



MEETING AGENDA

MEETING: Valley Communications Center (VCC) Operations Board
LOCATION: VCC Board Room - 27519 108th Ave SE, Kent, WA
DATE & TIME: Thursday, November 30, 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. Recognition
4. Report from the Chair
5. Report from any Member
6. Report from Director
 - a. Closest Unit Dispatch Update
 - b. **Storm Procedure Training**
 - c. KCIA Update
 - d. **DOL Photo Project Update**
 - e. **Notification Project Update**
 - f. E911 Regional Strat Plan finalized
 - g. PSERN Schedule
7. Action Items
 - a. Elect Vice-Chair for 2018/19 term
 - b. Elect Contract Police and Fire Representatives 2018/19 term
(Bullets c and d by consent)
 - c. **Approval of the October 19th, 2017 meeting minutes**
 - d. **Voucher and payroll approval**
8. Next scheduled meeting – January 25th, 2018
9. Adjourn

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





AGENDA REPORT

TO: Valley Communications Center (VCC) Operations Board
THROUGH: Angee Bunk, Operations Manager
FROM: Denese Moore, Supervisor II
DATE: November 20, 2017
RE: STORM Procedure Training Exercise

PURPOSE: To provide hands-on training to department personnel who are responsible for implementing storm procedures for their Agency during events that produce high volumes of calls for service.

PARTICIPANTS: There were twenty two (22) participants representing eight (8) Zone 3 Agencies, and Emergency Management.

- Burien Fire
- Kent Emergency Management
- King County Medic One
- Maple Valley Fire
- Puget Sound RFA
- Renton RFA
- South King Fire & Rescue
- Tukwila Fire
- Valley RFA

TRAINING SUMMARY: The exercise was held in the training room at VCC. Using our Tiburon training system, participants were able to log into both Webquery and MobileCom to simulate the actual dispatching and handling of low priority calls. The following topics were reviewed:

- Who initiates storm procedures
- Call types that meet low priority criteria
- The three (3) options available to Agencies once in storm procedures
- Talkgroup usage
- Stacking and retrieving calls
- Dispatching calls from Webquery
- Clearing calls

FEEDBACK: Positive feedback received from participants regarding the hands-on training with requests to provide additional training in the future. The ability to simulate the procedure on the training system was extremely beneficial.

FOLLOW-UP: Operational feedback with a proposal to modify the current procedure (eliminate the option to stack calls to first due engine) will be presented at the Zone 3 Ops Chiefs meeting on November 28, 2017.





PROJECT OVERVIEW

Officers in the field have wanted the ability to view DOL photos in their return queries from ACCESS. This will improve security of the officer to have immediate visual confirmation of a suspect or person. This information would be able to be shared in many forums for, example using for BOLOs.

PROJECT AT A GLANCE

Project Overall Status	Current	Prior	Comments
Budget Status	Green	Green	Budget designated for CAD interface work
Schedule Status	RED	Green	By September 2018 all connections with DOL will be made via IGN connections and the current VPN tunnel will be eliminated. VCC has requested an IGN connection with WATech now to accommodate this project. As of November 15 th we have not received an estimated date service delivery.
Scope Status	Green	Green	
% Complete	75%	75%	State connectivity issue to be resolved.

Schedule

Actual Start Date	Estimated End Date	Planned End Date	Revised End Date	Comments
5/13/2013	10/26/2017	10/26/2017	TBD	Dependent upon IGN connection delivery

Budget

Budget	Expended	Budget Remaining
7,216.00	0	7,216.00

KEY ACCOMPLISHMENTS THIS PERIOD

- A new architecture of the hardware has been designed to handle the changed connection path to ensure CAD security.
- TriTech work is complete and ready for testing however there are connectivity issues with the State and we are unable to test.

UPCOMING WORK ITEMS

- Evaluate and develop new connection path
- Test the interface with the State
- If testing successful – Install in production/live environment
- Create training material for field unit use



MILESTONES

List major milestones and dates. Should be a roll up of the actual project schedule

Milestones	Planned Completion	Actual Completion
Project Management Artifacts	9/27/2017	
Creation of Scope, Communication plans etc		
XML switch Connection Modification Complete	10/26/2017	
TriTech develop and complete configuration changes	9/29/2017	9/29/2017
Move to Test	9/29/2017	10/1/2017
Move to Production	10/26/2017	
Documentation	9/14/2017	
Training Guide for Officers/Field Staff	9/14/2017	
Testing	10/11/2017	
Creation of Test Scripts and collection of test data	9/29/2017	10/2/2017
Round 1 Testing	10/5/2017	10/16/2017
Issue Resolution	10/8/2017	In Progress
Round 2 Testing	10/11/2017	
GO NO GO DECISION	10/11/2017	
GO Live	10/26/2017	TBD



PROJECT OVERVIEW

The VCC 2017-2018 budget included the **scoping** of what Valley Com’s **next generation of notification system** for a planned implementation in 2019-2020. The current project goal is to gather functional and technical requirements for an anticipated RFP process mid to late 2018.

PROJECT AT A GLANCE

Project Overall Status	Current	Prior	Comments
Budget Status	NA	NA	No budget
Schedule Status	Green		
Scope Status			
% Complete	5%		Kickoff meeting 10/17/17

Schedule

Actual Start Date	Estimated End Date	Planned End Date	Revised End Date	Comments
9/20/2017	12/31/2018			

Budget

Budget	Expended	Budget Remaining
0	0	0

KEY ACCOMPLISHMENTS THIS PERIOD

- Team decided on success criteria for the project
- Kick off meetings establishing ground rules and goals of the project.
- Completed 5 vendor demonstrations to have more current information about what is currently in the marketplace

UPCOMING WORK ITEMS

- Establish what is in scope and not in scope for the notifications project
- Determine how/if we can measure the time the paging notification portion of a call takes
- Begin developing functional requirements

MILESTONES

List major milestones and dates. Should be a roll up of the actual project schedule



Milestones	Planned Completion	Actual Completion
Project Management Artifacts		
Call for team members	8/31/2017	8/31/2017
Vendor Demos	9/21/2017	9/21/2017
Kick off meeting	10/17/2017	10/17/2017
Functional Requirements Complete	1/31/2018	
Technical Requirements Complete	4/30/2018	
Budget Development Complete	5/31/2018	
RFP Development	8/30/2018	

TEAM MEMBERS

Name	Agency
Gary Barker	VRFA
Jeff Bingaman	Maple Valley Fire
Kory Batterman	Des Moines PD
Don Gentry	PSRFA
Karl Hangartner	Mt. View Fire
Mitchel Lee	South King Fire
Robert McGruder	Renton PD
Pat Pawlak	PSRFA
Larry Rabel	PSRFA
Jim Smith	VRFA
Jeff Vollandt	Renton Regional Fire
Ron Wieland	PSRFA



MEETING MINUTES

MEETING: Valley Communications Center (VCC) Operating Board
LOCATION: VCC Board Room
DATE: Thursday, October 19, 2017

MEMBERS: Chairperson Chief Church, *South King Fire & Rescue*
Chief Marshall, *Renton RFA*
Chief Tyerman, *KCFD 43 (Contract Fire Agency Rep)*
Chief Lee, *Auburn Police*
Chief Hwang, *Federal Way Police*
Chief Wittwer, *Tukwila Fire*
Chief Thomas, *Kent Police*
Chief Calkins, *Pacific Police (Contract Police Agency Rep)*
Administrator Robertson, *VRFA*
Chief Morris, *Puget Sound RFA*
Chief Bruce Linton, *Tukwila Police*

ABSENT: Chief Milosevich, *Renton Police*

VISITORS: DC VanValey, *Renton Fire*
Chief Sanford, *Algona Police*
Chief Keller, *KC Medic One*
Helen Chatalas, *KC EMS*

VCC STAFF: Lora Ueland, *Executive Director*
Vonnie Mayer, *Deputy Director*
Angee Bunk, *Operations Manager*
Kristin Meitzler, *Tech Services Manager*
Karen Hanson, *Training Manager*
Tracy Fitzgerald, *Administrative Services Assistant*
Mary Sue Robey, *Administrative Services Manager*
Denese Moore, *Supervisor II*
Sean Morrow, *HR Manager*
Tatyana Bogush-Stakhov, *Finance Manager*

Welcome and Introductions. Chief Church called the meeting to order at 0930 welcoming all. Introductions were made around the room.

Changes to Agenda. None.



Recognition. Deputy Director Mayer recognized Dispatchers Mike Burdett, Lucinda Black and Scott Williams and Supervisor Mike Densmore for their 15 years of service to Valley Com. She also congratulated Supervisor Denese Moore on her promotion to Supervisor II. Denese will begin her new role on November 1, 2017.

Report from Chair. Chief Church welcomed Puget Sound Fire Authority Chief Matt Morris and Tukwila Police Chief Bruce Linton. He also wished Chief Tyerman well on the upcoming District 43 election process.

Chief Church announced Chief Pennington will be returning to work part time next week.

Report from any Member. Administrator Robertson moved to delegate changes on run cards to the Zone 3 Chiefs authority. Chief Wittwer seconded the motion. Motion approved. Director Ueland will update Valley Com's policy.

Report from Executive Director. Director Ueland welcomed newly appointed Tukwila Police Chief Bruce Linton.

She acknowledged Chief Wittwer's son was a first-responder to the Las Vegas shooting where he suffered a broken leg. Chief Wittwer stated his son was doing well and his prognosis is good.

DOL Photo Project Update. Technical Services Manager Kristin Meitzler reported the DOL Photo Project Go live date has been postponed due to a security issue with internet access and the network path to obtain photos. VCC is working with the State to resolve the issue.

Next Generation Notifications. VCC IT department met with agency personnel and will work together to look at needs and use requirements for future planning. It is anticipated police agencies may also wish to use paging/notification included in the planning phase.

PSERN. Joint Board will meet on October 26th to review the re-baselined schedule and changes to the budget. Seattle Fire Chief Scoggins is the new Seattle representative on the Joint Board.

VCC Outreach. VCC made visits to several agencies in September with more visits scheduled. The goal is to hear directly from the operations people of what's working and what needs attention.

VCC Strategic Plan. The Steering Committee met this morning to discuss vision, mission and essential services of VCC. A similar discussion has been held with VCC Managers and Administration personnel. A survey is going out to all employees to get additional input.

FirstNet. The Governor has decided to join Oregon in an RFP for alternatives to FirstNet/AT&T. This action does not preclude him from opting in to the FirstNet state plan but gives him more information to consider in making the decision.



Action Items:

Closest Unit Dispatch. Administrator Robertson requested the Ops Board decide if more discussion is needed regarding the Patrol Commanders concerns or if the Closest Unit Dispatch Project should be initiated. After a lengthy discussion, the Board agreed table this action item and to form a Task Force committee of Police and Fire Chiefs to discuss the project further before initiating. This Task Force is to further the work already done by the Z3 Ops Chief/Patrol Commander Task Force that was initiated in August.

May Day. Supervisor II Denese Moore provided background on the standardized process for handling of MAYDAYs throughout the County and requested the Ops Board to confirm, Zone 3 Operations Chiefs recommendation to implement updated MAYDAY Procedures. *Chief Wittwer moved to approve recommendation as presented. Chief Tyerman seconded. Motion approved.*

Minutes. *Chief Hwang moved to approve the minutes of the August 24th meeting. Chief Tyerman seconded the motion and the motion was approved.*

Voucher and Payroll Approval. Chief Lee read the voucher and payroll report. *Administrator Robertson moved to accept claims check numbers 27991 through 28115 in the amount of \$449,843.19 for the period of 8/8/17 through 10/10/17. E-Pay numbers 2017-077 through 2017-087 in the amount of \$518,632.83 for the period of 8/12/17 through 9/26/17. Payroll in the amount of \$1,501,909.87 for the period of 8/1/17 through 9/30/17 and manual check number 39617 in the amount of \$272.69 dated 9/2/17. Chief Hwang seconded. Motion passed.*

Good of the Order.

The next scheduled meeting of the Operating Board is November 30, 2017 which will be a combined November/December meeting.

With no further business, Chief Church adjourned the meeting at 1037 hours.

Respectfully Submitted,

Tracy Fitzgerald
Administrative Services Assistant

