

WALLA WALLA EMERGENCY SERVICES COMMUNICATIONS "WESCOM"

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Public Safety Communications



WESCOM

- Provides nearly ALL Emergency Services Communications throughout Walla Walla County:
 - LAW ENFORCEMENT
 - FIRE
 - EMERGENCY MEDICAL SERVICES
 - CORONER
 - City & County PUBLIC WORKS

LAW ENFORCEMENT

- WALLA WALLA COUNTY SHERIFF
- City of WALLA WALLA POLICE DEPARTMENT
- City of COLLEGE PLACE POLICE DEPARTMENT
- Also communicates with : Washington State Patrol
- USVA POLICE
- County Corrections



FIRE: We Currently Dispatch:

- City of Walla Walla Fire Department
- City of College Place Fire Department
- Walla Walla County Fire Districts



- 1
- 3
- 4
- 6
- 7
- 8



EMERGENCY MEDICAL SERVICES

- City of WALLA WALLA ALS AMBULANCE
- Aid CARS/BLS - District 4
- EMT's in various communities with
“TIERED RESPONSE”
- EMS Dispatch currently under-
going LOTS OF CHANGE!



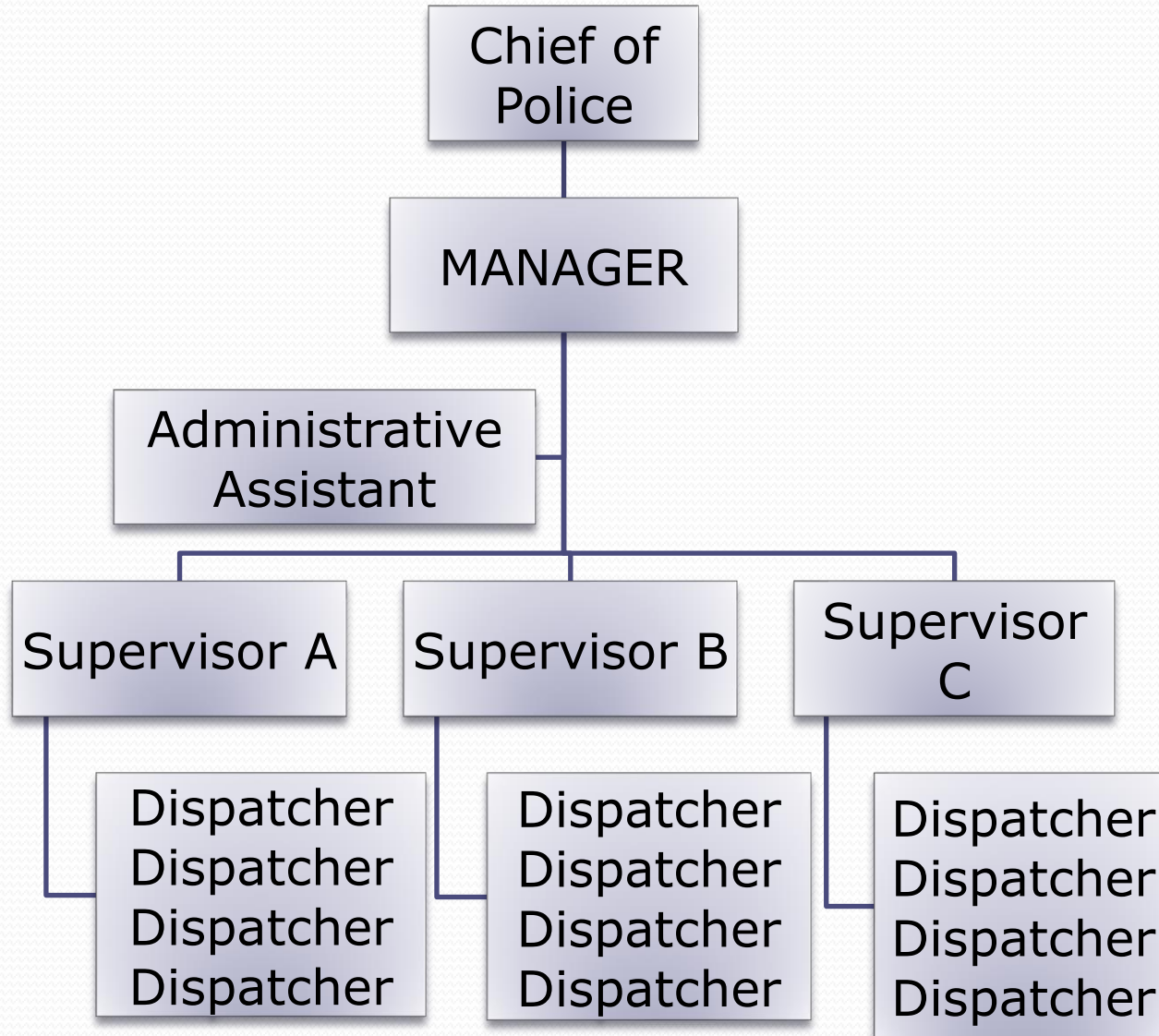
EMERGENCY MEDICAL PROTOCOLS

- Began with ONLY “Telephone CPR”
- Used NAEMD PRO-QA for several years; now use King County Medical Protocols
- GOAL: To get FASTER dispatch times (30-60 Seconds)

PARTNERSHIP

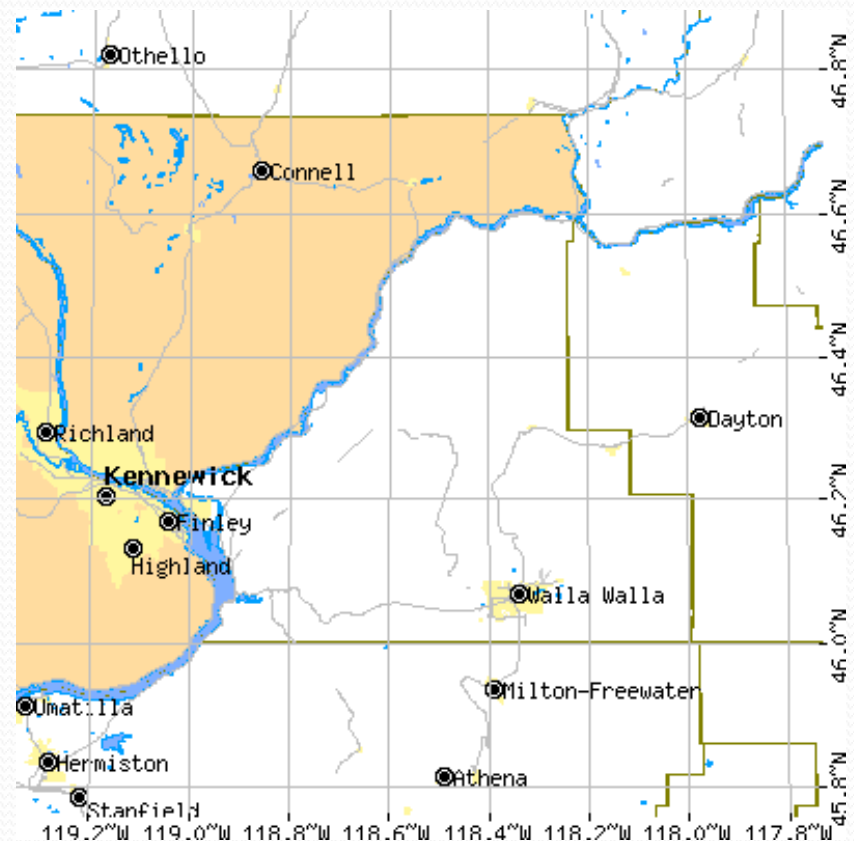
- In addition to providing services for public safety First Responders, WESCOM partners with, and is housed in the same building alongside
 - Walla Walla County Department of Emergency Management.

Organizational Structure



Walla Walla City/County Dispatch:

- Receive all 9-1-1 calls made within Walla Walla County
- Over 110,000 calls each year:
 - Emergency
 - Non-emergency
- Police – Fire – EMS
- **WHY ELSE DO PEOPLE CALL US?**



County is 1271 square miles



SERVING EMERGENCY AGENCIES CREATES PUBLIC RECORDS (RCW 42.56 –Public Records Act)

- TELEPHONE CALLS: WIRELESS and WIRELINE (Now more than 80% of calls are WIRELESS)
- RADIO TRAFFIC (on multiple frequencies)
Currently, 27 FCC Licenses
- MDT (Mobile Data Terminal) TRAFFIC
- EXEMPTIONS FROM RELEASE

A LITTLE HISTORY

- 9-1-1 was implemented in Walla Walla County in 1984.
- Prior to that, EACH AGENCY had their own dispatch. And, their own 7 digit PHONE NUMBER.
- STAFFING and EQUIPPING dispatch is VERY EXPENSIVE, and this was being done INDIVIDUALLY for:
 - WWPD -WWFD
 - WWCSO -CPPD
 - Misc. FIRE DISTRICTS
 - Each agency had a DIFFERENT PHONE NUMBER

9-1-1 CHANGED EVERYTHING

With the implementation of 9-1-1, **CONSOLIDATION** became possible.

- WWPD began the first 9-1-1 answering point, and initiated multi-agency dispatching for the City of Walla Walla Fire Department, and Walla Walla County Fire District #4.
- This was a HUGE CHANGE in the way things were done. Police had to learn how fire units were dispatched, and Fire had to learn how police dispatchers operated.

PROGRESS : AT A COST

- As time went on, additional agencies joined in to receive services from the 9-1-1 Center:
 - Walla Walla County Fire Districts
 - Walla Walla County Sheriff's Office
 - College Place Police Department

RESULT:

Some things got BETTER, some got WORSE

WHAT GOT BETTER/WORSE?

BETTER

- Uniform Dispatch Protocols.
- Citizens didn't have to worry about what jurisdiction they were in.
- Agencies didn't need to staff/equip dispatch 24/7.

WORSE

- Higher level of Dispatch training needed.
- Better equipment needed.
- Loss of “control” and “personal touch” by each agency.
- Feeling that agency running dispatch gave better service to their own.

GROWING PAINS

- WWPD had insufficient space to handle necessary consoles.
- Opportunity to make Dispatch a “separate entity” that was not under control of any one agency.
- Needed a NEW BUILDING and NEW COMMAND STRUCTURE with NEW COSTS.

MORE GROWING PAINS

- Dispatch moved to the old PP & L Building at 2nd & Rose Streets in 1997.
- All 9-1-1 EQUIPMENT is owned by Walla Walla County, all MANAGEMENT and OPERATION of the 9-1-1 Center is done by City of Walla Walla.

TODAY

- WESCOM operates FOUR (4) Radio Control CONSOLES, plus a SUPERVISOR's CONSOLE.
- WESCOM employs:
- TWELVE (12) DISPATCHERS
- THREE (3) SUPERVISORS
- An Administrative Assistant/Secretary
- A Communications Manager

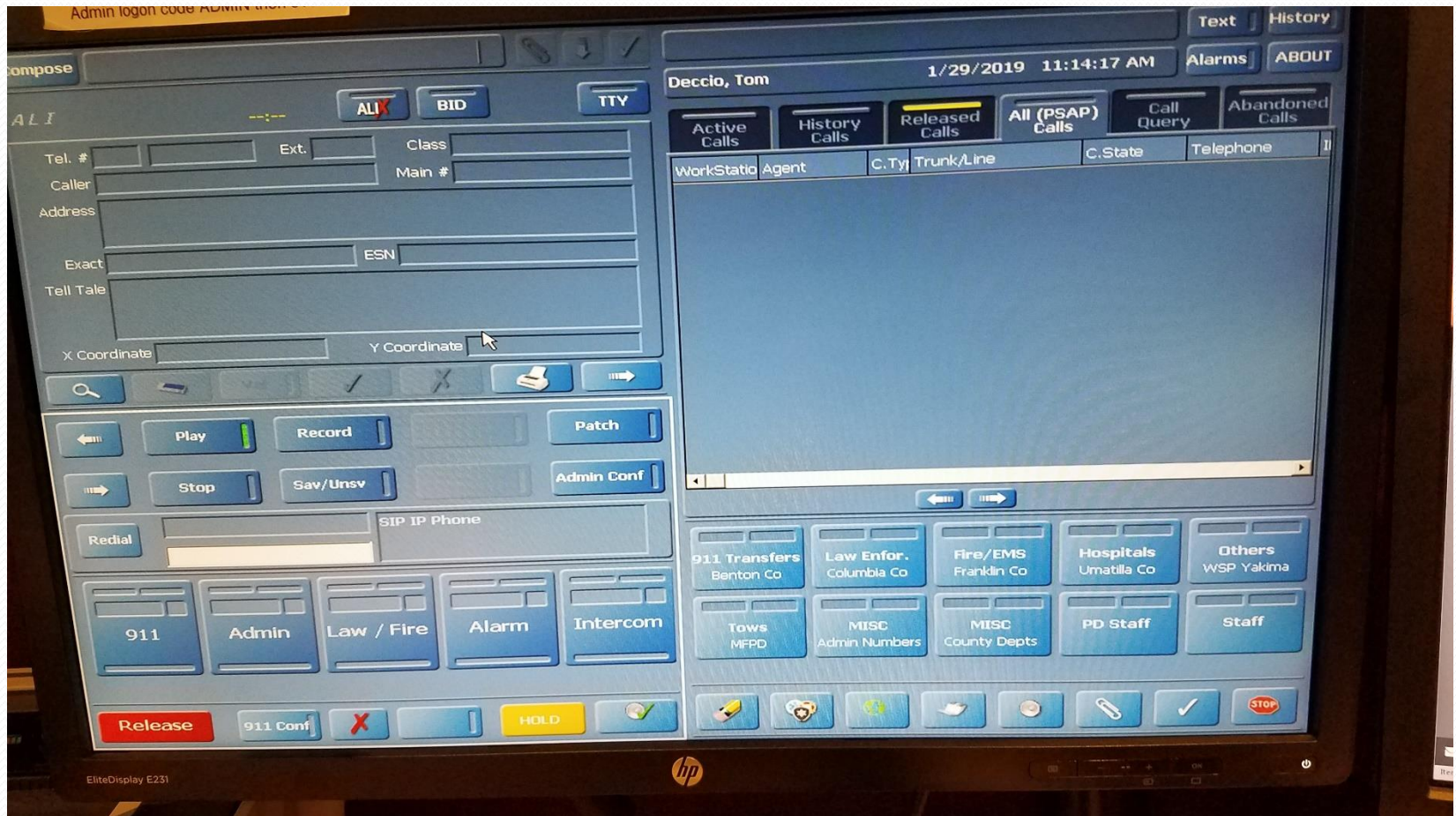
WHAT'S NEW AT WESCOM?

- 1. RAPIDSOS:
 - Implemented MARCH 10, 2020. This service greatly enhances our ability to locate cellular callers to 9-1-1. Information is automatically provided by callers using both APPLE and ANDROID smart phones with messaging capability, and also partners with GOOGLE, UBER, MEDIC ALERT and others to provide Dispatch extra important information.
- 2. TEXT to 911: Implemented 4/23/2020.

CONSOLE CONFIGURATION



CALL MANAGEMENT SCREEN: ALI/ANI



Radios

ZETRON
Integrator (24-3)
05:56:06

TAC 2 F2L* TAC4 F4L2 LERN F13L6 103 BKUP PUB WORKS

TAC6 F6L21 582 F11L3 CPPD F*L5

622 F16L20 FIRE F1L9 LAW F11L1 WWPD F*L4

Disply 1 Page Select

Disply 2 Select Groups

Disply 3

Disply 4 Aux-I/O

Disply 5

Disply 6 Misc Menu

Xmit Select Simul Select Mute Inst Xmit All-Mute Freq ↑ Alarm Ack Mon Last Call Xmit ConsoI Icon Talk

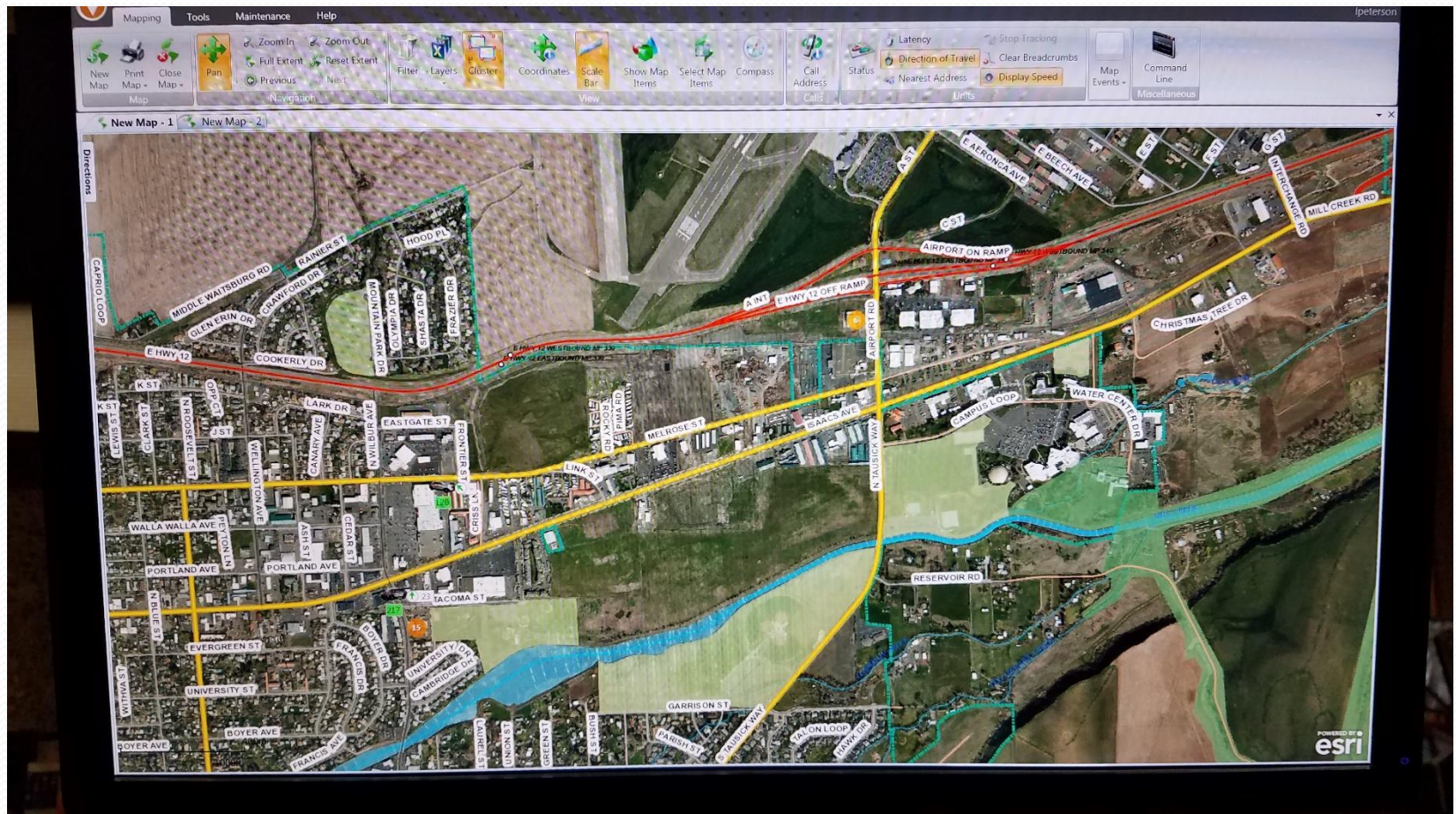
Fire

Page Num:

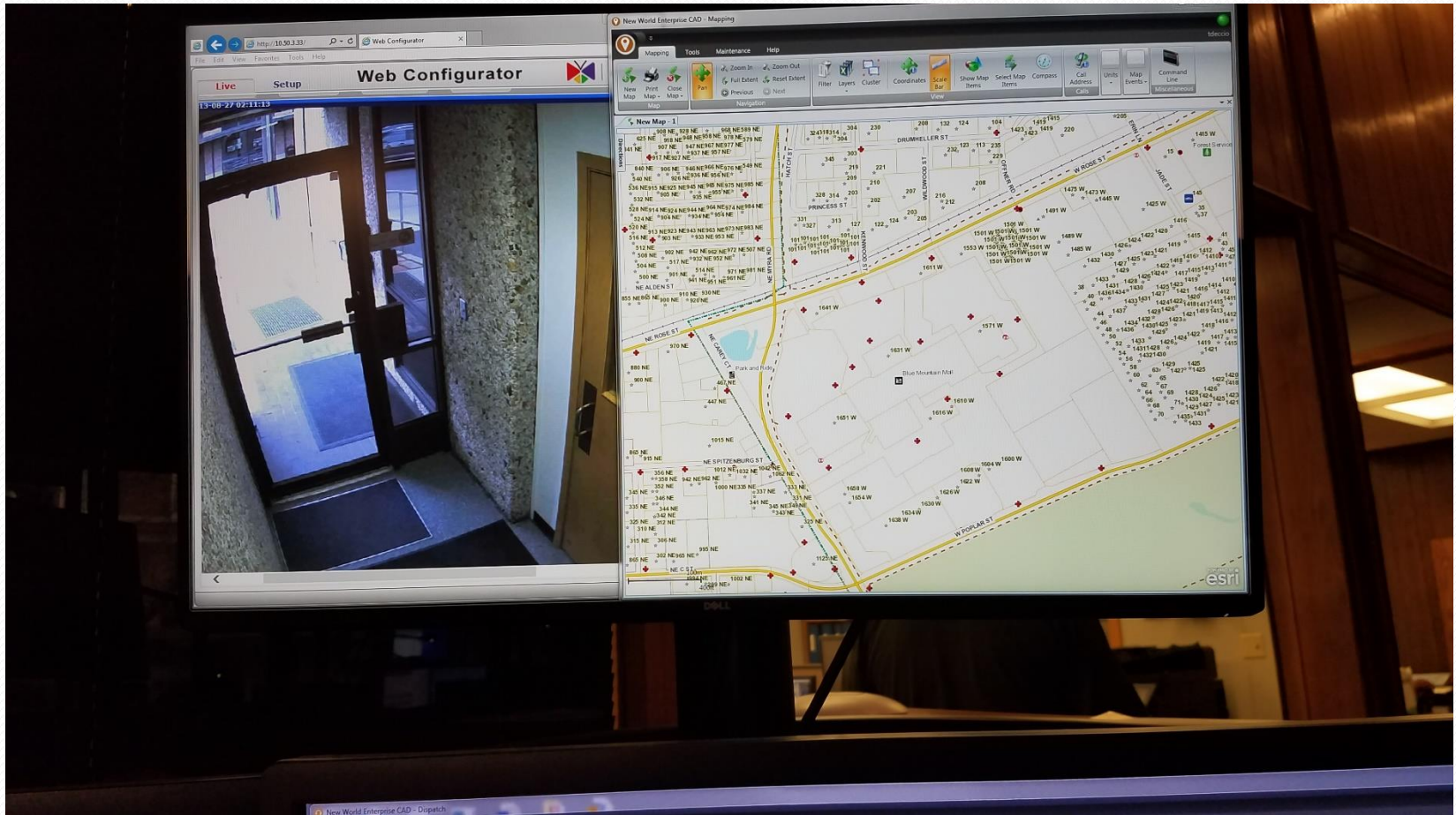
WWFD STA TONE WWFD PAGERS DIST4 CPFD STA TONE CPFD BACKUP TONES DIST 1&7 DIST 3 DIST 5 DIST 6 Page Clear

DIST8 PRI PAGER DIST8 BACKUP TONES DIST 7 SIREN DIST 8 SIREN Exit

MAPPING: Satellite Overlay



GENERAL MAPPING SCREEN & Security Camera West hallway



WEST SECURITY CAMERA



Status

102B - Status

File Edit View Communication Actions Window Help

Available Unit Status Display Report Writing CD1040S4
 Dispatched, Enroute, WVCOMM WVCOMM CD At, Scene, Available,
 Quick Call At Scene 9/23/08 12:31:45 Out Of Service

Unit Type #	Beat	ID#/Locn	Unit Type	ETime	ID/Typ/Lc
111	PAT 1	A123	111		
112	DEP 1	A21	112		
125	SGT 1	ICSO	125		
216	PAT 1	SR0	216		
248	* PAT 1	ICPD	248		
258	* PAT 1	E	258		
261	* PAT 1	R	261		
310	ACO 1	ACO1	310		
410	PAT 1	ACO3	410		
411	* PAT 1	P	411		
13	DISP 1	DISP	13		
33	DISP 1	DISP	33		
34	DISP 1	DISP	34		

Unit Type	ETime	ID/Typ/Lc
105	DEP 00:23	Susp Circ
WWPD	ALL 02:30	Prisoner
242	PAT 00:02	Runaway
251	.. PAT, 00:02	Theft,
264	* PAT 00:01	PrkngComp
325	CE 00:30	CitzConta
PSC	DISP 00:33	RoadClose

102C - EXTRA

File Edit View Communication Actions Window Help

ORIH: WVCOMM, WVCOMM, CD, . . Monitor Call Queue . 9/23/08, 12:31:45, CD1050S2

Unit	Agency	Address	Incident	Time	Status
5562PD	WWPD	0 WWPD LOBBY CALL	Theft,	N 1 12:28	251
5341SO	WWSO	31831 W HIGHWAY 12	Susp, Circs,	Y 3 11:55	105
4819LW	WWPD	2815 MELROSE ST	CitzContac	Y 4 12:01	325
5559PD	WWPD	604 UNIVERSITY ST APT 1	Runaway, . . .	N 4 12:02	242
5561PD	WWPD	502 N 13TH AVE	PrkngCompl,	Y 5 12:26	264
1545WC	WVCOMM	W, PINE, ST/W HIGHWAY 12	RoadClosed,	Y 9 07:00	PSC
1550WC	WVCOMM	BOYER AVE/S, PALOUSE ST,	RoadClosed,	Y 9 07:00	PSC
14180T	OthAgency	BOYER AVE/N PARK ST	RoadClosed,	Y 9 07:33	PSC
3001CP	CPPD	SE 4TH ST/SE, HIGHLAND, PARK	RoadClosed,	Y 9 08:07	PSC
2376PS	WVCOMM	317 W ROSE ST	Prisoner	Y 9 10:01	WWPD
5342SO	WWSO	0 WW COUNTY	Cntr,ldBurn,	Y 9 11:57	PSC

Pending Incidents: 0 Active Incidents: 11 Total Incidents: 11

1902 - Session successfully started

09/23/2008

REMOTE RADIO SITES

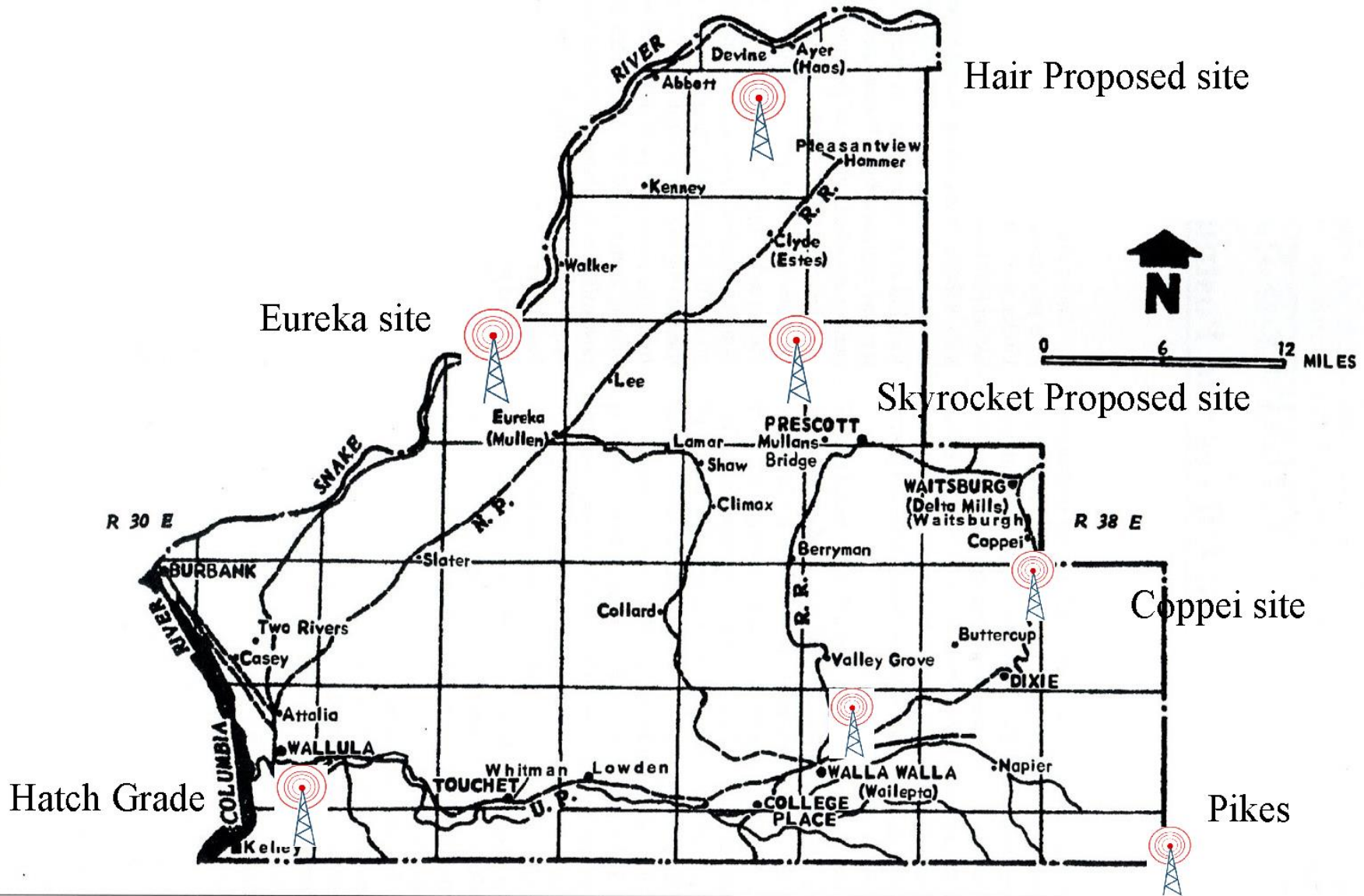
Currently, the WESCOM system has
6 RADIO SITES

- 1) COUNTY JAIL
- 2) WALLULA (Hatch Grade)
- 3) EUREKA
- 4) COPPEI
- 5) PIKE'S PEAK (Oregon)
- 6) SKYROCKET (near Prescott, WA) * Went Live 10/17

MORE REMOTE SITES WERE NEEDED

- Original Engineering studies called for 7 SITES; Funding was only available for 5
- END RESULT: Parts of the County have “less than effective” public safety radio coverage
- Prescott Area (Skyrocket) added in 2019, and north County (HAIR) will be added this year, enabled by USDA GRANTS.
- We converted the Pike’s Peak site from “Receive Only” to FULL SIMULCAST

Walla Walla County Radio Sites



WALLULA-HATCH GRADE

54-04



WIND TURBINE ISSUES!!!

Security



SKYROCKET SITE (With Columbia REA)



STATISTICS

- WESCOM serves a population of approximately 60,000.
- Annually, WESCOM receives, on average, between 100,000 and 125,000 calls into the Center.
- More than 25,000 9-1-1 calls are received annually.
- Almost 80% of these calls are from WIRELESS callers; wireline calls are dropping DRAMATICALLY.
- Between 50,000-65,000 Calls for Service annually.

COMMUNITY EDUCATION

- WESCOM provides a variety of community education programs so that our citizens better understand E-911 and how to most effectively use it.
- We put on trainings at schools throughout Walla Walla County.
- We appear at public events (Balloon Stampede, 4th of July in the Park, Walla Walla Fair) etc., to further enhance public education.

BUDGET

- The current annual budget for WESCOM varies between approximately 1.8 and 2.3 MILLION DOLLARS. Last year: \$ 2,342,180
- Budget is VARIABLE –Depending on need for Equipment Replacement/Addition
- Of this amount, about 1.2 million is received in revenues from State 9-1-1 taxes/fees, user fees and grants.
- Once our tax revenues EXCEED the amount of state subsidy, that subsidy (contract) will go away.

WHAT IS IT LIKE WORKING IN DISPATCH?

- Working as an Emergency Services Dispatcher is stressful, yet rewarding work.
- You get an opportunity to experience everything that goes wrong (and right) with your fellow man.
- Life saving opportunities are presented every day with telephone provided emergency medical instructions.
- You provide a service equally important as Police/Fire & EMS.

WHAT DISPATCHERS REALLY DO

- They save lives more often than Police Officers OR Fire Fighters.
- They are the BACKBONE of PUBLIC SAFETY – without them, Police/Fire/EMS cannot get to you.
- They lead people through Life's most difficult moments.
- They only end up in the news when something goes terribly wrong.
- They do their jobs day and night, 24/7, without the “hero status” that usually accompanies Fire & Police.

CHALLENGES

Like everything else in the public sector, Dispatch has **LOTS OF CHALLENGES.**

- The need for a new facility
- Constant costs for replacement of equipment (average of 7-10 year life expectancy; console (radio & equipment) replacement approaches \$250,000.
- Constant training, certification, review, etc.
- NARROWBANDING: Completed in 2013
- DIGITAL P25 Migration
- Variable tax funding base.
- NG 911
- INTEROPERABILITY
- Need for MORE REMOTE SITES, Text to 9-1-1, etc.etc.

THE BOTTOM LINE

- Despite all of the problems and concerns, the implementation of 9-1-1 continues to save lives and make our citizens safer.
- WESCOM is here to help you, 24 hours a day, seven days a week.
- If you have any concerns about the 9-1-1 Center or services, please contact:

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