

THURSTON 911 COMMUNICATIONS  
ADMINISTRATION BOARD MEETING MINUTES  
WEDNESDAY, JANUARY 3, 2018 @ 3:30 P.M.

**MEMBERS PRESENT:**

Judy Wilson, Chair – Lacey Fire District #3  
Lenny Greenstein, Vice Chair – City of Lacey  
Meredith Hutchins – Fire Commissioners Association  
Gary Edwards – Board of County Commissioners  
John Snaza – Thurston County Sheriff's Office  
Cheryl Selby, Alternate – City of Olympia  
Jon Weiks, Alternate – City of Tumwater  
J. W. Foster, (Unofficial Non-voting) Alternate – South County Representative

**TCOMM STAFF:**

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

**GUESTS:**

Gary Pearson – Retiring Administration Board Member

**Call to Order**

Chair, Judy Wilson called meeting to order at 3:30 p.m.

**Approval of Agenda & Minutes**

M/S/C approval of the January 3, 2018 agenda (L. Greenstein/J. Snaza)  
M/S/C approval of the November 8, 2017 Administration Board meeting minutes (L. Greenstein/J. Snaza)

**Correspondence – None**

**Public Testimony – None**

**Retiring Board Member Presentation** - The Administration Board honored retiring board member G. Pearson for his many years of service to the TCOMM Administration Board and the citizens of Thurston County.

**Executive Director's Report** – Keith Flewelling provided the Executive Director's Report to the Board. (attachment) Topics included:

- **Radio System Replacement Project** – Details regarding the ongoing costs vs. the costs outlined in the consultant's report were quantified in the memo provided. K. Flewelling reported TCOMM generally runs about a ½ million dollars of ongoing expenses and clarified the consultant's report estimates an additional ½ million dollars in ongoing maintenance and operations costs. K. Flewelling provided the final report from Hatfield and Dawson which addresses methods of procurement for the new system, dependent on which option is chosen by the Administration Board. K. Flewelling outlined the option of

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partnering with WSP as well as pursuing a stand-alone system through an RFP (Request for Proposal). K. Flewelling stated the next step is for TCOMM to receive board direction as to which option to choose and then pursue a funding source. J. Wilson questioned how long does TCOMM have before the current system is not adequate? K. Flewelling clarified the most immediate deadline is for end of manufacturer support for the radio consoles at the end of 2018. The next deadline is end of manufacturer support for the base stations at the towers in 2020. Both systems can be kept running with spare parts but it is not recommended. The consultant's report was provided at the November work session and board meeting along with the recommendation of the steering committee. K. Flewelling provided an overview of the steering committee recommendation for the benefit of new board members. The benefits and limitations of funding through bonds were reviewed. Financing options were briefly discussed. G. Edwards stated there is the possibility of going to the legislature to change some of the verbiage to pursue funding. 2018 is the year to pursue and hopefully complete the funding mechanism. Concern over new board members making the decisions was expressed. K. Flewelling will provide a new member packet to new board members, which will outline the radio project in the hopes of getting a recommendation at the March meeting.

- **Strategic Plan Update** – K. Flewelling provided a summary of the TCOMM 2015 – 2020 Strategic Plan. He reported most of the future financial planning will center around the radio system to include research of better models for stable revenue sources for the agency on an ongoing basis. K. Flewelling expressed the need to increase TCOMM's communication in the community in 2018. This would include the use of Smart 911, scheduled for implementation at the end of the 1<sup>st</sup> quarter. This requires a large-scale community media effort to enroll citizens in the project. TCOMM will also partner with Emergency Management to implement the software. TCOMM will also work on a communications plan to garner public support for radio project funding should the need arise.
- **Non-member Fee Review Committee** – K. Flewelling reported Olympic Ambulance has signed the Service Level Agreement and the AMR agreement will be before the board today. The committee will be scheduled to reconvene to discuss the tow companies and the other non-public safety government agencies that are fee paying non-members.
- **Chehalis Tribal Police Application Status** – K. Flewelling reported the Chehalis Tribal Police are moving forward with their plan to become a non-member fee paying agency of TCOMM. When their application letter is received, it will come before the Administration Board for approval. If approved, they will be a Type 1 agency like Nisqually PD in that they would pay full cost for service charges based on the number of calls received. TCOMM is awaiting the draft service level agreement with proposed changes to address the issue of sovereignty. The issues of working with tribal entities and the use of agreements vs. contracts were discussed. K. Flewelling clarified once the agreement is in place it will be used as a template for Nisqually Tribal Police.

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- **FirstNet Update** – K. Flewelling provided a brief update to the FirstNet program which is slated to be the public safety broadband provider. Washington and Oregon opted in to the plan in December. FirstNet must meet specific performance measures for future implementation. K. Flewelling spoke with FirstNet - AT&T representatives on how a new radio system in Thurston County might integrate with FirstNet. There was definite interest in the possibilities of leasing space on Thurston County towers in order to expand their coverage. This will be considered when moving forward as a source of revenue and for broadband coverage expansion. J. Wilson questioned the cost to TCOMM for participation in FirstNet? K. Flewelling stated the fees are competitive with commercial providers used today.
- **State E911 Coordinator Grants** – K. Flewelling provided an overview of the issues plaguing the State E911 Fund (attachment). He reported the State 911 system is transitioning from a 1<sup>st</sup> generation routing system for NG911 to the 2<sup>nd</sup> generation industry standard routing system. A vendor change occurred during the transition resulting in the 1<sup>st</sup> major carrier creating difficulties in the transition, to the point implementation was delayed enough to cause the state a 4.2 million dollar shortfall within their budget. K. Flewelling clarified TCOMM does not rely heavily on this funding but provided details on the possible ramifications (\$36,000 to \$146,000 reduction in revenue) to TCOMM if the state cannot fill the budget shortfall.
- **Operations Update** – W. Hill reported in 2018 the Operations Department will begin replacing dispatch console furniture which is at the end of useful life. In January, TCOMM will add a dispatch position, which has been split into two .5 FTE's, as well as reinstating a supervisor position previously frozen in 2013. A promotional process to fill the vacant supervisor position is underway, and a new hire group of Public Safety Telecommunicators is starting towards the end of the month to fill the new vacancies and add to the extra help pool. Updated staffing numbers include 43 dispatch FTE's and 7 operations supervisors. K. Flewelling reported the workload study performed in 2015 equated staffing numbers to calls received and showed the need for two additional FTE's above 2018 staffing levels.

**Old Business**

**Financial Report Review** – C. Mai presented the November Budget Variance Analysis and Sales Tax Reports for review. Highlights included:

- Sales tax is above budget by 6.54% and is the main revenue source.
- Excise tax is above budget by 1.9%.
- Communications revenue is quite a bit over budget due to Nisqually submitting a 2016 4<sup>th</sup> quarter payment in January of 2018 for \$28,000.
- The Washington State E911 contract (mentioned earlier) are on a different fiscal year and this will be seen in a combination of 2017 and 2018 figures.
- Rents and leases are on track after receiving the expected army payment.
- Grant funds are lower due to expenses being lower.

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- Miscellaneous revenue is quite high due to an audit performed earlier in the year to VoIP providers which provided an additional \$69,000 of revenue.
- Expenditures are all under the budgeted amount and are expected to stay that way through the end of the year.
- K. Flewelling clarified TCOMM is currently under budget for overtime largely due to the on-call pool being utilized.

**New Business**

**SR 2018-01 HR Policy Revisions** – W. Hill provided the revised HR Policy and Procedures for review (attachment). The revisions included the new Washington Paid Sick Leave law which covers every non-exempt worker in the State of Washington, including TCOMM’s extra help employees. Wendy gave a brief overview of how sick leave is accrued and utilized as well as how it will be tracked by TCOMM in the future.

**M/S/C authorizing Resolution 2018-01 amending the TCOMM911 personnel-related policies of the TCOMM911 Policy Manual effective January 1, 2018. (J. Snaza/L. Greenstein)**

**SR 2018-02 Professional Services Contract Amendment** – K. Flewelling provided background on the current Professional Services Contract with Quackenbush Consulting. The proposed amendment would authorize Quackenbush Consulting to utilize remaining funds to extend the scope of work in order to update the COOP (Continuity of Operations Plan) utilized by Homeland Security Region 3 (Thurston, Mason, Grays Harbor, Lewis, and Pacific Counties).

**M/S/C authorizing Resolution 2018-02 amending the Quackenbush Consulting Professional Services Contract effective January 1, 2018. (J. Snaza/G. Edwards)**

**SR 2018-03 American Medical Response SLA** – K. Flewelling provided an overview of the proposed service level agreement with American Medical Response (AMR). He clarified the agreement is written exactly as the Olympic Ambulance agreement with the exception of section 8.b allowing AMR to terminate the agreement when providing TCOMM911 with 30 day notice via certified mail.

**M/S/C passing Resolution 2018-03 authorizing the TCOMM Executive Director to sign the Service Level Agreement between TCOMM911 and American Medical Response. (L. Greenstein/J. Snaza)**

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**2018 Meeting Schedule** – K. Flewelling reviewed the proposed 2018 meeting schedule (attachment). The proposal has the board meeting every other month as well as meetings during September, October and November to accommodate budget meetings and approval. The Administration Board Annual Meeting will be held in March when Chair and Vice Chair elections will take place.

**Meeting adjourned at 4:57 p.m. Next meeting to be held Wednesday, March 7, 2018 @ 3:30 p.m.**