



## 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 22, 2017 at 0930 hours

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

1. Introductions
2. Recognition
3. Additions or changes to the agenda
4. Report from the Chair
5. Report from any Member
6. Report from Director
  - a. All: PSERN
    - i. In-building coverage update
    - ii. Project Status attached
  - b. Police: DOL Photo Initiative
  - c. Police: DOL Scanners Update
  - d. Fire/EMS: EMS Pilot Study
  - e. Fire/EMS: Closest Unit Dispatch Update
7. Action Items
  - a. **Approval of the March 23<sup>rd</sup> and April 27<sup>th</sup>, 2017 meeting minutes**
  - b. **Voucher and payroll approval (separate file)**
8. Next scheduled meeting – July 27, 2017
9. Adjourn

***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, March 23, 2017

MEMBERS: Chairperson Chief Church, *South King Fire & Rescue*  
Chief Hwang, *Federal Way Police*  
Administrator Robertson, *VRFA*  
Chief Lee, *Auburn Police*  
Chief Thomas, *Kent Police*  
Chief Tyerman, *KCFD 43 (Contract Fire Agency Rep)*  
Chief Calkins, *Pacific Police (Contract Police Agency Rep)*

ABSENT: Chief Schneider, *Puget Sound RFA*  
Chief Milosevich, *Renton Police*  
Chief Wittwer, *Tukwila Fire*  
Chief Lee, *Auburn Police*  
Chief Villa, *Tukwila Police*  
Chief Marshall, *Renton RFA*

VISITORS: Chief Krimmert, *Vashon Island Fire*  
Commander Caillier, *Auburn Police*  
DC VanValey, *Renton Police*  
Commander Mitchell, *Tukwila Police*  
Chief Fehr, *Enumclaw Fire*  
Chief Delgado, *Des Moines Police*  
Helen Chatalas, *KC EMS*  
Chief Keller, *KC Medic One*

VCC STAFF: Lora Ueland, *Executive Director*  
Vonnie Mayer, *Deputy Director*  
Angee Bunk, *Operations Manager*  
Kristin Meitzler, *Tech Services Manager*  
Sean Morrow, *Human Resources Manager*  
Mary Sue Robey, *Administrative Services Manager*  
Tracy Fitzgerald, *Administrative Services Assistant*  
Denese Moore, *Supervisor*  
Lorrie Broming, *Call Receiver*  
Erica Richardson, *Dispatcher*



**Welcome and Introductions.** Chief Church called the meeting to order at 0932 welcoming all. Introductions were made around the room.

**Changes to Agenda.** Addition of VCC Recognition and Action Item to elect a new Finance Committee Fire Representative.

**Recognition.** Deputy Director Mayer presented plaques to Call Receiver Lorrie Broming and Dispatcher Erica Richardson for their 20 years of service to Valley Com.

**Report from Chair.** Chief Church welcomed newly appointed KCFD #43 Contract Fire Agency Representative Chief Tyerman and Vashon Island Fire Chief Charlie Krimmert.

**Report from any Member.** None.

**Report from Director.** Executive Director Ueland reported:

**Personnel.**

The Call Receiver class finished their practical final exams yesterday. VCC is currently recruiting for an August 1 academy. Director Ueland encouraged agencies to share VCC Facebook posts regarding recruitment.

A part time Call Receiver resigned in March leaving 5 open com room positions. There will be an internal Supervisor promotional process on March 29. There are currently 8 internal applicants.

**PSERN.**

The Joint Board meeting is today with discussions to include in-building coverage which was initially out of scope. The Board will be asked to approve re-opening requirements to include in-building so that more information can be obtained such as impact to budget, schedule and scope. A handout was provided outlining the schedule which is behind due to leases and testing plan development. The testing plan will include a 30 day impact to operations test by deactivating a limited number of channels.

**Ghost Calls.** Director Ueland reviewed the recent Dallas, TX incident in which emergency assistance was delayed resulting in a death. While initial reports indicated the cause was due to malicious ghost calls overwhelming staff, it was later attributed as an outdated telephone system and insufficient staffing levels. Director Ueland assured the Board VCC's phone system does differentiate between abandoned calls and calls placed on hold and we have sufficient number of personnel to answer calls. On average, there are 8 call receivers and 10 dispatchers on duty and the average wait time to answer a 911 call is 4 seconds.

**Enumclaw Fire.** Deputy Director Mayer stated the transition to assume dispatch responsibilities for Enumclaw Fire is on schedule for April 3 at 0900. Director Ueland acknowledged the tremendous number of tasks required to transition a new agency and thanked the staff for their diligent work on this project.



**Legislative Update.** Chief Church updated the Board on the 5607 Levy Swap Bill and the Senate's budget proposal which doesn't fund LEOFF 2 except for fire districts. He also announced the September 4 retirement of Puget Sound RFA Chief Jim Schneider.

**DOL Scanners.** Operations Manager Angee Bunk briefed the Board on DOL scanner project which will allow for scanning of driver licenses to automatically run them thru the CAD system without someone having to input the information. This will be an optional feature for agencies.

**Action Items:**

**Minutes.** Chief Thomas moved to approve the minutes of December 1 and February 23. Administrator Robertson seconded the motion. Motion approved.

**Voucher and Payroll Approval.** Chief Church moved to approve the voucher and payroll report read by Chief Caillier. Chief Tyerman seconded the motion. Motion approved.

**Finance Committee Representative.** The Finance Committee will be composed of nine members with the bylaws requiring the Ops Board to provide three members, one a member city police chief, one member city fire chief and one from a contract agency. Chief Lee will remain the Policy agency representative, Chief Tyerman accepted for the contract Fire/Police and Chief Mitchell will ask Chief Wittwer. Chief Church agreed to be the alternate Fire representative.

**Fire 2 Radio Traffic.** Supervisor Denese Moore briefed the Board on the Fire 2 Radio Traffic Reduction Proposal to eliminate airing short reports to responding units on routine BLS and ALS calls effective May 1. This procedure will be revisited at the June Ops Board meeting to review the impacts. Administrator Robertson moved to approve. Chief Tyerman seconded. Motion approved.

The next scheduled meeting of the Operating Board is April 27, 2017.

With no further business, Chief Church adjourned the meeting at 1005 hours.

Respectfully Submitted,  
Tracy Fitzgerald  
Administrative Services Assistant





## MEETING MINUTES

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MEETING: Valley Communications Center (VCC) Operating Board  
LOCATION: VCC Board Room  
DATE: Thursday, April 27, 2017

MEMBERS: Chairperson Chief Church, *South King Fire & Rescue*  
Chief Hwang, *Federal Way Police*  
Chief Milosevich, *Renton Police*  
Chief Lee, *Auburn Police*  
Chief Thomas, *Kent Police*  
Chief Wittwer, *Tukwila Fire*

ABSENT: Chief Schneider, *Puget Sound RFA*  
Administrator Robertson, *VRFA*  
Chief Lee, *Auburn Police*  
Chief Villa, *Tukwila Police*  
Chief Marshall, *Renton RFA*  
Chief Tyerman, *KCFD 43 (Contract Fire Agency Rep)*  
Chief Calkins, *Pacific Police (Contract Police Agency Rep)*

VISITORS: Chief Krimmert, *Vashon Island Fire*  
Chief Fehr, *Enumclaw Fire*  
Chief Delgado, *Des Moines Police*  
Chief Keller, *KC Medic One*

VCC STAFF: Lora Ueland, *Executive Director*  
Vonnie Mayer, *Deputy Director*  
Angee Bunk, *Operations Manager*  
Kristin Meitzler, *Tech Services Manager*  
Sean Morrow, *Human Resources Manager*  
Karen Hanson, *Training Manager*  
Mary Sue Robey, *Administrative Services Manager*  
Tracy Fitzgerald, *Administrative Services Assistant*  
Zach Cloyd, *Supervisor*

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

**Changes to Agenda.** None.



**Potential Recognition.** None.

**Report from Chair.** Chief Church updated on the legislature is in a 30 day special session working on the budget. City departments stay updated on the Senate's budget because they are only funding LEOFF 2 for fire districts which will have a big impact on the City fire departments.

**Report from any Member.** None.

**Report from Director.** Executive Director Ueland reported:

**PSERN.** The Joint Board requested more information from Motorola prior to voting on reopening criteria to include in-building coverage. There are three sites that have been deemed non-viable for various reasons which will impact the schedule. The sites are Vashon Island, Auburn and View Park. Director Ueland will keep the Board updated on this issue. A handout with the PSERN project status was distributed showing the schedule status is in the red due to lease issues.

**VCC & Agency CAD User Group.** Director Ueland distributed a handout outlining the Valley Com Technical User Group. The group purpose will be to discover and share knowledge of anything in the Valley Com Dispatching and First Responder environment. Chiefs are asked to share this handout within their agency and identify the appropriate person to participate in this forum. The first meeting is scheduled for May 10 from 11:00 to 1:00 at VCC. A light lunch will be provided. Kristin Meitzler is the contact person for this User Group. KristinM@valleycom.org or 253.372.1512.

**NG911 Implementation.** NG911 is the transition of the 911 system from analog to digital communications technology. Director Ueland requested agencies think about what NG features VCC will deploy (photos, video), how that will impact call processing times, workload and employee health. This will be part of future discussions and strategic planning.

**VCC Strategic Planning.** VCC will soon begin scoping stage of Strategic Planning development. Director Ueland expects to hire a consultant to assist in the process. She requested partner agencies to think about what elements they would expect to see of our strategic plan and how they would like to participate in the planning.

**VCC Personnel.** The Network Administrator Job has been posted to the VCC website. Chiefs were asked to share the information on their agency social media sites.

**Pilot Project – Zone 3 Ambulance Channel.** There were over 46,000 phone calls in 2016 related to requests for ambulance. The purpose of this pilot project, developed in partnership with the Zone 3 Ops Chiefs, is to alleviate phone calls to and by com room staff. Beginning June 1 and ending June 30, dispatchers will page ambulances under current procedure but any follow up routing or eta will be done by the field unit on a designated talkgroup. The results at the end of the 30 day period will be evaluated and a determination will be made as to going forward.



**911 Telephone System Upgrade.** VCC will be upgrading the 911 telephone system on May 17 from 0400-1000. All calls will be rerouted thru the backup center at KCSO. The work will be done by Century Link under contract with the KC E-911 Program Office. Correspondence between dispatch and field units will be via the air or MDC. Notifications to field supervisors will be made prior to work beginning. VCC staffing will be increased to accommodate both centers and potential delays in the work being done.

**Project Schedule.** A handout was distributed outlining all VCC projects completed, in progress and not yet started as well as initiatives being explored that may turn into projects. VCC has hired Technical Project Administrator Laura Blechen to assist in managing the projects.

**Enumclaw Fire.** Deputy Director Vonnie Mayer reported on April 3 @ 0900 VCC took over fire and EMS dispatch services for Enumclaw Fire. To date there have been 144 calls averaging about 6 per day. It has been a smooth transition. VCC Technical Services did an outstanding job working with Chief Fehr and his team. She introduced newly promoted VCC Team Supervisor Zach Cloyd who organized the training for this transition and did a great job as well. Chief Fehr added that the transition went very well for his department also. Chief Keller of Medic One extended his gratitude to everyone involved in the Enumclaw Fire transition.

**King County Airport.** Deputy Director stated the King County Airport transition into VCC has been pushed out to Fall 2017.

**Other Business.**

Chief Milosevich reported 120 staff will be out at Seatac to assist Port of Seattle on May Day.

Director Ueland thanked City of Renton Mayor Law, Chief Milosevich, 3 Renton Councilmembers and a Renton Rotarian member for coming to VCC during Telecommunicator Week and cooking hamburgers, hotdogs and steaks for VCC staff. It was very much appreciated by everyone.

**Action Items:**

**Minutes.** Item tabled for May 18 meeting due to lack of quorum.

**Voucher and Payroll Approval.** Item tabled for May 18 meeting due to lack of quorum.

The next scheduled meeting of the Operating Board is May 18, 2017.

With no further business, Chief Church adjourned the meeting at 1001 hours.

Respectfully Submitted,  
Tracy Fitzgerald  
Administrative Services Assistant





**Scope Overview:**

The Puget Sound Emergency Radio Network (PSERN) project will replace the existing land mobile radio system by implementing a cost effective network using state of the art technology that meets the high standards and requirements of multi-jurisdictional critical life safety responders and general governmental users throughout King County.



Update Date:  
6/15/2017

Schedule Status		Red			
		Current		Baseline <sup>1</sup>	
		Start	Finish	Start	Finish
Phase 1	Planning	1/1/2008	8/1/2012	1/1/2008	8/1/2012
Phase 2	Preliminary Design	8/1/2012	7/25/2016	8/1/2012	7/25/2016
Phase 3	Final Design <sup>2</sup>	7/1/2015	6/13/2018	7/1/2015	7/25/2017
Phase 4	Implementation	7/21/2017	9/7/2020	7/21/2017	9/10/2020
Milestone	Substantial Completion		7/26/2020		7/29/2020
Phase 5	Closeout	9/10/2020	9/7/2021	9/10/2020	9/10/2021
<b>Site Development Milestones</b>		<b>60%</b> Tasks Achieved			
This represents achievement on a subset of site development milestones.					
<b>Site Development Schedule</b>		<b>62%</b> Tasks Achieved			
This represents the work that has been completed based on the scheduled timeline.					
<b>Detailed Design Review Milestones</b>		<b>83%</b> Tasks Achieved			
This represents progress on MSI milestone 1A deliverables (Groups 1-6).					
<b>Lease &amp; Agreement Milestones</b>		<b>58%</b> Tasks Achieved			
This represents progress on a subset of leases milestones.					

**Scope/Schedule/Budget Variance:**

-Phase 3 finish date has moved further past the baseline due to site development delays.

**Key Future Activities:**

- Detailed design review
- Civil site development
- General Contractor #4 procurement

**Key Monitored Issues:**

- Obtaining leases
- Partner concerns over in-building coverage
- Radio Coverage Test Plan
- USFS civil site development applications
- Conditional use permits for sites
- Motorola change order negotiations

Budget Status		Green	
	Baseline <sup>1</sup>	Spent To Date	Budget @ Completion
Project Total <sup>3</sup>	\$189,174,950	\$13,063,957	\$182,345,095
Contingency	\$37,834,990	\$0	NA

<sup>1</sup>The PSERN Project is not yet baselined within the KC financial system

<sup>2</sup>For this purpose final design means "system" design complete, not site design

<sup>3</sup>Does not include non-capital expenditures (e.g. election costs, financing, fire district protection, etc.)

Scope Status		Green	
<b>Change Management Costs (Projected)</b>			\$594,752
This represents the net cost to the Project for Joint Board approved change requests and does not include change requests not yet approved by the Joint Board.			