

**THURSTON 9-1-1 COMMUNICATIONS  
OPERATIONS BOARD MEETING AGENDA**

Monday, April 19, 2021 @ 1:00 p.m.

**Zoom Meeting**

<https://zoom/j/3607042732>

**AGENDA**

1. Call to Order
2. Approval of Agenda
3. Approval of March 15, 2021 meeting minutes
4. Correspondence:

**SUBCOMMITTEE REPORTS**

5. TCERN Project Update \_\_\_\_\_ K. Flewelling
6. FLAC Report \_\_\_\_\_ W. Hill
7. Fire Fleetmapping Report \_\_\_\_\_ R. Cox

**OLD BUSINESS**

8. LE Fleetmapping Report \_\_\_\_\_ W. Hill
9. Election of Vice-Chair \_\_\_\_\_ K. Flewelling

**NEW BUSINESS**

10. SR – MSI Subscriber Equipment Warranty & Maintenance \_\_\_\_\_ K. Flewelling

**Next Meeting: May 17, 2021 @ 1:00 p.m.**

Thurston 911 Communications  
Joint Operations Board & FLAC Meeting Minutes  
Monday, March 15, 2021 @ 1:00 P.M.

**The meeting was held via teleconference call.**

**Members Present:**

**Operations Board:**

Aaron Jelcick – Vice-Chair, Olympia Police Department  
Ray Brady – Undersheriff, TCSO  
Steve Brooks – Lacey Fire District 3  
John Weiks – Tumwater Police Department  
Kurt Hardin – Thurston County Medic One  
Brian Hurley – Tumwater Fire Department  
Robert Almada – Lacey Police Department  
Brian VanCamp - TC Fire Chiefs Association (South Bay Fire Department)

**FLAC Members:**

Bruce Brenna – Tumwater Police Department  
Chris Patti – McLane/Black Lake Fire Department  
Jim Mack – Lacey Police Department  
Kevin Bossard – Asst Chief, Olympia Fire Department  
Andrew Schaffran – Chief, South Thurston Fire & EMS  
Gordon Phillips – Thurston County Sheriff's Office  
Rich Allen – Olympia Police Department  
Jon Kalar – Tumwater Fire Department  
Peter Suver – SE Thurston Fire & EMS

**TCOMM Staff:**

Keith Flewelling – Executive Director  
Wendy Hill – Deputy Director  
Bré Skaggs – Administrative Assistant  
David Taylor – Radio Systems Manager  
Tim Klotz – I.T. Systems Manager  
Landon Hansen – Senior Radio Systems Technician  
Jonnica Elkins – Operations Supervisor  
Scott Peabody - ADCOMM Engineering LLC, Sr. Consultant  
Molly Kovaka - ADCOMM Engineering LLC, Sr. Project Manager  
Jan Morgan-Leiferman - I.T. Systems Administrator

**Guests:**

Linda Horn – Evergreen State College Police Department  
Ryan Cox – Lacey Fire District 3  
Anthony Kuzma - American Medical Response  
Carlos Quiles – Tumwater Police

**Call to Order**

Vice-Chair A. Jelcick called the meeting to order at 1:00 p.m.

Thurston 911 Communications  
Joint Operations Board & FLAC Meeting Minutes  
Monday, March 15, 2021 @ 1:00 P.M.

**Review of Agenda & Minutes**

M/S/C approval of the March 15, 2021 agenda (R. Cox/C. Patti)

**Public Testimony – None**

1. TCERN Radio Project Update
  - a. Project Schedule - K. Flewelling
  - b. Civil Work - D. Taylor
  - c. Fleetmapping Update
    - i. Fire Subcommittee Report- R. Cox
      1. Decision/Recommendation Log
    - ii. LE Report - L. Hansen
    - iii. ISSI Report - K. Flewelling
  - d. Communications Plan - K. Flewelling
  - e. Training Plan - K. Flewelling
  - f. Subscriber Equipment
    - i. Inventory and Needs Assessment -S. Peabody
    - ii. Installation Plan - S. Peabody
    - iii. Asset Transfer Process - K. Flewelling
    - iv. Warranty/Maintenance Plan - K. Flewelling
  - g. Radio Management Plan - S. Peabody
  - h. Quality Assurance/Quality Improvement Plan - S. Peabody

**OPERATIONS BOARD:**

**Automated Voice Dispatch** - K. Flewelling (1:21) TCOMM is purchasing an Automated Voice Dispatch system from US Digital. This system is already utilized by Olympia Fire Department and Lacey Fire District 3. Automated Voice Dispatching will help with efficiency on the dispatch side, and is tentatively scheduled for implementation in Fall, 2021.

**Return Operations Board and FLAC back to Original Roles** – S. Brooks asked Operations and FLAC if they'd prefer to return to separate meetings or if continued joint meetings are still needed. A discussion took place and it was agreed to shift back to separate meetings and to have quarterly Joint Ops/FLAC meetings if needed.

**Operations Board Election of Officers** – A. Jelcick called for nominations for Chair and Vice Chair for the 2021-2022 terms. Nomination for Chair – Steve Brooks (J. Weiks/A. Jelcick) and the nomination for Vice-Chair – Kevin Bossard (A. Jelcick/S. Brooks).

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**FLAC:**

**Police Dispositions Update** – T. Klotz stated that all Law Enforcement agencies now have a button on their mobiles to update dispositions. T. Klotz advised that if it is not already on their mobiles that it may require a few reboots to update and should show the button on the dispatch tab. Instructions or training can be provided if needed.

**Police Self-Dispatch Priority 3 & 4 Calls** - J. Elkins stated that TCOMM and the Thurston County Sheriff's Office have been working together on the self-dispatch of Priority 3 & 4 calls. During this trial, they were able to work through processes and troubleshoot obstacles that arose. Now that the trial is complete, J. Elkins proposed the expansion of self-dispatching to all Law Enforcement agencies. This will take place over the next couple of weeks and will allow units to assign a call to themselves as well as enter the disposition and close the call out. Self-Dispatching is a 2-3 step procedure and information will be sent out to agencies on how to use it shortly.

**Next meeting:** April 19, 2021, at 1:00 pm



**TCOMM 911**

POLICE | FIRE | MEDICAL  
Your Emergency – Our Priority

*THURSTON 911 COMMUNICATIONS*  
***OPERATIONS BOARD STAFF REPORT***  
***2021***

***TO:*** TCOMM OPERATIONS BOARD

***DATE:*** APRIL 19, 2021

***SUBJECT:*** MSI WARRANTY & MAINTENANCE PLAN

***FROM:*** Keith Flewelling, Executive Director

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**Objective:**

Reach a consensus recommendation for services included in the MSI warranty and maintenance agreement for subscriber equipment.

**Background/Current Situation:**

In determining the services and processes associated with the warranty and maintenance agreement with MSI, TCOMM learned that the plan we purchased was a depot maintenance plan. The depot maintenance plan covers shipping to and from the Motorola depot and any corrective work that is completed there. What the depot plan does not cover is any preventative maintenance, on-site trouble shooting, the uninstallation from the vehicle, the transport to the Day Wireless shop, the re-programming and reinstallation of the radio.

Once TCOMM understood this gap existed, we asked for a quotation from MSI that would fill the gap. MSI provided a quote for their “white glove” maintenance service plan and annual preventative maintenance. The white glove maintenance plan includes Day Wireless uninstallation from the vehicle, the transport to the Day Wireless shop, the re-programming and reinstallation of the radio. We also thought it was not necessary to pay for white glove level service for portable radios – we assumed TCERN and member agency staff could handle the portable radios. However, we did want to include annual preventative maintenance for all radios.

**Funding:**

White glove service level for warranty and extended maintenance agreement, years one through six of the subscriber units adds \$28,000/year for white glove service on mobile radios only and \$66,000/year for annual preventative maintenance on all radios.

**Action Requested:**

Make a recommendation to the Administration Board of Directors regarding the services included in the warranty/maintenance agreement with MSI for subscriber equipment.