RIVERCOM ADMINISTRATIVE BOARD

RIVERCOM 911

Wednesday, December 9, 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 Brian Burnett, Sheriff, Chelan County Sheriff's Office); Harvey Gjesdahl, Sheriff, Douglas County Sheriff's Office; Tom Robbins, Chief, Wenatchee Police Department; Keith Vradenburg, Mayor, City of Entiat

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

Guests Present: Jim Brown, Wenatchee Police Department; Dee Gutierrez, RIVERCOM; Arnold Baker, Chief, Chelan County Fire District No. 5

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 and attendees introduced themselves.

III. APPROVAL OF AGENDA – The agenda was approved as presented.

IV. STANDING AGENDA

A. Consent Agenda

a. RIVERCOM Administrative Board Meeting Minutes, November 4, 2015
b. Payroll and Benefits for November 2015 in the amount of $292,429.61
c. December 2015 Vouchers in the amount of $278,397.69 for payment on December 9, 2015:

i.	Maintenance and Operations Account (Control #0803-0883)	$ 27,898.21
ii.	User Equipment Replacement Account (Control #0884)	$ 447.78
iii.	Capital Account (Control #0885)	$ 21,120.08
iv.	General Communications Tax Account (Control #0886-0900)	$ 74,470.76
v.	Communications Tax Capital Projects Account (Control #0901-0913)	$154,460.86

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

V. BOARD CHAIR REPORT - There was no report.

VI. DIRECTOR'S REPORT

A. Dr. Lance Jobe Report

Director Fosse introduced Dr. Lance Jobe, the Emergency Medical Services Program Director for Chelan and Douglas counties. In this role, he evaluates every RIVERCOM CPR incident, he gathers and analyzes measurable data, looks at call data and processing time, and then reviews calls with dispatchers to make ongoing improvements in how emergency medical calls are processed.

Dr. Jobe specifically provided the Board with information about the way in which the emergency medical program intersects with early CPR response and treatment of cardiac arrest patients. He pointed out that teamwork, by all persons across a community, and process improvement are key to increased survival rates for patients in cardiac arrest. In conjunction with Criteria-Based Dispatch protocols, RIVERCOM Dispatch is a critical component in providing early CPR and supporting the first steps in the "chain of survival". Dr. Jobe reported that, from 2014 to 2015, the survival rate for cardiac arrest in our area has increased to seventy-percent (70%); the state average has been about sixty-percent (60%). Overall, there is a long way to go in making changes to advance the program, but that improvements are being made. The Board expressed their appreciation and thanked Dr. Jobe for his presentation.

B. General Items

Director Fosse reported on the following items:

1. Frontier Communications Fiber-Cuts

RIVERCOM has continued to experience issues with the preparation and coordination of work for Frontier Communications fiber-cuts. Director Fosse is scheduled to meet with Frontier Communications tomorrow to address service interruptions, lack of communication, costs, and the impact to Dispatch operations.

2. City of Wenatchee Facilities Maintenance

RIVERCOM staff met with the City of Wenatchee Public Works on December 9, 2015 to discuss a number of facilities issues regarding the building RIVERCOM leases from the City. Some of the problems include temperature control problems in the building and a number of ongoing facilities maintenance items that are not being corrected in a timely manner and are not conducive to a good working environment, especially for an agency that operates around the clock, twenty-four hours a day.

Director Fosse noted that RIVERCOM's facility maintenance costs have doubled in the past year. The increases in costs are partially due to the building being at full capacity, but also that the building is now eleven years old and it is not energy efficient. Even though it is one of the newest buildings in the City, there are already a number of failing

systems in the building. At the meeting, Public Works personnel informed RIVERCOM that they intend to replace the roof of the building in 2016 and that RIVERCOM's cost would be about $25,000. Director Fosse said RIVERCOM was surprised to learn about the roof replacement and because RIVERCOM was not apprised of the plan, RIVERCOM's share of the cost was not included in the 2016 Annual Budget. If the overall trend with maintenance and utilities continues, Director Fosse wanted the Board to expect much higher costs than accounted for in the budget.

Also discussed was the possibility of upgrading the fire protection system in the RIVERCOM equipment room, the rough cost would be about $100,000. Director Fosse said that he wanted to hold back on an upgrade in case RIVERCOM decides to move into a building that more adequately meets the agency's needs; in that case, an upgrade would not be money well spent. Director Fosse also said the lack of available space in the building is increasingly problematic and there is no capacity to expand in its current facility.

3. Credit Card Re-Issue

   Administrative Services Manager Grupp informed the Board that RIVERCOM's credit card accounts were recently updated by the issuing bank. However, the issuing agency will now only provide two cards rather than the four cards previously in RIVERCOM's possession. Administrative Services Manager Grupp asked the Board if RIVERCOM could apply for new account with a different company who would issue more than one card on the account and if the credit limits could be increased to $10,000 per card. A short discussion took place.

   It was the consensus of the Board to authorize Administrative Services Manager Grupp to procure and establish a new account with a $20,000 limit total and with a company that could accommodate an appropriate number of cards for agency use. Once a new account has been established, RIVERCOM will cancel the current accounts.

4. TCS Phone System Installation

   RIVERCOM has signed for acceptance of the TCS 9-1-1 phone system installation; the final payment was made this month. TCS is being purchased by CompTech Communications which partially explains why RIVERCOM experienced difficulty with the installation of the phone system; the purchase will probably be completed at the beginning of the year and the expectation is that CompTech will honor all aspects of the maintenance contract.

C. Radio Site Report

1. RIVERCOM continues to have discussions with our Consultant and Motorola about the equipment needed for the build-out of the radio system. We are waiting for more information from Motorola before contacting the State Auditor regarding a possible sole-source purchase.

2. Work at the Grouse Mountain radio site is on-hold due to winter conditions at the site.

3. RIVERCOM has now received all signatures for the boundary line adjustment at the Lower Badger radio site. The documentation is under review, and once it is filed, it will be completed. The next step will be to complete the easement.

Chairman Barnhart requested that Agenda Item J, Old Business, Private Ambulance Fee Assessments, be discussed while Dr. Jobe was present.

VII. OLD BUSINESS

A. Private Ambulance Fee Assessments

Boardmember Lamar summarized an issue about the fee assessment structure for private ambulance companies that was brought up by Boardmembers Lamar and Huffaker during a budget review. In the meantime, several discussions have taken place; various agencies have different and disparate views about the model. The private ambulance companies have also issued a written response and a have a variety of reasons why they should not have to pay a full assessment fee. Boardmember Lamar said it was important to get to a point where emotions and history are separated from establishing an appropriate business model. A further discussion took place about many aspects of the situation.

The Board asked Dr. Jobe for his comment on the topic. Dr. Jobe added that a medical emergency call placed directly to a 9-1-1 dispatch center allows the incident to be monitored and provides important information that can be used to improve future cardiac response for citizens in the community, but that this information is not available for calls made directly to private ambulance companies. In his opinion, the best overall service cannot be achieved for patients when a citizen bypasses the 9-1-1 system and instead calls for private ambulance service through a non-emergency number. Boardmember Lamar added, and all parties agreed, that this is a gap in providing emergency response that needs to be fixed for the citizens of the area.

Boardmember Snyder requested, and it was the consensus of the Board, that the topic be tabled and brought back to the January meeting. The Board asked if Boardmember Lamar could be present at the January meeting. Boardmember Goehner also asked Staff to notify the ambulance companies that the item will be discussed at the January meeting.

Chairman Barnhart called for a two-minute recess at 10:08 AM. The meeting was called back to order at 10:10 AM and the regular meeting resumed.

D. Staffing Report

1. Three (3) ESD trainees continue to train with Certified Training Officers on the dispatch floor. All three trainees continue to do well.

E. State E911 Office Report

1. As requested by the Board, RIVERCOM will prepare a recommendation to fund certain equipment purchases that are not going to be funded by the State E911 Office.

2. The State E911 Office is working to possibly re-set and reduce the total number of positions approved for funding under the operations contract. The Office appears to be pulling back in terms of distributing dollars to contract counties and instead using 911 monies to fund internal operations and cyber security at the state level. As a result, RIVERCOM expects to experience funding challenges in the coming years.

VIII. MONTHLY FINANCIAL REPORTS

Administrative Services Manager Grupp provided a summary of the financial reports:

2015 Annual Budget, YTD for Month Ending November 30, 2015			
	Amount Collected	Total Expenditures	% of Budget
Revenue Sources:			
Agency Assessments	2,372,590		93.71%
Local E911 Excise Tax	961,594		93.42%
Site Leases	13,355		83.47%
Outside Revenue and Grants	332,720		89.49%
Outside Revenue and Grants – Capital Projects	298,766		85.13%
E911/NG911 Reserve Account Interest	201		133.73%
	3,979,226		92.54%
Expenditures:			
Maintenance and Operations Account		3,467,506	80.89%
Capital Projects Account		320,059	87.69%
Equipment Replacement Account		11,841	51.71%
		3,799,406	81.28%

2015 Communications Tax Account, YTD for Month Ending November 30, 2015			
Capital Improvement Project: Radio Site Expansion	Amount Collected	Total Expenditures	% of Budget
Revenue Sources:			
Communications Tax Revenue	2,440,601		110.90%
	2,440,601		110.90%
Expenditures:			
Communications Tax Account		1,392,567	48.80%
		1,392,567	48.80%

IX. OPERATIONS REPORT

A. Operations Manager Viebrock reported that the City of Wenatchee Public Works has installed in an auto-forwarding system for their emergency calls. RIVERCOM expects to see a reduced number of calls for Public Works related business.

X. COMMITTEE REPORTS

A. Boardmember Lamar reported on the RIVERCOM Operations Group meeting that took place yesterday, December 9, 2015. The ROG group continues to talk about CAD improvements; a CAD Committee meeting will take place immediately following the Board meeting.

A ROG Chair was not selected at the meeting as there was no representation from law enforcement present who was interested in the position. The group will be looking to finalize the Chair position at the January meeting.

B. Karl Jonasson, EMS Director for Chelan served as the RIVERCOM Operations Group (ROG) Chairperson in 2015 and will move into the Board position being vacated by Mick Lamar starting January 2016.

C. Chairman Barnhart thanked Mick Lamar for his service on the RIVERCOM Administrative Board during the past year and added that he has been an asset to the Board. Boardmember Lamar said that he specifically wanted to thank the RIVERCOM staff present at the meeting; he has greatly appreciated their professionalism, guidance, discipline, and welcomeness that RIVERCOM has for the users.

A short discussion took place about Boardmember Lamar's role in continuing CAD system review, discussions, and recommendations after he leaves his Boardmember position.

Motion to appoint Mick Lamar to represent the RIVERCOM Administrative Board in ongoing CAD system review, discussion, and recommendation processes; Snyder, second by Huffaker.
Resolution: Motion carried.

XI. NEW BUSINESS

A. Memorandum of Understanding: Communications Tax Shared Funding Assistance Program
On behalf of the RIVERCOM Operations Group, revised language concerning the Communications Tax Shared Funding Assistance Program (by Memorandum of Understanding) was provided to the Board for review and approval. New language was specifically developed to clarify Tier 1 eligible purchases as well as the process by which items can be requested and approved. Board member Snyder requested, and it was the consensus of the Board, that the item be re-presented at the January 2016 Board meeting for a vote.

B. Elect 2016 Board Chair and Vice-Chair
Chairman Barnhart requested nominations for the 2016 Chairperson and Vice-Chairperson positions.

Motion to elect Keith Goehner as the 2016 Chair of the RIVERCOM Administrative Board; Snyder, second by Huffaker.
Resolution: Motion carried.

Motion to elect Dale Snyder as the 2016 Vice-Chair of the RIVERCOM Administrative Board; Goehner, second by Barnhart.
Resolution: Motion carried.

Keith Goehner thanked Chairman Barnhart for his service to the Board as the 2015 Chairperson.

XII. EXECUTIVE SESSION – Real Estate Transaction

At 10:44 AM, Chairman Barnhart closed the regular meeting to move into Executive Session, for a period of time not to exceed ten minutes, to discuss a real estate transaction.

The Executive Session ended at 10:54 AM and the regular meeting was immediately called back to order. There was no action taken.

XIII. ADJOURNMENT

With no further business, the meeting was adjourned at 10:55 AM. The next Board meeting is scheduled for January 13, 2016.

Minutes Respectfully Submitted,
Staci Engler
Confidential Administrative Assistant
RIVERCOM 911

ATTEST:

James C. Fosse — 1-14-16

James C. Fosse, Director — Date

RIVERCOM 911 Administrative Board Members:

Keith Goehner, Chairman, *Commissioner, Chelan County*

Dale Snyder, Vice-Chairman, *Commissioner, Douglas County*

Keith Huffaker, *Council Member, City of Wenatchee*

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

Karl Jonasson, *EMS Director, Lake Chelan Community Hospital District No. 2*
RIVERCOM 911 Operations Group