

Interagency Dispatch Improvement Project Conference Call Notes

Location: Teleconference
Meeting Dates: May 12, 2010

Members Present:

- Jim Douglas, Project Chair: Asst. Director F&AM, BLM, Washington DC
- Tom Wordell, Project Coordinator: BLM, Boise, ID
- Kim Christensen, NICC Center Manager: USFS, Boise, ID
- Tim Lynn, Assistant Director of Investigations: USFS, Arlington, VA
- Kim Thorsen, Director of Law Enforcement, DOI, Washington DC
- Ray Suazo for Jim Kenna, Arizona State Director: BLM, Phoenix, AZ
- Dan Smith, NASF Fire Director: NASF, Boise, ID

Members Absent:

- Cam Sholly, Natchez Trace Parkway Superintendent: NPS, Tubelo, MS
- Vaughn Stokes, Chief Information Officer: USFS, Albuquerque NM
- Dean Ross, Branch Chief of Emergency Services: NPS, Washington DC
- Vicki Christiansen, Arizona State Forester, Arizona State, Phoenix, AZ
- Corbin Newman, Regional Forester, USFS, Albuquerque, NM

Guests

- Kolleen Shelley, IIOG Program Manager: USFS CIO, WO, NIFC, Boise, ID
- Peter Roehrs, Senior Special Agent: USFS, Arlington, VA
- Eileen Richey, ISO Project Manager, USFS IRM, Portland, OR

Meeting Agenda Topics:

1. Roll Call / Project Action Item Updates
2. Updates on Deliverables from April 22 Meeting
3. Draft Project Timeline
4. Discussion on Project Scope and Need for SMEs
5. Future Meeting Logistics

Exhibits:

- A. IDIP Conf Call Agenda
- B. IDIP Stakeholder Needs Tracking_Temp.pdf
- C. BP_Computer_Aided_Dispatch_Program_Draft_5_10_2010.pdf
- D. BP IDIP Solutions Needing Support Draftv1.pdf
- E. BP IDIP Governance Issues Draftv1.pdf
- F. DRAFT_IDIP_Timeline_thru_FY2011.pdf
- G. IDIP Issue tracking.pdf

Agenda Item: Project Action Item Updates

- **Charter – Jim Douglas**
 - Each agency is working through the process of getting charter signed.
 - Some concerns were expressed by NWCG Fire Directors on the Interior side mainly due to the project being “much bigger” than just fire (i.e. Law Enforcement and EMS) and a perceived change in priority
 - Jim stated the steering committee needs to proceed with obtaining signatures so the project isn’t delayed further.

- **Adding IDIP to IIOG Portfolio – Kolleen Shelley**
 - Kolleen said there is really nothing she needs to do to formalize this. However, Tom should be prepared to provide IIOG with periodic IDIP updates so they can track progress

- **Sojourn Technology Issues – Tom Wordell**
 - Tom located the Sojourn notes and PowerPoint slides Vaughn Stokes had requested and reviewed them to ensure those issues were included in the things IDIP is looking at. No further follow up needed.

Agenda Item: Update on tasks/deliverables identified from April 22 Meeting

- **Core and Unique Dispatch Functions**
 - Tom provided a quick overview of the “Stakeholder Needs” tracking spreadsheet he started using while he interviewed SMEs to identify various dispatch functions/requirements (refer to Exhibit B). The Steering Committee discussed:
 - How do we set priorities of what is important?
 - What are the “deal breakers” as opposed to “nice to have”
 - Need to tease out what issues this project can resolve and those that are issues that impact dispatch that other entities need to resolve.
 - What will come out of this effort? (ie. What is the end result?)
 - What parameters do the agencies want to set for mobile data terminals (MDTs)?
 - Kim Thorsen discussed the DOI incident collection tracking capabilities project (IMARS), which will eventually have CAD capabilities and will be able to integrate MDT technologies
 - Tim Lynn said the USFS has a very similar system called LEIMARS
 - Tom requested Kim and Tim send him the Project Manager contact info for IMARS and LEIMARS so he can follow up.

- Ray Suazo commented that our project needs to consider interoperability for all systems... not just CAD or radios.
 - Efficiencies are more than just cost savings... they include efficiencies to infrastructure, applications, and systems.

➔ **Action Item#8** : Steering Committee to review spreadsheet and provide Tom with feedback prior to June Conference Call
Responsible: All
Due Date: June, 2010

➔ **Action Item#9** : Provide IMARS and LEIMARS project manager contact information to Tom.
Responsible: Kim Thorsen & Tim Lynn
Due Date: May, 2010

- **Issue Paper on CAD Options:**

- Tom reviewed the Issue Paper on adopting a CAD system for fire management and recommended that we take a 2-phased approach (refer to Exhibit C):
 1. Phase 1: Adopt WildCAD so data standards can start to be developed this CY and then utilize funding from the iRWIn project to do a technical refresh to resolve security and interoperability issues.
 2. Phase 2: Pursue a BPR to fully research options to meet long-term requirements.
- Jim stated that there may be two diametrically opposed issues:
 - A huge single system that tries to provide everything to everybody. Generally these approaches have a high cost and high risk of failure (e.g. GovTrip)
 - Stove-piped systems that are inefficient not interoperable
- The goal should be to design (or refresh) systems so they are Service Oriented Architecture based, enabling systems to support Fire, LE, EMS to all communicate and share data with each other
- Pete Roehrs said the NPS system that Dean Ross was referring to at our April meeting was a quasi-CAD system that allows data requests to be downloaded to mobile devices.
- Kim C. said each function should be engineered with some data standards so that the applications can talk amongst each other.
- Jim Douglas observed that during Phase 2, sub-applications within CAD and their inter dependencies would need to be identified.

➔ **Decision:** The Steering Committee agreed to support Tom's recommendations to adopt a 2-phased approach.

➔ **Action Item#10:** Tom to finalize CAD Issue Paper to show a decision on this topic. Tom and Jim will determine how to share this decision with fire management.

Responsible: Tom / Jim

Due Date: June, 2010

- **Solutions needing IDIP Support:**

- Tom shared a draft White Paper he developed to highlight proposed or ongoing efforts/solutions that could benefit from IDIP support (refer to Exhibit D):

- NWCG conveyed to Tom (during an update briefing to them) that requests should be conveyed to them through the executive committee and not directly to the committees or sub-committees.

- Need to work on the language in the paper to change “taskings” to “recommendations” or “letters of support”.

- Need to be sensitive to other committee and program area workloads.

- Could develop a letter of support encouraging participation.

- Jim asked if there is anything on the list that we don't support.

- Jim stated the list looks “fire centric” and recommended it be more generic. Tom said most of the current or proposed efforts have come from fire management.

- **Action Item#11:** Steering committee to review list of “solutions” and associated proposed actions to determine if there are any they don't support following up on. Provide Tom with suggestions on how to formulate a more accurate way of expressing what actions should be taken. Send input to Tom prior to June Conference Call.

Responsible: All

Due Date: June, 2010

➔ **Action Item#12:** Tom to incorporate Steering Committee input and finalize White Paper.

Responsible: Tom

Due Date: June, 2010

- **Workload Optimization BPR**

- Tom updated the steering committee on Bob Kuhn's situation with his knee and informed them the Statement of Work for the BPR was on hold until Bob was able to return to work.
- Steering committee wants BPR to look at developing an evaluation process with established protocols and criteria for optimizing workload and possibly consolidating dispatch centers. This should result in a methodology and process that can be used to provide a consistent approach when optimization efforts get implemented locally.

- **Dispatch Operation Standards**

- Tom conveyed to the steering committee that he has not addressed this task yet. He also shared that when he asked SMEs that he has interviewed about setting standards, that many had concerns.
- Kim Christensen stated that there are unique needs for coverage hours based on need, location, time of year, etc.
- Tom said business areas also come into play since fire is seasonal in most areas while LE/EMS is year round or non-existent based on how dispatching agreements have been established. Hard to set standards nationally for both.
- Kim Thorsen said regardless of location or business area, there needs to be a set of minimum standards for all field going personnel.
- Kim Christensen said dispatch hours of operation should be based on local area needs and negotiated based on local requirements and line approval. If a local unit needs to staff 7/365 then we need to have the funding and staff to support that requirement. If we are going to provide services for non-fire entities, these entities need to help fund dispatch centers in non-fire seasons.
 - Some areas have procedures in place regarding off season, nights, and weekends.
 - Local agreements with county/city and vary greatly even within GACCS's.
 - Develop a template for cost sharing business relationships agency wide.
- Jim said minimum expectations and processes need to be in place to ensure guaranteed contact for all field going personnel
- Tom brought up examples of LE personnel not informing dispatch of where they would be during the day.
 - The steering committee agreed dispatch needs to be kept informed no matter who the field going person or business area is.

- Jim said we need to look at “best practices” to help establish guidelines and agreements that can be used to help reduce local issues.
 - Look at establishing guidelines for Standard Operational Protocols
 - **Governance**
 - Tom presented a draft paper he started to identify governance issues that need to be addressed (refer to Exhibit E).
 - Need to define “governance” so the group is clear on what we will and will not need to address
 - Kim Christensen has volunteered to have the GACC Center Managers frame this issue for the group. Need to include:
 - Local Governance (Tier 2 and Tier 3)
 - Management, supervision, responsibilities (for fire and non-fire functions)
 - National Governance
 - Standards, policies, technologies.
 - Should one governance model fit all?
- ➔ **Action Item#13:** Kim Christensen to have the Geographic Area Center Managers develop a framework on governance issues before June conference call
Responsible: Kim Christensen
Due Date: July 1, 2010

Agenda Item: Draft Project Timeline

- Tom presented a draft timeline through April 2011 (refer to Exhibit F)
- The Steering Committee felt the timeline was reasonable; however they discussed the need to convey that recommendations and solutions will be rolled out over time rather than in a final report.

Agenda Item: Further Discussion on Project Scope and Priorities

- Jim talked about the updated Issue Status Report format (refer to Exhibit G). He felt the team needed to identify main “categories” by which issues could be organized. His suggestions were:
 - Computer Aided Dispatch
 - Applications (write once/read often)
 - Technology / Communication (primarily those things IIOG are focusing on)
 - Workload
 - Operation Standards
 - Governance

- Human Resources/Training
 - Jim asked that everyone review the updated Status Report and provide comments/feedback to Tom
 - Tom will incorporate issues as they surface into this status report format
- Tom discussed a need to identify 3-5 SME's from both department Law Enforcement programs and from the NASF/State so he can follow up on his initial interviews to identify core and unique dispatch functions by business area.
 - ➔ **Action Item#14:** Kim Thorsen, Tim Lynn and Dan Smith/Vicki Christiansen to send Tom a list of 3-5 SMEs representing their business areas
Responsible: Kim Thorsen, Tim Lynn, Dan Smith, and Vicki Christiansen
Due Date: May, 2010
- Kim Thorsen asked if Tom had copies of the Powerpoint Slides and notes from the January 2009 IIOG meeting. She thought they may help identify the primary concerns that need to be addressed. Kolleen Shelly agreed to find these and send them to Tom
 - ➔ **Action Item#15:** Kolleen Shelley to send Tom copies of the Powerpoints and notes from the January 2009 IIOG meeting
Responsible: Kolleen Shelly
Due Date: May, 2010

Agenda Item: Future Meetings and Conference Calls

- Next Face-to-Face Meeting will be in Phoenix all day on July 26 and the afternoon of July 27.
 - Meeting will be held at the State Directors Office
 - Tom has already sent out the meeting invitations.
- Jim wanted to schedule another conference call between now and July. Tom will send out a Doodle Poll so the group can decide on a date and time.
 - Contingency dates
 - June 21st.
 - June 25th.
 - Week of June 28th
 - ➔ **Action Item#16:** Tom to send out Doodle Poll to schedule June Conference Call
Responsible: Tom Wordell
Due Date: June, 2010

Adjourn