



## MEETING AGENDA

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MEETING: Valley Communications Center (VCC) Operations Board  
LOCATION: VCC Board Room - 27519 108<sup>th</sup> Ave SE, Kent, WA  
DATE & TIME: Thursday, June 27<sup>th</sup>, 2019 at 0930 hours

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**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. Update on VCC Funding Model Task Force – BDS Planning
7. Report from Director
  - a. **Director's Report**
  - b. **CCTA Drill Report**
  - c. Update on VCC Projects
    - a. CAD Upgrade
    - b. MobileCOM Upgrade
    - c. Fire Service Renumbering
    - d. Closest Unit Dispatch
    - e. Rebanding Closeout
  - d. WebQuery Companion Map Presentation
8. Report from Sub Committees
  - a. Patrol Commanders
  - b. Z3 Ops Chiefs
  - c. VCC Tech User Group
9. Action Items (2 minutes)
  - a. **Approval of the April 25<sup>th</sup>, 2019 meeting minutes**
  - b. **Voucher and payroll approval April and May 2019**
10. Next scheduled meeting – July 25<sup>th</sup>, 2019
11. Adjourn





## MEETING AGENDA

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





## MEETING MINUTES

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MEETING: Valley Communications Center (VCC) Operating Board  
LOCATION: VCC Board Room  
DATE: Thursday, April 25, 2019

MEMBERS: Chief Van Valey, *Renton Police*  
Chief Wittwer, *Tukwila Fire*  
Chief Swearingen, *VRFA*  
Chief Morris, *Puget Sound Fire*  
Chief Keller, *KC Medic One*  
Commander Rossi, *Proxy for Chief Linton, Tukwila Police*  
AC Caillier, *Proxy for Chief Pierson, Auburn Police*  
AC Kammerzell, *Proxy for Chief Padilla, Kent Police*  
DC Sumpter, *Proxy for Chief Hwang, Federal Way Police*

ABSENT: Chief Thomas, *Des Moines Police (Police Contract Rep)*  
Chief Church, *SKFR*  
Chief Marshall, *Renton RFA*

VISITORS: Commander Douglas, *Auburn Police*  
Helen Chatalas, *KC EMS*

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*  
Denese Moore, *Supervisor*  
Sheryl Kowalczyk, *Supervisor*  
Hank Anthony, *Dispatcher*

**Welcome and Introductions.** Chief Van Valey 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.** None.

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

**Report from Executive Director.**

**Recognition.** Deputy Director Mayer introduced Employee of the Quarter Dispatcher Hank Anthony. Hank has been with Valley Com for 29 years and demonstrates Compassion, Reliability and Teamwork.

Executive Director Ueland thanked all of the agencies for their contributions during National Telecommunicator Week and for the recognition through social media and emails. She also thanked Administrative Services Assistant Tracy Fitzgerald and Administrative Services Manager Mary Sue Robey for their work throughout the week.

Director Ueland encouraged agencies to let her know if they are recognizing a citizen or an employee for life-saving events. Valley Com would like to give recognition to the Call Receiver or Dispatcher included in the incident if possible.

**VCC Projects:** A schedule of VCC projects was included in the packet indicating the status of current projects previously approved by the Ops Board. The CAD upgrade project has been delayed due to vendor performance. The new Go-live date is set for September 2019. There were no questions or concerns.

**VCC Funding Model Task Force.** The Task Force group kick-off was March 29<sup>th</sup> and the next meeting will be May 10<sup>th</sup>. The Task Force is facilitated by BDS. The goal of the Task Force is to recommend to the Administrative Board a fair, equitable, and scalable formula for charging all VCC customers to fund the capital and operating expenses of the Center. Director Ueland will be reaching out to contract police and fire chiefs for interest in a focus group meeting with Task Force members. Chiefs Keller, Morris and Wittwer requested to be included in the Task Force group.

**Report from Sub Committees.** This will be a new standing agenda item.

Commander Douglas, Auburn PD briefed the Board on the Patrol Commanders committee including keeping tone calls on primary, Bellevue requesting talkgroup access to SPECOPS-5 and the use of AEDs.

In the absence of A/C Gunsolus, Supervisor Denese Moore provided an update from the Zone 3 Ops board including work being done by various workgroups, map layers, station move up templates and snowplows.

**Action Items:**

**Approval of Meeting Minutes.** *Chief Wittwer moved to approve the February 28, 2019 meeting minutes. Chief Keller seconded the motion. Motion approved.*



**Voucher and Payroll Approval.** *Chief Van Valey* read claims check numbers 29318 through 29469 in the amount of \$982,127.94 for the period of 02/08/2019 through 04/09/2019. E-Pay numbers 2019-017 through 2019-039 in the amount of \$927,737.86 for the period of 02/09/2019 through 04/25/2019. Payroll in the amount of \$1,581,689.87 for the period of 02/16/2019 through 04/15/2019. *Chief Keller* moved to approve. *Chief Wittwer* seconded. *Motion approved.*

**Good of the Order.** The next scheduled meeting of the Operating Board is May 16<sup>th</sup>, 2019. Note: This meeting will be held a week earlier than normal due to WASPC (Police) Conference.

With no further business, Chief Van Valey adjourned the meeting at 1015 hours.

Respectfully Submitted,

Tracy Fitzgerald  
Administrative Services Assistant





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## MEMORANDUM

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TO: VCC Operations Board  
CC: VCC Employees  
FROM: Lora Ueland, Executive Director  
DATE: June 20<sup>th</sup>, 2019  
SUBJ: Director's Report for 06/27/19 Operations Board Meeting

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

**EMS Awards Presentation:** Each year King County EMS recognizes employees from VCC for the exceptional service they provide the citizens of King County.

***Call Receiver Ariel Higuera - 2018 EMD Critical Incident of the Year***

*Ariel answered a 911 call from a person who was trapped in his vehicle after it rolled over. He could also hear screaming coming from another involved vehicle. Due to the location of this incident, multiple agencies were needed to respond, and Ariel coordinated notification to each of those agencies.*

*Ariel remained calm, professional and efficiently processed a call for aid; gathering vital information from both the original RP as well as an off-duty police officer who arrived at the scene. This officer assessed the scene and relayed information over the phone which Ariel supplemented into CAD detail. These updates were significant and included a patient count of five.*

***Dispatcher Hank Anthony – 2018 EMD Exemplary Sustained Performance***

*Hank began his public safety calling twenty-nine (29) years ago at Valley Communications Center. Throughout his career Hank has been involved in VCC's training program, volunteered for special projects, and is active in providing suggestions to improve daily operations.*

*Hank maintains a healthy perspective on the fire radio and balances the needs of the patient along with the needs of VCC and EMS partner Agencies. A tenured employee, Hank understands what it takes to be a successful dispatcher. He not only completes his share of the workload but often assists his co-workers. He exemplifies the team player spirit.*

**Telephone CPR Cardiac Survivor Recognition – Call Receiver Alison George**

King County EMS recently recognized a VCC employee for providing telephone CPR instructions in which the patient survived to be discharged from the hospital. Congratulations Alison and thank you on a job well done.



### Telephone CPR Recognition

KC EMS monitors the ability of our staff to recognize cardiac arrest events and the time involved in delivery of telephone CPR instructions. The information is used to target training efforts.

EMS Standard	VCC
Recognition of 95% of cardiac arrest events	Q1 96% Q2 (to date) 97%
Delivery of T-CPR in 75% of cases	Q1 95% Q2 (to date) 94%

### VCC Funding Model Task Force Update

The Funding Model Task Force met at the end of last week to review the input from the Police and Fire Focus Group meetings and the work of the consulting team to date. They instructed BDS to schedule a special meeting for early August, by which time the consulting team will have developed some rough financial impact numbers associated with each of the funding model options being considered. BDS Planning will attend the Ops Board meeting to provide further updates.

### PSERN

Dispatch Center transition:

The dispatch center transition date has moved from December 3, 2019 to the week of January 13, 2020. The PSERN Technical Committee also thought January would be a better time. This delay is not expected to impact the overall schedule.

DAS transition:

On June 4, the project met with building engineers and property managers from the largest companies in the Building Owners Management Association's (BOMA) membership and BOMA represents ~ 70% of the commercial buildings in King County. These building and property managers will begin having the DAS in their portfolios reviewed by DAS installation vendors in preparation for transition. Meanwhile, the project's DAS transition consultant is working on its preliminary DAS transition recommendations and the DAS inventory consultant is 71% of the way through verifying addresses for all DAS in 23 cities in King County. I am working on a stakeholder meeting the week of July 8 that brings together the Technical Committee, Operations Board reps and a few Fire Marshals to discuss DAS transition options.

### Community Outreach

VCC hosted a one-day Community Information Day, formerly known as Citizens Academy, on Saturday, June 1<sup>st</sup>. 15 people attended and learned about VCC, what happens when they call 911, listened to call receivers and dispatchers describe their jobs and toured the Center.

### Personnel

Authorized Com Room FTE Count: 109 (including 6 over-hire positions)

Current FTE Count: 100.25 = 92% of Authorized FTE Count

Available and Currently Working: 91.25 = 84% of Authorized FTE Count



Call Receivers: 5 Call Receivers are expected to complete the training academy on June 20th, they will start one on one training with a release date in late summer/early fall. We added one Call Receiver who voluntarily elected to discontinue his Dispatcher training. One Call Receiver is still on an extended leave as part of an accommodation.

We are actively recruiting for a September 9, 2019 Call Receiver Academy.

Dispatchers: 3 Dispatchers are in one-on-one training, expecting to see some getting released in the next 2-4 weeks. 1 Dispatcher retired effective June 1<sup>st</sup>.







TO: Valley Communications Center (VCC) Operations Board  
THROUGH: Angee Bunk, Operations Manager  
FROM: Denese Moore, Supervisor II  
DATE: June 18, 2019  
RE: **Update - Complex Coordinated Terrorist Attacks (CCTA) Program**

**PURPOSE:** In July 2017, The King County Office of Emergency Management (KCOEM) received one of twenty-nine Federal Emergency Management Agency (FEMA) Complex Coordinated Terrorist Attack (CCTA) Grants in the amount of \$1.5 million. This grant money is being used to prepare communities in King, Pierce and Snohomish Counties (Tri-County) in the event of a CCTA.

Five working groups have been established to meet the grant deliverables for Communications, Planning, Training, Exercises and Public Outreach. These groups are comprised of members from all disciplines within the Tri-County region. The goal is to standardize a regional response to CCTA's.

**COMPLETED TRAINING:** Training for communications, emergency management, law enforcement, fire service and EMS began in February 2019 with a three-hour Communications Workshop.

Twenty-four (24) five-hour training drills were conducted during the months of April, May and June. Hundreds of participants completed five hours of combined classroom instruction followed by MACTAC and Rescue Taskforce drills. The drills were held at Everett Community College, GSA and Showare Center which presented an opportunity to participate in realistic training in a setting that closely mirrors what field units could encounter in an actual CCTA.

**VALLEY AGENCY PARTICIPANTS:**

Auburn Police	Renton Police
Black Diamond Police	Renton Regional Fire Authority
Des Moines Police	South King Fire & Rescue
Federal Way Police	Tukwila Police
Kent Police	Valley Communications Center
King County Medic One	Valley Regional Fire Authority
Puget Sound Regional Fire Authority	Valley SWAT



**FEEDBACK:** Constructive feedback was provided by participants during debrief sessions and online surveys. This feedback will be used by CCTA Workgroups to help improve the learning design and enhance the experience for future participants.

**UPCOMING TRAINING AND EXERCISES: (\*tentative)**

June	Situational Assessment Tabletop Exercise	Lynnwood
August	PIO Seminar	KC-EOC
September	Re-unification Plan Seminar	KC-EOC
October	Unified Command Tabletop Exercise	Emerald Downs
November	Re-unification Tabletop Exercise	*Clover Park Tech College
December	EOC/Incident Commander Training	KC-EOC
January 2020	CCTA Tabletop Exercise	Emerald Downs
*TBD	Communication Workshop	TBD
May	CCTA Functional Exercise	Tacoma Convention Center



Valley Communications Partner Project List

Type	Project	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Q1 2020	Q2 2020	Q3 2020	Q4 2020	BEYOND 2020
<b>In Progress Partner Projects</b>																		
CAD	CAD Upgrade	█	█	█	█	█	█	█	█	█								
CAD	WebQuery - CJIS											█						
CAD	Fire Unit Order Renumbering										█	█						
Paging	Paging Terminal and PageGate Update and Upgrade						█	█	█									
Phone	Recording Software upgrade/Replacement	█	█	█	█	█	█	█	█	█	█	█	█					
Phones	e911 phone Hardware & Software Refresh project	█	█	█	█	█	█	█	█	█								
Radio	Radio Console Upgrades								█	█	█	█	█					
Radio	PSERN Master Project	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	
<b>Partner Projects not yet Started</b>																		
CAD	MDT & Map Upgrade										█	█	█	█	█			
CAD	ASAP to PSAP																	
CAD	ECBD Enhancement																	
CAD	Pilot Phone and Tablet CAD option													█	█			
CAD	Closest Unit Dispatch - Pilot																	
CAD	Closest Unit Dispatch - Implementation																	
Hardware	Capital Equipment Replacement - RSA Authentication (2 form)								█	█	█							
Paging	VHF Paging Equipment Replacement																	
GIS	GIS - Potential Web Maps WebQuery Companion and Public Facing incident map																	

Valley Communications Partner Project List

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GIS	GIS - Potential Sub Projects possible from Upgrade - Operations Dashboards																	
GIS	GIS- Potential Sub Projects possible from Upgrade - Site Plan Information																	
GIS	GIS - Potential Sub Projects possible from Upgrade - Data Analytics																	
GIS	GIS - Potential Sub Projects possible from Upgrade - Mobile Applications for Field Data Collection																	
GIS	GIS - Potential Sub Projects possible from Upgrade - Use of Portal for direct sharing of information/data																	