

Thurston 911 Communications
Administration Board Meeting Minutes
Wednesday, November 1, 2023 @ 3:30 P.M.

This was a hybrid meeting both in person and via Zoom.

Members Present:

Administration Board

Lenny Greenstein – Chair, City of Lacey, Councilmember
Leatta Dahlhoff – Vice-Chair, City of Tumwater, Councilmember
Sylvia Roberts – Lacey Fire District #3, Fire Commissioner
Meredith Hutchins – Thurston County Fire Commissioners Association, Fire Commissioner
Holly Smith – City of Yelm, Councilmember
Derek Sanders – Sheriff, Thurston County Sheriff's Office

TCOMM staff

Wendy Hill – Executive Director
Aaron Moe – HR Manager
Carla Mai – Financial Manager
Jeff Myers – General Counsel
Bre Skaggs – Administrative Assistant

Guests:

Angela Larson – TCOMM Public Safety Telecommunicator
Kristen Stewart – TCOMM Public Safety Telecommunicator
Dave Pearsall – Interim Undersheriff, Thurston County Sheriff's Office

Call to Order

Chair L. Greenstein called the meeting to order at 3:30 p.m.

Approval of Agenda/Consent Agenda & Minutes

M/S/C approval of the November 1, 2023 agenda/consent agenda. (H. Smith/M. Hutchins)
M/S/C approval of September 27, 2023 Joint Administration/Operations Board meeting minutes (S. Roberts/M. Hutchins)

Correspondence – None

Public Testimony – None

Special Recognition of TCOMM APCO-NENA Award Winners – W. Hill stated TCOMM was the recipient of two Washington State APCO-NENA awards. The first went to K. Stewart for 2022 Telecommunicator of the Year for Sustained Superior Performance. The second award is for Telecommunicator Team of the Year for an incident that took place in October of 2022. A. Larson was instrumental in that two-day critical incident along with 20 other TCOMM Telecommunicators. TCOMM accepted two perpetual plaques that travel each year to stay with awarded agencies.

Financial Reports – C. Mai provided the latest financial reports.

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Executive Director's Report – W. Hill reviewed the Executive Director report with the Board. Highlights include:

TCERN-

Civil Site Work – There are no updates regarding the DuPont site. A site walk is scheduled November 2, 2023 with Motorola and PSE regarding the electrical component of that site. Radio Systems is trying to identify if there is anything that can be done within the current footprint to keep moving forward. The special use permit for Fire Station 8-2 has been approved. Staff are working on some changes to the building site drawings before the building permit application is submitted.

Subscriber Training – Subscriber training was held for user agencies at the end of September. Those that attended were given a thumb drive with all the training materials needed to share with their staff. Dispatch will have a similar training on the consoles in February 2024.

TCERN Town Hall – The town hall is scheduled for November 13, 2023 from 1:00-2:00 pm. This meeting is a great time to update stakeholders on the current project status and allow everyone the chance to voice any concerns or questions they might have.

Interoperability Meetings – TCOMM will be resuming the interoperability meetings with Washington State Patrol and Pierce County next week to discuss what that will look like on the new system.

TCERN P25 Cutover – Staff are reviewing the final fleetmap and agency codeplug changes before the cutover. A lot of work has been done to make sure the channel banks are what each user agency needs. Any changes user agencies might want after the cutover will be limited to once a year as making changes to the codeplugs is very complex, the only exception being emergency situations.

Staffing – The fifth academy of 2023 will see four graduates on November 2nd. Once completed they will begin their one-on-one training and call receiving. There are four academies scheduled for 2024, which we hope will fill the remaining positions still open.

Phone System Update – While at the APCO-NENA conference, the Consortium met and saw demos from three phone system vendors. TCOMM is still moving forward as a part of the Consortium, but is looking at stand-alone options as well. There are more demos scheduled in the coming two weeks that are geared towards technical requirements.

Annual All-Agency Meeting – Two meetings were held last week. Service awards were presented along with a brief summary of projects scheduled in 2024. Staff also received their CPR recertification and Active Shooter training from our Law and Fire Agency partners.

ESC Building Update – The County Project Manager stated he has a notice to proceed meeting scheduled next week for the security camera replacement project. A start date may be provided in the coming weeks.

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Old Business

2024 Thurston 911 Communications Budget Adoption - W. Hill stated that the preliminary budget was posted on the TCOMM911 website for the required 30 days. There were no public comments or questions received.

M/S/C to adopt the 2024 Thurston 911 Communications Budget (H. Smith/D. Pearsall)

SR UPS Replacement Update – W. Hill stated after reviewing the County contractor’s quote for a UPS rental, further research was done to find other options to provide better back up and redundancy for TCOMM systems in the future. TCOMM received a quote from the County vendor of \$52K for the purchase of a secondary UPS, which includes the contractor’s fees for deliver, installation and uninstallation during the main UPS replacement along with all associated permits. A discussion took place weighing the pros and cons of purchasing versus renting and whether the quoted unit specs match what is needed for a temporary backup and a long-term solution. More concrete specs are expected next week.

Resolution 2023-10 authorizing the Executive Director to execute a payment for the purchase of an Uninterrupted Power Supply (UPS) in order to provide temporary and long-term backup power for TCOMM’s critical systems infrastructure. M/S/C (L. Greenstein/H. Smith)

New Business

SR 2023 Non-Represented Salary Study – A. Moe performed a salary study of all non-represented classifications, which was last completed in 2020. The study showed that the 11 non-represented classifications are currently paid 8% to 18% below the market average of their comparables. Pending Board approval, each impacted range will be adjusted and would then fall within the market range of the agency’s comparables. The adjusted salary scales make TCOMM competitive in recruitment and retention.

Resolution 2023-05 approving the revised non-represented salary ranges and authorizing the Executive Director to proceed with salary adjustments as recommended effective November 1, 2023. M/S/C (H. Smith/M. Hutchins)

2024 Salary and Benefits for Non-Represented Employees – A. Moe presented the salary charts for non-represented employees for 2024. The plan reflects a 4.0% general wage increase. Insurance coverage for 2024 for non-represented employees shall include full employee coverage under the Employer’s insurance plans for medical, dental, vision, basic life insurance, and long-term disability and includes up to \$875/month toward dependent medical, dental, and vision coverage and full coverage for dependent basic life insurance.

Resolution 2023-06 authorizing the 2024 Salary and Benefits for Non-represented Employees effective January 1, 2024. M/S/C (S. Roberts/M. Hutchins)

SR Policy Updates - A. Moe stated a number of policies (Policies 103, 104, 302, 303, 305, 309, 310, 312, 313, 322, 335, and 339) have been identified as needing updates based on clarifications, inconsistencies,

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or procedural changes. A. Moe reviewed the changes and asked the Board to adopt the updates to the Administrative and Human Resources sections of the TCOMM911 policy and procedure manual.

Resolution 2023-07 authorizing the update and revision to TCOMM911 Administrative and Human Resources policies 103, 104, 302, 303, 305, 309, 310, 312, 313, 322, 335, and 339 effective January 1, 2024. M/S/C (D. Sanders/H. Smith)

TCERN Non-Member Agency Use Policy – W. Hill a draft policy for use when non-member agencies inquire about joining the TCERN system. The policy and sample agreement provides the structure and framework needed to start those conversations when approached by individual agencies. Highlights of the policy include fees for maintenance/operations, and that agencies will supply their own equipment. It also includes some of the terms in which each agency will access the system and what TCOMM’s responsibilities are. These requests won’t be considered until our user agencies have had some time on the new system to work out any concerns or issues. There will also be an evaluation prior to any access to make sure there are no impacts to our user agencies. If it is determined there will be a negative impact on current users, then the request will be denied. This policy just grants access to the TCERN system and does not include any dispatch services.

Resolution 2023-08 establishing a policy and guidelines for entering into service level agreements with non-member agencies who wish to access the Thurston County Emergency Radio Network (TCERN), effective November 1, 2023. M/S/C (L. Greenstein/L. Dahlhoff)

TCERN Non-Member Agency Use Fee Structure – C. Mai provided the Board a new structure fee based off staff recommendations. The fee structure considers how many hours it would take to add a non-member agency to the system, the service level,, and any additional staff time that might be needed. L. Greenstein questioned if the proposed fees were enough to ensure taxpayers were not subsidizing a non-member agency’s system use. C. Mai explained that was accounted for in setting the proposed fees.

Resolution 2023-09 approving the TCERN Non-Member Agency Fee Structure and authorizing the Executive Director to execute service level agreements with non-member agencies who wish to access the Thurston County Emergency Radio Network (TCERN), effective November 1, 2023. M/S/C (L. Dahlhoff/H. Smith)

TCSO Service Reduction – D. Sanders requested a meeting with W. Hill regarding possible TCSO service reductions and how that might impact TCOMM dispatch.

Meeting adjourned: With no further business or good of the order, the Board meeting adjourned at 4:04 pm.

Next meeting: December 6, 2023 @ 3:30 pm