

RIVERCOM ADMINISTRATIVE BOARD

RIVERCOM 911

Wednesday, February 12, 2014

Wenatchee City Council Chambers, 129 South Chelan Avenue, Wenatchee, WA 98801

MEETING MINUTES

Board Members Present: Tony Veeder, Councilmember, City of Wenatchee (Chairman); Wayne Barnhart, Councilmember, City of East Wenatchee (Vice-Chairman); Dale Snyder, Commissioner, Douglas County; Keith Goehner, Commissioner, Chelan County; Kent Sisson, Sergeant, DEM, Chelan County Sheriff's Office

Ex-Officio Members Present: Brian Burnett, Sheriff, Chelan County Sheriff's Office; Rinita Cook, Regional Training Coordinator, North Central Emergency Care Council

RiverCom Staff Present: Jim Fosse, Director; Misty Viebrock, Operations Manager; Jerry Corder, IT Manager; Josh Humphrey, Radio Systems Technical Manager; Staci Engler, Confidential Administrative Assistant

Guests Present: Dee Gutierrez, RiverCom; Phil Mosher, Chief, Chelan County Fire District #6; Curt Lutz, Director, Chelan County Jail

- I. CALL TO ORDER – Chairman Veeder called the meeting to order at 9:00 AM; Board Member Barnhart led the Pledge of Allegiance.
- II. WELCOME AND INTRODUCTIONS –Chairman Veeder welcomed those present; attendees introduced themselves.
- III. APPROVAL OF AGENDA – The agenda was approved as presented.
- IV. STANDING AGENDA
 - A. Consent Agenda
 - i. RiverCom Administrative Board Meeting Minutes, January 8, 2014
 - ii. Payroll and Benefits for January 2014 in the amount of \$255,123.15
 - iii. February Vouchers in the amount of \$ 216,437.28 for payment on February 12, 2014:

a.	Maintenance and Operations Account	\$ 40,752.00
b.	General Communications Tax Account	\$ 5,365.40
c.	Communications Tax Capital Projects Account	\$ 170,319.88

Board Member Sisson stated that he reviewed the Vouchers presented for payment and recommended their approval.

Motion to approve the Consent Agenda; Barnhart, second by Goehner.

Resolution: Motion carried.

V. Board Chair Report – There was no report.

VI. Director's Report

Director Fosse reported on the following items:

- A. The State Auditor's Office is currently conducting an audit on RiverCom for the period 2011-2012. A copy of the Entrance Conference Letter dated January 30, 2014 was provided to the Board as a communications item. RiverCom has been informed that a closing conference will likely be scheduled in a few weeks; Director Fosse will inform the Board when a date has been set.
- B. RiverCom experienced a phone outage on January 23, 2014 when connectivity with CenturyLink was lost for an extended period of time. In addition to the outage, Century Link was initially unresponsive, failed to alert RiverCom of the outage, and violated their own procedural rules in several ways. If the situation had been handled properly, CenturyLink would have contacted RiverCom to inform that a connection was down and what actions were being taken to correct the problem. Director Fosse has since contacted and talked with account representative Kathy Miller at CenturyLink about the situation and has also informed the State E911 Office about the incident and the failure of CenturyLink to provide appropriate notification and service. Director Fosse provided the Board with a technical overview of the situation.
- C. The Spillman redundant server is operating and is currently in the process of being burned-in. The new Server is currently running in the background of the system to ensure a proof of concept. The new server will be cut-over on March 10; on April 1, the Spillman software will updated from Version 6.1 to Version 6.3.

At 9:16 AM Board Member Barnhart excused himself from the meeting to attend to a scheduled appointment.

- D. RiverCom has installed and tested the new Rip & Run computer module. A connection is being tested for a secondary purpose that would allow subscriber agencies to send incident notifications by email-mobile phones. The next step is to finalize a Memorandum of Understanding; Sheriff Burnett reported that the MOU is currently under review by legal counsel and is close to finalization. Any vendors accessing the system will need to be in compliance with current standards.

VII. Radio Site Reports

- A. The building structure at the Moses Stool radio site was delivered and installed in January. The radio system housed at the site was cut-over on February 5, 2014 and is operational. Director Fosse provided the Board with pictures of the structure. Some minor follow-up work will be scheduled when weather improves.

VIII. Staffing Report

- A. RiverCom continues to have five (5) individuals in various levels of training; one (1) individual is training on the dispatch floor and four (4) individuals are in classroom training.

- B. After completing an analysis of State-reported Emergency Services Dispatcher positions, it has been determined that RiverCom is down by two (2) positions. In the near future, RiverCom will start a hiring process utilizing its current hiring eligibility list.
- C. Administrative Services Manager Criselia Grupp will be out of the office from February 12 – 28, 2014.

IX. State E911 Office Report – There was no report.

X. Monthly Financial Reports

Financial reports were provided to the Board for review.

2014 YTD Expenditures: As of January 31, 2014, actual expenditures were recorded as follows:

2014 YTD Expenditures	Dollar Amount	% of Budget
Maintenance and Operations Account	255,471	6.15%
Capital Projects Account	-0-	-0-
Equipment Replacement Account	-0-	-0-
Communications Tax Account	25,553	1.01%
TOTALS:	281,025	4.17%

2014 YTD Revenue: As of January 31, 2014 actual revenue received was recorded as follows:

2014 YTD Revenue	Dollar Amount	% of Budget
Outside Revenue and Grants	38.70	.01%
Local E911 Excise Tax	83,223	8.21%
Agency Assessments	231,213	9.54%
Communications Tax Revenue	172,923	8.44%
Site Leases	565	3.62%
Outside Revenue and Grants (Capital)	39	6.18%
TOTALS:	6,038,325	106.62%

XI. Operations Report

Operations Manager Viebrock reported on the following items:

- A. A Quality Assurance (QA) program has been put in place; Operations Manager Viebrock will select and review random calls from the dispatch floor on a weekly basis to evaluate and analyze calls alongside a list of performance standards. She plans to start the program collecting basic information and will continue to develop the program as it moves forward. She has received several positive comments about the program from dispatch personnel.
- B. The annual Telecommunicators Awards and employee recognition event is being developed; some of the categories have been modified to improve the level of recognition of RiverCom personnel. The awards event is scheduled for the evening of April 16, 2014 in the Wenatchee Police Department Training Room.

XII. Committee Reports

A. Director Fosse reported that he made an initial proposal at the RiverCom Operations Group (ROG) meeting held on February 11, 2014 to implement a periodic maintenance program on all subscriber-owned mobile and portable radios. Director Fosse said that he has identified this item as an important facet of radio operations; RiverCom is responsible for the entirety of the radio system but does not have any control over communications after the point when the radio signal leaves the tower. The proposal met with a favorable response. Due to the extensive time required for the maintenance, Director Fosse may suggest that the work is contracted out. The proposal is in the preliminary phase at this time.

XIII. OLD BUSINESS – There was no old business.

XIV. NEW BUSINESS – There was no new business.

XV. CORRESPONDENCE AND INFORMATIONAL ITEMS – There were no items of report.

XVI. GOOD OF THE ORDER – There were no items of communications or report.

XVII. EXECUTIVE SESSION

A. At 9:40 AM Chairman Veeder closed the regular meeting; the meeting was moved into Executive Session, for a period of ten (10) minutes to discuss Guild negotiations. At 9:50 AM the Executive Session was extended for an additional ten (10) minutes. The Executive Session ended and the regular meeting was immediately called back to order at 10:00 AM. There was no action taken.

XVIII. ADJOURNMENT - With no further business, the meeting was adjourned at 10:00 AM. The next Board session is scheduled for March 9, 2014.

Minutes Respectfully Submitted,
Staci Engler
Confidential Administrative Assistant
RiverCom 911

ATTEST:

Jim Fosse, Director
Secretary to the Board

Date

RiverCom 911 Administrative Board Members:

Chairman Tony Veeder, *Council Member, City of Wenatchee*

Vice-Chairman Wayne Barnhart, *Council Member, City of East Wenatchee*

Keith Goehner, *Commissioner, Chelan County*

Dale Snyder, *Commissioner, Douglas County*

Kent Sisson, *Sergeant, DEM, Chelan County Sheriff's Office,*
RiverCom 911 Operations Group