

Thurston 911 Communications
Administration Board Meeting Minutes
Wednesday, September 3, 2025 @ 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
Ruben Mancillas - Thurston County Sheriff's Office, Sheriff
Meredith Hutchins – Thurston County Fire Commissioners Association, Fire Commissioner
Sylvia Roberts – Lacey Fire District #3, Fire Commissioner
Tracey Wood – City of Yelm, Councilmember

TCOMM staff

Wendy Hill – Executive Director
Jonnica Elkins – Deputy Director
Aaron Moe – Human Resources Manager
Carla Mai – Finance Manager
Erin Hillier – General Counsel
Bre Skaggs – Admin Assistant

Call to Order

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

Approval of Agenda/Consent Agenda & Minutes

Approval of the June 4, 2025 agenda/consent agenda **M/S/C (T. Wood/M. Hutchins)**
Approval of May 7, 2025 Administration Board minutes. **M/S/C (T. Wood/L. Dahlhoff)**

Correspondence – None

Public Testimony – None

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

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

TCERN – Construction has begun at the DuPont Site. Pyramid, the Motorola subcontractor, is projecting completion by the end of October. The project manager for Pyramid will be on site during the project.

Subscriber Programming – Radio Systems staff are finalizing user agency radio reprogram requests for a code plug update this fall. Program terminals are being installed around the County making subscriber updates easier for member agencies. It will be a closed and secured network.

DiagnostX – The DiagnostX subscriber radio monitoring system is up and running. This system will identify when a unit needs repair and notifies Radio Systems. DiagnostX boxes were implemented, canceling years two through six of the preventative maintenance plan, but the white glove warranty service was kept.

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Non-Member Agencies - Non-member agency agreements are still being processed. Radio Systems staff are also working through in-building radio coverage testing applications.

Phone System Replacement – The project is on target, with a scheduled go-live date of November 3rd. TCOMM will be the second PSAP in the consortium to cut over. The new project manager has moved things along much quicker. Operations personnel will be trained on the new system during the week of October 27th.

Staffing – The fourth academy of 2025 started last week with four new telecommunicators. Staffing levels are currently full, except for the six positions added in the past couple of years. A. Moe is working on the fifth recruitment process for the last academy scheduled to start in November. The Radio Site Maintenance Tech position was filled on July 21.

Other News - Collective bargaining with both bargaining units is ongoing. New scheduling software is being considered for next year to replace the current antiquated system. Public education outreach activities have included participation in National Night Out and a Project Safer Community event. TCOMM also hosted Leadership Thurston County Youth Class in July. TCOMM is assisting LE user agencies with new reporting requirements regarding law enforcement activity and use of force in Washington State which started September 1st.

Monthly Call Volume – Call volume stats for May, June, and July were shared. July showed an increase in total calls. July is typically a busy month, especially around the 3rd and 4th.

Old Business

TCOMM Data – W. Hill asked the Board for clarification on whether current data reporting meets needs. L. Dahlhoff expressed a desire for more data and numbers from TCOMM. Specifically, data on source-seen calls and how they are being responded to. After discussion, the current data reporting will remain, and Board members may contact TCOMM staff if additional jurisdiction-specific data is desired.

New Business

Resolution 2025-04 LERMS Position Elimination – A. Moe stated the LERMS IT Administrator retired, and the position is no longer needed.

M/S/C authorizing the elimination of one FTE position in the classification of IT Systems Administrator to the Thurston 911 Communications Pay and Classifications Plan, effective July 1, 2025. (T. Wood/S. Roberts)

Meeting adjourned: With no further business or good of the order, the Board meeting adjourned at 3:49 pm.

Next meeting: October 1, 2025 at 3:30 pm