

THURSTON 911 COMMUNICATIONS  
OPERATIONS BOARD MEETING MINUTES  
MONDAY, JUNE 19, 2017 @ 1:00 P.M.

**MEMBERS PRESENT:**

Tim Braniff, Chair – Thurston County Sheriff's Office  
Mike Buchanan, Vice Chair – Olympia Fire Department  
Ryan Cox – Lacey Fire District #3  
Dusty Pierpoint – Lacey Police Department  
Jon Weiks – Tumwater Police Department  
Scott LaVielle – Tumwater Fire Department  
Mark Gregory – Fire Chief's Association  
Kurt Hardin – Medic One

**TCOMM STAFF:**

Keith Flewelling – Executive Director  
Wendy Hill – Deputy Director  
Tim Klotz – IT Manager  
David Taylor – Radio Services Manager  
Lisa Cummings – Administrative Assistant

**GUESTS:**

Chris Clem – Olympic Ambulance

**Call to Order**

Vice Chair M. Buchanan called meeting to order at 1:00 p.m.

**Approval of Agenda & Minutes**

M/S/C approval of the June 19, 2017 agenda. (J. Weiks/D. Piepoint)

M/S/C approval of the April 17, 2017 Operations Board meeting minutes.  
(S. LaVielle/R. Cox)

**Correspondence** – None.

**Public Testimony** – None.

**HIRL Procedures** – R. Cox requested a review of HIRL procedures due to the May 4<sup>th</sup> wind storm where the City of Lacey experienced localized, heavy damage.

Highlights/Items for discussion included:

- LFD#3 quickly became overwhelmed with calls in a matter of minutes and requested TCOMM hold priority 3 and 4 calls in order for LFD to staff up their ECC. As soon as this was accomplished, Chief Brooks sent notification via CAD to TCOMM which wasn't immediately seen due to the high volume of messages coming in.
- Channel 6 was utilized by the ECC as well as TCOMM for priority 1 and 2 calls.
- 120 incidents were reported within a four hour period.
- There was an issue with LFD not being able to assign their own apparatus within MobileCom and take them off visibility for dispatch by CAD. Because of this,

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LFD would get on air; assign a resource for a call, and when enroute TCOMM/CAD would attempt to divert them.

- K. Flewelling stated when the ECC pulls up a call and takes it, it disappears from CAD so if the call was not printed or assigned at that time it cannot be retrieved.
- T. Klotz reported CAD has the ability for units to self-dispatch but the decision was made several years ago for units not to utilize this function. TCOMM can also stack calls but this feature is not utilized.
- T. Klotz reported HIRL was designed giving the dispatch the ability to move priority 3 and 4 calls off the screen quickly. If you stack calls during a HIRL situation they will still be listed on the CAD screen until the call is dealt with.
- R. Cox questioned if calls could be held at the ECC level instead of stacking calls at the unit level. T. Klotz confirmed calls could be held at the ECC level but then would require self-dispatching.
- The group agreed to have FLAC review the HIRL policy as well as the radio issues that happened during the storm.
- K. Hardin stated the event highlighted the need for improved situational awareness between emergency services, TCOMM and Puget Sound Energy.

**Subcommittee Reports**

**IT Services** – T. Klotz reviewed the updated 2017 IT Project List (attachment). Update included:

- Project 5 CAD 2.91 – A Metrix for the new CAD build was developed which defines TCOMM's specific settings and is scheduled in the test environment for the end of July. A team of dispatchers will run the new build in test, documenting issues as they arise. The process takes approximately two weeks. The issues will then be resolved before the version goes live in approximately September or October.
- Project 7 Building Security System – Central Services is replacing the Emergency Services Center security system. The database will be rebuilt so there is a chance some badges might not work. The completion date has not been established.

**Radio Services** – D. Taylor reviewed the updated 2017 Radio Project List (attachment). Update included:

- Antennas and system equipment are scheduled for installation at the Bush Mountain site. This should provide additional coverage for Tumwater police and fire.
- TCOMM and OFD personnel met with St. Peters Hospital staff and expressed the desire for in-building coverage at the hospital. St. Peters Hospital will now work towards implementing the previously recommended improvements.

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**FLAC April Meeting Minutes** – Wendy provided a summary of the April FLAC meeting. Highlights included:

- As of June 1<sup>st</sup>, if animal cruelty is suspected, officers can request the call be upgraded to the Animal C type code.
- The criteria for rape clear and escape type codes was reviewed as they do not warrant alert status to command staff. The recommendation is to change the type code Rape Clear Report to a priority 3 instead of priority 2.
- An ad-hoc committee was formed to review the protocols for Fire 1 and Fire 2 for commercial and residential fires.
- The issue of walkaways from St. Peter Hospital was discussed. The committee determined if the patient left the hospital prior to a two-hour time frame, it would be the responsibility of the transporting agency to handle the issue.
- TCOMM is working with Evergreen State College regarding a request to transmit on their PD station. Currently TCOMM loses the ability to track or alert McLane/Black Lake Fire when responding to the Evergreen State College campus. D. Taylor added the campus frequency to the radio console so dispatch and law enforcement can monitor the channel.

**Old Business**

**Public Safety Radio System Project Update** - K. Flewelling reported the Public Safety Radio Steering Committee met with engineering consultants, Hatfield & Dawson, on May 26, 2017. The first task is to determine if TCOMM should move forward with a stand-alone radio system versus partnering with an existing radio system. Staff met with Hatfield & Dawson, WSP and Pierce County on June 13, 2017 to explore parameters should TCOMM choose option of partnership. The Steering Committee will meet again in July, August, and September with the hope Pierce County will attend in July and provide a presentation. At the November Administration Board meeting the consulting firm will bring forward a recommendation for a multi-jurisdictional partnership or a stand-alone radio system to include procurement and suggestion on a governance system for radio services in Thurston County. K. Flewelling reported meeting with city councils and the county commissioners to provide a briefing on the condition of the TCOMM radio system as well as the need for a new system in the near future.

**New Business**

**Northeast Radio Coverage** – D. Pierpoint reported an increased issue with radio coverage in the northeast area of Lacey. The issue was briefly discussed and tabled in 2005 but the area has continued to grow rapidly since that time. D. Taylor reported Lacey and Tumwater PD share TAC 2 with the transmitter located an equal distance between the two agencies. While transmit output power is adequate for both service areas, there is limited talk-back coverage in the northeast area due to low power, belt worn portable radios transmitting adequate signal. To resolve the issue, two additional talk-back receivers would be added at the current DuPont site as well as the North Marvin Road water tank in Lacey.

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D. Taylor will provide a report to the Administration Board outlining project scope as well as a cost estimate. Once approval is received by the Board, a receiver will be taken out of reserve and added to the DuPont site in advance of the larger scale addition of a new receiver to the Marvin Road site. D. Pierpoint will request additional information from field users and provide more detailed information on the coverage issues to TCOMM.

**Meeting adjourned. Next meeting to be held Monday, July 17, 2017 @ 1:00 p.m.**