

# RIVERCOM ADMINISTRATIVE BOARD

RIVERCOM 911

**Wednesday, March 11, 2020**

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

## MEETING MINUTES

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### ATTENDANCE:

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

Ex-Officio Members: Kevin Morris; Steve Crown; Tom Robbins; and Arnold Baker

RiverCom Staff: Misty Viebrock; Criselia Grupp; Jerry Corder; Josh Humphrey; Molly Elliott; Lynn Palmer and Kayla Hodges

- A. CALL TO ORDER – Chairman Overbay called the meeting to order at 9:00 a.m.; Arnold Baker led the Pledge of Allegiance.
- B. WELCOME AND INTRODUCTIONS – Chairman Overbay welcomed those present and asked attendees to introduce themselves.
- C. APPROVAL OF AGENDA  
*Motion to approve the Agenda as presented; Sutton, second by Crawford.*  
*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 the regular meeting on February 12, 2020 as written; Crawford, second by Sutton.*  
*Resolution: Motion carried unanimously.*
- E. MONTHLY FINANCIAL ITEMS
1. Financial reports for the month ending February 29, 2020 distributed to the Board.
  2. Total payroll and benefits for February 2020 in the amount of \$307,105.76 paid March 5, 2020.
  3. Accounts Payable vouchers in the amount of \$129,378.54 for payment on March 11, 2020 as follows:

a. General Operating Account (Control #0103-0146)	\$ 37,899.21
b. Capital Account (Control #0147-0148)	\$ 3,596.86
c. Capital Facilities Account (Control #0149)	\$ 1,664.53
d. Communications Tax Account	
o General Expenditures (Control #0150-0182)	\$ 23,592.67
o Capital Outlay and Projects (Control #0183-0190)	\$ 62,625.27

*Motion to approve the financial reports for month ending February 29, 2020, payroll and benefits in the amount of \$307,105.76 paid March 5, 2020, accounts payable vouchers in the amount of \$129,378.54 payable March 11, 2020 as presented; Sutton, second by Crawford.*

*Resolution: Motion carried unanimously.*

F. BOARD CHAIR REPORT

Chairman Overbay expressed appreciation for the opportunity to meet with management staff as part of the Executive Director performance evaluation process and thanked them for their participation. Staff are welcome to provide feedback about the evaluation process.

G. EXECUTIVE DIRECTOR'S REPORT

Executive Director Viebrock reported on the following:

1. General Items

- a. All Managers will start delivering reports at Board meetings related to their scope of responsibility.
- b. Collective bargaining meetings with the RiverCom Supervisors Association and the RiverCom Dispatchers Guild are scheduled for April.
- c. House Bill 2758, which addresses PTSD treatment for Telecommunicators, has passed a House vote and will be headed to the Governor for signature.
- d. House Bill 2884, known as the "Travis Alert Act," was pulled from the Rules Committee.

2. GIS Report

- a. Lynn Palmer attended the National States Geographic Information Council (NSGIC) conference in New Mexico; her attendance was sponsored by the Office of the Chief Information Officer (OCIO). She was a conference co-presenter on the topic of Government Authoritative Roadway and Address Data in the Hands of GPS and Data Companies from the 911 perspective.

The purpose was to establish a standardized way of sharing addressing data with commercial navigation companies and a way to ensure critical updates and changes are completed quickly. This issue affects our citizens and iSpy Users because turn-by-turn directions to call locations come from the device and not the mapping system used by RiverCom.

Criselia Grupp added this topic is a point of discussion at the State level with topics of concern related to data ownership and permission levels for shared data. The State Enhanced Coordinators Office (SECO) recommendation is to have both the State office and each County sign a "Data Sharing Consent" form. Data sharing at the state-level is for the Washington Master Addressing Service (WAMAS) used by State agencies only.

Further discussion took place. The Board provided permission for RiverCom to share data with the OCIO.



### 3. Radio Site Reports

Radio Systems Technical Manager Josh Humphrey reported the following items:

- a. Nothing new to report on the Goat Mountain Radio site project. Forward movement on the project is dependent on weather conditions. The shelter remains intact and in good condition.
- b. Contract discussion for radio console equipment is in process.
- c. RiverCom has accepted delivery of equipment for the West Simulcast Cell project. Following equipment installation, the system cut-over will be discussed at a RiverCom Operations Group meeting.
- d. RiverCom received a letter from Lake Wenatchee Fire and Rescue about radio coverage issues in the Steven's Pass area. RiverCom has spent about \$65,000 in the past three (3) years to mitigate this issue. Josh Humphrey added the completion of the West Simulcast Cell project may improve radio coverage in this area and suggested that this project needs to be completed prior to making decisions about future radio sites in that area.

### 4. Staffing Report

Staffing Report distributed to the Board.

Administrative Services Manager Criselia Grupp reported on the following:

- a. Five (5) employees remain in training on the operations floor with Certified Training Officers (CTO).
- b. Seven (7) individuals continue to move forward in the pre-employment process; the employment start date for successful candidates is planned for April 6, 2020.

### 5. State E911 Office Report

- a. The State E911 Advisory Committee meetings scheduled for January were moved to February. Criselia Grupp attended the meetings.
- b. The ESInet cut-over process is about ninety percent (90%) complete; project completion is expected by late April.
- c. Integration with text 911 is available to RiverCom, however, the phone consortium recommends the phone system change-over is complete before implementing this system.
- d. The Advisory Committee (AC) recommended the following policy changes to the State Enhanced 911 Coordination Office (SECO); the changes will be implemented with the FY21 Contract if approved:
  - o Each county to implement a policy that follows the NENA standard as a state standard for ESInet security measures. For RiverCom, the policy would apply to the connection between the E911 phone system and ESInet.
  - o County Coordinators required to attend seventy-five percent (75%) of scheduled Advisory Committee meetings, rather than the current fifty percent (50%) minimum.
  - o Additional reimbursable funds allocated for one (1) Communications Training Officer (CTO) per county.

- The annual requirement of sixteen hours of training tied to IT personnel changed to sixteen hours of training on Security and Equipment.
- e. The State E911 Office is collecting data for a mandated legislative data study to evaluate annual costs associated with 911 services and whether such services are underfunded. A final draft report is expected by late July 2020.
- f. The APCO Spring Forum schedule for March is cancelled due to COVID-19 health and safety concerns.

#### H. OPERATIONS REPORTS

Operations Manager Molly Elliott reported on the following items:

1. The COVID-19 pandemic has been a primary concern and focus of recent work. Molly Elliott is working with Dr. Lance Jobe and the Chelan-Douglas Health District on safety precautions for first responders to maintain HIPPA compliance.
2. Letters of recognition issued to Telecommunicator Kirsten Kellogg for a life-saving call using telephonic CPR on December 16, 2019 and on January 4, 2020. Copies distributed to the Board.
3. Letter of recognition issued to Telecommunicator Monica Seibert for a life-saving call using telephonic CPR on January 13, 2020. Copy distributed to the Board.
4. RiverCom staff voted for the annual Telecommunicator awards; the recipients will be awarded during National Telecommunicator Week, April 12-18, 2020.

#### I. COMMITTEE REPORTS – There were no reports

#### J. OLD BUSINESS

##### 1. Public Safety Facility Planning

Misty Viebrock, Criselia Grupp, and Staci Larsen attended a Public Safety Facilities Planning Seminar in Sunrise, Florida on February 25-26, 2020. The seminar provided an overall understanding of the planning and development process and valuable information on specific planning topics.

Chairman Overbay discussed the formation of a facilities planning committee and requested Board volunteers. Dan Sutton, Kevin Overbay, Brian Burnett, and Ruth Esparza volunteered to serve on the committee

##### 2. Shared Funding Assistance Program Information

As previously requested by the Board, RiverCom Staff prepared informational items regarding the Shared Funding Assistance Program. The informational packet was distributed to the Board. The Board requested this topic be placed on the agenda for the workshop scheduled on April 8, 2020.

##### 3. New Phone Consortium

Misty Viebrock and Jerry Corder attended a meeting with the phone consortium participants about the new Solacom phone system. Upon further evaluation, the consortium determined the new phone system will not work as initially planned, as the product only allows for two (2) host sites. RiverCom continues to be a candidate



as a host site for counties on the East side of the state, although it remains undetermined if RiverCom will be a designated host or a remote site.

4. CPU Systems Replacement Project

Jerry Corder reported that the CPU Systems Replacement project to install new equipment has been completed. A total of eleven (11) dispatch positions were upgraded with new 49" curved monitors and computer towers. The benefit of this project was to replace equipment that was over five (5) years old. All dispatch positions are now running the exact same equipment. The project was approved through the 2020 Annual Budget.

K. NEW BUSINESS

1. Position of Financial Manager

Misty Viebrock announced that she has appointed Staci Larsen to the new position of Financial Manager, with a recommendation to the Board that a corresponding wage increase of twenty-percent (20%) be applied to the position effective March 16, 2020; the wage amount is in line with policy and past practice. A temporary draft job description has been put in place and will be fine-tuned while a transition of assigned duties takes place. It was noted that Staci has been performing many of the duties attached to the position for the past several months and as assigned by the Executive Director. A short discussion followed.

*Motion to approve the promotion of Staci Larsen to the position of Financial Manager under a temporary draft job description, placement on Step 3 of the current Manager wage scale, with a six (6) or twelve (12) month probationary period as determined by the Executive Director at which time a pay increase may be presented to the Board for review; Sutton, second by Esparza.*

*Resolution: Motion carried unanimously.*

L. EXECUTIVE SESSION – Performance of a Public Employee

At 10:30 a.m., Chairman Overbay closed the regular meeting to move the Board into Executive Session for a period not to exceed twenty (20) minutes to discuss the performance of a public employee.

At 10:50 a.m. Chairman Overbay closed Executive Session and reopened the regular meeting.

Chairman Overbay delayed the topic pending further review.

There was no action taken.

M. EXECUTIVE SESSION – Potential Purchase of Property

Misty Viebrock stated there was no longer a need for an Executive Session at his time.

N. ADJOURNMENT

*Motion to adjourn the regular meeting at 10:51 a.m.; Sutton, second by Crawford.*

*Resolution: Motion carried unanimously.*

Minutes Respectfully Submitted,  
Staci Larsen  
Executive Assistant  
RiverCom 911

ATTEST:

  
Misty S. Viebrock, Executive Director

4/14/20  
Date

**RiverCom Administrative Board Members:**

*Approval in writing via email.*

Kevin Overbay, Chair, Commissioner, Chelan County

*Approval in writing via email.*

Dan Sutton, Chair Pro Tem, Commissioner, Douglas County

Ruth Esparza, Council Member, City of Wenatchee

*Approval in writing via email.*

Jerrilea Crawford, Mayor, City of East Wenatchee

*Approval in writing via email.*

Brian Burnett, Sheriff, Chelan County Sheriff's Office

**Note:**

*The Board meeting minutes of March 11, 2020 were verbally approved by motion at the April 8, 2020 RiverCom Administrative Board meeting.*

*However, due to COVID-19 health crisis restrictions in place at the time of the meeting, the Board meeting was conducted by teleconference service rather than in-person; Board member signatures could not be fixed to the hard-copy version of the document. The minutes were approved in writing by Board members Overbay, Sutton, Crawford, and Burnett.*