

Board of Directors Meeting Minutes

Meeting Date: March 23, 2022
Meeting Time: 9:00am
Meeting Place: South Sound 911/Zoom

I. **Call to Order** - Chair Julie Door called the meeting to order at 9:01am.

II. **Roll Call** -

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| 1. Michael Brandstetter, City of Lakewood Councilmember | present |
| 2. Joe Bushnell, City of Tacoma Councilmember | present |
| 3. Bruce Dammeier, Pierce County Executive | present |
| 4. Kathy Hayden, City of Sumner Mayor | present |
| 5. Matt Holm, Central Pierce Fire & Rescue Commissioner | present |
| 6. Pat Hulcey, City of Fife Councilmember | present |
| 7. Conor McCarthy, City of Tacoma Councilmember | present |
| 8. Pat McElligott, East Pierce Fire & Rescue Commissioner | present |
| 9. Dan Rankin, West Pierce Fire & Rescue Commissioner | present |
| 10. Derek Young, Pierce County Councilmember | present |
| 11. Julie Door, City of Puyallup Councilmember | present |

III. Chair Julie Door opened the meeting by requesting a moment of silence to honor Pierce County Sheriff’s Deputy Dom Calata. Chair Door also acknowledged South Sound 911 Dispatcher Kris Johnson for her performance throughout the incident. Boardmember Bruce Dammeier added that Chief Lundborg specifically mentioned Kris’ calm voice and presence during such a chaotic time allowed everyone to do their job better. Chair Door expressed her well wishes for Sergeant Rich Scaniffe in his recovery.

IV. **Public Comment** – None

V. **Approval of Agenda (Young motion) 2nd Hayden; passed unanimously.**

1. A motion was made to approve the agenda as presented (Young); 2nd (Hayden); passed unanimously.

VI. **Consent Agenda**

1. A motion was made to approve the consent agenda as presented (Young); 2nd (Rankin), passed – unanimously.

VII. **Proclamation**

1. Chair Door presented the Proclamation declaring the month of April as Records and Information Management Month and April 10th – 16th as National Public Safety Telecommunicators Week.

VIII. **Committee & Other Reports**

1. Finance Committee Briefing – Boardmember Matt Holm

- Boardmember Matt Holm advised that Puyallup Emergency Manager Kirstin Hofmann gave a presentation on CodeRED on behalf of the East Pierce Interlocal Coalition (EPIC). CodeRED is an emergency communication system that would not replace the current PCAAlert system, but would allow for more timely information to residents who choose to enroll. The Public Safety Communications Operations Committee unanimously supported the funding request of CodeRED. The Finance Committee recommends moving the funding request of \$65K to the Board of Directors for approval.
 - Executive Director Grady walked the Finance Committee through a net availability report that determined staffing levels needed for law and fire dispatch, and 911 call takers. Executive Director Grady is recommending an additional 10 FTEs for the 2023 budget, specifically for the communications floor.
 - The Finance Committee discussed a retention bonus proposal tied with implementation of Universal Call Taking (UCT). The committee agreed that a retention bonus for staff would be appropriate in the current job market.
 - Executive Director Grady provided an update to the committee regarding a meeting with the Pierce County Department of Emergency Management (DEM). The state 911 office is currently working with agency staff, but the agreements with Pierce County are still pending. DEM advised more time was needed for the agreements. Chair Door would like to see all three agreements presented to the Board of Directors for approval at the same time. It was noted that South Sound 911 has not yet received the \$0.50 portion of the 911 excise tax for 2022.
2. PSCOC Report – Chief Jim Sharp
- Chief Jim Sharp advised that the PSCOC group received a presentation on CodeRED. EPIC is seeking funding from South Sound 911 for the system and requested the PSCOCs input. The PSCOC supports the platform.
 - The PSCOC discussed radio replacement and members are concerned with the lack of action toward a single radio system. The group also shared concerns about South Sound 911 not having a role in the governance of the radio systems. Members noted that if South Sound 911 is paying for upgrades and new radios, the agency should have a role in the governance of the radios.
3. Radio System Providers Update – City of Tacoma & CCN
- DEM Director Jody Ferguson advised that in April, several vendors will set up at the County Environment Service Building for users to come and test different radio equipment. A presentation on the different radio equipment will be made at the upcoming strategic retreat.
 - Ms. Ferguson expressed her concerns of having both PCAAlert and CodeRED exist simultaneously. She believes it will be confusing to the public to opt into two different systems.
 - Ms. Ferguson advised that South Sound 911 leadership was given the financial agreements while the ILA issues get sorted out. The documents are ready to be signed so the \$0.50 portion of the excise tax can be transferred to South Sound 911.
 - Chair Door advised there have been significant delays in going through the County’s emergency process. Chair Door would like to invite Ms. Hofmann to the retreat to address any questions surrounding CodeRED. Ms. Ferguson advised she would like an opportunity to make a presentation at the retreat as well.

IX. Staff Reports

1. Executive Director Briefing – Executive Director Deborah Grady

- The agency is exploring the possibility of contracting with MultiCare to provide an onsite mental health professional on the communications floor for pre-screened calls. This professional could connect callers to resources and proactively reach out to chronic 911 callers.
- Executive Director Grady reviewed the net availability charts for LE and Fire dispatch and 911 call takers.
 - An increase of 10 additional FTEs will be requested during the development of the 2023 budget.
 - Executive Director Grady is not recommending an increase in Fire Dispatchers based on the shift to UCT.
- Boardmember Dammeier advised he would like to know the differences from prior efforts at analyzing staffing levels, the budget impact, and the response benefits of adding the additional FTEs.
- Executive Grady noted that retention incentives are becoming common practice in the current market and UCT is a priority initiative for the agency and Board of Directors.
- Executive Director Grady acknowledged this month's Heroes Wear Headsets employees: Kris Johnson, Deanna Andrade, Jessica Hodges, and Stephanie Mumma.
- It was noted that March 28, 2022 is the 10-year anniversary of the first South Sound 911 Policy Board meeting. A celebration marking South Sound 911's 10-year anniversary as an employer will be celebrated by employees in January 2023.
- Executive Director Grady reviewed the February dashboard and noted the improvements made in the call answering performance category.
- Executive Director Grady provided an update on the 911 Program Office transition.
 - It was noted that at the January Board meeting, the PSAP agreement was on the agenda for approval and it was requested by Pierce County the document be pulled due to inconsistencies. Executive Director Grady reminded the Board that Chair Door had directed General Counsel Beckwith to resolve the inconsistencies. Executive Director Grady asked General Counsel Beckwith to provide an update.
 - General Counsel Beckwith reminded the Board that both the 911 excise tax and the 911 sales tax come to South Sound 911 through an interlocal agreement (ILA) with Pierce County. At the end of 2022, the understanding between the Board and Pierce County was that all of the sales tax would continue to come to South Sound 911 through a funding agreement, but that agreement would need to be amended to include the transfer of the additional \$0.50 portion of the excise tax. In November, the Board sent a letter to Pierce County with draft language for amending the ILA. Staff also worked with DEM on a PSAP agreement that the agency has historically entered into with Pierce County every year. The PSAP agreement would provide the excise tax for 2022 and transfer the 911 Program responsibilities to South Sound 911. When the PSAP agreement was on the agenda in January, there was concern from the County that the ILA was not included and that there were some inconsistencies. The County requested to pull the PSAP agreement from the agenda to ensure there was consistency between the documents. Last week, Pierce County

told staff that the ILA amendment would take place after the strategic retreat in June.

- Boardmember Pat McElligott expressed concern with Pierce County not providing the agreements to South Sound 911 after additional time was granted by the Board to align the documents.
- General Counsel Beckwith recommended that all agreements should be presented to the Board at the same time.
- Boardmember Dammeier advised that in order for the money to be transferred to South Sound 911, an agreement needs to be in place. He noted there is no disagreement about transferring the funds or transitioning the 911 Program Office and the County is ready to sign the documents and make the payments. Boardmember Dammeier shared that the ILA has not be as easy to align with the City of Tacoma and Pierce County. He feels that more broad discussions need to take place before moving forward and believes this is best done after the June retreat. Boardmember Dammeier noted that an ILA is not required to begin the payments and transfer the 911 Program Office.
- General Counsel Beckwith advised that the City of Tacoma is not a party to the ILA agreement between South Sound 911 and Pierce County. The City of Tacoma is on the agreement for awareness only.
- Chair Door noted that South Sound 911 received correspondence from DEM on January 25, 2022 that pulling the PSAP agreement from the agenda would not delay the funding.
- Boardmember Dan Rankin expressed concern regarding the delay in transferring funds to South Sound 911.
- Boardmember Holm noted some inconsistencies in statements made by the County to General Counsel Beckwith two weeks ago, compared to what is being said today.
- Vice-Chair Derek Young asked if the agreements were reviewed by the prosecuting attorney's office. General Counsel Beckwith noted that the prosecutor's office was involved in previous discussions surrounding the PSAP agreement but did not know if the ILA was reviewed.
- Vice-Chair Young invited Ms. Ferguson to confirm if the prosecutor's office was involved in any discussions. Ms. Ferguson advised that the prosecutor's office was involved in the discussions. It was recommended to take some additional time to make sure the ILA was done correctly, which would not delay funding.
- Vice-Chair Young advised that he was not aware of the June timeline for approving the ILA. Vice-Chair Young stated he would like to move forward with getting all documents approved rather than wait until June. He has not heard of any direct issues with any of the documents. Vice-Chair Young will follow up with staff on the ILA status, and advised he would be moving it forward for approval.
- Chair Door asked General Counsel Beckwith if the discrepancies in the documents have been identified. General Counsel Beckwith stated that he has not been provided any information on what discrepancies are in the documents.
- Vice-Chair Young advised that the ILA has to be approved by the County Council and the process does take a few weeks. The other two documents do not require County Council approval and could be signed at any time. He noted it is possible that the ILA

could be close to adoption in April, but it would depend on the issues that need to be worked out and how long that will take.

- Boardmember Dammeier recommended moving forward with signing the two agreements that do not require legislative action in order to get payments made. Chair Door noted that the County had originally advised that all three agreements needed to be aligned and presented at the same time. Boardmember Dammeier confirmed he has changed his position and is ready to sign the funding agreement to transfer the funds to South Sound 911.
- Chair Door requested clarification from Boardmember Dammeier regarding what the discrepancies in the documents are. Boardmember Dammeier advised there are discrepancies in the E911 funding description and there are issues with the expiration dates. Chair Door directed General Counsel Beckwith to follow up on the mentioned issues to come to a resolution.
- Vice-Chair Young requested updated instruction from the Board regarding the ILA. Boardmember Dammeier advised it was no longer necessary to bring all three documents to the Board together. He noted if the priority is to get the funds moving, he could sign those documents today and wait for the ILA.
- Boardmember Holm shared his preference of getting all documents signed together, even if it means waiting another month to sort through the document discrepancies.
- Chair Door requested a commitment from the County to identify their concerns with the ILA by the April Board meeting. Boardmember Dammeier committed to identifying the concerns and will share the concerns with General Counsel Beckwith.

2. Operations & Facility Update – Deputy Director Mark Mears

- Deputy Director Mark Mears provided a Priority Dispatch training update. The agency expects to see a reduction in transfers beginning in June.
- The generator is now complete at the 35th Street facility. A cutover date is currently being coordinated. When the generator is up and running, a final site inspection will be completed. The remodel project is expected to go to out to bid at the end of May with work potentially starting by the end of July.
- A group from Singapore reached out to arrange a tour during a recent visit to Seattle. The group was interested in seeing the consolidated facility and wanted to learn more about the agency's operations and use of technology.
- Deputy Director Mears expressed his appreciation to all entities for their support after the passing of Deputy Calata.

3. Support Services Update – Deputy Director Scott Hamel

- Deputy Director Scott Hamel highlighted the collaborative effort with Pierce County and other agencies regarding GIS data and continued coordination to ensure 911 is successful.
- Wireless calls will soon be routed differently throughout the state as a way to improve getting calls to the correct PSAP and reducing call transfers.

4. Legal Update – General Counsel Peter Beckwith

- General Counsel Beckwith attended the NG911 Institute event in Washington DC and met with elected officials to discuss the future of 911. Mr. Beckwith had the opportunity to present a citizen in action award to a 2-year-old who called 911 when her grandmother lost consciousness.
- Legislation awaiting the Governor's signature include:
 - (a) SB555 – establishing a certification and training program for 911 telecommunicators, and recognition as first responders
 - (b) SHB 1703 – modernizes the statewide 911 emergency communications system.

X. **Chair Comments**

- Chair Door advised that she is working on the agenda for the June retreat. Board members should reach out to either Chair Door or Executive Director Grady with any agenda item suggestions.

XI. **Other Business / Announcements – None**

XII. **Closed Session per RCW 42.30.140(4)(b) to discuss labor negotiations and Executive Session per RCW 42.30.110(1)(i) to discuss pending litigation**

XIII. **Adjournment** - A motion was made (Dammeier) to adjourn the meeting at 11am; 2nd (Bushnell); passed – unanimously.

Mandy Walters, Clerk of the Board