

RIVERCOM 911 OPERATIONS GROUP

RiverCom Conference Room
140 S. Mission Street, 3rd Floor
Wenatchee, WA 98801

Meeting Minutes Tuesday, March 16, 2010

In Attendance:

Mike Dingle, *DC EM Specialist, Douglas County Sheriff's Office*
Karl Jonasson, *EMS Director, Lake Chelan Community Hospital District #2*
Timothy Lemon, *Chief, Chelan County Fire District #7*
Arnold Baker, *Chief, Chelan County Fire District #5*
Stan Smoke, *Chief, Wenatchee Fire & Rescue*
Tyke Gaskell, *Captain, Wenatchee Fire & Rescue*
Tom Martin, *Representative, Chelan County Fire District #8*
Bill Horner, *Deputy Chief, Chelan County Fire District #3*
Jeff Middleton, *Chief of Operations, Chelan County Sheriff's Office*
Phil Mosher, *Chief, Chelan County Fire District #6*
Kelly O'Brien, *Chief, Chelan County Fire District #3*
Jim Brown, *Support Services Manager, Wenatchee Police Department*
Millie Tirapelle, *Director, RiverCom 911*
Jackie Jones, *Operations Manager, RiverCom 911*
Jerry Corder, *IT Manager, RiverCom 911*
Criselia Grupp, *Administrative Services Manager, RiverCom 911*
Staci Engler, *Confidential Administrative Assistant, RiverCom 911*

Call to Order:

Chairman Mike Dingle called the meeting to order at 11:02 AM. Attendees introduced themselves.

Approval of Minutes:

Karl Jonasson made a motion to approve the minutes as written. Tom Martin seconded the motion. The motion passed unanimously.

Directors Report:

RiverCom 911 Director Millie Tirapelle reported on the following items:

- A meeting is scheduled on March 23 to discuss and prepare for the equipment conversion at Chelan-Butte.

- The Upper Badger radio site project continues to be delayed. Currently, the generator is inoperable due to an equipment malfunction by the PUD. The projected completion date has been moved to May.
- Chief Baker reported that we are still in the consideration for the Fire Homeland Security Grant. IT Manager Corder added that he has spoken with Captain Dan Haley from Asotin County and that Captain Haley offered to review our grant application free of cost and offer any suggestions that may help us in the future.
- The Motorola MCC5000 radio project has been completed and signed off.
- The Positron telephone project has been completed and signed off.
- The Spillman 6.1 upgrade project has been completed but the agencies are still working through some operational issues. The current issues have more to do with annoyances and formatting and do not present any life safety issues.

Chief Mosher reported that there are some issues with paging and response plans. After further discussion, Operations Manager Jones said that the problem lies with the tone selection by the dispatchers. The inability to review the response pattern before activating the tones (like it used to be) has been reported to Motorola.

Operations Manager Jones requested that any incidents and/or issues involving the paging and response systems be reported directly to her as soon as they occur via email so that she can provide follow-up and work toward correcting any issues.

- Tirapelle reported that the Administrative Board is moving forward with a 5-Year Strategic Plan. The Board has hired De Hicks of SCGI to facilitate and coordinate the project. The Administrative Board, RiverCom 911 representatives, and some RiverCom Operations Group members will meet with Hicks on June 17, 18, and 19, 2010 to begin gathering information for the strategic plan.
- Senate Bill 6846 continues to sit on the House floor. If passed, the bill would provide about \$280,000 in additional 911 monies. The State 911 Program has already agreed the revenue may be used for IT assistance in recognition that every 911 center will require a dedicated IT Technician to keep up with technical phone issues as part of next generation 911.

Tirapelle also added that Dispatch Supervisor Lynn Palmer's mapping expertise will greatly assist us with the new technology.

- Tirapelle reported that it just came to her attention that the owner of Goat Mountain, Norlin & Associates, Inc., is apparently in the process of selling the property. Karen Norlin will forward the purchase requirements to Director Tirapelle so that we may consider placing an offer. Notification of interest is due by March 25, 2010. This item will also be presented to the Board for further discussion at their meeting tomorrow.

- Merle Root from DAY Wireless is retiring to pursue other avenues of interest.
- A Motorola narrow-banding engineer is scheduled to speak at the next ROG meeting, Tuesday, April 13, 2010.
- The open Communications Technician position has been advertised for the past 8 months. During that time, two individuals received Conditional Offers of Employment but then later declined the position. The position remains open at this time.
- Tirapelle reported that Bob Schwiesow is exploring the connection of Fire House to CAD.

Committee Reports:

There were no Committee Reports

Roundtable Discussion:

- IT Manager Corder reported that RiverCom has finished-up all internal upgrades. There are a number of radio projects coming up that will occupy most of the remaining year.
- Corder reported that he will be meeting with T-Mobile representative for the reassignment of the Lower Badger-DCSO microwave hop.
- Corder will be meeting on March 23, 2010 to review the Chelan-Butte radio site project with the main goal of organizing the process and plotting out a target completion date. The project includes all new equipment and no reprogramming.
- The owners of the Moses Stool radio site are open to exploring our raising the height of the tower at this location. The extension of the tower would greatly improve microwave issues. Corder added that the preparation would be done next year with a likely completion date sometime around 2013.
- Administrative Services Manager Grupp reported that RiverCom continues to have one Emergency Services Dispatcher (ESD) candidate in the background process. The candidate is near the end of the pre-employment process.
- Operations Manager Jones reported that we have been busy with upgrades since the beginning of the year. She specifically called to attention the work of Dispatch Supervisors Lynn Palmer and Dennis Keppner who did a great job of creating back-up functions that were utilized while systems were down. Their work greatly assisted with back-up mode operations.

Jones added that Keppner also created a “work order” process that includes a check-off list to better determine and isolate issues.

Jonasson specifically asked if and how often upgrades were productive. Jones responded that our upgrades are almost always productive. She further commented that RiverCom Dispatchers have done a good job providing Spillman with User Group feedback which in turn has led to the identification of even more improvements to our systems. She stressed that it has been clearly beneficial to RiverCom operations to move forward with future upgrades.

- Jones provided some updates on the 97A road closures.
- Jones invited RiverCom Operations Group members to the RiverCom 2009 Telecommunicator Awards Ceremony on April 21, 2010 at 3:00 PM. The awards presentation will take place at the City of Wenatchee Council Chambers.
- Chief Baker mentioned a recent call where incorrect location information was provided and commended Dispatcher Dana Vivian for quickly determining the cell phone coordinates and accurately directing responders to the scene of the call.
- The group arranged to schedule a narrow-band pre-meeting on Tuesday, April 13, 2010 at 10:00 AM.

Good of the Order:

There was no further comment.

The meeting was adjourned at 12:11 PM.