

REGULAR MEETING
WESTERN COLORADO REGIONAL DISPATCH CENTER
Monday, November 30, 2015
1:30 p.m. in the Centennial Conference Room
Located in the Montrose City Hall Annex, 433 S. 1st Street

- 1) CALL TO ORDER – Chairman Tom Chinn
- 2) PLEDGE OF ALLEGIANCE
- 3) APPROVAL OF AGENDA

Request any additions or alterations to the Agenda from any Board Members. If the agenda is acceptable request a Motion and Second to approve the Agenda for the November 30th Regular Meeting.

- 4) GENERAL BOARD DISCUSSION: No actions will be made on the following items...

A. Facilities Update.

Discuss: Current status on remodel and construction, furniture purchase, and general discussion of IT equipment.

B. Executive Director Update.

Discuss: Translation Services, Emergency Medical Dispatch, and general update from Executive Director Mandy Stollsteimer.

- 5) EXECUTIVE SESSION

Executive Session for the purposes of receiving legal advice on specific legal questions under C.R.S. § 24-6-402(4)(b).

- 6) ADJOURNMENT

WESTERN COLORADO REGIONAL DISPATCH CENTER

Executive Director Report: 11/30/2015

Staffing: We have final offers and acceptances out to seven people. All applicants with the exception of one have some level of previous dispatch experience and three have extensive knowledge of MRDC's policies and practices. We reposted the vacancy add and have one interview scheduled for tomorrow. It is anticipated that we will have to extend offers to candidates with little or no dispatch experience.

Overall Timeline:

- Construction of the dispatch facility is on schedule.
- Conversations with CenturyLink continue to indicate that they are on schedule with the initial quote/bid and we are not going to move forward with the geo-diverse solution at this time. We must determine who will handle our overflow and make busy for 9-1-1 calls. Jaci and I met with Regional Manager Ronald Loven and Supervisor Chaunci Hutchison of State Patrol. We discussed their willingness and ability to serve as our 911 overflow PSAP and make busy agency. Manger Loven is open to the idea, but will need to clear it with his regional director. They only have two trunks and that may be a limiting factor. He also asked about guarding for our CBI terminal, ORI and expressed his willingness to provide that service. A final decision at to the make busy and overflow will need to be determined soon.
- Motorola radio project is also on schedule.
- Console Furniture - the timeline that Lt. Hall put together has the console furniture to be installed the week of Jan 3 – Jan 9th, however; I received an email from the vendor who stated that the console furniture is due to ship on Jan 18th. The timeline has Jan 11 – Feb 10 allocated to technology installation and user acceptance testing. The vendor is checking with the manufacturing plant to see if they could expedite the process.
- ORI request for access to CCIC/NCIC: Initial letter was sent to CBI requesting WCRDC's ORI. We have additional paperwork that must be completed and submitted. Once submitted, CBI will turn it over to the FBI. Once with the FBI the process for issuing an ORI is about 4-6 weeks.

WESTERN COLORADO
REGIONAL DISPATCH CENTER
EXECUTIVE BOARD OF
DIRECTORS

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WESTERN COLORADO REGIONAL DISPATCH CENTER

- Work is still underway to finding a solution for providing dispatching services come Jan 1st, hence the request for Executive session.

Interpretation Services: The center will need to secure interpretation services in the event that a caller is unable to communicate with WCRDC staff. Continued efforts toward gaining specific capabilities, services and costs are underway. I've reached out to two vendors and I'm awaiting their response.

- Voiance – provides language service in all 50 states, Canada and Europe to over 100 sectors to include emergency service clients. Employees receive an initial 120 hours of initial 9-1-1 interpretation training and ongoing training and skills development. Most translators are employees, not independent contractors.
- LanguageLine Solutions – provides over the phone interpretation that are not word for word, but meaning for meaning. Employees receive training and are screened, tested and sign confidentiality agreements. Contract out with language translation independent contractors.

Emergency Medical Dispatch (EMD): In order to provide pre-arrival instruction to callers, WCRDC must have an EMD program in place and individual dispatcher must become certified in the program. No matter what EMD program is selected, a medical advisor/physician advisor must oversee the program. Currently MRDC uses APCO EMD program and their medical advisor is Dr. Canfield, MD. I talked with Dr. Canfield, MD and he believes serving as the WCRDC's medical advisor would be a conflict of interest. We are currently looking at other options, perhaps Dr. Walker from MMH. There are many options for EMD programs and below is a summary of the most viable options:

- EMD of Colorado: A home grown program that offers communication centers a comprehensive EMD program at an affordable rate. The EMD of Colorado Committee has representatives from multiple agencies around the state that evaluate and make recommends for standards to include care, quality, training, and continuing education. This program provides easy start up and offers local (or nearby) trainers for instructing classes.
- APCO Institute Emergency Dispatch Program: APCO's program is a national program based on "NHTSA National Standard Curriculum for EMD and incorporates all the current ASTM Internal guidelines." The program provides the shell of the program while still offering the local customization of the EMD Guidecards.

WESTERN COLORADO REGIONAL DISPATCH CENTER

- PowerPhone Total Response: Total Response, fully compliant with all DOT/NHTSA requirements, is a total call handling (all types of calls) protocol based system. The program offers customizable options for all call centers.
- International Academies of Emergency Dispatch (IAED): “The IAED is a non-profit standard-setting organization promoting safe and effective emergency dispatch service world-wide.” The company offers protocols for call-taking and dispatching medical, fire and police calls. ProQA is the Dispatch software utilized to integrate IAED’s protocols into the center.

Coinage of name for WCRDC: The center needs an easy way to refer to itself during radio and telephone communications. This provides clear understanding when field responders and other agencies are calling dispatch as well as a speedy way for dispatchers to refer to themselves. “WestCo” is a condensed name for Western Colorado Regional Dispatch Center and doesn’t cause confusion with existing communication centers in the area.



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WCRDC Weekly Report
November 30, 2015

- Geo-diversity and redundancy – I explored all avenues to provide best practices for 911 centers and was working on getting this in place. The city has the network that can be used to accommodate the best practice needs. It would cost more, and the city would need to agree to have us use their network. In addition, it may move the timeline out by a couple of weeks. Motorola has also stated that they could support the geo-diversity to make their system redundant. The city and the Executive Director have asked Century Link to move forward without any geo-diversity and redundancy, due to the original contract being approved by city council. In spite of the extra cost, extended timeline and since the center will not be able to open January 1st, I highly recommend we continue to try to get the geo-diversity and redundancy in place. The additional costs and the timeline have not been determined. I have asked Century Link to provide the cost to do this now and the cost to do this later. The extra cost and time extension would be well worth this being accomplished now instead of later.
- Staffing – The Executive Director will give a full report. I have been involved in the interview process. We have hired three people that have experience and could start dispatching. The other hires will need some training. I would recommend two months (minimum) of training for the experienced dispatchers. I would also recommend at least 8 trained dispatchers to open the center.
- Cell Tower Routing – the routing committee for METSA met and determined which cell sectors will route to the WCRDC. SMETSA will also need to change the tower routing. I have sent a sample letter to the Executive Director that will need to be sent to the carriers to request Phase II for WCRDC.
- The ESNs that will route to the WCRDC have been determined and the POTS lines will be ordered as soon as the agreement for the WCRDC is signed. We were waiting for Century Link to assure that the signing of the agreement would not change the billing for the 911 trunks that METSA currently pays for.
- We had a meeting with the Sheriff's Office to ask if they would consider dispatching all agencies for the first quarter of 2016. We will not technically be able to separate work load for the leasing of the two consoles in order to operate the WCRDC by January 1st. The Sheriff's Office was going to look into the possibility of TERT and will get back to us this week.