

Board of Directors Meeting Minutes

Meeting Date: September 22, 2021
Meeting Time: 9:00am
Meeting Place: WebEx video conference

I. **Call to Order** - Chair Lillian Hunter called the meeting to order at 9:00 am.

II. **Roll Call** -

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| 1. Michael Brandstetter, City of Lakewood Councilmember | present |
| 2. Bruce Dammeier, Pierce County Executive | present |
| 3. Julie Door, City of Puyallup Mayor | present |
| 4. Matt Holm, Central Pierce Fire & Rescue Commissioner | present |
| 5. J. Kelly McClimans, City of Bonney Lake Councilmember | present |
| 6. Pat McElligott, East Pierce Fire & Rescue Commissioner | 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 | excused |
| 10. Derek Young, Pierce County Councilmember | present |
| 11. Lillian Hunter, City of Tacoma Councilmember | present |

III. **Public Comment** – None

IV. **Consent Agenda**

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

V. **Chair Comments** – None

VI. **Committee & Other Reports**

1. Finance Committee Briefing – Finance Chair Michael Brandstetter
 - Finance Chair Michael Brandstetter advised that the Finance Committee met earlier in the week and began reviewing the financial policies. The Committee plans on bringing a recommendation for an amendment to the financial policies to the Board at the October regular meeting.
2. Transition Committee – Chair Lillian Hunter
 - Chair Hunter encouraged Boardmembers to review the most recent Transition Team notes presented in the agenda packet. Chair Hunter expressed her appreciation for the work the Transition Team continues to do.
3. PSCOC Report – Chief Jim Sharp
 - Executive Director Deborah Grady advised that Chief Sharp and Chief Fisher were not available to report out. An update will be provided at the October meeting.
4. Radio System Providers Update – City of Tacoma & CCN
 - City of Tacoma IT Director Daniel Key reported that radio system maintenance and resiliency updates continue.

- Standing radio system owner meetings will resume in October. Mr. Key advised that Pierce County is discussing a proposal for the funding arrangement of radio systems. The proposal will be brought to the Board for further discussion in November.
- Vice-Chair Julie Door noted that the City of Puyallup should be included in the radio system owner meetings. Mr. Key confirmed that Puyallup is invited to the meetings.
- Chair Hunter asked for clarification regarding the vetting of the radio system funding proposal. Mr. Key confirmed that the proposal will be discussed at the radio system owner meeting in November. At that time, a presentation regarding device replacement and operational cost analysis would be provided to the broader radio subscriber group.
- Chair Hunter noted that the proposal regarding the funding arrangement of radio systems has yet to be analyzed by the Board and looks forward to those discussions.
- Vice-Chair Door advised that a retreat is scheduled for 2022 to discuss funding, radio replacement and the options available once the radio bonds are paid off. She requested clarification regarding what would be presented by the radio system owners in November. Mr. Key advised that in November, details would be provided regarding business and funding models, use of sales tax, and available funding options.

VII. **Staff Updates**

1. Executive Director Briefing – Executive Director Deborah Grady
 - Executive Director Grady followed up on a question that was asked at the previous meeting and confirmed that most 911 centers are not at full staffing capacity. Several comparable agencies are experiencing significant drops in call answer times. The Portland call center, which is comparable to South Sound 911, is down to 30% of calls being answered within 20 seconds.
 - The monthly dashboard will now report on both NENA standards – 90% of calls answered within 15 seconds and 95% of calls answered within 20 seconds.
 - Executive Director Grady recognized LE Comm employees who are answering 88% of calls answered within ten seconds – in spite of staffing shortage.
 - Executive Director Grady reviewed the net availability chart to provide a better understanding of the importance of being fully staffed.

Boardmember Derek Young joined the meeting at 9:25am

- A shout out was given to Fire Comm Supervisor Mandy Vincent and Project Manager Bambi Buczkowski for the rollout of Priority Dispatch. Former Deputy Director Jim Duggan will provide an update on Priority Dispatch at the October meeting.
- All Call Takers are getting trained on the new 911 phone system. Fire Comm staff are getting ready to move into the new building next week.
- Beginning next month, Executive Director Grady will include a universal call taking update in her report.
- Upcoming events include:
 - Ribbon cutting ceremony on October 25 from 11am – 1pm.
 - Employee open house for current employees and their immediate family on October 30.
 - Study session to review communication cost allocations on October 13 at 9am.

- Special meeting on December 8 at 9am in lieu of the November and December regular meetings being canceled for the holidays.
 - New Board Member orientation on March 9 from 6pm – 7:30pm.
 - Board Member retreat on June 8 from 9am – 1pm.
 - Boardmember Brandstetter requested additional information on the transition to universal call taking while maintaining current operations. Executive Director Grady advised that a certain number of LE Comm employees will go through the Priority Dispatch training to get call scripting for both fire and medical calls. Once trained, those individuals will be transitioned to universal call taking and accept those calls rather than transfer to the fire dispatchers. The next academy class scheduled in November will be the first class fully trained on the universal call taking platform.
 - Boardmember Brandstetter requested information about how the agency will assess the universal call taking pilot as it rolls out and what will be done to ensure calls do not get dropped.
 - Executive Director Grady is looking forward to reviewing the radio system owners' proposal and is happy to hear that the Board of Directors will be a part of those discussions.
 - Chair Hunter suggested the agency reach out to the administration business assistant program at Bates Technical College as a resource for recruiting.
2. PSCC Update – Deputy Director Mark Mears
- Deputy Director Mark Mears advised the contractor is in the process of demobilizing the site. Punch list items continue to be removed daily.
 - Minor electrical work related to lighting and heating continue.
 - Final commissioning of the building is expected next week.
 - Motorola and Solacom preparations continue for the next phase of getting fire dispatchers moved into the building.
 - The generator for the 35th Street facility arrived yesterday.
3. Support Services Update – Deputy Director Scott Hamel
- Deputy Director Scott Hamel provided an update on the CPL processing and fingerprint wait time. The current wait time is 11 days through our vendor and 76 days through South Sound 911 which is a significant improvement from the 147-day wait earlier this year.
 - Another vendor, Alliance2020, has been added to assist with fingerprint appointments. This vendor can offer an additional 100 appointments each week to further reduce the fingerprint wait time.
 - The department will also be proactively communicating to customers whose applications are pending approval past the 30-day window.
4. Bylaws Amendment – General Counsel Peter Beckwith
- General Counsel Peter Beckwith advised that a proposed amendment to the agency bylaws would be presented at the October meeting. The amendment would change the location for the Board of Directors meeting from Lakewood City Hall to South Sound 911.
 - The bylaws require a 30-day notice for an amendment which begins today.
5. Agency demographics and diversity efforts – Human Resources Director Cynthia Shaffer

- HR Director Cynthia Shaffer is unavailable and will present her report at the October meeting.

X. **Action Items**

1. Motion 2021-30 to authorize an amendment to the CallisonRTKL architectural contract in an amount not to exceed \$72,000 for additional construction administration services
 - A motion was made (Door), 2nd (Rankin).
 - Deputy Director Mears advised this motion closes out the architectural firm contract through the month of September.
 - Chair Hunter called for a vote on the floor – passed unanimously.

IX. **Other Business / Announcements**

- Boardmember Bruce Dammeier advised that he submitted the proposed biennial budget to the Pierce County Council yesterday and it included transferring 75% of the E911 tax by the end of 2022 and 100% of the E911 tax by the end of 2023.
- Boardmember Dammeier was happy to hear the radio system owner meetings will resume. He noted that the IXP report recommendation was to move to one radio system and the collaboration between the owners around a common business model is an important step in getting closer to that goal.
- Boardmember Bill Pugh noted that it is important for the radio system owners to continue to provide transparency and inclusion as they move forward with improvements.
- Boardmember Brandstetter commended those involved with the planning and creation of the first responder's memorial at the County-City Building.
- Vice-Chair Door requested Executive Director Grady send out the IXP report to the Board.

- X. **Adjournment** - A motion (Door) was made to adjourn the meeting at 10:00am; 2nd (McElligott), passed – unanimously.

Mandy Walters, Clerk of the Board