

# INFOBULLETIN

Feb. 20, 2017

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## Service improvements for online reporting, public counter coming soon

South Sound 911 will be unveiling a host of service improvements over the next couple of weeks, beginning with the launch of a new **online reporting system**. Due out on Tuesday, Feb. 21, the system is used by the public to report minor crimes, freeing officers to respond to more urgent crimes and emergencies.

Accessed from South Sound 911's website, [www.southsound911.org](http://www.southsound911.org), non-emergency incidents may be reported, including lost property, vandalism, and theft (excluding theft of vehicles, license plates, firearms, or instances of fraud).

Currently, online reporting is available for reporting crimes which occurred within the city limits of Lakewood, Roy, Ruston, Sumner, Tacoma, University Place, or in unincorporated Pierce County. Other law enforcement agencies served by South Sound 911 may opt to make the service available later.



South Sound 911's public counter is located at 945 Tacoma Ave. S. in Tacoma.

Service improvements are also expected at South Sound 911's public counter beginning March 1, with the implementation of a new cashiering system. For the first time, South Sound 911 will be able to accept **credit and debit card payments** for services such as fingerprinting and concealed pistol licensing. There will be no extra fee for the convenience of credit/debit card transactions. For now, such payments must be made in-person, though it is possible online services may be made available in the future.

To better meet customer needs, the public counter will also introduce new **Saturday business hours** beginning Saturday, March 4. Regular Saturday hours will be 8:30 a.m. to 3 p.m., excluding holidays.

"We heard our community and listened to their requests for more convenience," South Sound 911 Executive Director Andrew Neiditz said. "We are pleased to finally unveil some of the more customer-focused and user-friendly services we've been working toward."

As South Sound 911 ushers in these service improvements, we invite the public to visit our [website](http://www.southsound911.org) to confirm the latest service information and business hours.

## Tracking the County's planned hospital demolition

On Feb. 10, Pierce County opened the bids received for the demolition of the old Puget Sound Hospital; results are posted on their website [here](#). The County issued an RFP for the demolition work and South Sound 911 continues to track the project's progress. The hospital's demolition paves the way for construction of South Sound 911's new [public safety communications center](#) (PSCC) at 3580 Pacific Ave. in Tacoma. Presently, construction of the PSCC is expected to begin late this year.

## Upcoming Meetings

### Policy Board

Feb. 22  
9 a.m.

Lakewood City Hall  
6000 Main St SW  
Lakewood WA 98499

### Operations Board

March 10  
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*

Bruce Dammeier  
*Pierce County Executive*

Julie Door  
*City of Puyallup Councilmember*

Dave Enslow  
*City of Sumner Mayor*

Grant Erb  
*West Pierce Fire & Rescue  
Commissioner*

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*

Bud Backer  
*East Pierce Fire & Rescue Chief*

Ryan Baskett  
*Graham Fire & Rescue Chief*

John Burgess  
*Gig Harbor Fire & Medic One Chief*

Kelly Busey  
*Gig Harbor Police Chief*

Peter Fisher  
*Fife Police Chief*

Nick Hausner  
*Pierce County Sheriff Operations Chief*

Bryan Jeter  
*Puyallup Police Chief*

Kathy McAlpine  
*Tacoma Police Asst. Chief*

Cliff McCollum  
*Browns Point-Dash Point Fire Chief*

Brad Moericke  
*Sumner Police Chief*

Faith Mueller  
*Tacoma Fire Deputy Chief*

Dan Olson  
*Central Pierce Fire & Rescue 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

# South Sound 911 to consolidate communications centers, operations

In a Jan. 18 message to employees, Executive Director Andrew Neiditz announced plans to consolidate the agency's two law enforcement communication centers for improved efficiency.

"The vision for 2017 and beyond is for all South Sound 911 law enforcement communications to be a single, cohesive operation," Neiditz wrote.

The agency currently operates three communications centers: two "primary" centers dispatching for 19 law enforcement agencies, and one "secondary" fire communications center dispatching for 17 fire departments.

The consolidation plan

calls for operations of the Eastside Communications Center in Puyallup to move to the South 35<sup>th</sup> Street Communications Center in Tacoma in mid-May. While the physical location will change, law enforcement dispatch operations will remain status quo until later in the year, when policies and procedures can be updated and better aligned.

While the move is being coordinated, records duties conducted by dispatchers in the Eastside Communications Centers will migrate to the Records department. The migration will be complete by May, in advance of the Eastside Communications Center move.

After the move, the vacant Eastside center

will be made available for fire communications. Fire communications are currently provided in a leased facility at West Pierce Fire & Rescue. The Eastside facility will provide updated and more appropriate-sized space for fire dispatch and will allow the facility to remain available as a backup facility for the South 35<sup>th</sup> Street Communications Center.

"South Sound 911 was created through a vote of the people, to improve emergency communications for public safety through improved technology and efficiencies of service," Neiditz wrote. "In continuation of our mission and to ensure our success, we must maintain our momentum."



## ICYMI...

Executive Director Andrew Neiditz penned an op-ed in a recent issue of The News Tribune in response to an [article](#) the outlet published earlier this month. Neiditz's article highlighted South Sound 911's many accomplishments and the teamwork involved.

"To date, we've put nearly 4,600 new radios into the hands of responders; upgraded 700 MHz, 800 MHz and VHF networks countywide; and replaced outdated 911 phone systems, in addition to rolling out the regional [computer-aided dispatch] system," Neiditz wrote.

Read the published op-ed [here](#).