

Board of Directors Meeting Minutes

Meeting Date: October 27, 2021
Meeting Time: 9:00am
Meeting Place: WebEx video conference

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

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 | present |
| 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 (Thoms).
 - Boardmember Michael Brandstetter requested Motion 2021-32 be pulled from the consent agenda and moved to the regular agenda.
 - Chair Hunter called for a vote to approve the consent agenda with Motion 2021-32 moved to the regular agenda. The motion passed unanimously.

V. **Chair Comments**

- Chair Hunter thanked everyone who participated in the ribbon cutting ceremony. Chair Hunter noted that she should have mentioned additional labor groups in her remarks at the ceremony and apologized if any labor groups felt slighted. There were several labor groups that played a role in getting Prop. 1 passed and they will be recognized on an additional plaque that will be displayed at the agency.

Boardmember Bruce Dammeier and Boardmember Derek Young arrived at 9:07am

VI. **Committee & Other Reports**

1. Finance Committee Briefing – Finance Chair Michael Brandstetter
 - Finance Chair Michael Brandstetter advised that the Finance Committee met earlier this month and discussed the financial policy revisions.

- The financial policy revision recommended by the Committee is to maintain the mandatory balance of the strategic reserve fund at \$1.5M, but to allow the Committee, through the budget process, to increase the amount in that fund from time to time.
 - Another proposed change in the financial policies is a clarification specifying that as long-term projections are made, policies must be based on the strategic directives of the Board of Directors.
 - Chair Hunter requested a motion to approve Motion 2021-32 to revise the financial policies as presented.
 - A motion was made (Door), 2nd (Thoms).
 - Chair Hunter called for a vote on the floor – passed unanimously.
2. E911 Workgroup – Vice-Chair Julie Door
- Vice-Chair Julie Door reported that the E911 workgroup met twice to discuss the Pierce County Executive’s budget proposal regarding the transition of the E911 excise tax and the use of the Prop. 1 sales tax. The workgroup believes the current funding agreement intended to leave decisions involving the expenditure of the sales tax revenue to the South Sound 911 Board of Directors. The police chiefs and fire commissioners have sent letters to the Pierce County Council in support of keeping any sales tax expenditure decisions with South Sound 911. Fire Chiefs and the City of Puyallup are also expected to send a letter in support of having funding decisions remain with South Sound 911.
3. PSCOC Report – Chief Jim Sharp
- Chief Jim Sharp congratulated board members, both past and present, along with South Sound 911 staff, on the official ribbon cutting.
4. Radio System Providers Update – City of Tacoma & CCN
- Department of Emergency Management Director Jody Ferguson advised that the radio advisory group met and discussed advancements made on the operational side of the radio equipment and plans to align business models. A timeline for device replacement was reviewed and there will be follow up with each agency individually to discuss equipment replacement.

VII. **Staff Updates**

1. Executive Director Briefing – Executive Director Deborah Grady
- Executive Director Deborah Grady advised that two major systems were tested in the new building in less than a week.
 - On October 18, a network outage affected all technology throughout the building. The outage was caused by a fiber cut and the redundancy did not perform as designed. During this time, 911 calls were being rerouted to the 35th Street facility. A deficiency in the network was identified and a solution is in progress to ensure connectivity is not lost again.
 - During a weather event on October 24, the building experienced a power outage. The emergency generator turned on and performed as expected.
 - A shout out was given to Intelligence Analyst Alana Kasner who provided intelligence that helped close a homicide case.
 - A team of employees provided specialized training to police and fire call takers on the new Solacom 911 phone system. One of those trainers was Kim Barnard who has been the primary lead trainer of four different phone systems throughout her career at South Sound 911.

- At the December board meeting, Deputy Director Mark Mears and Communications Center Director Deann Baumann will provide an updated timeline and implementation plan for universal call taking.
 - The Community Relations Team remains active and is participating in events throughout the community.
 - Executive Director Grady reviewed upcoming events that include:
 - New Board Member Orientation scheduled for March 9
 - Strategic Retreat scheduled for June 8
 - South Sound 911's Year End Event and Employee Open House scheduled for January 29
 - Clerk Mandy Walters will be sending out the 2022 board meeting series
 - Executive Director Grady expressed her thanks and appreciation to everyone that attended the ribbon cutting ceremony and for their continued support of South Sound 911.
 - Executive Director Grady noted that there were additional attachments to the agenda packet that included the Deltawrx report regarding radios and the radio steering committee presentation.
 - Boardmember Bruce Dammeier applauded the efforts made to improve the LE answering performance. Boardmember Dammeier requested clarification regarding the network outage and the steps being taken to ensure an outage does not happen again.
 - Executive Director Grady advised that the technical team identified that the vendor installed one-way routing, rather than dynamic routing. A dynamic route ensures there are multiple paths for data traffic to travel. The one-way routing is being removed and dynamic routing is taking its place. Deputy Director Scott Hamel added that the effort will include testing of the dynamic route once in place.
2. PSCC Update – Deputy Director Mark Mears
- Deputy Director Mark Mears advised that the contractor has demobilized. Touch up painting and minor electrical work continues. Gates will be arriving in a couple of weeks to be installed on Pacific Avenue and the west end of the parking area.
 - The generator for the 35th Street facility will be installed the first week of November.
 - Deputy Director Mears thanked the Board of Directors for their continued support throughout the PSCC project.
 - Boardmember Bill Pugh offered his thanks and congratulated Deputy Director Mears for managing a project of this size.
3. Support Services Update – Deputy Director Scott Hamel
- Deputy Director Scott Hamel highlighted the work of the technical team throughout the transition to the new facility.
4. Priority Dispatch Update – Former Deputy Director Jim Duggan & Communications Center Manager Matt Clark
- Former Deputy Director Jim Duggan reminded the Board that the Priority Dispatch software went live on August 19. Management was anticipating a drop in performance while staff got comfortable with the new system. To ensure performance continues to improve, ongoing quality assurance checks are in place, managers/supervisors are utilizing the system's extensive reporting ability, and Priority Dispatch staff is onsite this week to provide one-on-one assistance on the floor.

- Boardmember Brandstetter asked if dispatchers are able to revert to the old system. Former Deputy Director Duggan advised that dispatchers can revert to the old system, but efforts are being made to minimize reverting to the previous system. The old system was left in place during deployment to ensure all calls could get dispatched without any delay due to the system change.
 - Boardmember Brandstetter asked if the new software performed as expected at the 35th Street facility during the network outage. Communications Center Manager Matt Clark advised that two fire dispatchers were moved to Tacoma Fire and the software performed as expected. Communications Center Manager Clark also noted that in September, about 30% of calls were handled by dispatchers using the previous system and in October it is currently at 10% of calls.
5. Recruiting and Demographic Information – Human Resources Director Cynthia Shaffer
- Human Resources Director Cynthia Shaffer provided an overview on the agency’s recruiting efforts that include: the creation of a recruiting video, offering public safety testing onsite, resuming the recruiting academy, and continuing with virtual events.
 - Human Resources Director Shaffer highlighted the demographic information from testing applicants, the agency as a whole, and Pierce County. The goal is for the demographics of the agency to reflect the community served. The agency will continue outreach efforts and will discuss additional ways to distribute information and encourage more individuals to apply.
 - There are currently four different generations working at South Sound 911. Almost 50% of the workforce has been with the agency five years or less. The agency also has an employee that has 36 years of service.
6. Prop. 1 Sales and Use Tax – General Counsel Peter Beckwith
- General Counsel Peter Beckwith reviewed the three revenue sources for South Sound 911: 1) allocation from member agencies; 2) E911 excise tax; 3) 1/10th of 1% sales tax from the voter approved Prop. 1. General Counsel Beckwith noted that the Prop. 1 sales tax revenue can be used for a wide array of purposes as long as it is within the emergency communication context.
 - General Counsel Beckwith provided the background information in regards to how the interlocal funding agreement regarding the Prop. 1 sales tax came to be in its current form.
 - General Counsel Beckwith advised that the question at hand is not what the sales tax money is being used for, but rather who controls how the money is used. The budget proposed by the Pierce County Executive shows sales tax money being used for county radio operations without South Sound 911 Board of Directors authorization.
 - General Counsel Beckwith reviewed highlighted portions of several documents to present the agency’s view that decisions regarding the distribution and use of the sales tax dollars belongs with the South Sound 911 Board of Directors.
 - Chair Hunter shared that the issue with the budget proposal from the County Executive was not funding radios, it was that the South Sound 911 governing board was not included, nor was any action taken, in regards to how the money would be distributed. Chair Hunter advised that it is critical that protocols are established on how the Board of Directors will be involved in future decisions.

- Boardmember Dammeier advised that his proposed budget uses sales tax money to buy down the end users radio rates to defray costs and noted that it is an allowable expense. Boardmember Dammeier noted that Section 2 of the ILA indicates that if there is an agreement in writing between the parties, the County is able to deduct that money before distributing to South Sound 911. There is no intent from the County to violate the funding agreement. He also noted that the funding agreement may need to be revised to reflect the E911 excise tax transition.
- Boardmember Dammeier indicated that the objective of the proposed budget is to support the first responders by maintaining the \$31.50 radio rate. The sales tax was used to subsidize radios because the E911 excise tax will be transitioned to South Sound 911. Boardmember Dammeier advised that the transition of the E911 excise tax and the use of sales tax to subsidize radios will require action from both the Pierce County Council and the South Sound 911 Board of Directors in order to be in compliance with the interlocal agreement.
- Boardmember Derek Young advised that the Pierce County Council has forwarded the information to the Prosecuting Attorney for review. He believes that the Council will take the Prosecuting Attorney's advice and proceed accordingly.
- Vice-Chair Door shared concerns about the proposal being unveiled by staff at a PSCOC meeting, leaving the Board of Directors unaware. She also noted that the City of Puyallup was not included in any radio funding discussions.
- Boardmember Brandstetter proposed that the Board approve the Executive's proposed budget at the December meeting under the condition that revisions will be made on the interlocal funding agreement that will accommodate joint strategic goals.
- Boardmember Pugh expressed appreciation in learning the proposed budget would require action from both the County Council and the South Sound 911 Board of Directors.
- Boardmember Pat McElligott shared that he was in agreement that the disbursement of the sales tax revenue should remain with South Sound 911.

IX. Action Items

1. Motion 2021-33 to authorize an amendment to the Hill International, Inc. contract in the amount of \$132,730 for additional Owner's Representative services for the PSCC project (Phase I and Phase III)
 - A motion was made (Door), 2nd (Pugh).
 - Chair Hunter called for a vote on the floor – passed unanimously.

X. Other Business / Announcements – None

- XI. Adjournment** - A motion was made (Door) to adjourn the meeting at 11:02am; 2nd (McElligott), passed – unanimously.

Mandy Walters, Clerk of the Board