (Police Contract Rep)*
Chief Church, *SKFR*
Chief Wittwer, *Tukwila Fire*
Chief Marshall, *Renton RFA*
Chief Swearingen, *VRFA*
AC Tomlinson, *PSRFA, Proxy for Chief Morris*
Chief Keller, *KC Medic One*

ABSENT: Chief Van Valey, *Renton Police*

VISITORS: DC Barlow, *Mountain View Fire & Rescue*
AC Pennington, *SKFR*
Chief Fehr, *Enumclaw Fire*
Chief Krimmert, *Vashon Fire*
Kimberly Nuber, *PSERN*

VCC STAFF: Lora Ueland, *Executive Director*
Vonnie Mayer, *Deputy Director*
Tatyana Bogush-Stakhov, *Finance Manager*
Mary Sue Robey, *Administrative Services Manager*
Tracy Fitzgerald, *Administrative Services Assistant*
Kristin Meitzler, *Technical Services Manager*
Sean Morrow, *Human Resources Manager*

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

Changes to Agenda. None.

Report from Chair. None.



Report from any Member. Chief Church announced his retirement effective December 31, 2019. Assistant Chief Pennington will be the Chief of South King Fire and Rescue beginning January 1, 2020.

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

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. Agencies were reminded to submit their radio inventories. Director Ueland will email a list of outstanding inventories and will include Ms. Nuber's contact information. Note: Agencies may visit PSERN.org for basic information on BDS requirements.

Telecommunicator Week. Public Safety Telecommunicator Week is April 14th – 20th. During the week of celebration, VCC will have drawings, games and prizes for our Com room staff. Agency hats, apparel and mugs are always appreciated if anyone has any they would like to donate.

Action Items:

Finance Committee Election. Chief Church nominated Chief Thomas for the Finance Committee Contract Representative. Chief Keller seconded. Motion unanimously approved.

Chief Church nominated Chief Van Valey for the Finance Committee Police Representative. Chief Wittwer seconded. Motion unanimously approved. Chief Hwang nominated Chief Pierson as an alternate should Chief Van Valey be unable to accept. Chief Church seconded. Motion unanimously approved.

Renumbering of Fire Apparatus. *Chief Marshall moved to establish Renumbering of Fire Apparatus as a VCC project and to place it in the workplan before the Closest Unit Dispatch project. Chief Church seconded. Motion approved.*

Aid Dispatch on Police Emergencies. The proposal to dispatch BLS units automatically to police Code 2 & 3 and confirmed emer activations was reviewed by a committee of VCC dispatchers and the change in policy was not supported. Director Ueland requested the Board consider the proposal withdrawn. The Board unanimously agreed.

Approval of Meeting Minutes. *Chief Church moved to approve the November 29th, 2018 meeting minutes. Chief Thomas seconded the motion. Motion approved.*

Voucher and Payroll Approval. *Chief Padilla read claims check numbers 29083 through 29317 in the amount of \$2,045,254.94 for the period of 11/15/2018 through 02/07/2019. E- Pay numbers 2018-104 through 2019-016 in the amount of \$1,130,726.56 for the period of 11/09/2018 through 02/08/2019. Payroll in the amount of \$2,939,582.41 for the period of 11/01/2018 through 02/15/2019. Chief Pierson moved to approve. Chief Padilla seconded. Motion approved.*



Good of the Order.

The next scheduled meeting of the Operating Board is March 28th, 2019.

With no further business, Chief Hwang adjourned the meeting at 1010 hours.

Respectfully Submitted,

Tracy Fitzgerald
Administrative Services Assistant

