

## **Emergency Communications Advisory Board**

**February 13, 2025**

**Members present:** Sheriff Jeff Easter, CIO Mike Elpers, Firefighter Brian Finan, Chief Kevin Lanterman, Asst. City Manager Donte Martin, Chief Brandon Russell, Chief Tammy Snow, Director Julie Stimson, Chief John Turner, and Chief Jeff Whitfield.

**Alternate Board Members:** Deputy Chief Ray Hensley, and Captain Blake Mumma.

**Also, present:** Director Elora Forshee, Deputy Director Alayna Moreno, Connor Murphy, Jackie Blackwell, and Rusty Leeds

- 1. Call to Order – Director Julie Stimson called the Meeting to order with a quorum present.**
- 2. Approval of Minutes from December 12, 2024 Meeting – Approved**
- 3. 2025 Board Elections – Director Forshee**
  - a) Nominees for Board President – Director Julie Stimson – Unanimous vote**
  - b) Nominees for Vice President – Chief John Turner – Unanimous vote**
- 4. Jensen Hughes Report —**
  - a) 911 Recommendations – Director Forshee** - Handouts provided from the Jensen Hughes Report
    - i. Monitor TAC Channels – First Piece** - Inconsistencies with the policy that didn't match with what was occurring operationally in the field. Agreement was discussed between the departments back in April 2024 and the policy was amended to that consensus and operationally in place. **Second piece** - The recommendation to have a dedicated dispatcher on all TAC channels; the logistics of this are being worked through the Fire Subcommittee.
    - ii. Instant Re-Call** – This is not new training but the documentation around that training has been more formalized.
    - iii. Minimum Staffing Standards for Call Takers** – When this incident occurred we didn't have minimum standards for staffing of Call Takers during overnight hours. As staff has increased, we do have minimum staffing standards for Call Takers and we will continue to increase those as we work towards goal of completely separate Call Takers and Dispatchers.
    - iv. Upgrading to 2<sup>nd</sup> Alarm** – All staff was re-trained on this procedure in November of 2023 and has since been trained multiple times with testing for retention of this training. Continuous training is scheduled on this process throughout the year.
    - v. Reviewing Operations Manual** – Discrepancies between policy and operational practices were eliminated and all staff were trained on current policies, specifically those related to TAC channel broadcasts.
    - vi. Integrating Phone & Radio Systems into a Single Headset** – The single headset transition will be piloted but it does not eliminate the dichotic listening discussed in the report. The true elimination of dichotic listening comes with achieving the end goal of completely separating out call taking and dispatching.

- vii. **Work with Carriers and 911 Service Providers to get automatic rebidding ANI/ALI (Automatic Number Information/Automatic Location Information), to provide Phase II location data** - This is already happening and not an issue and nothing to remedy.
- viii. **Rapid SOS** – Emergency Communications utilizes Rapid Deploy, which is also an enhanced mapping system, providing the same information as Rapid SOS. We have chosen to keep and use Rapid Deploy instead of having another map that provides the same information we already use.

**b) WFD Recommendations – Chief Snow**

- i. Mostly having to do with basic skills, policies and how the Fire Department operates. The current operations manual was last updated in 2019 and now is a great time to look at reviewing those policies. The general orders portion of the operations manual is one in which the majority of these basic skills fall. They are working on a draft copy which is being updated going thru a work process to ensure that the way we currently operate today is in alignment with our policies. For the issue regarding Water Supply and Fire Attack, the way we operate today isn't what was in the Operational Manual, so that is being updated.
- ii. We are initiating mandatory monthly training which will stress the importance of utilizing hose line deployment techniques in alignment with the Operations Manual. Search and Rescue monthly training activities are being re-initiated.
- iii. Commanding Patrol - Officer Development Program is in development and going through a pilot stage before a full roll out. Through this program we will specifically go over the recommendations numbered 13-15.
- iv. WFD Training staff will develop and implement a Mayday Training which started on February 24, 2025.
- v. The Fire Investigation Manual is currently under review and has been with the Legal, Police Department, and the State Fire Marshall. The manual is now back with Legal for a few items to review and, as soon as that is complete, it will be published.
- vi. Elora and Fire Subcommittees have discussed to open up the lines of communications to try to understand each other's worlds.

**c) EMS Recommendations – Chief Lanterman**

- i. SCEMS was challenged to find, triage, and treat patients upon arriving on scene due to no dispatch with the initial reported fire. Beginning Feb. 1, 2025, one SCEMS ambulance and one SCEMS District Chief will be on the initial dispatch.
- ii. SGCO EMS has an extensive policy on when and how Medical Branch is set up. SGCO EMS will collaborate with local fire departments for further analysis and training on the initiation of triage and treatment group per NIMS standard.

**d) WPD Recommendations – Captain Mumma**

- i. WPD is underutilized relative to assisting WFD on structure fire and possibly other fire department calls for service.
- ii. WPD and WFD staff will begin efforts to improve collaboration on structure fire responses.

**e) System Considerations – Director Forshee – Specific to the 911 Advisory Board**

- i. One perceived issue that was cited in the report was a lack of clear expectations of the 911 Advisory Board, suggesting that the Board may need to realign their purpose and duties in the

current bylaws to support the needs of SCEC. Director Forshee has asked the Board to hold off, seeking some clarification from Sedgwick County Legal on the current bylaws before any other changes are proposed, but it is something Board members should be thinking about.

- ii. Another recommendation was for representatives on the Advisory Board to evaluate their appointments based on the purpose and duties of the Board. That is not something that Emergency Communications has oversight to, regarding the selected representatives, so Director Forshee is just asking for Board members to be aware of this recommendation.
- iii. The third recommendation, specific to the Advisory Board, was to maintain committees or subcommittees to address specific tasks, projects, or functions and have those subcommittees report out to the Advisory Board. The agreement from the Board was to have subcommittee report outs at every Advisory Board meeting.
- iv. Recommendations not specific to the Advisory Board included –
  - (i) Developing a tracking system for reporting issues. This will be a budgetary request.
  - (ii) Developing safety messaging campaigns collaboratively between SCEC, SCEMS, WFD, and WPD.
  - (iii) Utilizing dispatchers to support fire incident commanders. This is being evaluated by the Fire Subcommittee to develop some protocols around this support.
  - (iv) Emergency Communications should develop a 911 Dispatch orientation program for WFD, SCEMS, and WPD recruits.
  - (v) WFD, SCEMS, and WPD should consider developing an orientation program for 911 recruits.
  - (vi) Changes to CAD, like unit recommendations and response boundaries, should not be allowed by one agency and should go through a review process. This is in discussion with the fire subcommittee, as they are the only ones who have the ability to change CAD themselves, but a process is being developed system-wide for communication of these changes.
  - (vii) A recommendation was made to develop a technical subcommittee, which will be done by Tech Coordinator Connor Murphy.
- f) **Dashboard Preview – ACM Leeds** - The City of Wichita and Sedgwick County created a dashboard for the public/community to keep updated on the status of each of the recommendations from the Jensen Hughes report as well as other issues that the City and/or Sedgwick County add to the dashboard for review. Once the dashboard is up and running departments will be notified.

## **5. Fire Subcommittee Report – Chief John Turner**

- a) Discussion and agreement over CAD down notifications being done over Fire Station Alerting.
- b) The radio paging system is still not functional. They've attempted several tests with Derby but cannot get it to function correctly.
- c) Fire call types – The committee discussed auditing fire call types, not only for general audit but also to discuss Fire Dispatch protocols and call types that will be associated with those.
- d) The group is working together to create a training curriculum for 911 dispatchers.

## **6. Staffing Report – Jackie Blackwell**

- a) There are five Call Taker positions and two Supervisor positions open as of today.
- b) Our next Call Taker Academy Class will begin on Monday, March 24, 2025; looking at hiring ten candidates. Dispatch class of ten that just graduated out of the academy are in the OJT part of the process.

## **7. Off Agenda Items -**

- a) **Jensen Hughes Report – Agencies to Discuss – Director Forshee** – The report also raised concerns that there is not enough networking outside of the State of Kansas, in crosschecking our system against others of similar size. With that in mind, Director Forshee and Deputy Director Moreno are open to suggestions of agencies that the Board thinks we should network with. We typically network

with agencies that we have professional connection to, most of which are on the east coast, but definitely not just within Kansas. We are also networking with Tulsa and trying to make a connection in Omaha, Nebraska, to see how they are operating and what can be gleaned from that.

**Motion to Adjourn @ 1519**

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