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# INFOBULLETIN

## New dispatch system launched for police

For the 19 law enforcement agencies dispatched by the South 35<sup>th</sup> Street, Puyallup and Fife branches, a new computer-aided dispatch (CAD) system went live in October.

The initial implementation began at 5 a.m. on Oct. 13<sup>th</sup> for the South 35<sup>th</sup> Street branch and their 12 law enforcement agencies. The Puyallup branch and three more law enforcement agencies migrated to the new system the following week on Oct. 19<sup>th</sup>. Agencies dispatched by the Fife branch migrated on Oct. 28<sup>th</sup>, which coincided with the relocation of Fife dispatchers to the Puyallup branch.



Photo courtesy KING-5

As expected, communications staff and officers in the field are still getting used to the new system; it is a major change from previous systems.

"When I started here 16 years ago, the CAD system was brand new, so I was born and raised on the old system," said Communication Officer Chey

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## Organizational structure taking shape

As South Sound 911 continues to transition employees and consolidate operations, we begin to envision a new agency structure. As we plan for the new facility, we must look to the future for how we will work together and how the future agency will be structured.

With that perspective in mind, South Sound 911 has begun to restructure to meet both current and future needs. This is why the new Communications Systems assistant director position was created. This manager will oversee radio and phone services, and will include computer-aided dispatch (CAD) in the future. These systems are crucial to emergency communications

operations, both for South Sound 911 dispatchers and call takers, but also for our partners in the field. South Sound 911's leadership role in providing these services warranted dedicated staff to focus on these services.

Additionally, there is a need for technology support agency-wide, not just within the Law Enforcement Division. This, along with a strong potential for handling fire records as well, is the reason for moving the Information Services department into a more independent organizational position.

*Click [here](#) for a current general organizational chart.*

## Mears, Hannah welcomed to South Sound 911 management

Former Fife Police Chief Mark Mears officially became South Sound 911's law enforcement deputy director on Oct. 30. Mears brings with him over 30 years of law enforcement experience.

On Oct. 16, Tim Hannah was appointed assistant director of Communications Systems. He will specialize in radio and phone services and, eventually, computer-aided dispatch (CAD). Previously, Hannah managed Puyallup's communications center, City Comm.

## Upcoming Meetings

### Policy Board

Dec. 9  
10 a.m.  
Puyallup City Hall  
333 S. Meridian, 5th Fl  
Puyallup WA 98371

### Operations Board

Nov. 13  
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*

Dave Enslow  
*City of Sumner Mayor*

Grant Erb  
*West Pierce Fire & Rescue Commissioner*

John Knutsen  
*City of Puyallup Mayor*

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*

Bill Cassio  
*Pierce Transit Public Safety 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*

Mark Mears  
*Fife Police Chief*

Brad Moericke  
*Sumner Police Chief*

Faith Mueller  
*Tacoma Fire Deputy Chief*

Steve Nixon  
*Gig Harbor Fire & Medic One Asst. Chief*

Keith Wright  
*Central Pierce Fire & Rescue*

## Executive Director

Andrew E. Neiditz  
*South Sound 911*

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

## RTCC provides regional assistance

The ability of South Sound 911's Real-Time Crime Center (RTCC) to generate leads has gotten the attention of the regional law enforcement community. Recently, a major crimes detective from King County sought the assistance of the RTCC for a lead on an individual who had robbed three banks, causing damages estimated in the hundreds of thousands of dollars.

The RTCC was sent some low-quality images of the suspect, and using the advanced biometric applications and facial recognition system, analysts came up with a lead originating from Snohomish County. Collaboration between several agencies yielded suspect aliases, criminal history, and identifiable tattoos.

the suspect robbed a fourth bank; however, it would be his last.

The detective acted on the lead provided by the RTCC, brought the suspect into custody for questioning and quickly corroborated the case. The suspect is now facing four counts of bank robbery and remains in custody until the trial.

During the investigation,

## "Fair Comm" a success for dispatch, field operations

As reported in the Sept. *Infobulletin*, during this year's Washington State Fair, the Puyallup (City Comm) and Steilacoom Boulevard (Fire Comm) branches of South Sound 911 joined forces to provide dispatch services for both law enforcement and fire/medical aid in a combined operations called "Fair Comm."

Fair Comm was a huge success from the dispatch side as well as for field operations.

medics requested police at scenes or when officers needed medical aid to respond to a call."

Puyallup Deputy Chief Dave McDonald noted that, "the consolidation of police and fire dispatch services this year proved to be very valuable. There were fewer instances of delays and much less confusion when

South Sound 911 will continue to work with Puyallup Police, Central Pierce Fire & Rescue and fair staff to continue providing quality public safety dispatch services during this major annual event.

### ***New dispatch system cont.***

Fritch. "We are learning how to do things in a different way than we've been so used to."

In the coming weeks, the vendor will be back on-site to make adjustments suggested by users, both in dispatch centers and in the field, after real-life use.

The overall change may be difficult, but the move to a regional CAD system provides advantages for

interoperability.

"This is a huge deal to bring us all together under the same system," Officer Dan Pashon of the Puyallup Police Department told [KING-5 News](#).

"When we have a critical incident, when we have to get officers from different agencies to respond, we had to exchange that information through telephone calls, through

dispatch centers, who will then get that through the radio. Now we're all on the same system," said Pashon.

The move to a regional CAD system began several years ago and implementation alone will have been a nearly two-year effort once fire agencies and fire dispatch migrate to the new system. Fire responders will move to the new CAD platform during the first two weeks of March 2016.