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INFOBULLETIN

Launch of new CAD for Tacoma Fire unites local public safety agencies

When South Sound 911 and the Tacoma Fire Department implemented the new Hexagon Safety & Infrastructure computer-aided dispatch (CAD) system for Tacoma Fire Communications on April 11th, all local police and fire agencies were united on a single dispatch platform. The work completed a multi-year effort between 41 public safety agencies in Pierce County to bring the vision of partnership to reality.

“This is an important accomplishment, and a first of its kind in Pierce County,” South Sound 911 Executive Director Andrew Neiditz said.

With all local call takers, dispatchers, and first responders using the same CAD system to facilitate emergency communications, public safety agencies are one step closer to interoperability.

“Interoperability is a cornerstone of South Sound 911 and why the agency was formed,” Neiditz said. “It is a significant accomplishment for all 41 public safety agencies to have worked together toward this common goal, which ultimately helps make our communities safer.”

The intent of the new unified system is to improve communication between dispatchers and first responders, and also to improve the exchange of

What IS computer-aided dispatch? *Contrary to what it might sound like, a computer will not be dispatching police or firefighters, nor will computers answer 911 calls. The CAD system is a complex software system which facilitates workflows and information. Simply put, in emergency communications the CAD system is used by call takers, dispatchers, and first responders to document 911 and non-emergency calls and the police and/or firefighter response. It is also a resource for information from a variety of sources, whether it be maps or confidential information about suspects or stolen property.*

information between first responders.

These improvements won't be seen (or heard) by the public just yet. Now that all local public safety agencies are operating on the new CAD system, collaboration will continue as agencies look to improve operational efficiencies for call handling and dispatch.

In the meantime, South Sound 911 is in the process of consolidating law enforcement dispatch operations so such efficiencies may begin to be realized before the end of 2017.

For more information about the CAD project visit the project [web page](#).

2016 Annual Report now available

South Sound 911 published its fourth annual report last month, complete with statistics and updates on all of the agency's major projects.



The annual report is available online on South Sound 911's [website](#). Printed copies are available by request, though in limited supply; please email info@southsound911.org if you would like to pick up a copy or if you would like a copy to be mailed.

Upcoming Meetings

Policy Board

April 26
9 a.m.
Lakewood City Hall
6000 Main St SW
Lakewood WA 98499

Operations Board

April 14
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

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

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

Tony Judd
Graham Fire & Rescue Interim 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

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Service improvements well-received, proving popular

Last month, South Sound 911 initiated several service enhancements at the public counter — Saturday business hours began March 4th and credit/debit card payments are now accepted — and the agency also released an improved online reporting system.

After a little more than a month South Sound 911 is pleased to learn that these service enhancements are gaining in popularity over time.

The first Saturday the counter was open for business, 53 customers visited for service. The

second customer served shared that service was quick and efficient.

"I was in line, at the counter, and back at my car within seven minutes!" the Spanaway resident said about his experiencing renewing a concealed pistol license.

In 2016, a particularly busy year, the public counter served an average of 76 customers daily on weekdays. During the first five Saturdays, the counter is averaging 48 customers per day, with its busiest day so far on April 1, with 58 customers.

Over the last month, customers have opted to pay for counter services by credit or debit card a little more than 50 percent of the time. As word gets out about this payment option the agency expects it will be used more frequently, as the number has steadily increased from 30 percent at the beginning of March.

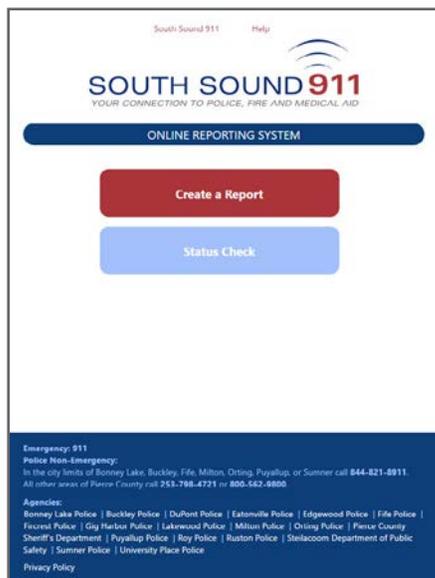


South Sound 911's public counter now offers Saturday business hours as well as credit/debit card payment options.

Behind-the-scenes, the agency's new online reporting system assisted in the filing of 269 police reports in March:

- 138 theft
- 72 vehicle prowl
- 38 vandalism
- 21 lost/missing property

It's still too soon to tell just how well the system is helping alleviate some of the report-writing workload for communications staff and the Telephone Report Unit (TRU). But, the TRU employees who often assist the public when online reporting doesn't work, noted that it "feels good to be able to breathe a little bit."



South Sound 911's improved online reporting system is compatible with multiple browsers and allows users to check the approval status of filed online reports.



National Public Safety
Telecommunicators Week
April 9-15, 2017