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South Sound 911 to participate in joint community meetings for new facility

In cooperation with Pierce County and Tacoma-Pierce County Health Department, South Sound 911 will participate in a series of joint community meetings in April. Agency representatives will share the proposed concept that will provide centralized health and community services for the public, as well as South Sound 911's new public safety communications center. The public is invited to learn more about the concept, ask questions, and provide feedback:

- **Tuesday, April 5, 6-7 p.m.** at the Tacoma-Pierce County Health Department auditorium
- **Wednesday, April 6, noon-1 p.m.** at the Tacoma-Pierce County

Health Department auditorium

- **Monday, April 11, 6-7 p.m.** at Cottesmore of Life Care in Gig Harbor
- **Monday, April 18, 7-8 p.m.** at the Pierce County Environmental Services Building
- **Thursday, April 21, 7-8 p.m.** at Lakewood City Hall

Pierce County Council members will host each meeting. Project leads from Pierce County, Tacoma-Pierce County Health Department and South Sound 911 will participate.

South Sound 911 plans to host separate community meetings if and when the proposed concept is approved by the County Council.

Law enforcement system improvements released, delayed fire implementation making progress

Two significant milestones were achieved within just the past few weeks, and another is on the horizon. Law enforcement communications centers received software updates based on the feedback they provided in December. These updates also include several system fixes and performance enhancements that will benefit everyone. The week after that production upgrade, we had several participants from the fire communications centers meeting daily to go over a final punch list of tasks in the training environment.

The week ended with six dispatchers entering over 200 events into the training environment in less than two hours. These simulated events helped confirm the changes that were made in the last few months, and helped us see where we still need to put effort. The training environment is very close to being ready for fire dispatch training.

"Dashboard 2.0," as it has been referred to, is scheduled to be released to law enforcement mobiles in April.

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2015 Annual Report and 2016 Budget now available online

South Sound 911 published its third annual report, detailing the accomplishments of 2015. The 25-page report available [online](#) notes an increase in emergency 911 calls and the agency's growth in responsibility, personnel and technology.

The 2016 Budget document details changes due to the integration of Eastside Communications Center operations and other transitions. The report can be found on our [website](#).

Upcoming Meetings

Policy Board

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

Operations Board

April 8
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

Policy Board

Joe Lonergan
City of Tacoma Councilmember

Tim Curtis
City of Fife Councilmember

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

Jack Andren
Central 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

Nick Hausner
Pierce County Sheriff Operations Chief

Bryan Jeter
Puyallup Police Chief

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

Executive Director

Andrew E. Neiditz
South Sound 911

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

Organizational changes to facilitate team-based management

Last month, Executive Director Andrew Neiditz introduced to employees some organizational changes and reassignments to “better align the executive management team for the continuing transitions ahead.”

The goal is to facilitate team-based management, particularly so that the Information Services (IS) department and the new Communications Systems department can be better

positioned to integrate fire services into South Sound 911.

Changes include the transfer of personnel and the responsibilities of communications maintenance, computer-aided dispatch (CAD), and network operations to Communications Systems. Previously, communications maintenance was part of Law Enforcement Communications, and CAD and network operations

were part of IS.

Additionally, the records portion of IS transferred to the Law Enforcement Division as its own department. Records Operations Manager Jeanette Carter now reports to Deputy Director Mark Mears.

An updated [basic organizational chart](#) was published to illustrate the changes.

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A group of testers are reviewing it right now to check for “bugs” and create any necessary training material. This update, officially referred to as Law MPS v1.2, will get us closer to a mobile product that is quick and easy to use.

We have also made some organizational changes that will positively impact CAD moving forward. Tim Hannah, the assistant director overseeing Communication Systems, will be taking the lead on production CAD items as well as managing the CAD support team. Rob Oesch will continue leading efforts for the CAD project, and will be focused on meeting the needs of fire dispatch and mobiles. Once the project concludes, Tim will assume responsibility for the entire system.



Operations Board founding co-chair honored at Policy Board

Undersheriff Rob Masko was presented with a certificate of appreciation at the March Policy Board meeting, in recognition of Masko’s tenure as a founding member and co-chair of the Operations Board. Current Operations Board Chair Jim Sharp and Policy Board Chair Joe Lonergan were on hand to present the certificate and share a few kind words about Masko’s role in helping to lead South Sound 911 through its formative first years.

Masko stepped down from the Operations Board earlier this year. Operations Chief Nick Hausner now represents the Pierce County Sheriff’s Department on the board.