

THURSTON 911 COMMUNICATIONS  
JOINT ADMINISTRATION BOARD AND OPERATIONS BOARD MEETING MINUTES  
WEDNESDAY, OCTOBER 4, 2017 @ 3:30 P.M.

**ADMINISTRATION BOARD MEMBERS PRESENT:**

Lenny Greenstein, Vice Chair – City of Lacey  
Ed Hildreth – City of Tumwater  
Tracey Wood – South County Representative  
Gary Pearson – Fire Commissioner’s Association  
Gary Edwards – Thurston County Commissioner  
Cheryl Selby, Alternate – City of Olympia  
Eugene Dobry, Alternate – Lacey Fire District #3

**OPERATIONS BOARD MEMBERS PRESENT:**

Mike Buchanan, Vice Chair – Olympia Fire Department  
Kurt Hardin – Medic One  
Jon Weiks – Tumwater Police Department  
John Wood – Thurston County Fire Chiefs

**TCOMM STAFF:**

Keith Flewelling – Executive Director  
Wendy Hill – Deputy Director  
Carla Mai – Financial Manager  
Tim Klotz – IT Manager  
Lisa Cummings – Administrative Assistant

**Call to Order**

Vice Chair, Lenny Greenstein called meeting to order at 3:30 p.m.

**Approval of Agenda & Minutes**

M/S/C approval of the October 4, 2017 agenda. (T. Wood/G. Pearson)  
M/S/C approval of the September 6, 2017 Administration Board meeting minutes. (G. Pearson/T. Wood)

**Correspondence** – None

**Public Testimony** – None

**Old Business**

**Radio Project Update** – K. Flewelling reported Hatfield & Dawson will meet with the Radio Steering Committee on November 6<sup>th</sup> at 10 a.m. The consultants will provide an analysis of recommended alternatives for radio system replacement and include the pros and cons of each. The report will also outline the financial impacts of each alternative with a recommended path for the future. A second, embedded report will outline the governance changes for each proposed alternative. After the reports are vetted by the committee a final report will be presented to the Administration Board during the November 8<sup>th</sup> work session prior to the regularly scheduled Administration Board meeting.

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K. Flewelling clarified a decision is not expected at that time but any specific dialogue and/or questions will be discussed with the consultants with the intent of the Board providing direction at either the December or January meeting.

**Non-Member Agency Update** – K. Flewelling reported TCOMM is close to reaching a service level agreement with Olympic Ambulance. The Non-Member Fee Subcommittee was tasked with revising the current non-member fee structure. The committee process was set aside in order to negotiate with Olympic Ambulance first. This included moving away from a metric based formula (based on number of calls) to a straight service level agreement, which includes an annual cost of living increase in the proposed 5-year agreement. The proposal is currently being reviewed by Olympic Ambulance. Once an agreement is reached, TCOMM will work toward executing the same service level agreement with AMR. The plan is to reconvene the committee once an agreement has been reached with both transport agencies. E. Hildreth noted the proposed fee for 2018 decreased from previous years, and questioned if the decrease in fees is made up elsewhere in the fee structure? K. Flewelling clarified TCOMM elected to reduce the cost of the service level agreement in order to continue the partnership with each agency.

K. Flewelling provided an overview of staffing changes recently experienced within the Nisqually Tribal Police as well as concerns shared by the Agency regarding the increase to their expected 2018 fees. The increase is due to a substantial increase in call volume coupled with an increase to TCOMM's cost per call of service. Nisqually Tribal Police has requested information from TCOMM on the process of becoming a member agency. K. Flewelling reviewed the IGA and shared the process of becoming a member agency with Nisqually. TCOMM's general counsel was enlisted to determine if TCOMM is able to accept and process a possible request. General Counsel confirmed Washington State case law that permits tribal nations to enter into IGA's with local or state agencies. K. Flewelling provided this overview to keep the board apprised should Nisqually PD submit a letter of application to become a member agency. After discussion it was determined no previous requests had ever been submitted to the Administration Board. K. Flewelling stated the IGA is very specific about the process. The IGA states if an entity makes an application after obtaining approval from their governing structure, the TCOMM Administration Board would decide to approve or deny the application – approval requires a super-majority vote of all Administration Board members. It further states the Administration board can set the fees for that agency and may consider all of capital expenses since the inception of the IGA as well as all of the on-going operational costs and does not limit the Administration Board to a fixed amount.

**New Business**

**2018 Budget Committee Report and Recommendation** – On behalf of the Budget Committee, K. Hardin provided an overview of the 2018 Preliminary Budget as well as

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the Director's Summary. See attachments for complete details. Highlights/Items for discussion included:

- TCOMM will restore two previously frozen positions; a Public Safety Telecommunications Supervisor and a Public Safety Telecommunicator. This will restore the Agency to staffing levels prior to the 2013 freeze, but still below the workload study recommendations.
- C. Mai reviewed the methodology used to calculate the 3% growth noted in the budget. This included discussions with finance managers across the region as well as review of current economic trends as well as TCOMM historical data. It was determined a 3% growth would be considered a conservative approach.
- K. Flewelling reported there are still on-going discussions regarding attempts to increase in the 1/10<sup>th</sup> of 1% sales tax and will be addressed with the legislature when appropriate.

**M/S/C to approve the 2018 TCOMM911 Preliminary Budget including operating expenses, debt service, and capital expenses in the amount of \$9,049,874.00 (E. Hildreth/T. Wood)**

**Staff Report Smart911 Purchase** – K. Flewelling reviewed Staff Report 2017-08 regarding the purchase of the Smart911 software suite (attachment). A short video was presented which also outlined the features of the application. Highlights/items for discussion included:

- The application provides a mechanism for citizens to opt into a voluntary program which allows the user to enter personal information which might be helpful for first responders (i.e. gate codes, key location).
- Once a citizen registers their phone number and places a 911 call, the additional information will automatically populate in the dispatch center, which is then relayed to first responders. The software provides a link which can be sent responders in order to view the information on their mobile computer terminals.
- To pay for the application, TCOMM will utilize grant funds received from the Nisqually Tribe in 2016 originally earmarked for software applications which were not purchased.
- The purchase is within the spending authority of the Executive Director. This is a sole source purchase and is not provided by any other company.
- Thurston County Emergency Management may be purchasing a companion product that enables TCOMM to receive a 10% discount on the purchase.
- K. Flewelling clarified the cost for the first year is \$21,346.56. There is a commitment from Emergency Management to pay for half of the ongoing maintenance in years 2 through 5.
- The ongoing costs place the responsibility of software maintenance and accuracy on the vendor who is responsible for verifying subscriber information. If verification is not received when asked for, the record is deleted.

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- TCOMM, along with Emergency Management, will deploy a public education program and elicit the help of member agencies (i.e. websites, Twitter feeds, and Facebook pages).
- K. Hardin reported the Emergency Management Council has been briefed on the software and is extremely interested in it as the contract with the current vendor (Alert Sense) is scheduled to renew in the spring. K. Hardin clarified the proposed vendor and contract is significantly cheaper and adds more capability than their current product. K. Flewelling reported the Smart911 application is currently deployed in several locations/agencies throughout the state to include King County.
- C. Selby questioned the utilization rates in communities that had already deployed the software and the security of information due to the recent breach at Equifax? K. Flewelling stated that he will gather information from the other counties and the vendor to address the questions but he believes the database is a highly secure database that has a discrete public link and will operate on a virtual private connection and should be less of a target.
- L. Greenstein requested TCOMM research participation rates among those entities that use the application.

**E911 CPD Contract FY – 2018** – K. Flewelling reported TCOMM received the annual contract from the WA State Military Department. The contract outlines the Professional Services Grant received each year, which is in the amount of \$64,500 for the current period. Receipt of the additional revenue requires approval from the Administration Board in order to incorporate into the TCOMM Budget. K. Flewelling clarified the contract is retroactive to July 1<sup>st</sup> due to the lengthy legislative session. E. Hildreth questioned if the funds are earmarked for a specific purpose? K. Flewelling stated the TCOMM is required to expend the funds for specific purposes such as telecommunicator training, IT training, etc.

**M/S/C to authorize the Executive Director sign and accept E911 CPD Contract FY 2018 in the amount of \$64,500 on behalf of the Administration Board.  
(E. Hildreth/T. Wood)**

**Meeting adjourned at 4:17 p.m. Administration Board Work Session to be held Wednesday, November 8, 2017 @ 2:00 p.m. Next Administration Board meeting to be held November 8, 2017 @ 3:30 p.m.**