

Policy Board Members

Chair Doug Richardson, Pierce County Councilmember
Vice Chair Bill Pugh, City of Sumner Mayor
Michael Brandstetter, City of Lakewood Councilmember
Tim Curtis, City of Fife Councilmember
Bruce Dammeier, Pierce County Executive
Julie Door, City of Puyallup Councilmember
Lillian Hunter, City of Tacoma Councilmember
Paul Pastor, Pierce County Sheriff
Dan Rankin, West Pierce Fire & Rescue Commissioner
Robert Thoms, City of Tacoma Councilmember

Policy Board Meeting

Meeting Date: July 24, 2019
Meeting Time: 9:00am
Meeting Place: Lakewood City Hall, Council Chambers

PUBLIC PARTICIPATION IN BOARD MEETINGS

Anyone may address any action item on the agenda for consideration. Rules for public comment were adopted by the Policy Board on March 28, 2012 and are available at <http://www.southsound911.org/DocumentCenter/View/341>.

Meeting Agenda is as follows:

- I. Call to Order
- II. Roll Call
- III. Public Comment
- IV. Consent Agenda
 1. Approval of Agenda
 2. Approval of Minutes of June 26, 2019 Meeting
- V. Old Business
- VI. Staff Updates
 1. Executive Director Briefing – Andrew Neiditz
- VII. Operations Board Briefing –Jim Sharp, Chair
- VIII. New Business
- IX. Action Items
- X. Other Business / Announcements
- XI. Executive Session
- XII. Adjournment

Policy Board Meeting Minutes - DRAFT

Meeting Date: June 26, 2019
Meeting Time: 9:00am
Meeting Place: Lakewood City Hall, Council Chambers

I. **Call to Order** - Chair Doug Richardson called the meeting to order at 9:06am.

II. **Roll Call** -

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| 1. Michael Brandstetter, City of Lakewood Councilmember | excused |
| 2. Tim Curtis, City of Fife Councilmember | present |
| 3. Bruce Dammeier, Pierce County Executive | present |
| 4. Julie Door, City of Puyallup Councilmember | present |
| 5. Lillian Hunter, City of Tacoma Councilmember | present |
| 6. Paul Pastor, Pierce County Sheriff | present |
| 7. Bill Pugh, City of Sumner Mayor | present |
| 8. Dan Rankin, West Pierce Fire & Rescue Commissioner | present |
| 9. Robert Thoms, City of Tacoma Councilmember | present |
| 10. Doug Richardson, Pierce County Councilmember | present |

III. **Public Comment** - None

IV. **Consent Agenda**

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

VI. **Old Business** - None

VII. **Staff Updates**

1. **Executive Director Briefing**

A. **Governance**

- Executive Director Neiditz reported that all six legislative bodies have approved the revised Interlocal agreement which sets in place the new Public Authority.
- Executive Director Neiditz reviewed the updated timeline noting several key dates:
 - (a) June 25 – the Public Authority is approved by all member agencies
 - (b) July 9 – designate Public Authority representatives and the City of Tacoma City Council is scheduled to approve the Charter
 - (c) July 16 – Pierce County Council approval of long-term funding
 - (d) July 16 – Pierce County Council approval of Bond Financing Agreement and Lease Agreement
 - (e) July 23 – Bid opening date for PSCC - pre-bid conference had excellent attendance and the level of interest is high.
 - (f) July 24 – Next scheduled meeting of the Policy Board

- Executive Director Neiditz proposed that July 24 also be the date for the first meeting of the new Board of Directors of the Public Authority. Mr. Neiditz recommended that the Policy Board remain in place during the transition phase. It was noted there will be at least two new members on the Board of Directors – Fire Commissioner Matt Holm from Central Pierce Fire & Rescue, and Fire Commissioner Pat McElligott from East Pierce Fire and Rescue.
- Executive Director Neiditz requested a Special Meeting of both the Policy Board and Board of Directors on August 9 at 9:00am. This meeting is necessary to ensure construction of the PSCC begins on September 3.
- Chair Doug Richardson requested the Special Meeting take place at Tacoma Mall Plaza.
- Boardmember Paul Pastor expressed concern with the new governance model as the Pierce County Sheriff’s Office is not represented on the new Board of Directors. Mr. Pastor believes the office needs representation as they interact with the Sound South 911 agency the most. Mr. Pastor intends to continue to bring this issue up in the future and on behalf of future Sheriffs of the County.
- Boardmember Bruce Dammeier shared that the Pierce County Sheriff is in a unique position and his priority of getting representation should be visited. Mr. Dammeier also expressed his appreciation for all the signification actions from South Sound 911 and the Policy Board to get the new governance model approved under a tight timeline.

B. QA/QI Emphasis

- Executive Director Neiditz advised that QA/QI is a priority for South Sound 911 with the goal being a unified process.
- Scott Hamel, LE Communications Center Manager, reported that 1500 reviews were performed by supervisory staff last year – 700 radio calls and 800 phone calls.
 - (a) Boardmember Lillian Hunter asked of the 800 call reviews, how many calls met the standard required and how many did not, and of those that did not, what corrective action was taken. Boardmember Hunter inquired about qualitative data and if South Sound 911 has reached out to customers to get feedback on their experiences.
 - (b) Mr. Hamel advised that QA/QI checks are used as training opportunities. Currently, there is no outward communication to customers soliciting feedback.
- Lisa Campbell, Fire Services Communication Center Manager, reported that 1200 reviews were performed for call taking along with all CPR calls.
- Assistant Director of Information Services, Rebecca Hendricks, reported that Records department does not yet have a formal QA/QI process. A training committee was established last year to revamp the agency’s Standard Operation

Procedures and upon completion, the committee will develop metrics and establish how the QA/QI process will be formalized.

- Executive Director Neiditz summarized South Sound 911's protocol for handling any customer complaint or issue that is brought to the attention of the agency. Mr. Neiditz indicated the goal is to emphasize QA/QI throughout the organization and create a unified process.
- Boardmember Robert Thoms recommended looking at the QA/QI process in a more specialized capacity in order to make the process adaptable to what customers are experiencing.
- Boardmember Julie Door noted the importance of treating customers with respect to allow for a positive experience.
- Boardmember Dammeier recommended looking at other 911 agencies to make sure best practices are being used. Boardmember Dammeier also indicated that a historical perspective for metrics on the monthly dashboard would be helpful.
- Boardmember Lillian Hunter advised that dispatching guidelines may need to be reviewed by all agencies if customer feedback indicates it is an issue.

C. Gun Law Changes/LE Records Update

- Assistant Director Hendricks gave a presentation regarding gun law changes that become effective July 1 and how it will impact the Records department.
- Boardmember Paul Pastor commended South Sound 911 for working through the upcoming legislative recommendations.
- Boardmember Dammeier asked if there was a fee associated with processing PTAs collected by South Sound 911. Assistant Director Hendricks advised there is a \$25 fee that goes directly to the gun dealer and South Sound 911 does not receive a portion.
- Boardmember Tim Curtis asked what agencies are utilized when running background checks. Assistant Director Hendricks advised that the HCA is used for mental health checks, the DOL, NCIC, WSP databases, along with national and local court databases.

D. Universal Call-Taking "Roadmap"

- Executive Director Neiditz advised that a roadmap to universal call-taking is being developed with the goal of creating a system that will be more efficient. This is considered a best practice and has been implemented by multiple agencies in the surrounding areas. Once finalized, the roadmap will be presented to the Board.

VIII. Operations Board Briefing – Jim Sharp, Chair

- Chair Jim Sharp advised the Operations Board discussed the upcoming governance transition and the new Operations Committee is looking forward to working with the future Board of Directors. The Board was also happy to hear of the positive turnout at the pre-bid conference.

IX. New Business

- Boardmember Thoms inquired on the status of the phone system having problems with an echo/feedback. Assistant Director of Technical Services, Tim Hannah, advised that is a State issue. The State is currently working with vendors to address the issues and is aware of the impact on South Sound 911 and the Tacoma Fire Department.
- Chair Richardson will draft a letter on behalf of the Policy Board to send to State E911 officials regarding the issue.

IX. **Action Items** - None

IX. **Other Business / Announcements**

- A Special Meeting will be held on August 9 at 9:00am at the Tacoma Mall Plaza.

X. **Executive Session**

- Chair Richardson called an executive session per RCW 42.30.110(1)(g) to discuss the performance of a public employee at 10:12am for approximately 10 minutes. He noted there would be no action taken following the executive session.

XI. **Adjournment**

- Boardmembers exited the executive session at 10:23am and the meeting was adjourned.

Respectfully Submitted,
Mandy Walters