

Thurston 911 Communications
Operations Board Meeting Minutes
Monday, January 28, 2019 @ 1:00 P.M.

MEMBERS PRESENT:

Mike Buchanan, Vice Chair – Olympia Fire Department
Steve Brooks – Lacey Fire District #3
John Wood – Thurston County Fire Chiefs Association
Tim Braniff – Thurston County Sheriff's Office
John Weiks- Tumwater Police Department
Ronnie Roberts – Olympia Police
Ben Miller-Todd – Medic One
Scott LaVielle – Tumwater Fire Department
Aaron Jelcick – Olympia Police Department
Ben Miller-Todd – Medic One

TCOMM STAFF:

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

GUESTS: None

Call to Order

Chair, Tim Braniff called meeting to order at 1:00 p.m.

Approval of Agenda & Minutes

Two items were added to the agenda: Assigning EMS Numbers and Aid Unit vs. Aid Terminology
M/S/C approval of the January 28, 2019 agenda as amended (S. LaVielle/J. Wood)
Informational: October 3, 2018 Joint Admin/Ops Board Minutes

Correspondence – None

Public Testimony – None

Subcommittee Reports

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

- Hardware replacements
- Project 5 – CJIS audit, completed with no findings.
- Upgrading MS Suite from 2010.
- Last 2 projects are rollovers, replacing the CORE firewalls (ASA) and the Fiber migration. Both which took longer to complete than anticipated.

Radio Services: D. Taylor reviewed the current Radio Systems Projects. Updates included:

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- Union Mills Reservoir in Lacey is doing construction on the tank and seismic upgrades which means we have to move our cabinet up there. In the midst of moving and making the cabinet larger.
- Chehalis Tribal Police area coverage project. Putting more equipment down there to support the local area on TAC1.
- RFP out for Bids. Closes Feb 8th. There has been some interest in it. Posted it last year and had no responses.
- Next week start to work on Olympia Fire Department Channel 9 Project.
- Same time will start to work on the Bald Hill Solar project.
- Adding Radio Direction finding equipment to the radio services truck. Much faster in reacting to radio interference issues. J. Prine is almost done with that.
- Microwave replacement to the Yelm site later on.

FLAC Report: W. Hill updated the Board with highlights from the last FLAC meeting.

- WA Gambling Commission requested to be able to use and program TCOMM law enforcement frequencies into their radios. FLAC recommended to not let them on our frequencies. K. Flewelling followed up and said there was a caveat that TCSO will allow special activity use of their frequency upon request for a specific amount of time.
- ATLS for Runaways, Stolen, Etc. – B. Brenna asked if these can come out as messages to their screens so they don't have to ask for the information again later on in the night. When they have to request the information again later on in their shifts it takes up air time, and it would be easier for them if they could scroll back through their MCTs for the information.

After discussion, it was decided that everything that is broadcast now will still be broadcast minus the following, which will be sent via MCT only: Runaway, Welfare check, Vehicles taken without permission, Missing subjects that don't qualify as missing and endangered.

- Auto Recovery WACIC Entries – J. Elkins said an officer recently put consent to search information in the WACIC entry. Is that something that LE wants in there? G. Phillips and B. Brenna felt it was helpful so they can see when they got consent. The decision was to put the consent to search in the CAD event; then enter it into the WACIC event. Dispatch will only do this if the officer puts it in the CAD event.

Old Business

HIRL Update: W. Hill reports that there were 2 incidents at the end of November where it was tested and it went well. The first was a wind storm and the second one was the 911 outage. FLAC met a few weeks ago and discussed both and we're moving forward and it'll be good once we get the bugs worked out. J. Elkins states they still plan to test it and will send out a notification of when that will happen.

Repetition of Radio Transmissions – K. Flewelling relayed a request to not repeat radio transmissions to free up some air time. M. Buchanan asked that if it's passed that we be able to

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come back and ask it to go back if it doesn't work out as planned. **Implementation date will be February 1, 2019.**

M/S/C to not repeat the initial dispatch radio transmissions (S. Brooks/J. Wood)

Radio Replacement Update: K. Flewelling reports that Senator Hunt took the bill and dropped on senate side which allows counties to increase the one tenth of one percent to two tenths. Senate Bill 5272. Will be heard on January 31st at 8am. K. Flewelling encouraged everyone to show up and if they're willing, to testify.

Last week HB 1653 was also signed by Rep. Doglio, Dolan, Barkus, and Griffey. It was assigned to the Finance Committee.

There was a question about the level of approval when the one tenth of one percent was implemented. Will research and provide that information at the next meeting.

Chehalis Tribal Update: K. Flewelling reports after adding the tribe late last year we've noticed that their utilization is a bit higher than we anticipated. Approx. 10% than the numbers we received from Grays Harbor on their utilization on the radio side. Finding that they're more active on the Law Enforcement side. This is a bigger picture radio project that we've got going on right now. There is some concern about overcrowding on TAC1. We'll pull some numbers and move forward after that.

New Business

911 Outage: K. Flewelling reported that at about 8:30 PM PDT on December 27th the primary 911 system in Thurston County became inoperable. It was some time later that it was learned that the outage was more widespread than just Thurston County. Thurston 911 Communications immediately notified Thurston County Emergency Management to broadcast notifications to the community informing them of the event and what to do in case of an emergency. In this case, citizens were encouraged to call the TCOMM911 10-digit non-emergency telephone line -- 360 704 2740.

Notifications to the community were completed by Emergency Management via social media, Thurston Community Alert, and Emergency Alert System. Separately, public safety response agencies and community leadership were alerted via text messaging. Later in the evening the State 911 Office set-up a conference bridge for the 911 community to exchange information and get updates from the telecom providers.

CenturyLink was able to restore 911 services to Thurston County and the majority of Washington State counties by 8:30 AM PDT on December 28th.

The State E911 Office has conducted one "hot-wash" review of the event and conducted a more thorough after action review on January 4th. TCOMM and TC Emergency Management reviewed activities on a local level on January 16th to determine any lessons learned.

Renaming Reserve Units: B. Miller-Todd stated that when critical incidents such as the train derailment have taken our primary medic units out of service, there has been confusion when the

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reserve units come out and they are then named the same as the primary units. FLAC previously discussed different naming conventions for the reserve units to reduce confusion for critical incidents by adding the number 2 after the unit name. Example: M4 would be M42. The group discussed how that would be entered into CAD and T. Klotz stated that dashes cannot be added to CAD so it would just be M42. Ben Miller-Todd will put out the notification when TCOMM is ready.

M/S/C to Rename Reserve Medic units by adding the number 2 after the unit name. (B. Miller-Todd/S. LaVielie)

Assigning EMS Numbers: J. Wood reports that 6% of all calls being dispatched for EMS without being assigned an EMS incident number (Medic One number). J. Elkins states a reminder can be sent to dispatch but feels there are too many downsides to adding ghost units to push a M1 number. A discussion was had and it was determined that this item should be taken to the Fire Chiefs meeting.

Aid Unit vs. Aid Terminology: J. Wood stated that he believes this item should also be heard at the Fire Chiefs meeting first.

Round Table

Active 911: T. Braniff reports that the Active 911 for TCSO is delayed by 30-45 minutes or is being duplicated when it's being edited and asked that they get the notification sooner rather than later. The other concern is that Command staff doesn't get the notification until later and they are trying to determine if it's cost effective for them. A discussion was had and it was determined that it was a configuration issue on their side and we'll work with them to get it fixed.

Nisqually Tribal Grant: K. Flewelling notified the group that we did not get the Nisqually Grant this year.

Mental Health Response: A. Jelcick reports that their Familiar Faces program is going really well and they've been able to provide a lot of support to high utilizers of Law Enforcement and Fire Services so far. They've gotten grant through Inter City Transit and were able to secure a van to transport individuals if needed. The Crew Team just hired another member and they are out on foot in downtown now. They will be utilizing TAC9 and will be on foot for the first stage focusing on the downtown core and will move further out when they can. They will be proactive and not just respond to calls for service. If an officer responds to a call and determines that the Crew Team can handle it they'll have them respond.

Next Meeting: March 18, 2019 @ 1 P.M.