

In this issue:

- Upcoming CAD improvements, plans
- New web-based records request system launched
- South Sound 911 social media

# INFOBULLETIN

## Upcoming CAD improvements, plans

Our final milestone for the regional computer-aided dispatch (CAD) implementation is upon us! Forty-one different fire and police departments will be using one dispatch platform before March comes to a close.

The project team, along with numerous other public safety personnel who have contributed to the making of this project, are very excited to see something that once was only a discussion item four years ago become reality. We will be drawing from our lessons learned after the first go-live last October when 19 law enforcement agencies began using the new system.

For example, trainers from each primary public safety answering point (PSAP) were highly available during the October cutovers, and were the first point-of-contact for PSAP employees when there was a question. We look to repeat that success during the cutovers in March with the fire PSAPs.

We continue to improve the software that went live in October. Two different reassessment weeks were conducted in November and December that resulted in several enhancements and bug fixes being addressed within the mobile product (MobilePublicSafety) and the PSAP software (I/Dispatcher). Two new versions of the mobile product are planned, and the first release (version

1.1 for law enforcement) is being tested by the core configuration team right now and is expected to be released in late January.

Version 1.1 will include a much anticipated change that leverages the F2 key for cycling through unread NCIC messages. Version 1.2 for law enforcement will include several visual changes to the Patrol Dashboard, and is scheduled for release in February.

Version 1.1 of I/Dispatcher is also being tested by the core configuration team right now, and will likely be released in the first part of February. One of the enhancements we will see in I/Dispatcher is the introduction of Banner, which is a window that presents relevant units and displays status updates by using a combination of codes and colors.

This project represents just the beginning of not just what operations can look like when we are all on common platforms, but is also a shining example of how we can come together as one public safety community and achieve a very large goal. We are all looking towards the same finish line in wanting to provide our community with the best public safety services possible. Thank you to everyone who has helped us get to this point so far and will continue to support a common goal well after we close the books on this chapter.

## Puyallup dispatch employees officially part of South Sound 911

Employees of the City of Puyallup's communications center, City Comm, officially became employees of South Sound 911 the first week of January. The transition comes after months of planning between the City and South Sound 911.

Dispatch will continue to operate from the Eastside Communications Center in Puyallup, but will be managed by and receive pay and benefits from South Sound 911. The agreement is similar to one between South Sound 911 and the City of Fife when Fife dispatchers became South Sound 911 employees in late 2014.

## Upcoming Meetings

### Policy Board

Jan. 27  
9 a.m.  
Lakewood City Hall  
6000 Main St SW  
Lakewood WA 98499

### Operations Board

Feb. 12  
9:30 a.m.  
WPFR Station 20  
10928 Pacific Hwy SW  
Lakewood WA 98499

Meeting agendas and meeting minutes are available at [www.southsound911.org](http://www.southsound911.org)

## Policy Board

Joe Lonergan  
City of Tacoma Councilmember

Tim Curtis  
City of Fife Mayor

Mike Brandstetter  
City of Lakewood Councilmember

Julie Door  
City of Puyallup Councilmember

Dave Enslow  
City of Sumner Mayor

Grant Erb  
West Pierce Fire & Rescue  
Commissioner

Pat McCarthy  
Pierce County Executive

Paul Pastor  
Pierce County Sheriff

Doug Richardson  
Pierce County Councilmember

Robert Thoms  
City of Tacoma Councilmember

## Operations Board

Mike Zaro  
Lakewood Police Chief

Jim Sharp  
West Pierce Fire & Rescue Chief

Bud Backer  
East Pierce Fire & Rescue Chief

Ryan Baskett  
Graham Fire & Rescue Chief

Kelly Busey  
Gig Harbor Police Chief

Peter Cribbin  
Tacoma Police Asst. Chief

Cliff McCollum  
Browns Point-Dash Point Fire Chief

Bryan Jeter  
Puyallup Police Chief

Rob Masko  
Pierce County Sheriff Undersheriff

Brad Moericke  
Sumner Police Chief

Faith Mueller  
Tacoma Fire Deputy Chief

Steve Nixon  
Gig Harbor Fire & Medic One  
Asst. Chief

Trent Stephens  
Pierce Transit Deputy Chief

Dave Woods  
Interim Fife Police Chief

Keith Wright  
Central Pierce Fire & Rescue Asst. Chief

## Executive Director

Andrew E. Neiditz  
South Sound 911

South Sound 911  
955 Tacoma Ave. S., Ste. 102  
Tacoma, WA 98402

# New web-based records request system launched

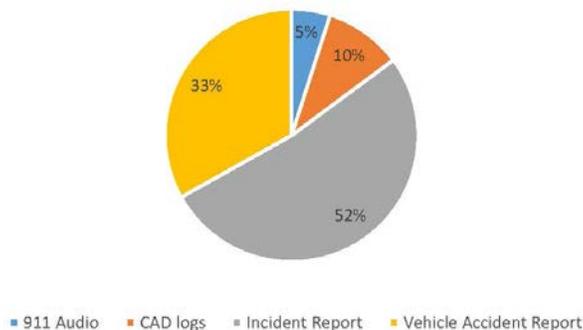
On Dec. 14, South Sound 911 launched a new web-based records request portal through GovQA. Now, users are able to request and receive records in a more efficient and expedient manner. Requestors submit a simple online form and can download records electronically — currently, at no charge.



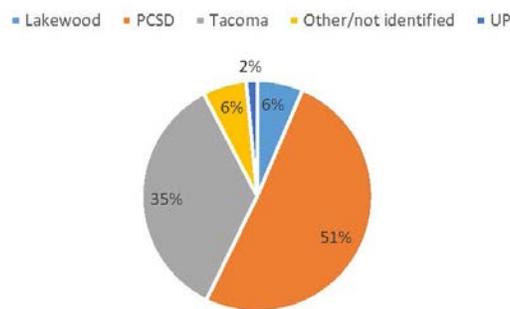
South Sound 911 processes a high-volume of requests for vehicle accident reports and incident reports for eight law enforcement agencies and processes requests for 911 audio and computer-aided dispatch (CAD) logs for 19 law enforcement agencies. The new records portal allows for increased internal tracking and accountability of these records requests.

While South Sound 911 processes the requests, the police agencies review the requests for release (excluding vehicle accident reports) and make redactions as necessary. In the first month alone, South Sound 911 processed 2,007 requests through the records portal, and completed 1,626 requests. Of those requests, 177 were requests for reports from law enforcement/criminal justice agencies<sup>1</sup> and 858 were from insurance companies.

Requests by Type



Requests by Municipality



This new process is a significant change for not only South Sound 911 staff, but also our partner agencies. A big thank you to everyone involved.

<sup>1</sup> Law enforcement/criminal justice requests for 911 audio and/or CAD logs are processed manually and are not included in this count.

A graphic for South Sound 911 social media. It features a woman in a call center headset on the right. On the left, there is a 'SOUTH SOUND 911' logo and a '911' logo with a signal icon. Below the logos is text about social media presence.

Did you know South Sound 911 is on **Facebook** and **Twitter** now? We launched our social media presence rather quietly in mid-October, but word spread fast!

South Sound 911 social media accounts are used for the sharing of agency news, information and education only. Requests for emergency aid should still be called in to 911 or the relevant non-emergency number, such as 253-798-4721.