

## **RIVERCOM 911 OPERATIONS GROUP**

RiverCom Conference Room  
140 S. Mission Street, 3<sup>rd</sup> Floor  
Wenatchee, WA 98801

### **Meeting Minutes Tuesday, May 11, 2010**

#### In Attendance:

Mike Dingle, *DC EM Specialist, Douglas County Sheriff's Office*  
Jim Brown, *Support Services Manager, Wenatchee Police Department*  
Jeff Middleton, *Chief of Operations, Chelan County Sheriff's Office*  
Stan Smoke, *Chief, Wenatchee Fire & Rescue*  
Cy Sousley, *Captain, Cashmere Fire Department*  
Tom Martin, *Representative, Chelan County Fire District #8*  
Johnny Rebel, *Location Manager, Lifeline*  
James Brown, *Paramedic, Lifeline*  
Millie Tirapelle, *Director, RiverCom 911*  
Criselia Grupp, *Administrative Services Manager, RiverCom 911*  
Jackie Jones, *Operations Manager, RiverCom 911*  
Staci Engler, *Confidential Administrative Assistant, RiverCom 911*

#### In attendance via phone:

Karl Jonasson, *EMS Director, LCC Hospital District #2*  
Rusty Stamps, *Assistant Chief, Chelan County Fire District #7*

#### Call to Order:

Chairman Mike Dingle called the meeting to order at 11:03 AM. Attendees introduced themselves.

#### Approval of Minutes:

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

#### Director's Report

- IT Manager Jerry Corder is working with Motorola today to install the combiner at Chelan-Butte. In the meantime, there has not been much progress on other sites.
- Director Tirapelle presented the need to complete an RFP in regard to the newly awarded Fire Grant. A discussion followed about whether to write the RFP ourselves or to hire an engineering company to write it. In any case, we will need to be particularly selective in choosing a writer as the grant verbiage explicitly states that we cannot

receive any help with the pre-planning process if they are also going to bid on the project.

It was further suggested that we include contract wording to include a guarantee of serviceability when the project is completed.

- Although most issues have been resolved associated with the recent Spillman upgrade, we continue to experience some issues such as the equipment “freezing up” during calls. These problems have been brought to Spillman’s attention and one of their engineers is working on the problem. Other user agencies stated that they were not experiencing these same issues.
- Director Tirapelle received an email from Chief Arnold Baker asking about the possibility of additional frequencies. Tirapelle responded that RiverCom is currently purchasing new frequencies.

### Operations Manager Report

- Operations Manager Jones distributed a chart showing the number of calls RiverCom handled for this year’s Apple Blossom Festival weekend in comparison to previous years. She noted an overall decline in calls and commented that we ended up being overstaffed this year and would be further considering staffing for next year’s event.

Chairman Dingle requested that the group receive the same chart for Memorial Day Weekend statistics to compare to the Apple Blossom Festival.

- Dispatchers have had some group paging issues in regard to the new M5500 Motorola Console installation whereas with the new system it is very easy to select the wrong paging group.
- RiverCom Supervisor Lynn Palmer is currently working to complete the next Geo-Load. It expected to take some time to complete given that the information is complex and complicated.

The group thanked Palmer for her work and noted that she is an asset to all of our user agencies. The group also indicated an interest in learning more about the training she has been receiving. It was suggested that she give a presentation at one of the Chief’s meeting in the near future.

- A group of our Dispatchers have been receiving Critical Incident Stress Management (CISM) training and are starting to work on developing a corresponding SOP for internal critical incidents.

## Administrative Services Manager Report

- We are currently conducting a pre-employment process for the position of Emergency Services Dispatcher. Interviews are scheduled for June 2, 2010.
- One of the two Communications Technician positions has not been filled with one of the positions being basically contracted to Day Wireless to assist us in the area. We are working on a new job description for the position of IT Technician to then replace the one Communications Technician position. At some point, the IT Technician position will be funded by the new 1/10<sup>th</sup> of 1% communications tax.

Director Tirapelle further explained how we anticipate the new funding will affect our budget and other sources of revenue as the State is expecting agencies to move away from state funding and more toward county funding.

- The 1/10<sup>th</sup> of 1% Communications Tax revenue is coming in.
- In May, we will begin looking at our health insurance plan to decide whether we stay with the current plan or go to another plan.
- We enter into Guild contract negotiations at the beginning June.

## Committee Reports:

*There were no Committee Reports*

## Good of the Order:

- Spillman representatives will start participating in the SAM meetings so that all users are receiving and sharing the same information and are involved in decision-making processes.
- Cy Sousley from Cashmere Fire briefly reported on informal narrow-band testing that he has recently conducted.
- Jim Brown expressed concern about missing frequencies that need to be relicensed for the narrow-band project. He asked if RiverCom could provide a list of frequencies so that each agency knows which ones are being relicensed through RiverCom and which ones need to be relicensed through user agencies.

- Chairman Dingle suggested that we move the narrow-band start date in 2012 up to the month of March so that it would not interfere with the fire season and other busy festival and holiday times.
- Chairman Dingle expressed dissatisfaction with the limitations and mandates disallowing the purchase of non-narrow-band equipment. He will send a letter he wrote to Director Tirapelle who will then send it out to other agencies.
- Tom Martin thanked the Dispatchers for the work they do.
- Chairman Dingle noted that Douglas County is looking to replace MDT's.
- Chairman Dingle suggested that anyone who needs to take the NIMScast training session should do so if you haven't already.

There was no further comment.

The meeting was adjourned at 12:10 PM.