

RIVERCOM ADMINISTRATIVE BOARD

RIVERCOM 911

Wednesday, July 8, 2015

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

MEETING MINUTES

Board Members Present: Wayne Barnhart, Councilmember, City of East Wenatchee (Chair), Keith Goehner, Commissioner, Chelan County (Vice-Chair), Dale Snyder, Commissioner, Douglas County; Keith Huffaker, Councilmember, City of Wenatchee; Mick Lamar, Chief, Lake Wenatchee Fire & Rescue

Ex-Officio Members Present: John Wisemore, Undersheriff, Chelan County Sheriff's Office (substituting for Sheriff Brian Burnett); Harvey Gjesdal, Sheriff, Douglas County Sheriff's Office; Tom Robbins, Chief, Wenatchee Police Department

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

Guests Present: Dee Gutierrez, Jim Brown

- I. CALL TO ORDER – Chairman Barnhart called the meeting to order at 9:00 AM and led the Pledge of Allegiance.
- II. WELCOME AND INTRODUCTIONS – Chairman Barnhart welcomed those present.
- III. APPROVAL OF AGENDA – The agenda was approved as presented.
- IV. STANDING AGENDA
 - A. Consent Agenda
 - i. RIVERCOM Administrative Board Meeting Minutes, June 10, 2015
 - ii. Payroll and Benefits for June 2015 in the amount of \$258,580.80
 - iii. July 2015 Vouchers in the amount of \$207,134.56 for payment on July 8, 2015:

a. Maintenance and Operations Account (Control #0395-0459)	\$ 94,650.93
b. User Equipment Replacement Account (Control #0460)	\$ 2,166.11
c. General Communications Tax Account (Control #0461-0470)	\$ 9,130.44
d. Communications Tax Capital Projects Account (Control #0471-0478)	\$ 101,187.08
- V. BOARD CHAIR REPORT - There was no report.

*Motion to approve the Consent Agenda as presented; Lamar, second by Snyder.
Resolution: Motion carried.*

VI. DIRECTOR'S REPORT

Director Fosse reported on the following items:

A. General Items

1. Director Fosse touched on the outstanding response and work performed by RIVERCOM dispatchers during the recent Sleepy Hollow fires and events. RIVERCOM personnel responded to a call-out for assistance; the dispatch center was fully staffed at the height of the incident.
2. Director Fosse reported that as of the last Board meeting, he has not yet had the opportunity to contact LocalTel regarding a possible mutual agreement for radio sites.
3. Work continues on the new 911 phone system to complete remaining items on the final punch list. In speaking with other agencies that have implemented the same telephone system, RIVERCOM has learned of a number of fixes. RIVERCOM is coordinating with these other agencies to work through some of the shared problems. Director Fosse added that he has heard good things about how the new telephone system performed during the recent fires.
4. RIVERCOM continues to deal with Spillman CAD system issues. Recent problems have crept-up as the result of a patch upgrade. RIVERCOM had to re-start the system twice yesterday and will have to re-boot the system this morning. Boardmember Huffaker suggested that RIVERCOM keep track of the staff time spent on troubleshooting and fixing issues on the Spillman CAD system.
5. Director Fosse said that since the last Board meeting, he has re-considered the Strategic Position document completed in 2010 and would like to move forward in a different way as the previous document does not provide much in the form of direction or guidance moving forward. With that being said, Director Fosse stated there are a number of items that are critically important to RIVERCOM's base of operations that need to be decided and developed within the next five (5) years. Further discussion took place about how to proceed with the strategic planning process and the merits of conducting a process conducted in-house versus a process led by a facilitator. There was no final decision.

Chairman Barnhart talked about some of the benefits of the previous strategic positioning process and specifically, how it brought many groups of people together and highlighted the importance of RIVERCOM's function in the community. He further stated that the Board and RIVERCOM need to look at RIVERCOM's operations facility on Mission Street and develop a future facility plan before its lease term with the City of Wenatchee expires. He added that RIVERCOM should look at their operational space requirements. Director Fosse responded by saying that the recent fires demonstrated RIVERCOM's need for additional space; although it was a "one-time" incident and RIVERCOM was fully staffed during the events, additional personnel could have been utilized for call-taking and dispatch if it had more radio console positions. Generally

speaking, however, RIVERCOM is already stretched to the limit for space from the perspective of regular daily operations.

B. Radio Site Report

1. RIVERCOM is scheduled to move equipment and cut-over to the new Lower Badger Mountain radio site on July 14 and 15. Director Fosse suggested and it was agreed that the Board visit the Lower Badger site following the adjournment of the meeting on August 12. Director Fosse also reported on the current status of the boundary line issue and easement permissions at the Lower Badger property. Boardmember Snyder recommended that the file survey and adjustment be recorded with Douglas County.
2. RIVERCOM is waiting to receive a final contract from Department of Natural Resources (DNR) regarding the Keystone radio site.
3. RIVERCOM is starting to move forward with the site renovation at the Grouse Mountain radio site. The current site as it stands is a 10-foot by 10-foot building set-up on telephone poles and is exclusively powered by solar power. The site renovation will include a new road to the site, a 70-foot tower, and a new communications shelter.
4. Doug Dickerson with RCC Consultants conducted meetings with law enforcement and fire personnel. Director Fosse said that RCC Consultants received really good information from everyone and is providing RIVERCOM with good guidance moving forward.

C. Staffing Report

1. Two (2) Emergency Services Dispatcher trainees continue their training on the dispatch floor with Certified Training Officers.
2. Three (3) individuals have been hired for Emergency Services Dispatcher positions. They are Megan Martin, Bob Everett, and Carissa Seaman; they started Training Academy on July 6, 2015.
3. One (1) Emergency Services Dispatcher remains vacant; RIVERCOM will continue to conduct hiring processes to fill this vacancy.
4. RIVERCOM hired Elizabeth Peterson for the new part-time Receptionist position. She started employment on June 22, 2015.

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

VII. MONTHLY FINANCIAL REPORTS

Financial reports were provided to the Board for review.

2015 Annual Budget, YTD for Month Ending June 30, 2015			
	Amount Collected	Total Expenditures	% of Budget
Revenue Sources:			
Agency Assessments	1,297,071		51.23%
Local E911 Excise Tax	510,160		49.56%
Site Leases	8,070		50.44%
Outside Revenue and Grants	544		0.15%
Outside Revenue and Grants – Capital Projects	287,977		82.06%
E911/NG911 Reserve Account Interest	99		65.90%
	2,103,922		48.93%
Expenditures:			
Maintenance and Operations Account		1,695,510	39.55%
Capital Projects Account		320,059	87.69%
Equipment Replacement Account		- 0 -	- 0 -%
		2,015,569	43.12%

2015 Communications Tax Account, YTD for Month Ending June 30, 2015			
	Amount Collected	Total Expenditures	% of Budget
Capital Improvement Project: Radio Site Expansion			
Revenue Sources:			
Communications Tax Revenue	1,196,233		54.40%
	1,196,233		54.40%
Expenditures:			
Communications Tax Account		926,875	32.50%
		926,875	32.50%

- Administrative Services Manager Grupp reported that overtime costs for June are currently down compared to June of the previous year; the decrease in overtime is attributed to an increase in hiring and a decrease in the number of shift vacancies.

VIII. OPERATIONS REPORT

Operations Manager Misty Viebrock reported on recent incidents:

- RIVERCOM was able to effectively utilize an MCI Plan that was put together by RIVERCOM personnel in what turned out to be a Mass Casualty Incident (MCI) that recently took place at Bluebird.
- Operations Manager Viebrock talked about the Sleepy Hollow Fire incidents. She commended dispatch personnel for the excellent and impressive work they did throughout the fire incidents which started on June 27, 2015. She also expressed her appreciation for the coordination of incident communication provided by Chelan County Emergency Management and their interface with the public; the information provided on the Facebook page maintained by Chelan County Sheriff’s Office personnel is extremely important as it

significantly decreases the number of calls that come in to the 911 dispatch center during critical times. Further discussion took place about the fire incident, public service messages, and public safety response.

A question was posed as to what RIVERCOM could learn or improve upon from with regard to the recent fires. Operations Manager Viebrock said that we really need to have more work stations in place to accommodate the number personnel who reported in for duty and to handle the sheer number of calls during larger scale events; it would have been advantageous to have had more room in the facility for people to work.

IX. COMMITTEE REPORTS

- A. Boardmember Lamar reported on the RIVERCOM Operations Group (ROG) meeting that took place yesterday, July 7, 2015. The ROG group primarily reviewed new Tier 1 language for the Communications Tax Shared Funding Assistance Program. Agency representatives will review the language and bring it back to the August meeting. The group also agreed to form a special committee to look at CAD system improvements.
- B. Boardmember Lamar reported that he participated on the interview panel that conducted interviews for two Shift Supervisor positions on June 17, 2015. He was very pleased with the enthusiasm of the candidates and the positive outlook they expressed toward their purpose within the community and to RIVERCOM as being a good place to work.

X. OLD BUSINESS – There was no old business.

XI. NEW BUSINESS – There was no new business.

XII. GOOD OF THE ORDER

- Director Fosse pointed-out the RIVERCOM Quarterly Newsletter provided in Board materials; he commented that the newsletter is very well put together and provides RIVERCOM personnel with work-related communications and information about employment benefits, work-life skills, and wellness topics with a focus on individual, family, and community wellness. The newsletter is developed and prepared by Staci Engler.
- Boardmember Goehner asked if RIVERCOM had received further documentation from the City of Wenatchee regarding the closure of Wenatchee Fire Department; Director Fosse responded that he has not received anything. Boardmember Huffaker said that he discussed the matter with Mayor Kuntz and Allison Williams with the City of Wenatchee; they are apparently checking with their attorney to find out if they absolutely need to provide RIVERCOM with anything more.

XIII. ADJOURNMENT - With no further business, the meeting was adjourned at 10:45 AM. The next Board session is scheduled for August 12, 2015.

Minutes Respectfully Submitted,
Staci Engler
Confidential Administrative Assistant
RIVERCOM 911

ATTEST:

Jim Fosse, Director
Secretary to the Board

Date

RIVERCOM 911 Administrative Board Members:

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

Keith Goehner, Vice-Chairman, *Commissioner, Chelan County*

Dale Snyder, *Commissioner, Douglas County*

Keith Huffaker, *Council Member, City of Wenatchee*

Mick Lamar, *Chief, Lake Wenatchee Fire & Rescue,*
RIVERCOM 911 Operations Group