

## RIVERCOM ADMINISTRATIVE BOARD

RIVERCOM 911

**Wednesday, October 16, 2019**

Wenatchee City Council Chambers, 301 Yakima Street, Wenatchee, WA 98801

### MEETING MINUTES

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#### ATTENDANCE

Board Members: Kevin Overbay, Dan Sutton (Chair Pro Tem); Ruth Esparza; Jerrilea Crawford; and Jason Mathews (substitute for Brian Burnett)

Absent / Excused: Brian Burnett

Ex-Officio Members: Tyler Caille (substitute for Kevin Morris)

RiverCom Staff: Misty Viebrock; Criselia Grupp; Josh Humphrey; Molly Elliott; and Staci Larsen

- A. CALL TO ORDER – Chairwoman Crawford called the meeting to order at 9:00 a.m. and led the Pledge of Allegiance.
- B. WELCOME AND INTRODUCTIONS – Chairwoman Crawford welcomed those present and asked attendees to introduce themselves.
- C. APPROVAL OF AGENDA  
There were no requests for changes or corrections to the Agenda.  
*Motion to approve the Agenda as presented; Sutton, second by Overbay.*  
*Resolution: Motion carried unanimously.*
- D. APPROVAL OF MEETING MINUTES  
Copies distributed to the Board. There were no requests for changes or corrections to the minutes.  
*Motion to approve the RIVERCOM Administrative Board minutes for regular meeting on September 11, 2019 as written; Sutton, second by Overbay.*  
*Resolution: Motion carried unanimously.*
- E. MONTHLY FINANCIAL REPORT
  - 1. Financial reports for the month ending September 30, 2019 distributed to the Board.
    - a. Year-to-date, for the month ending September 30, 2019, RIVERCOM has collected a total of \$3,330,492 in revenue, or 74.96% of all budgeted revenue across all accounts, and has expended a total of \$3,134,741 or 64.87% of budgeted expenditures.
    - b. For the Communications Tax Capital Improvement Project, RiverCom has collected a total of \$2,732,135.74 in revenue and investment interest and has expended \$968,732 year-to-date for month ending September 30, 2019.
  - 2. Total payroll and benefits for September 2019 in the amount of \$309,191.66 (includes all employees and all accounts), paid October 4, 2019.

3. Accounts Payable vouchers in the amount of \$435,748.60 for payment on October 16, 2019 presented for approval:

a. Maintenance and Operations Account (Control #0716-0782)	\$ 30,203.51
b. General Communications Tax Account (Control #0783-0794)	\$ 35,289.05
c. Communications Tax Capital Projects Account (Control #0795-0804)	\$370,256.04

*Motion to approve the financial reports for month ending September 30, 2019, payroll and benefits paid on October 4, 2019, and accounts payable vouchers payable October 16, 2019 as presented; Overbay, second by Sutton.*

*Resolution: Motion carried unanimously.*

4. The Board questioned percentage levels of unexpended budget appropriations. Administrative Services Manager Grupp responded that some large payments will not be expended from the budget until the end of the year.

F. BOARD CHAIR REPORT – There was no Board Chair Report.

G. DIRECTOR'S REPORT

Executive Director Viebrock reported on the following items:

1. General Items

- a. Letters of Recognition issued to Telecommunicators Scott Heneghen, Jerry Martinez, and Karrie Atkinson.
- b. Okanogan County, Grays Harbor, and Thurston County are placing a two-tenths of one-percent Emergency Communication Systems and Facilities Sales and Use Tax measure on their respective county ballots for the November 5 general election.
- c. Misty Viebrock, Criselia Grupp, Molly Elliott, and Jerry Corder recently attended the APCO Fall Forum. Operations Manager Molly Elliott was elected by Washington State APCO members to serve as the Eastside Ambassador for a two-year term.

2. Radio Site Reports

- a. The manufacturer of the communications shelter for the Goat Mountain radio site received a "gold seal" by Department of Labor & Industries to travel interstate. Although the structure is scheduled for delivery, the delivery may be delayed due to inclement weather.
- b. RiverCom continues to work through easement issues regarding access to the Alcoa radio site. Executive Director Viebrock is working with land owners and legal counsel to resolve a means of efficiently accessing the site.
- c. The Pilot Rock radio site is scheduled to be turned-on this week. Operational functionality of the site was previously delayed due to a systems issue.
- d. The North Repeater is experiencing radio interference; the problem has been isolated and work is being performed to correct the source of interference.
- e. Radio Systems Technical Manager Josh Humphrey responded to a question about radio site improvements by saying that RiverCom is currently working on projects that improve radio coverage in the south end of Wenatchee and Rock Island. Other projects are meant to bring structures and equipment up to public



safety grade standards and to upgrade, improve, and harden emergency communication structures at existing sites.

3. Staffing Report

Staffing Report distributed to the Board.

- a. One (1) trainee resigned in early October.
- b. Three (3) individuals remain in training with a Certified Training Officer on the operations floor.
- c. Interviews for the Telecommunicator position were conducted September 12, 2019; five (5) candidates are moving forward in the pre-employment process. A Training Academy for successful candidates is expected to start in late November.
- d. A discussion took place about the complexities involving the integration of Next Generation 911 (NG911) technology with emergency communication systems. The Board expressed a deep concern about the implementation of NG911 technology at RiverCom, specifically how technology such as video feeds and text images could adversely impact telecommunicators and the important work they perform, the diminished attention and impact on officer safety, and critical incident stress management. It was the general consensus of the Board that the requirement to interface with NG911 technology was a matter of "piercing the professional pale," noting a need for telecommunicators to maintain a distance from incidents in order to maintain focus on emergent situations. The Board made a recommendation that if RiverCom does implement such technology, that it is done so in a way that bypasses the telecommunicator and is delivered directly to law enforcement officers in the field.

4. State E911 Office Report

- a. Executive Director Viebrock remains in communication with the State E911 Program about RiverCom's participation in a three-county host phone consortium. The proposed new phone system remains in development. There is an indication that the State may pay for the full cost of a new phone system in 2021.
- b. The State E911 Program is in the process of organizing and conducting a Statewide E911 Operational Cost Study. Both Misty Viebrock and Criselia Grupp were asked to chair two different project work groups; both indicated that they have respectfully declined chair positions due to current priorities and projects but will participate in the work groups.
- c. Executive Director Viebrock was asked to attend and speak at "9-1-1 Goes to Washington" (NENA), February 11-14, 2020 in Washington, DC; the group is seeking to familiarize new leadership at the national level. The Board strongly supported and encouraged participation at this level.

I. OPERATIONS REPORTS

1. Operations Manager Elliott recently attended Summit 2019 – Motorola Solutions Annual Users Conference, September 30 – October 3, 2019 in Salt Lake City, Utah; she completed training and earned a Spillman Dispatch Administration Certification (DAC).

2. The operational coverage needed for the first two of three Leavenworth Oktoberfest weekends has so far proved less hectic than previous years.
3. Operations Manager Elliott continues to meet with our regional emergency medical director to update CBD protocols for medical emergencies specific to our region.

K. COMMITTEE REPORTS

1. The RiverCom Operations Group conducted a meeting on October 15, 2019. The group approved a Tier 1 Shared Funding Assistance Program request for new mobile radios for Regional Chelan County S.W.A.T. team response vehicles to benefit Chelan County Sheriff's Office, Wenatchee Police Department, and WDFW. The amount of the request totaled \$13,723.95; the application was sponsored by Chelan County Sheriff's Office and Wenatchee Police Department.

Executive Director Viebrock informed the Board that a number of agencies have expressed concern about the availability of remaining funds and continuation of the program. The Board acknowledged concerns and further need to determine the outcome of the program, suggesting the matter be taken up as a workshop topic.

[Suggestion was also made at the August 14, 2019 Board meeting to form a committee involving user groups for the purpose of further discussion and making a recommendation to the Board.]

2. A Fire/EMS TAC meeting was conducted October 15, 2019.
3. A Law Enforcement User Group (LUG) meeting is scheduled for October 17. The LUG group is reconvening after a break of several months.

L. OLD BUSINESS – There was no Old Business.

M. NEW BUSINESS

1. Resolution 2019-3: To Amend the 2019 Annual Budget and Revise the Terms and Conditions of the Capital Account  
Copy of Resolution distributed to the Board.

Staci Larsen presented Resolution 2019-3 regarding the Capital Account, which follows the Resolution adopted by the Board at the previous meeting which effectively dissolved a capital account for equipment replacement. The Equipment Replacement Account ending balance of \$637,135.21 at the time of closure has been transferred to the Capital Account; Resolution 2019-3 memorializes the transfer of funds.

Resolution 2019-3 also amends the Capital Account to account for remaining expenditures that were scheduled for appropriation from the Equipment Replacement Account when the Account was closed. RiverCom is recommending the 2019 Annual Budget for the Capital Account be amended to reflect an increase of \$6,715.44 for scheduled equipment replacement. Other general terms of the Resolution would become effective January 1, 2020.

The Resolution has been reviewed and approved by RiverCom's accountant. The effects of the Resolution are reflected in the Proposed 2020 Annual Budget.



*Motion to approve and adopt Resolution 2019-3: To Amend the 2019 Annual Budget and Revise the Terms and Conditions of the Capital Account, memorializing the transfer of funds in the amount of \$637,135.21 from the dissolved Equipment Replacement Account to the Capital Account, and amending the 2019 Annual Budget for the Capital Account with an increase of \$6,715.44, and with other general terms to become effective January 1, 2020, as presented; Sutton, second by Overbay.*

*Resolution: Motion carried unanimously.*

2. Resolution 2019-4: To Revise the Terms and Conditions of the General Reserve Account

Copy of Resolution distributed to the Board.

Staci Larsen presented Resolution 2019-4 regarding the General Reserve Account. Generally, the Account has maintained an annual balance of \$200,000, with earned investment interest transferred to the General Operating Account on an annual basis. Resolution 2019-4 revises these terms of the Account.

Resolution 2019-4 provides the minimum and maximum Account balances are evaluated on an ongoing annual basis with such amounts set by the Board. The Resolution also provides that earned investment interest remains in the Account to accrue and build. The terms of the Resolution would become effective January 1, 2020.

The Resolution has been reviewed and approved by RiverCom's accountant. The effects of the Resolution are reflected in the Proposed 2020 Annual Budget.

*Motion to approve and adopt Resolution 2019-4: A Resolution to Revise the Terms and Conditions of the General Reserve Account, the terms to become effective January 1, 2020, as presented; Overbay, second by Sutton.*

*Resolution: Motion carried unanimously.*

3. Proposed 2020 Annual Budget

Copy of Proposed 2020 Annual Budget distributed to the Board.

Executive Director delivered the Proposed 2020 Annual Budget to the Board. RiverCom will be seeking approval and adoption of the Budget at the November 13, 2019 meeting.

The Board expressed appreciation for RiverCom Staff meeting with individual Board members and for the work involved to complete the newly formatted budget document. Board member Esparza stated the information contained in the budget document has been particularly helpful as a new Board member.

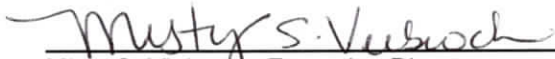
Board member Esparza asked about the methodology by which agency assessments were calculated. It was noted that the methodology is largely controlled by contracts with user agencies and the methodology has been in place since RiverCom's formation. Board member Overbay explained that RiverCom looked to give contract agencies a reasonable reduction in the overall assessment but that it did not at this time want to give a substantial, and perhaps unsustainable cost reduction. Furthermore, based on some of the inadequacies made apparent through the variants contained in the calculation methodology, the Board will be looking at a more equitable means of calculating assessment fees. The Board plans to further discuss the matter at greater length in an upcoming workshop.

N. ADJOURNMENT

With no further business, Chairwoman Crawford adjourned the regular meeting at 10:02 a.m.

Minutes Respectfully Submitted,  
Staci Larsen  
Executive Assistant  
RiverCom 911


ATTEST:

  
Misty S. Viebrock, Executive Director


11/14/19  
Date


**RiverCom Administrative Board Members:**

  
Jerrilea Crawford, Chair, Council Member, City of East Wenatchee

  
Dan Sutton, Chair Pro Tem, Commissioner, Douglas County

  
Kevin Overbay, Commissioner, Chelan County

  
Ruth Esparza, Council Member, City of Wenatchee

  
Brian Burnett, Sheriff, Chelan County Sheriff's Office