

THURSTON 911 COMMUNICATIONS
OPERATIONS BOARD MEETING MINUTES
MONDAY, FEBRUARY 26, 2018 @ 1:00 P.M.

MEMBERS PRESENT:

Mike Buchanan, Vice Chair – Olympia Fire Department
Ronnie Roberts – Olympia Police Department
Dusty Pierpoint – Lacey Police Department
Steve Brooks – Lacey Fire District #3
Jon Weiks – Tumwater Police Department
John Wood – Thurston County Fire Chiefs Association

TCOMM STAFF:

Keith Flewelling – Executive Director
Wendy Hill – Deputy Director
Tim Klotz – IT Manager
David Taylor – Radio Systems Manager
Jonnica Elkins – Operations Supervisor
Lisa Cummings – Administrative Assistant

GUESTS:

Brad Watkins – Thurston County Sheriff's Office
Dave Pearsall – Thurston County Sheriff's Office
Mark Nelson – East Olympia Fire District #6

Call to Order

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

Approval of Agenda & Minutes

M/S/C approval of the February 26, 2018 agenda with the addition of TCOMM Statistics, Legislative Update and ICE Warrant to New Business. (D. Pierpoint/S. Brooks)
M/S/C approval of the August 21, 2017 Operations Board meeting minutes (J. Weiks/R. Roberts)

Correspondence – None

Public Testimony – None

Subcommittee Reports

Radio Services – D. Taylor reviewed the current Radio Systems Report (attachment).
Updates included:

- The Evergreen State College Radio Project is almost complete except for the signed MOU.
- WSP rebroadcast in analog – FLAC previously discussed the possibility of the WSP digital channel being rebroadcast on a TCOMM channel so filed units could monitor WSP operations in the area. Radio Services has not received additional feedback or planning since the initial discussion. The issue will be revisited at

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the next FLAC meeting to ascertain if the issue is still relevant and should be pursued further.

- St. Peter Hospital In-Building Coverage – St. Peter Hospital is moving forward with the installation of public safety radio communications enhancements. ADCOMM Engineering is contracted to manage the project which will primarily focus on Emergency Room/Mental Health annex area. D. Taylor clarified the scope of work includes all public safety radio channels and TCOMM will monitor progress and provide regular reports to this board.
- D. Taylor reported storm damage occurred to the microwave equipment at the courthouse and Crawford Mountain sites and has since been repaired.
- Interference issues to TAC1 have been mitigated. Additional urban coverage receivers were added at the ESC and the courthouse due to lack of coverage support for mobile radios in the city limits. Receivers will be added to the Kamilche Ridge and Union Mills sites as well.

IT Services – T. Klotz reviewed the current IT Project List (attachment). Updates included:

- Project 6 Hardware Replacement - The replacement of the CAD workstations at the TCOMM Back-Up Center is complete.
- Project 8 Smart 911 - SMART 911 is an added project and is expected to deploy in March, 2018. Specific project details are listed below.

Old Business

Radio Systems Replacement Project – K. Flewelling reported the Radio Systems Replacement project was reviewed at the November Administration Board meeting and work session as well as the January 2018 meeting. Due to the change in representation for the Cities of Olympia and Tumwater, and the Fire Commissioner's Association, the formal board recommendation was postponed until the March Administration Board meeting in order to bring new members up to speed on the pending issues. K. Flewelling reviewed the steering committee and consultants' recommendations to replace the radio system with a 700 MHz digital P25, simulcast trunked system. It was favored to partner with WSP as a partnership with Pierce County could prove to be too complex to manage. K. Flewelling reported meeting with political decision makers to discuss funding opportunities for the new system. This included a possible attempt to raise the 1/10th of 1% sales use tax, a criminal justice sales use tax, and general obligation bonds through the county as well as the use of loans and as a last resort, user fees.

Non-Member Fee Update – K. Flewelling reported TCOMM executed service level agreements with both Olympic Ambulance and AMR, stating both are 5-year agreements with the option to renew. The ambulance companies are the largest user in the non-member fee category. Moving forward, the next step is to craft a formula more equitable for the remaining non-member agencies.

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Non-Member Application Status – K. Flewelling reported the Chehalis Tribal Police have expressed interest in becoming a non-member agency utilizing TCOMM dispatch and radio services due to poor radio coverage. Additionally, most of the tribe's current business properties as well as future properties are located in Thurston County. K. Flewelling stated this would be a fee for service based on number of incidents which mirrors the current practice with Nisqually PD. Once an agreement is in place, the same template will be proposed for Nisqually Tribal Police, as currently there is no formal agreement in place. K. Flewelling clarified the additional call volume should not present an issue in regards to staffing.

HIRL Subcommittee Update – W. Hill provided an update on the HIRL revision process. The notification process at the onset of an incident is under review. When dispatch is notified of an event that would impact a single jurisdiction or several, a notification would be sent via Active 911. W. Hill questioned if everyone in the group utilized this feature as this would be the primary notification method for fire service and law enforcement. Law enforcement representatives on the committee agreed to revisit the application to determine its effectiveness for law enforcement. W. Hill stated during a HIRL event a fire representative would sit in dispatch to identify resources and coordinate responses throughout the county where necessary. D. Pierpoint stated it might be beneficial to have an Active 911 training to review the basics of the program with user agencies. T. Klotz reported Active 911 is being considered more frequently for notifications, including hospital diversion. T. Klotz stated end users will be able to set up filters to determine which notifications they wish to receive. Once the draft HIRL policy is completed, the revised policy will be brought to the Operations Board for approval.

Smart 911 – K. Flewelling provided an overview of the Smart 911 application which will be available to citizens in Thurston County in April 2018. Highlights/items for discussion included:

- The application allows citizens to create a profile and provide key information for first responders in the event of an emergency at their address. If a call is received from a registered number, the information appears on the dispatcher's screen and can be shared with those responding.
- TCOMM purchased the software with funds received through the Nisqually Grant and ongoing maintenance is built into the TCOMM budget.
- The Smart 911 application is expected to work in conjunction with the Emergency Management community notification product purchased from the same vendor.
- S. Brooks questioned if the Smart 911 application would take the place of the current premise file utilized? K. Flewelling clarified one component of Smart 911 is a Smart Facilities application and like premise files will allow for the entry of facility information into a database. Similar to Smart911, the database is maintained by Smart 911 rather than TCOMM and is updated by the vendor every six months or one year, depending on the product. K. Flewelling clarified the facilities component will not launch when the product first goes live.

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- The Smart Facilities component could be a replacement for RapidResponder which is currently used for schools information. K. Flewelling asked the Operations Board and law enforcement specifically, if RapidResponder was utilized. They indicated that the product is not used by law enforcement.
- TCOMM plans a soft rollout of the application at the end of March and will provide an extensive public education campaign in conjunction with Thurston County Emergency Management.

FirstNet Update – K. Flewelling provided the FirstNet Update. Highlights/items for discussion included:

- The governor opted into FirstNet at the end of December for Washington State. Primary users are police, fire, and EMS as well as volunteer agencies. Extended users include hospitals, utilities, public works and transportation agencies.
- The cost formula for opting in to the FirstNet program is now available for comparison against current cellular rates. Agencies can choose to opt in to the program if the AT&T coverage map for their particular service area is adequate.
- The consensus of the Thurston County public safety community is the AT&T coverage map is poor with most agencies utilizing Verizon cellular service. Verizon is working to offer all the features offered by FirstNet. Verizon is also working to address the major concern of interoperability between those who are on FirstNet and those who are not.

New Business

TCOMM Statistics – K. Flewelling provided the 2016 and 2017 dispatch and telephone statistics by agency. He clarified the figures represent TCOMM statistics and could differ from those generated by individual agencies.

Legislative Update – K. Flewelling provided a brief update on the legislative bill regarding a pilot project that enables law enforcement to partner with mental health agencies for responses in the community. WASPC will be responsible for the grant application process with the Senate contributing one million dollars toward project funding.

ICE Warrant Clarification – D. Pierpoint cautioned there could be a return received by agencies which allegedly looks like a warrant but is actually an ICE (Immigration and Customs Enforcement) detainer. J. Elkins confirmed dispatch does receive ICE detainers on occasion and staff is trained to recognize that these are not actual warrants. TCOMM will email board members an example of an ICE detainer for reference.

Meeting adjourned at 1:48 p.m. Next meeting to be held Monday, April 16, 2018 at 1:00 p.m.