

RIVERCOM ADMINISTRATIVE BOARD

RIVERCOM 911

Wednesday, April 13, 2016

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

MEETING MINUTES

Board Members Present: Keith Goehner, Commissioner, Chelan County (Chair); Dale Snyder, Commissioner, Douglas County (Vice-Chair); Keith Huffaker, Councilmember, City of Wenatchee; John Sterk, Councilmember, City of East Wenatchee (substituting for Wayne Barnhart, Councilmember, City of East Wenatchee (Chair); Karl Jonasson, EMS Director, Chelan County Public Hospital District No. 2

Ex-Officio Members Present: Brian Burnett, Sheriff, Chelan County Sheriff's Office; Harvey Gjesdahl, Sheriff, Douglas County Sheriff's Office; Tom Robbins, Chief, Wenatchee Police Department (9:25)

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; Elizabeth Peterson, Receptionist

Guests Present: Dee Gutierrez, RIVERCOM; Jason Ayers, RIVERCOM; Lynn Palmer, RIVERCOM; Jim Brown, Wenatchee Police Department; Matt Leonard, City of Wenatchee; Dave Ray, McKinstry; Greg Montalbano, Day Wireless Systems; Mac Fraley, Motorola Solutions

- I. CALL TO ORDER –Chairman Goehner called the meeting to order at 9:00 AM; Boardmember Snyder led the Pledge of Allegiance.
- II. WELCOME AND INTRODUCTIONS – Chairman Goehner 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, March 9, 2016
 - b. Payroll and Benefits for March 2016 in the amount of \$269,401.79
 - c. April 2016 Vouchers in the amount of \$151,024.38 for payment on April 13, 2016:
 - i. Maintenance and Operations Account (Control #0200-0269) \$ 44,917.41
 - ii. General Communications Tax Account (Control #0270-0274) \$ 8,572.92
 - iii. Communications Tax Capital Projects Account (Control #0275-0289) \$ 97,534.05

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

V. BOARD CHAIR REPORT – There was no report.

VI. NATIONAL TELECOMMUNICATORS WEEK: Employee Recognition – Years of Service

The week of April 10, 2016 is National Telecommunicators Week. Director Fosse recognized three individual employees who reached years of service milestones in the past year. Recipients of annual Telecommunicator Awards and Life-Saver Awards will be presented later in the day at RIVERCOM. On behalf of the Board, Chairman Goehner thanked the years of service recipients who were present and extended appreciation for their service to the citizens of Chelan and Douglas counties.

VII. CITY OF WENATCHEE FACILITY UPGRADES REPORT

Matt Leonard, Director of the Public Works Department at City of Wenatchee, provided the Board with information about proposed facility upgrades for the City-owned building at 140 South Mission Street. Dave Ray, a Business Analyst with McKinstry, was also present to provide additional information about the proposed upgrades.

As a Lessee of the City of Wenatchee building, RIVERCOM is responsible for paying 20.7% share of the buildings maintenance, repair, and replacement costs. The City of Wenatchee is seeking to replace the building's thirteen-year old HVAC system due to an atypically high-level of energy use, multiple deficiencies and performance issues, and because the building was probably not properly commissioned. Furthermore, the HVAC control system is no longer supported by City servers. RIVERCOM's portion of the HVAC system cost would be about \$51,692. The City also needs to replace the building's membrane roofing system that was installed in 2004. The roofing material is currently failing and small roof leaks have started to occur; the City expects to see large leaks starting within the next year if not renewed. RIVERCOM's portion of the roofing replacement cost would be about \$28,290.

The two improvements total almost \$81,000, however, if the City of Wenatchee does not receive a Department of Commerce Energy Grant, RIVERCOM's portion of the HVAC upgrades will be about \$74,532; the total cost for both projects would be \$103,512 neither upgrade was communicated to RIVERCOM at the time the 2016 budget was prepared, thus, the costs of the upgrades were not accounted for in RIVERCOM's 2016 Annual Budget.

A further discussion took place. The Board asked about any other anticipated equipment issues or failures. Overall, the system itself appears to be fine, although there could be some equipment that has a reduced life-cycle due to over-taxing of the system. The proposed upgrade to the HVAC system mainly involves a replacement of the control system, not equipment replacement.

Director Fosse noted that if the Energy Grant was not received the energy cost savings for RIVERCOM would not be realized for twenty-five years. Leonard said that the energy savings was not actually the most important feature of the system upgrades; but rather the ability to extend the life of the current generator and other equipment, thus deferring expensive equipment replacement costs.

Chairman Goehner expressed a concern that we had expected the original system to be state-of-the-art and that the system was signed-off as functioning as intended. He wanted assurance that the same situation will not come up again.

Operations Manager Viebrock and other Emergency Services Dispatchers expressed concerns about problems with temperature controls and the need to more accurately regulate the temperature for Dispatchers working both day and night shifts. They also commented on the poor air quality coming through the HVAC system and the negative impact on the health of Dispatchers; they specifically mentioned the impact from unfiltered air, duct work that needs to be cleaned, and fumes coming through the air flow of the HVAC ducts and further asked about the possibility of improving the HVAC system in these areas. Leonard and Ray responded that these items could be accomplished but would need to be scheduled separately from the proposed project and would require an additional cost. After hearing these concerns, Chairman Goehner addressed Leonard and said that it would be wise to get input from RIVERCOM staff and Dispatchers and consider their needs with regard to the HVAC system before moving forward.

Director Fosse asked if it was the City's expectation that RIVERCOM pay their portion of the costs in this year's annual budget. Leonard said he thought the City would be willing to work with RIVERCOM to achieve a payment plan.

VIII. DIRECTOR'S REPORT

Director Fosse reported on the following items:

A. General Items

1. A Sales Support Manager at Spillman Technologies, Perry Koger, made a site visit to RIVERCOM on April 5-7 to review RIVERCOM's Spillman Computer-Aided Dispatch (CAD) system. He sat with nearly every Dispatcher at RIVERCOM to answer questions, he assessed how the system was being used, and made some recommendations on use of the system. The visit, however, did not include a thorough review of the actual system. RIVERCOM expects to receive a final report on the site visit within the next week or so.

Director Fosse would like to have a Spillman or third-party technician come to RIVERCOM to do a full assessment of the hardware and configuration side of the system. Spillman appears to be making an improvement in their communications, however, progress with regard to system operations or resolving outstanding issues has been very slow.

2. A few months ago there was an issue brought up about City of Wenatchee Public Works phone calls routed to RIVERCOM dispatch during their lunch breaks and after-hours. In response, Public Works installed a phone tree to assist with public calls and making more appropriate routing designations for those calls. Since that time, Public Works has apparently experienced some confusion or mix-ups with certain types of off-hours call-

outs due to various and overlapping jurisdictional boundaries. Board member Huffaker asked about the possibility of RIVERCOM taking back some of the Public Works calls.

Director Fosse pointed out that RIVERCOM is set-up to work around jurisdictional law enforcement and fire district boundaries, not other types of boundary systems. For example, Dispatchers do not have or utilize utility maps and there is a significant amount of overlap between utility-types of jurisdictions. Furthermore, Director Fosse said he is interested in keeping Dispatchers available for 9-1-1 emergency calls and does not feel that fielding Public Works calls qualifies as a RIVERCOM responsibility. A suggestion was made that the City might change their phone tree message to provide the caller with information that would help prompt them to correctly identify the provider of the service in question.

Chairman Goehner pointed-out that the Board previously agreed that it was not an appropriate use of RIVERCOM phone lines, personnel or resources to field a variety of non-emergency calls, including service calls for the City of Wenatchee Public Works; he said RIVERCOM was to be taken out of several non-emergency communication loops and wanted to uphold that decision (refer to Board meeting minutes of October 14, 2015).

B. Radio Sites Report

1. RIVERCOM received a proposal from Motorola Solutions for the radio project but have not yet reached an agreeable price from Motorola using the NASPO contract pricing. RIVERCOM may put the proposed project out for public competitive bidding if NASPO pricing is not met by the vendor. Motorola is currently working on re-pricing the project.

C. Staffing Report

2. At the previous meeting, RIVERCOM reported one vacancy for the position of Emergency Services Dispatcher. RIVERCOM has since re-hired a former employee for the position. Once training is complete, RIVERCOM hopes to be at full staffing.

D. State E911 Office Report

1. House Bill 2287 (Travis Alert Bill) did not pass; the Washington state special legislative session ended before the full senate heard the bill. The main purpose of the bill was to alert first responders that a special needs person could be present at a scene. The bill is expected to be re-introduced at a later date.
2. A proposal to install a "panic button" system in Washington public schools to alert public safety responders about problem situations did not receive State funding.
3. Director Fosse and Administrative Services Manager Grupp met with a representative from the State E911 Office on April 12, 2016 and specifically talked about equipment funding for next year's contract. One item of importance is that RIVERCOM is starting to experience more problems with console equipment; the equipment warranty ended in

2014. If the State does not fund replacement console equipment, RIVERCOM will have no choice but to fund the equipment through its own annual operating budget.

IX. MONTHLY FINANCIAL REPORTS

The financial reports were provided to the Board:

| 2016 Annual Budget, YTD for Month Ending March 31, 2016 | | | |
|--|------------------|--------------------|-------------|
| | Amount Collected | Total Expenditures | % of Budget |
| Revenue Sources: | | | |
| Agency Assessments | 667,365 | | 25.33% |
| Local E911 Excise Tax | 266,788 | | 25.80% |
| Site Leases | 5,296 | | 32.39% |
| Outside Revenue and Grants | 7,611 | | 2.08% |
| Outside Revenue and Grants – Capital Projects | 44,907 | | 27.18% |
| E911/NG911 Reserve Account Interest | 128 | | 67.24% |
| | 992,095 | | 23.53% |
| Expenditures: | | | |
| Maintenance and Operations Account | | 889,095 | 19.74% |
| Capital Projects Account | | - | 0% |
| Equipment Replacement Account | | 5,841 | 18.25% |
| | | 894,936 | 19.04% |

| 2016 Communications Tax Account, YTD for Month Ending March 31, 2016 | | | |
|---|------------------|--------------------|-------------|
| | Amount Collected | Total Expenditures | % of Budget |
| Capital Improvement Project: Radio Site Expansion | | | |
| Revenue Sources: | | | |
| Communications Tax Revenue | 750,262 | | 31.26% |
| | 750,262 | | 31.26% |
| Expenditures: | | | |
| Communications Tax Account | | 155,448 | 3.33% |
| | | 155,448 | 3.33% |

- Boardmember Snyder added that the Department of Revenue audit is expected to be completed by the end of April.

X. OPERATIONS REPORT – There was no report.

IX. COMMITTEE REPORTS

- A. Board member Jonasson reported on the RIVERCOM Operations Group meeting held on April 12, 2016. Meeting discussion primarily centered on Spillman-related topics and the complexity of certain types of calls.

B. Board member Jonasson said that several agency representatives met with Radio Systems Technical Manager Humphrey prior to the ROG meeting to go over radio frequency revisions.

X. OLD BUSINESS

A. Spillman Administrator Discussion

Dave Helvey of Chelan County Sheriff's Office has been unable to schedule a meeting due to scheduling conflicts between various agencies. At this point, there is nothing new to report.

XI. NEW BUSINESS – There was no new business.

XIII. ADJOURNMENT

With no further business, the meeting was adjourned at 10:15 AM. The next Board meeting is scheduled for May 11, 2016.

Minutes Respectfully Submitted,
Staci Engler
Confidential Administrative Assistant
RIVERCOM 911

ATTEST:


James C. Fosse, Director

5-11-16
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, Chelan County Public Hospital District No. 2
RIVERCOM 911 Operations Group