

**Board of Directors Meeting Minutes**

**Meeting Date:** February 23, 2022  
**Meeting Time:** 9:00am  
**Meeting Place:** Zoom video conference

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             | excused |
| 3. Bruce Dammeier, Pierce County Executive                | present |
| 4. Kathy Hayden, City of Sumner Mayor                     | present |
| 5. Dustin Morrow for Matt Holm, CPF&R Commissioner        | present |
| 6. Pat Hulcey, City of Fife Councilmember                 | present |
| 7. Conor McCarthy, City of Tacoma Councilmember           | excused |
| 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. **Public Comment** – None

IV. **Approval of Agenda**

1. A motion was made to approve the agenda as presented (Young); 2<sup>nd</sup> (McElligott), passed – unanimously.

V. **Consent Agenda**

1. A motion was made to approve the consent agenda as presented (Young); 2<sup>nd</sup> (McElligott), passed – unanimously.

VI. **Committee & Other Reports**

1. Finance Committee Briefing – Finance Chair Michael Brandstetter
- Finance Committee Chair Michael Brandstetter advised that the Finance Committee met on February 9 and discussed the following items:
    - (a) Non-represented and Fire Guild employees will be awarded 8 hours of leave to compensate for the wage increase starting in February.
    - (b) The committee discussed what a retention incentive might look like for communications staff that become universal call takers. If approved, the bonus would be a 2023 budget consideration.
    - (c) The committee discussed an education incentive to help with recruitment and retention. If approved, this incentive would be a part of the 2023 budget process.
    - (d) South Sound 911 received a letter from the East Pierce County Interlocal Coalition (EPIC) requesting the agency’s assistance in funding an alert warning system called CodeRED. The coalition consists of a subset of municipalities that South Sound 911 currently serves. The Finance Committee is looking at the terms of the request and whether it is an appropriate item to fund. The committee would like to get some input from the Public Safety Communications Operations Committee. A

presentation will be provided to the Operations Committee at their next meeting on March 11. Legal counsel was asked what funding source would be available for such an expense and it was determined that the 1/10<sup>th</sup> sales tax source would be an allowable expenditure and it also falls within the scope of the Charter. If approved, this expenditure would come out of the 2022 budget.

(e) The committee reviewed the progress of finalizing the transition agreements with Pierce County relating to the transfer of the 911 excise tax dollars. The agreements are not ready for either Finance Committee or Board of Directors review at this time.

2. PSCOC Report – Chief Jim Sharp

- The first PSCOC meeting will take place on March 11.
- Current agenda items include the presentation on CodeRED and the transition back to in-person meetings.

3. Radio System Providers Update – City of Tacoma & CCN

- Not in attendance.

VII. **Staff Reports**

1. Executive Director Briefing – Executive Director Deborah Grady

- Executive Director Deborah Grady reviewed the 2019-2021 communications workload data with the Board. Items highlighted include:
  - (a) In 2021, the agency met the NENA standard of 90% of calls answered within 15 seconds, even with two COVID outbreaks and a 16% increase in 911 call volume. The agency was only 3% short of reaching the standard 95% of calls answered within 20 seconds.
  - (b) The new normal in 911 call volume is about 50K – 60K calls a month.
  - (c) The increase in 911 calls correlates to a 9% increase of CAD events that include calls for service.
  - (d) The time it takes to have units become available to dispatch affects call volume. When a call is pending for dispatch, callers will often call back repeatedly and get unhappier with each call back.
- Vice-Chair Derek Young requested that the 911 call volume chart be presented in a way that is consistent with the other charts on the document.
- Boardmember Brandstetter asked if the pending time for available units referred to when a unit would start toward a location when they were needed or their arrival time. Executive Director Grady advised that the pending time is when a unit becomes available to send out, not the arrival time at a location.
- The LE dashboard was reviewed with the Board. It was noted that the call answering performance is recovering for the month of February as staff return from the COVID outbreak and new hires are getting trained and moved onto the floor.
- 911 staffing continues to be a chronic problem around the nation. The agency is looking at some alternate ways technology can be used to assist with the staffing shortages such as:
  - (a) ASAP to PSAP that allows alarm companies to input calls directly into the CAD system.
  - (b) An automated call back feature for abandoned calls that currently make up 5% of the call volume.

- Recruiting efforts continue with the agency joining a PSAP consortium for an iHeartRadio recruiting campaign to help increase visibility. The agency will also be sending out a flyer in the ValPak mailings to residential homes. Communication Center Managers also plan to set up recruiting booths at upcoming APCO and NENA conferences.
  - Executive Director Grady shared two Heroes Wear Headset stories with the Board.
  - The 911 Program team is up and running and will have a report to share with the Board every month on the work they are doing with the state and other counties/entities.
  - Senate Bill 5555 is now at the House Rules Committee. 30 employees signed up in support of the Bill and outreach to legislators continues.
  - Executive Director Grady gave the finance staff a shout out for all their hard work in making South Sound 911 a 2022 WellCity award recipient. This award will save the agency \$70K in medical premiums in 2023.
2. Operations & Facility Update – Deputy Director Mark Mears
- Deputy Director Mark Mears advised that punch list item work continues at the new facility.
  - The generator installation at the 35<sup>th</sup> Street facility is still on hold due to supply chain issues and product delays.
  - Tacoma Fire was onsite at the 35<sup>th</sup> Street facility to review the console set up.
  - The last Priority Dispatch training class is finishing up this week. The initial cadre consists of 54 employees who will move into phase 2 of the universal call taking training. This phase consists of completing 40 practice calls that will be supervised by management staff and fire staff volunteers. Once the practice calls are complete, the cadre will move onto the floor to start managing live calls.
3. Support Services Update – Deputy Director Scott Hamel
- RapidSOS reached out to the agency requesting to bring a group from Singapore to tour the new facility. The group was impressed with the building and appreciated the focus on employee care. While onsite, the group provided some RapidSOS demonstrations.
  - South Sound 911 technical staff are working with Central Pierce Fire & Rescue on a project to provide near real time CAD data on an ongoing basis.

VIII. **Chair Comments**

1. 2022 Board of Directors meetings (virtual/hybrid/in-person)
- Chair Door asked board members their preference for how meetings will take place moving forward in 2022. A vote was taken and it was decided that the group will move to a hybrid platform.

Boardmember Bruce Dammeier joined the meeting at 9:51am.

- Board members will need to notify Clerk Mandy Walters on how they will be attending the meeting.
- Chair Door noted there was a vacancy on the Finance Committee and Boardmember Conor McCarthy expressed interest in serving on the committee. Chair Door asked if there were any other board members interested in serving on the Finance Committee. No additional nominations were received.

- A motion was made (Dammeier) to appoint Boardmember Conor McCarthy to the Finance Committee; 2<sup>nd</sup> (McElligott). Chair Door called for a vote on the floor – passed unanimously.
- Chair Door advised that each board member should have received an email regarding Executive Director Grady’s evaluation. Board members should expect to be contacted by Prothman to receive an evaluation form and next steps. Chair Door will be asking former board members Lillian Hunter, Robert Thoms, Bill Pugh, and Kelly McClimans if they would like to participate in the evaluation process. New board members may not have enough experience working with Executive Director Grady to participate, but are more than welcome to do so if they would like.

IX. **Action Items**

1. Motion 2022-09 to appoint a Chair by vote of the Board of Directors to a one-year term
  - Chair Door opened the floor to nominations for Chair; Boardmember Pat McElligott nominated Boardmember Julie Door; no other nominations received.
  - A motion was made (McElligott); 2<sup>nd</sup> (Young); Chair Door called for a vote on the floor – passed unanimously.
2. Motion 2022-10 to appoint a Vice-Chair by vote of the Board of Directors to a one-year term
  - Chair Door opened the floor to nominations for Vice-Chair; Boardmember Pat McElligott nominated Boardmember Derek Young; no other nominations received.
  - A motion was made (McElligott); 2<sup>nd</sup> (Rankin); Chair Door called for a vote on the floor – passed unanimously.

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

- XI. **Adjournment** - A motion was made (McElligott) to adjourn the meeting at 9:58am; 2<sup>nd</sup>(Dammeier); passed – unanimously.

Mandy Walters, Clerk of the Board