

STRATEGIC INITIATIVES PLAN OF ACTION

RADIO SYSTEMS RECOMMENDATIONS

1.1.1 Transition to a true, single-system radio infrastructure

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| i | <ul style="list-style-type: none"> 1.11.18 – consensus at ILA Exec Group that DELTAWRX should assist with decision-making |
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1.1.2 Conduct a study to determine if it is more cost effective to outsource maintenance of the Fixed Network Equipment (FNE) and site equipment

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| i | <ul style="list-style-type: none"> 1.11.18 – consensus at ILA Exec Group that DELTAWRX should assist with decision-making |
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1.1.3 Continue to fund Motorola Fixed Network Equipment (FNE) using the MSI SUA-II program

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| i | <ul style="list-style-type: none"> 1.11.18 – consensus at ILA Exec Group that DELTAWRX should assist with decision-making |
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1.1.4 Develop a comprehensive strategic capital replacement schedule/plan for all other (non-FNE) system and facilities components

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| i | <ul style="list-style-type: none"> 1.11.18 – consensus at ILA Exec Group that DELTAWRX should assist with decision-making |
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1.1.5 Individual agencies should determine their own subscriber replacement policies

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| i | <ul style="list-style-type: none"> 2.28.18 – SS911 Policy Board to engage in future discussion, potentially in conjunction with 2019 budget process |
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1.2.1 SS911 should play a key role in the administration, operation, and maintenance of any system supporting the county’s public safety communications and, as such, should be a signatory to any agreement which relies on funding established by Proposition 1 or receives funds from the South Sound 911 organization

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| i | <ul style="list-style-type: none"> 1.11.18 – consensus at ILA Exec Group that DELTAWRX should assist with decision-making |
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1.2.2. Designate/establish a single organization that is responsible for the operation and management of the radio system

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| i | <ul style="list-style-type: none"> 1.11.18 – consensus at ILA Exec Group that DELTAWRX should assist with decision-making |
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DISPATCH OPERATIONS RECOMMENDATIONS/INITIATIVES

2.1.1. Reexamine wireless call routing within Pierce County in an effort to reduce the number of calls transferred between PSAPs

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| i | <ul style="list-style-type: none"> 1.11.18 – SS911 and PC Exec office to meet |
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2.2.1 Transition to a unified call taker model

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| i | <ul style="list-style-type: none"> 1.11.18 – SS911 staff to manage (tied to SS911 strategic plan) |
| Feb-18 | <ul style="list-style-type: none"> Staff working with DELTAWRX on proposal. Proposing action by Policy Board in March. |

2.2.2 Develop and staff a formal QA [quality assurance] program

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| i | <ul style="list-style-type: none"> 1.11.18 – SS911 staff to manage (tied to SS911 strategic plan) |
| Feb-18 | <ul style="list-style-type: none"> Staff working with DELTAWRX on proposal. Proposing action by Policy Board in March. |

2.3.2 Adjust talk group assignments based on actual talk time data and the geographic proximity of users

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| <p>i</p> | <ul style="list-style-type: none"> • 1.11.18 – hold until later date (long term tied to radio strategic planning) • Short-term tied to SS911 strategic plan |
| <p>Feb-18</p> | <ul style="list-style-type: none"> • SS911 staff working with DELTAWRX on proposal. Proposing action by Policy Board in March. |

2.3.1 Address dispatcher staffing once the county has standardized on a single radio system and adjusted talk group assignments

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| <p>i</p> | <ul style="list-style-type: none"> • 1.11.18 – hold until later date (tied to radio strategic planning) |
| <p>Feb-18</p> | <ul style="list-style-type: none"> • Staff working with DELTAWRX on proposal. Proposing action by Policy Board in March. |

2.3.3 Conduct a top to bottom organizational study to more thoroughly assess staffing, including organizational structure, position descriptions and total staffing levels

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| <p>i</p> | <ul style="list-style-type: none"> • 1.11.18 –SS911 staff to manage (tied to SS911 strategic plan) |
| <p>Feb-18</p> | <ul style="list-style-type: none"> • Staff working with DELTAWRX on proposal. Proposing action by Policy Board in March. |

2.4.1 Develop formal documentation clarifying the primary purpose of the EOC, any secondary purposes and other allowable activities

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| <p>i</p> | <ul style="list-style-type: none"> • 1.11.18 – hold until later date |
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PSAP back-up configuration (redundancy capacity)

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| i | Not included in DELTAWRX Strategic Study |
| Jan-17 | <ul style="list-style-type: none"> Boards accept 35th St. facility as future local back-up for new PSCC |
| 2017 | <ul style="list-style-type: none"> SS911 staff held multiple meetings with Valley Comm to explore reciprocal, regional back-up |
| Jan-18 | <ul style="list-style-type: none"> CallisonRTLK working on local back-up design contract proposal |
| 2.13.18 | <ul style="list-style-type: none"> Memo from ADG re: local back up facility; discussion targeted for 2.28.18 Policy Board meeting |
| 2.20.18 | <ul style="list-style-type: none"> Draft local back-up design renovations scope of services received from Callison; on hold for further discussion with stakeholders |
| 2.28.18 | <ul style="list-style-type: none"> Policy Board advised of continued commitment to utilize 35th St facility as local back-up |
| 3.2.18 | <ul style="list-style-type: none"> SS911 hosted first regional back-up planning meeting with Valley Comm |

Tacoma Fire Dispatch integration

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| i | Not included in DELTAWRX. Strategic Study |
| Oct-17 | <ul style="list-style-type: none"> IXP review of Fire/EMS Call Receiving & Dispatch Concepts of Operations |

SUSTAINABLE FUNDING RECOMMENDATIONS

3.1.1 Identify a task force to seek State E911 Coordination Office clarification for allowable use of funds

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| i | <ul style="list-style-type: none"> 1.11.18 – SS911 and PC Exec office to meet |
| 1.19.18 | <ul style="list-style-type: none"> preliminary discussion |

3.1.2 Develop a formal and public policy regarding priorities for and use of Pierce County E911 excise tax funds

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| i | <ul style="list-style-type: none"> 1.11.18 – SS911 and PC Exec office to meet |
| 1.19.18 | <ul style="list-style-type: none"> preliminary discussion |

3.1.3 Develop a county-wide strategic plan for E911, including a plan for investment in NG911

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| i | <ul style="list-style-type: none"> 1.11.18 – SS911 and PC Exec office to meet |
| 1.19.18 | <ul style="list-style-type: none"> preliminary discussion |

3.1.4 Subject to agreed-upon priorities, consider using E911 excise tax revenue to offset the direct costs of providing E911 call intake and handling services before expending it for non-E911 purposes

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| i | <ul style="list-style-type: none"> 1.11.18 – SS911 and PC Exec office to meet |
| 1.19.18 | <ul style="list-style-type: none"> preliminary discussion |

3.1.5 Conform with reporting requirements in RCW 82.14B(030)

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| i | <ul style="list-style-type: none"> 1.11.18 – SS911 and PC Exec office to meet |
| 1/19/18 | <ul style="list-style-type: none"> preliminary discussion |

3.1.6 Regardless of who is managing 911 funds, reporting on expenditures needs to be clear, consistent between published reports, easy to understand, and on a regular schedule

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| i | <ul style="list-style-type: none"> 1.11.18 – SS911 and PC Exec office to meet |
| 1.19.18 | <ul style="list-style-type: none"> preliminary discussion |

3.3.1 Engage in a facilitated decision-making process to determine whether some or all of the E911 Program Office responsibilities should be relocated to South Sound 911

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| i | <ul style="list-style-type: none"> 1.11.18 – SS911 and PC Exec office to meet |
| 1.19.18 | <ul style="list-style-type: none"> preliminary discussion |

3.3.3 Establish a county-side governance structure for E911 program administration

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| i | <ul style="list-style-type: none"> 1.11.18 – SS911 and PC Exec office to meet |
| 1.19.18 | <ul style="list-style-type: none"> preliminary discussion |

3.4.1 South Sound 911 should continue to prioritize expenditures per its contractual obligations

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| i | <ul style="list-style-type: none"> 1.11.18 – SS911 staff to manage (tied to SS911 strategic plan) |
| Feb-18 | <ul style="list-style-type: none"> Staff working with DELTAWRX on proposal. Proposing action by Policy Board in March |

3.4.2 South Sound 911 should develop a strategic plan for capital projects, technology investments, radio management and staffing

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| i | <ul style="list-style-type: none"> 1.11.18 – SS911 staff to manage |
| Feb-18 | <ul style="list-style-type: none"> Staff working with DELTAWRX on proposal. Proposing action by Policy Board in March |

Dispatch Cost Allocation study

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| i | Not included in DELTAWRX strategic study |
| 1.24.18 | <ul style="list-style-type: none"> Boards provided scope of work Working group members identified |
| 1.29.18 | <ul style="list-style-type: none"> Contract executed |
| 2.15.18 | <ul style="list-style-type: none"> Kick off meeting scheduled for 3.7.18 |

GOVERNANCE OPTIONS

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| i | No specific recommendation provided by DELTAWRX. |
| 1.19.18 | <ul style="list-style-type: none">• ILA Exec Group exploring options |
| 2.8.18 | <ul style="list-style-type: none">• SS911 General Counsel presented options to ILA Exec Group |
| 2.8.18 | <ul style="list-style-type: none">• Tacoma to contact Pacifica Law Group for additional information |