

RIVERCOM ADMINISTRATIVE BOARD

RIVERCOM 911

Wednesday, October 14, 2015

RIVERCOM 911, 140 South Mission Street, 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); Kevin Morris, Undersheriff, Douglas County Sheriff's Office (substituting for Harvey Gjesdal, Sheriff, Douglas County Sheriff's Office); John Kruse, Sergeant, Wenatchee Police Department (substituting for Tom Robbins, Chief, Wenatchee Police Department); Keith Vradenberg, Mayor, City of Entiat

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

Guests Present: Kelly O'Brien, Chief, Chelan County Fire District #3; Jim Brown, Wenatchee Police Department

- 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
 - i. RIVERCOM Administrative Board Meeting Minutes, September 9, 2015
 - ii. Payroll and Benefits for September 2015 in the amount of \$274,211.89
 - iii. October 2015 Vouchers in the amount of \$154,300.22 for payment on October 14, 2015:

a. Maintenance and Operations Account (Control #0647-0730)	\$ 54,407.84
b. General Communications Tax Account (Control #0731-0739)	\$ 14,769.40
c. Communications Tax Capital Projects Account (Control #0740-0749)	\$ 85,122.98

Motion to approve the Consent Agenda as presented; Lamar, second by Snyder.

Resolution: Motion carried.

V. BOARD CHAIR REPORT - There was no report.

VI. DIRECTOR'S REPORT

Director Fosse reported on the following items:

A. General Items

1. The Broadview Community Group recently met with Chelan County Fire District #1, Wenatchee Police Department, and Chelan County Emergency Management to talk about the fire event that impacted the Broadview neighborhood. Although RIVERCOM was not invited to attend the meeting, there were some concerns about the 9-1-1 system that were raised at the meeting and subsequently passed along to Director Fosse. He has since been in contact with Jim Huffman who is facilitating the community meetings and helping community members work through the process of losing their homes. The Community Group would now like to meet with RIVERCOM to gain further information about RIVERCOM operations and its role in fire events.

Director Fosse said that after listening to some of the 9-1-1 recordings of people calling to report fire in the area, several people have acknowledged a difference in what they remembered as taking place. Director Fosse explained that this is normal and that a person's recollection of an emergency situation can be different than what was actually said or what took place. Furthermore, he said that several people incorrectly thought RIVERCOM dispatchers were in direct communication with firefighting aircraft.

Director Fosse and Operations Manager Viebrock are scheduled to meet with the Broadview Community Group this evening to talk about RIVERCOM's role in the fire event. At this time, RIVERCOM is not aware of any operative issues.

2. Director Fosse provided a follow-up report on the fires that took place in Chelan and Okanogan in mid-August. During the fires, Okanogan Dispatch had been nearly surrounded by fire and lost the ability to transfer phones to Ferry County as a back-up due to burned-out transmission lines. Okanogan asked if RIVERCOM could take-over their calls should they need to evacuate. RIVERCOM prepared for a possible change-over by putting in place an alternative routing system for their calls and made personnel available and ready to take over their dispatch calls. Fortunately, Okanogan Dispatch did not end up having to evacuate. Director Fosse thanked Operations Manager Viebrock for her work in getting everything lined-up.

B. Radio Site Report

1. Work is ongoing at the Grouse Mountain radio site; foundation work is in progress and is expected to be completed by the end of the year.
2. RIVERCOM expects the RCC consultant study on the upgrade plan for the radio system will be finalized in the near future. Director Fosse briefly mentioned some of the key areas in the plan.

C. Staffing Report

1. One (1) Emergency Services Dispatcher (ESD) trainee completed training this week and was released to full duty.
2. One (1) ESD trainee continues training on the dispatch floor with a Certified Training Officer and is expected to complete training and be released to full duty before the end of the month.
3. Three (3) ESD trainees continue training with Certified Training Officers on the dispatch floor.
4. RIVERCOM has re-hired an individual who resigned from an Emergency Services Dispatcher position last fall. She started work on October 5, 2015 and is near completion of refresher training.
5. There are no open ESD positions at this time. Director Fosse said the last group of ESD interviewees were outstanding and thought they were all excellent candidates for the position. Their names will remain on a Hiring Eligibility List for up to one-year.

D. State E911 Office Report

1. RIVERCOM staff is scheduled to attend the State E911/APCO Fall Forum conference next week in Ocean Shores.
2. The new State E911 contract did not include funding for any new equipment purchases in 2016.

E. Board Meeting Schedule

The November Board meeting has been scheduled for November 4, 2015; the meeting was rescheduled earlier in the year as it conflicted with the Veteran's Day Holiday on November 11.

F. Computer Aided Dispatch (CAD) System Demonstration

Director Fosse reported that a CAD (Computer Aided Dispatch) vendor will be demonstrating a CAD system product on November 4, 2015; the location to be determined. The demonstration is being organized as part of a committee review process led by Fire Chief and RIVERCOM Administrative Boardmember Mick Lamar to better determine what CAD systems are available, especially systems that can benefit fire service operations. Director Fosse said the Spillman Administrator Management (SAM) group expressed an interest in being involved with the review process as well as a concern that they had not been asked to attend. Director Fosse pointed out that a notification was sent out to all agencies requesting the information be forwarded to appropriate personnel.

G. Director Fosse Schedule

Director Fosse informed the Board that he would be out of the office beginning October 27, 2015 until sometime late-November.

VII. MONTHLY FINANCIAL REPORTS

Financial reports were provided to the Board for review.

2015 Annual Budget, YTD for Month Ending September 30, 2015			
	Amount Collected	Total Expenditures	% of Budget
Revenue Sources:			
Agency Assessments	1,916,899		75.72%
Local E911 Excise Tax	779,588		75.74%
Site Leases	11,241		70.26%
Outside Revenue and Grants	332,397		89.41%
Outside Revenue and Grants – Capital Projects	298,679		85.11%
E911/NG911 Reserve Account Interest	156		104.18%
	3,338,961		77.65%
Expenditures:			
Maintenance and Operations Account		2,666,373	62.20%
Capital Projects Account		320,059	87.69%
Equipment Replacement Account		11,841	51.71%
		2,998,273	64.14%

2015 Communications Tax Account, YTD for Month Ending September 30, 2015			
	Amount Collected	Total Expenditures	% of Budget
Capital Improvement Project: Radio Site Expansion			
Revenue Sources:			
Communications Tax Revenue	1,922,054		87.40%
	1,922,054		87.40%
Expenditures:			
Communications Tax Account		1,207,854	42.40%
		1,207,854	42.40%

VIII. OPERATIONS REPORT

- A. After a slight delay, Matt and Cy Sously continue to work on the interface between RIVERCOM's CBD program and the Spillman CAD system; the interface will allow Emergency Services Dispatchers to use the CBD protocol within an automated system. The next step will be to schedule test calls to determine if the interface is functioning properly.
- B. Dr. Lance Jobe, RIVERCOM's medical services consultant, recently conducted a review of RIVERCOM's CBD card sets specific to CPR language.
- C. Dr. Jobe also informed RIVERCOM that it has the highest percentage of witnessed cardiac "life-saves" so far this year in our service area.

IX. COMMITTEE REPORTS

- A. Boardmember Lamar reported on the RIVERCOM Operations Group (ROG) meeting that took place yesterday, October 13, 2015. The primary discussion revolved around Tier 1

funding for the Communications Tax Shared Funding Assistance Program and the corresponding MOU language that is being considered for revision.

- B. Letters were sent out to all agencies regarding the possibility of changing CAD systems; the CAD demonstrations planned for November will allow everyone to better see the entire process.

X. OLD BUSINESS

A. Calls for Service – Private Ambulance Billing

Following a review of RIVERCOM's 2016 Annual Budget, Boardmembers Huffaker and Lamar brought up a question about the amount calculated and billed out to private ambulance companies for annual assessments at the Board meeting held on September 9, 2015. At that meeting, the Board requested that RIVERCOM staff collect data on EMS calls and it was agreed that Boardmembers Huffaker and Lamar would further review the material.

After researching the matter and looking at original agency documents, it appears there are some indications as to why private ambulance companies may have historically received a reduced rate, although there are no concrete documents to account for the rate difference. Boardmember Huffaker stated that the Board needs to review the issue and decide upon a more accurate, reliable, and fair formula moving forward and to center a decision on a business model. He indicated that he requested the companies to provide a bottom-line formula showing why they might deserve a discounted rate, but so far, nothing has been provided.

For the record, Boardmember Barnhart disclosed that he has a personal association with Jeff Lang, the CEO of Eagle Group. Although he thought the discussion about billable rates was on target, he also expressed a concern about losing two private ambulance companies in the area which could potentially have the effect of increasing costs for fire departments, although he acknowledged this concern has nothing to do with the services RIVERCOM provides.

A general comment was made that private ambulance companies have typically argued that they do not have full access to the 911 system and therefore, they should not have to pay a full rate. Operations Manager Viebrock explained that it would be incorrect to say that RIVERCOM does provide the same level of service to private ambulance companies compared to other agencies served by RIVERCOM. She said that in some ways, and compared to other agencies, RIVERCOM actually provides more of a service to private ambulance companies because RIVERCOM dispatchers have to work around a rotational response plan utilizing two different ambulance companies. She said the rotational system of private ambulance companies creates additional steps in the dispatching process and actually slows down the time it takes to process a 9-1-1 emergency medical call.

After further discussion, the Board recognized that this issue will require several meetings before there is a final resolution and that a recommendation will need to be presented to

the Board for final approval. Boardmember Huffaker added that any decision will need to be well-documented for future Boardmembers.

Boardmember Snyder proposed that Boardmember Lamar continue forward with Boardmember Huffaker to lead this item until it is resolved to provide continuity, even though Boardmember Lamar will go off the Board at the end of the year 2015. Chairman Barnhart expressed agreement with the proposal and the remainder of the Board was in agreement. Boardmember Lamar accepted the request.

B. Resolution 2015-1: 2016 Annual Budget

The final 2015 Annual Budget was provided to the RIVERCOM Administrative Board. There were no further comments.

Motion to approve and adopt Resolution 2015-1 adopting an Annual Budget for the calendar year 2016; Snyder, second by Huffaker.

Resolution: Motion carried.

XI. NEW BUSINESS

A. Non-Emergency Calls to RIVERCOM

Chairman Barnhart brought-up an issue that came to his attention regarding RIVERCOM having to handle non-emergency calls and stated that RIVERCOM is not an answering service for other agency's business. He specifically addressed the fact that RIVERCOM dispatchers are being put in a situation where they have to answer a variety of service calls for non-emergency situations and for business not related to RIVERCOM.

A discussion took place about the current situation. Some of the examples and scenarios that were touched upon included answering phones for public utility companies and being asked to make arrangements for snow plow services. For example, RIVERCOM has been informed that Wenatchee Public Works is automatically transferring their calls to RIVERCOM during their lunch periods and after hours. Similarly, the City of Wenatchee has published RIVERCOM's dispatch phone number in the local phone book as the Public Works Department's after hours emergency phone number rather than a number that is directly routed to their own department personnel. These same types of issues have also come up with a number of agencies in the area.

In other situations, RIVERCOM numbers are being given out by non-RIVERCOM personnel as a back-up or secondary number if a business line, voice mail, or individual cannot be reached via their own direct line. It appears that several law enforcement officers give out RIVERCOM phone numbers verbally, in writing, and in email notifications for non-emergency business and for business not related to RIVERCOM. RIVERCOM regularly answers incoming calls, during business hours and after hours, and on the dispatch floor and in the administrative office, where law enforcement officers have given RIVERCOM's phone number out and have apparently instructed an individual to contact RIVERCOM with the expectation that RIVERCOM personnel will then take a message for the officer or will directly transfer the caller to the officers voice mail.

Boardmember Snyder responded by saying that the situation at hand was completely inappropriate and that RIVERCOM dispatchers and personnel should not have to be handling any of these types of calls. Boardmember Goehner also expressed dissatisfaction with the situation. It was the general consensus of the Board that they would take action to remedy the situation. The Board further talked about how RIVERCOM might take action to put a stop to the inappropriate use of RIVERCOM phone lines, personnel, and resources. Chairman Barnhart requested RIVERCOM staff to collect information on the matter and come back to the Board with a recommendation.

XII. DEMONSTRATION – 911 Dispatch Center Operations

At 10:28 AM, the Board removed from the RIVERCOM Conference Room and moved onto the dispatch operations floor to view a GIS-Dispatch demonstration by Operations Manager Viebrock and GIS Analyst Lynn Palmer.

XIII. ADJOURNMENT

Following the demonstration, and with no further business, the meeting was adjourned at 11:04 AM. The next Board meeting is scheduled for November 4, 2015.

Minutes Respectfully Submitted,
Staci Engler
Confidential Administrative Assistant
RIVERCOM 911

ATTEST:

Criselia Grupp for Director Fosse
Jim Fosse, Director
Secretary to the Board

11/5/2015
Date

RIVERCOM 911 Administrative Board Members:

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

Keith W. Goehner
Keith Goehner, Vice-Chairman, Commissioner, Chelan County

Dale Snyder, Commissioner, Douglas County

Keith Huffaker
Keith Huffaker, Council Member, City of Wenatchee

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

