

# INFOBULLETIN

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## Momentum for facilities project

While the county's "concept proposal" ultimately ended without a site for a new South Sound 911 public safety communications center, the project itself has not come to a halt. Rather, it gained momentum.

Pierce County instead proposed the use of its adjacent 8 acres, which includes the site of the old Puget Sound Hospital.

"We are confident and pleased about the possibility of remaining and investing in the neighborhood we have gotten to know these last few months," Executive Director Andrew Neiditz said.

The county-owned property is larger



than is required for South Sound 911's facility, so the development team is evaluating the entirety of the site to determine ways to best use the land — which parts could best suit the public safety communications center,

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## Eastside Communications Center launches new non-emergency number

South Sound 911's Eastside Communications Center launched a new toll-free non-emergency number, **844-821-8911**, for callers in the east Pierce County cities served by the center. The non-emergency number should be used for calls that do not require an immediate, emergency response. Callers reporting a life-threatening injury or illness or an in-progress crime should still call 911.

The new non-emergency number is for callers within the city limits of Bonney Lake, Buckley, Fife, Milton,

Orting, Puyallup, and Sumner. The Eastside Communications Center is a primary 911 center serving those cities' police departments. Calls for fire and medical aid are currently transferred to one of two secondary fire communications centers.

Callers in all other areas of the county, including unincorporated Pierce County, should use South Sound 911's previously established non-emergency number, **253-798-4721** (or toll-free for outlying areas, 800-562-9800).

## Deputy Director Sharp leading Fire Comm operations

Effective June 1<sup>st</sup>, South Sound 911 Deputy Director Ken Sharp began overseeing West Pierce Fire & Rescue's Fire Comm operations.

"This is an important and strategic step toward our goal of accomplishing our mission," Executive Director Andrew Neiditz wrote in an announcement to employees.

Sharp now serves as a link to fire dispatch services while South Sound 911 prepares to transition Fire Comm employees to South Sound 911.

## Upcoming Meetings

### Policy & Operations Board Joint Workshop

July 27  
9:30 a.m. - 1:30 p.m.  
Environmental Services Building  
9850 64th St. W.  
University Place WA 98467

### Operations Board

Aug. 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 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

Jim Sharp  
*West Pierce Fire & Rescue Chief*

Mike Zaro  
*Lakewood Police 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*

Peter Fisher  
*Fife Police 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*

Ron Schaub  
*Pierce Transit Chief*

## Executive Director

Andrew E. Neiditz  
*South Sound 911*

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

## Facility cont...

and which space could be reserved for other future development.

The old hospital would be demolished should South Sound 911 use the site.

"It's a win for us and will be a win for the community when the abandoned hospital is removed," Neiditz said. "Due diligence was completed on the site for another project a couple of years ago, so I see no reason it couldn't also suit South Sound 911's needs."

## Finance Committee changes

At its April 27, 2016, meeting, the South Sound 911 Policy Board welcomed two new members to the Finance Committee: Julie Door, Puyallup councilmember; and Grant Erb, West Pierce Fire & Rescue fire commissioner. Councilmember Door and Commissioner Erb join existing Policy Boardmembers on the committee, Lakewood Councilmember Michael Brandstetter and Sumner Mayor Dave Enslow.

The Finance Committee reviews and advises upon matters related to the general fiscal and financial operations of the agency. The committee has met twice so far this year and has focused its attention on the 2017 budget.

Previously, the Finance Committee was comprised of two Policy Board and two Operations Board members. Operations Board members are still welcome to attend the committee, but formal membership is no longer required.

## CAD: It's a team effort

Over the past few months, the Hexagon (formerly Intergraph) computer-aided dispatch (CAD) project has seen many changes. Communications Systems Assistant Director Tim Hannah now oversees the law enforcement dispatch and law enforcement operations side to continue improvement efforts for the I/Dispatcher and MPS CAD products. Information Services Assistant Director Rob Oesch continues as the CAD project manager to prepare the system for the cutover of the two fire dispatch centers and 22 fire departments.

Since these changes were implemented, there have also been updates to the CAD system which improve dispatch functionality, and major updates which

improve MPS functionality. South Sound 911 has also been utilizing an outside resource, a former Intergraph employee, to help the CAD team work through I/Dispatcher enhancements or configuration changes.

A group of core MPS users are an integral part of this process. The core group meets with the South Sound 911 CAD administrator and IT developers to focus on improving CAD functionality, fine-tune its features, and test version updates before they are widely released.

Additionally, South Sound 911 began conducting agency outreach for MPS users. This outreach allows police personnel to

provide direct feedback, demonstrate challenges, and have their questions answered by the CAD administrator and an IT developer. As a result, the outreach has been helping officers understand some of the new changes and learn what can be done to make the product work better for them.

The CAD project team has also been working closely with fire agencies to prepare for a cutover later this year. Once that transition happens, this CAD system will be serving all South Sound 911 partner agencies so that operational efficiencies can begin to be explored on how to use a unified CAD system to its fullest potential.