Kitsap 911 Executive Committee Meeting

February 28, 2018 ~ 1:00 PM to 3:00 PM
Kitsap 911

A G E N D A

1. Call to Order (Chair)
2. Additions to Agenda (Chair)
3. Approval of Minutes (01/24/18) (Chair)
4. Public Comment (limited to 2 minutes per speaker) (Chair)
5. Approval of Payment of Claims- Fund 89822 (Operating Fund) (Kirton)
   a. A/P Warrant Numbers 1772 through 1839 Total $623,319.68
   b. Payroll Dated 01/26/18, 02/09/18, 02/23/18 Total: $854,536.66
6. Ratification of Executed Contracts (Kirton)
   a. N/A
7. Discussion Items & Reports
   a. UPS Update (Kirton)
   b. Financial Report (Kirton)
   c. Staffing Report (Jameson-Owens)
   d. Goals and Tech Project Updates & 2018/2019 Plan (Kirton)
8. March Board Meeting (Kirton)
   a. Performance Measures
   b. Fireworks
   c. Election of Chair/Vice-Chair
9. Additional Agenda Items *(If any)*
   a. _____
   b. _____
   c. _____
10. Good of the Order
11. Adjourn

Kitsap 911 Executive Committee Meeting of January 24, 2018

The Kitsap 911 Executive Committee met in the Conference Room at Kitsap 911 in Bremerton. Present were: Director Dusty Wiley (Chair), Director David Ellingson, Director Greg Wheeler, Strategic Advisory Board Vice Chair Chief Steve Wright, Executive Director Richard Kirton, Deputy Director Maria Jameson-Owens, Human Resource Manager Rachael Taylor and Administrative Specialist Stephanie Browning. Absent: Director Becky Erickson, Director Gary Simpson, Strategic Advisory Board Chair Chief Matthew Hamner

Call to Order. Chair Dusty Wiley called the meeting to order at 1352

Additions to Agenda: None

Public Comment: None

Approval of Minutes:

Director David Ellingson moved to approve the minutes from December 13, 2017. Motion was seconded by Director Dusty Wiley. One abstained from Director Greg Wheeler. Motion Passed.

Approval of Payment of Claims-Fund 89822:

Director David Ellingson moved approval of A/P 1694 through 1771 Total $540,785.72 and Payroll dated 12/14/17, 12/15/17, 12/18/17, 12/29/17 and 01/12/18 Total $694,943.30. Motion was seconded by Director Greg Wheeler. Motion Passed.

Ratification of Executed Contracts:
None

Action-

Election of Chair and Vice Chair-

The Committee will keep the current Chair and Vice Chair until the next Board of Directors Meeting.

Resolution 2018-001, Declaring Certain Personal Property Surplus and Authorizing Disposal

Executive Director Kirton said these are the old MCT and this resolution will take them off the inventory. City of Poulsbo and the Sheriff's office expressed interest in a few of them but before we can verify there is a use they need to be removed.

Director David Ellingson made a motion to approve Resolution 2018-001 Declaring Certain Personal Property Surplus and Authorizing Disposal. Motion was seconded by Director Greg Wheeler. Motion Passed.

Records Retention Schedule- AVL

Kitsap 911 currently keeps AVL/GPS records for six years. Primarily because this is the retention on other 911 records but, there also was a legal opinion that there were a variety of exemptions. Since then there have been court cases that say AVL are subject to disclosure with few exemptions. The SAB recommended we reduce it to 30 days but the Executive Director would like to do 90 days and reevaluate.

Director David Ellingson made a motion to update the records retention to reflect a 90 days AVL records retention. Motion was seconded by Director Greg Wheeler. Motion Passed.

Discussions-

UPS Failure

Mr. Kirton explained that UPS stands for Uninterruptable Power supply. It works as commercial power comes into the building and there is a generator in case commercial power dies. Sitting between these two is a UPS system and a transfer switch. These batteries will keep the critical equipment running while the generator turns on, comes up to speed and takes on the power load.

Two weeks ago Kitsap 911 was performing a routine generator load test and in the process of going from commercial power to generator the UPS system caused a power fluctuation in the system, which then caused some non-essential equipment to fail. Kitsap 911 stayed on generator power until we found out why this occurred. Kitsap 911 was on generator until Tues of this week. Then on Tues the UPS vendor told us everything was fixed and looked good. There were 40 simulations where they cycled power to make it fail and it did not. When the actual transfer took place, the UPS failed hard and the facility was completely without power from 1 - 2.5 minutes. In the process, some items in the UPS were destroyed and multiple breakers in the building were tripped. None of the equipment besides one workstation was permanently damaged. The load went to commercial power and UPS went into bypass, meaning it was no longer providing protection for our systems. Kitsap 911 was off the air for radio for 2 minutes, off the phones for 5 minutes and the CAD system was offline for about 30 minutes (the servers and all workstations had to be rebooted after power was restored). Replacement parts were ordered and installed on Thursday. When we attempted to put the UPS online it failed again (no loss of power). New parts were installed Friday but the UPS failed again (no loss of power).

The status today is Kitsap 911 is operating on commercial power, the UPS is online but the generator is isolated. This means if there is a power failure right now we would operate off of batteries until we could manually switch to the generator. The UPS will be tested at one am tomorrow; there will be monitoring equipment on the generator and UPS to look at the phases and place the generator back on line. After the

restore, CenturyLink was contacted to get a list of people that attempted to call 911 during the down time. There were two medical calls that were delayed. One call was treated on scene and the other was transported BLS.

Gold Mountain Tower Braces

The engineering analysis has come back and there is still capacity on the tower even with the braces being bent. The braces keep the tower ridged, not for structure stability. The replacement of the braces will be incorporated into the work plan as there have been some intermittent microwave problems possibly related to it swaying. But no emergency to get done soon.

Closed Session to discuss Labor Relations
Start: 14:21
End: 14:23

Reports-

Financial Report- (reports were distributed)

The October reports were reviewed and Administrative Specialist Stephanie Browning distributed the December Financials via email after the meeting. The Revenues continue to be above budget and Expenditures were below budget. The county did not bill for all the information service charges until January and one other expense was not invoiced until January for a total of approx. 200K these were handled as a 13th month. The December financials will include these figures.

Staffing Report-

Deputy Director Jameson-Owens reported we are currently down nine employees on the dispatch floor. Three people left, two of them for medical. The nine people were primarily in the call receiver role, the overtime on the floor is actually lessoning for the dispatchers, which is good. Recently just closed a telecommunicator position and will hire two more employees in March. This will be open again in April to fill more positions. Posting the lateral posting anywhere we can think of. The Financial Manager position has done its second round of interviews and Directors interviews taking place next week. For the Technical Position the candidate accepted today and will start in February.

2017 Goal and Tech Project Update- (report was emailed after the meeting)

Alerting Project-The goal of this project is to reduce the amount of time it takes from the time we receive a 911 call to when units are in route for fire calls. There were a number of operational changes and continuing to monitor these. On the technical side, two initiatives are being looked at, one to reduce the length of the tones and the other to deploy a digital IP based alerting system at the fire stations. Some preliminary testing on the shorten tone lengths were completed and discussed with the SAB and have a new concept to test as we deploy strategy. An implementation plan draft will be started next week. With the alerting system at the fire station, the fire stakeholders will be asked to come and look at some venders.

Mobile Responder- Kitsap 911 is continuing to get the vender to wrap up a few issues on this one.

Backup Center- The lease issues are being worked through and there will be a backup center by the end of 2018.

Additional Agenda Items-
None

Good of the Order:
None

Adjournment 14:37

The next regular meeting of the Kitsap 911 Executive Committee is scheduled on February 14, 2018 from 13:00-15:00 at the CENCOM facility.

ACCOUNTS PAYABLE

warrant 1772

Kitsap 911 — Time: 15:19:01 Date: 01/17/2018
MCAG #: 3179 — As Of: 12/31/2017 — Page: 1

Accts Pay #	Received	Date Due		Vendor	Amount	Memo
1068	12/31/2017	12/31/2017	376	KITSAP COUNTY I.S. DEPT	231,655.00	2017 Charges
				Report Total:	231,655.00	

STATE OF WASHINGTON - COUNTY OF KITSAP

I, the undersigned, do hereby certify under penalty or perjury that the materials have been furnished, the services rendered, the labor performed as described herein, and that the claims are just, due and unpaid obligations against the County of Kitsap, and that I am authorized to authenticate and certify said claims.

APPROVED BY
AUDITING OFFICER
ATTACHED DOCUMENTS ARE ORIGINALS
AND CERTIFIED BY
EXECUTIVE COMMITTEE CHAIR

1/17/18

ACCOUNTS PAYABLE

Kitsap 911
MCAG #: 3179

warrant #1775-1783

As Of: 01/19/2018

Time: 14:10:27 Date: 01/17/2018
Page: 1

Accts Pay #	Received	Date Due	Vendor	Amount	Memo
1057	01/16/2018	01/19/2018 161	ATLAS BUSINESS SOLUTIONS	1,360.80	Schedule Anywhere For 2018
1066	01/16/2018	01/19/2018 257	ATTN: ACCTS RECEIVABLE, TACOMA SCREW INC	7.34	18-0111
1058	01/16/2018	01/19/2018 322	CENTURYLINK	291.43	12/04/17-01/03/18
1059	01/16/2018	01/19/2018 180	COOPER FUEL & AUTO REPAIR	8,195.01	18-0103B, 17-0105, 18-0108, 18-0110B, 18-0112
1060	01/16/2018	01/19/2018 310	FULLY EFFECTIVE EMPLOYEES, INC	1,650.00	01/01/18-12/31/18
1061	01/09/2018	01/19/2018 216	LANGUAGE LINE SERVICES, INC.	188.63	Usage For 12/31/17
1062	01/16/2018	01/19/2018 224	NILSSON AUDIOLOGY & HEARING AID CLINIC	68.00	Teves Hearing Exam
1063	01/02/2018	01/19/2018 228	ORKIN	121.33	Service 01/17/18 DEM R
1064	01/09/2018	01/19/2018 346	SAFEGUARD BUSINESS SOLUTIONS	177.77	Kitsap 911 Warrant Account Checks
1065	01/09/2018	01/19/2018 289	SOUTH KITSAP FIRE & RESCUE	1,211.21	KC-023-03 TMOBILE
1067	01/16/2018	01/19/2018 273	TRUSTED PLANS SERVICE CORPORATION	84,067.66	KC911-010 Jan 2018 Case#69142
			Report Total:	97,339.18	

STATE OF WASHINGTON - COUNTY OF KITSAP

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1/17/18

ACCOUNTS PAYABLE

Kitsap 911
MCAG #: 3179

Warrants 1784-1800

As Of: 01/26/2018

Time: 11:27:04 Date: 01/23/2018
Page: 1

Accts Pay #	Received	Date Due		Vendor	Amount	Memo
1075	01/23/2018	01/26/2018	152	A T & T	35.82	12/08/17-01/07/18
1076	01/18/2018	01/26/2018	157	ADCOMM ENGINEERING COMPANY	802.12	
1077	01/24/2018	01/26/2018	172	CENTURYLINK	2,414.46	01/16/18-02/16/18
1078	01/16/2018	01/26/2018	180	COOPER FUEL & AUTO REPAIR	2,863.88	18-0116B DEm R
1079	01/16/2018	01/26/2018	357	KEYBANK NATIONAL ASSOC.	334.72	Oct-Dec 2017 Analysis Fee
1081	01/24/2018	01/26/2018	218	LOWE'S BUSINESS ACCOUNT	28.39	17-1219A
1082	01/24/2018	01/26/2018	374	MICROSOFT SERVICES	22,000.00	18-0109F 01/04/18-12/31/18 Gsa CONTRACT 43230000-15-01
1080	01/17/2018	01/26/2018	231	PAUL KIRCHOFF	3,412.16	Background Investigations
1083	01/23/2018	01/26/2018	232	PENINSULA LIGHT CO.	138.49	12/15/17-01/15/18
1084	01/23/2018	01/26/2018	240	PUBLIC UTILITY DISTRICT #1 OF JEFFERSON	156.56	12/12/17-01/11/18
1085	01/22/2018	01/26/2018	244	SCGI CONSULTING GROUP	3,525.00	Trng On 01/23/18 And Meeting On 11/07/17
1086	01/22/2018	01/26/2018	248	SOUTH SOUND ELECTRIC, INC.	1,215.36	18-0118 Emergency UPS Work
1087	01/19/2018	01/26/2018	250	SPRINT, NEXTEL OF CALIFORNIA, INC	20.48	12/12-01/11
1088	01/22/2018	01/26/2018	255	TFS LEASING A PROGRAM OF DE LAGE	1,203.61	01/15/18-02/14/18 DEM R
1089	01/18/2018	01/26/2018	264	VERIZON WIRELESS	15,226.71	12/11-01/10/18
1090	01/26/2018	01/26/2018	277	WASHINGTON STATE SUPPORT REGISTRY	675.00	Eberspecher Payroll 012618
1091	01/18/2018	01/26/2018	268	ZETRON	65,773.87	18-0102 02/01/18-01/31/19
				Report Total:	119,826.63	

STATE OF WASHINGTON - COUNTY OF KITSAP

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EXECUTIVE COMMITTEE CHAIR

1/24/19

ACCOUNTS PAYABLE

warrant #1901-1921

Kitsap 911
MCAG #: 3179

As Of: 02/08/2018

Time: 10:46:50 Date: 02/06/2018
Page: 1

Accts Pay #	Received	Date Due		Vendor	Amount	Memo
1092	02/05/2018	02/08/2018	154	ABM JANITORIAL SERVICES	1,227.93	18-0109A January 2018 DEM R
1093	01/29/2018	02/08/2018	163	BREM-AIR	331.68	01/01/18-01/31/18 DEM R
1094	02/05/2018	02/08/2018	167	CDW GOVERNMENT	21,448.48	18-0110 1 Year Premium Maintenance 02/01/18-01/31/19
1095	02/05/2018	02/08/2018	174	CITY OF BREMERTON	1,040.10	11/20/17-01/22/18 DEM R
1096	02/01/2018	02/08/2018	180	COOPER FUEL & AUTO REPAIR	97.50	Invoice Number#142843 Was $1118.10 And $1018.10 Was Paid.....invoice #143708 Was $1487.44 And $1489.84 Was Paid
1097	01/31/2018	02/08/2018	198	FEDEX	96.26	Invoice Summary For January 26th, 2018
1098	01/31/2018	02/08/2018	201	GTP TOWERS ISSUER LLC	3,459.51	18-0109D OPEN IPO FEB 20018
1099	01/29/2018	02/08/2018	203	HIS HANDS LAWN CARE & SERVICES, INC.	844.75	18-0109E OPEn IPO FEB 2018 DEM R
1109	02/06/2018	02/08/2018	193	JOSEPH O ENBODY, ATTORNEY, DYNAMIC COLLE	443.73	Valerio Garnishments NO.Y17-1794
1100	02/02/2018	02/08/2018	216	LANGUAGE LINE SERVICES, INC.	5.17	01/01/18-02/01/18
1101	02/02/2018	02/08/2018	328	NORTHWEST POLICE ACCREDITATION COALITIO	100.00	2018 Membership
1102	02/02/2018	02/08/2018	308	ONE MINT	461.25	K911-012 Jan 2018
1103	02/05/2018	02/08/2018	235	PHILLIPS 66	102.21	
1104	02/02/2018	02/08/2018	241	PUGET SOUND ENERGY	11,668.05	DEm R /KITSAP 911
1105	02/05/2018	02/08/2018	245	SELECT ADVANTAGE	350.00	January Assessments
1106	02/05/2018	02/08/2018	253	SUQUAMISH INDIAN TRIBE	2,355.77	KC05306 FEb 2018
1107	02/02/2018	02/08/2018	262	TMOBILE	10.18	12/21/17-01/20/18
1111	02/05/2018	02/08/2018	263	US BANK NATIONAL ASSOCIATION, CORPORATE	4,369.33	Statement Date 012518
1112	01/09/2018	02/08/2018	400	WASHINGTON STATE CHAPTER APCO	1,500.00	18-0109H Vendor Booth At APCO
1110	02/06/2018	02/08/2018	277	WASHINGTON STATE SUPPORT REGISTRY	675.00	Eberspecher 02/09/18 Payroll
1108	01/25/2018	02/08/2018	267	WCP SOLUTIONS	783.49	18-0119B DEm R
				Report Total:	51,370.39	

STATE OF WASHINGTON - COUNTY OF KITSAP

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AUDITING OFFICER

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EXECUTIVE COMMITTEE CHAIR

2/6/18

#1822-1832

ACCOUNTS PAYABLE

Kitsap 911 Time: 09:45:32 Date: 02/13/2018
MCAG #: 3179 As Of: 03/15/2018 Page: 1

Accts Pay #	Received	Date Due	Vendor	Amount	Memo
1133	02/12/2018	02/15/2018 266	BUDGET & FISCAL SERVICES, WA STATE PATROL	50.00	Fingerprints For Jan 2018
1123	02/12/2018	02/15/2018 320	DEPARTMENT OF EMERGENCY MANAGEMENT	585.62	2017 Dsh Network Charges
1124	02/12/2018	02/15/2018 216	LANGUAGE LINE SERVICES, INC.	134.74	Invoice For January 2018 Usage
1125	02/12/2018	02/15/2018 315	LAW OFFICE OF KENNETH W. BAGWELL	1,989.00	K911-006 01/01/18-01/31/18
1126	02/12/2018	02/15/2018 224	NILSSON AUDIOLOGY & HEARING AID CLINIC	68.00	Howard Hearing Exam
1127	02/12/2018	02/15/2018 225	OFFICE DEPOT	353.82	18-0207B, 18-0205
1128	02/12/2018	02/15/2018 233	PENINSULA SERVICES	16.00	CD#83820 01/12/18
1130	02/07/2018	02/15/2018 289	SOUTH KITSAP FIRE & RESCUE	15,447.47	R00057102 KC02303 TMOBILE,. VERIZON WIRELESS (ORCHARD HEIGHTS)
1131	02/12/2018	02/15/2018 249	SPOK, INC.	26.67	02/01/18-02/28/18
1129	02/12/2018	02/15/2018 261	THOMAS C. PETEK, PH.D	300.00	Psych Exam Teves
1132	02/12/2018	02/15/2018 273	TRUSTED PLANS SERVICE CORPORATION	88,650.31	KC911-010 FEB 2018 CASE #46142
			Report Total:	107,621.63	

STATE OF WASHINGTON - COUNTY OF KITSAP

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APPROVED BY
AUDITING OFFICER _____

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EXECUTIVE COMMITTEE CHAIR _____

1833-1839

ACCOUNTS PAYABLE

Kitsap 911 Time: 11:34:47 Date: 02/20/2018
MCAG #: 3179 As Of: 03/22/2018 Page: 1

Accts Pay #	Received	Date Due		Vendor	Amount	Memo
1134	02/20/2018	02/22/2018	167	CDW GOVERNMENT	425.10	18-0117A 12/20/17-12/19/18
1135	02/20/2018	02/22/2018	322	CENTURYLINK	278.98	01/04/18-02/03/18
1136	02/20/2018	02/22/2018	188	DATEC INCORPORATED	1,130.34	18-0103A 100% POPD
1137	02/20/2018	02/22/2018	188	DATEC INCORPORATED	303.02	18-0117
1138	02/20/2018	02/22/2018	371	INDUSTRIAL COMMUNICATIONS	11,847.19	17-0327E
1139	02/14/2018	02/22/2018	228	ORKIN	121.33	Feb SRV DEm R
1143	02/20/2018	02/22/2018	277	WASHINGTON STATE SUPPORT REGISTRY	675.00	Eberspecher Payroll 022318
1140	02/12/2018	02/22/2018	268	ZETRON	725.89	17-1107
				Report Total:	15,506.85	

STATE OF WASHINGTON - COUNTY OF KITSAP
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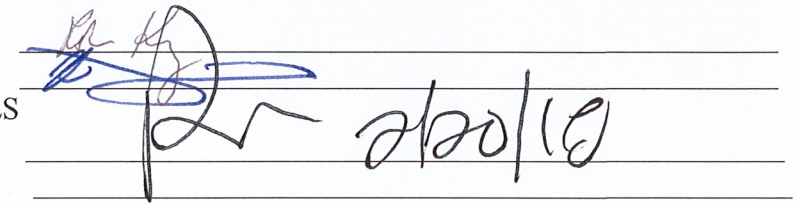

Kitsap 911

AFFIDAVIT FOR PAYROLL ISSUE

Pay Date: 1/26/2018
Pay Period: 1/8/2018 to 1/21/2018

Pay Detail - 89822		
Item		**Amount**
Net Payroll		$ 138,988.80
941 Tax (Withholding, Social Security & Medicare)		$ 50,709.52
Employment Security		$ 2,361.68
Labor & Industries		$ 1,139.68
PERS 2 & PERS 3		$ 39,719.24
Washington State Deferred Comp		$ 317.22
ICMA Deferred Comp		$ 987.22
AFLAC		$ 1,249.40
Flex Spending - Wageworks	2018 Funding	$ 26,379.84
Guild Dues		$ 1,700.00
Use Tax		
Total Payroll		$ 263,552.60

Healthcare & Other Benefits/Deductions - Paid from Accounts Payable			
Item	**Employee Portion**	**Kitsap 911 Portion**	**Total**
PPO 100	2,785.62	19,518.85	$ 22,304.47
Group Health	1,992.52	14,612.42	$ 16,604.94
Delta Dental	458.74	2,414.35	$ 2,873.09
Life Insurance	300.16	130.05	$ 430.21
Garnish			$ -
DSHS	675.00		$ 675.00
Total Health Care & Other Benefits/Deductions			$ 42,887.71

I, the undersigned, do hereby certify that the payroll for the period listed above is just, true and correct; that the persons whose names appear thereon actually performed labor; that the amounts are actually due and unpaid, and the salary warrants and related benefits warrant shall be issued.

Payroll Amount Approved: $ 306,440.31
Transferred to Payroll Account $ 263,552.60

Authorized Signature - Kitsap 911 — **DATE** 1/24/18

Executive Committee Chair — **DATE**

Kitsap 911

AFFIDAVIT FOR PAYROLL ISSUE

Pay Date: 2/9/2018
Pay Period: 1/22/2018 to 2/4/2018

Pay Detail - 89822		
Item		**Amount**
Net Payroll		$ 134,715.29
941 Tax (Withholding, Social Security & Medicare)		$ 49,075.85
Employment Security		$ 2,237.98
Labor & Industries		$ 1,172.67
PERS 2 & PERS 3		$ 38,816.25
Washington State Deferred Comp		$ 328.90
ICMA Deferred Comp		$ 998.90
AFLAC		$ 1,271.57
Flex Spending - Wageworks	2018 Funding	$ (1,099.16)
Guild Dues		$ 1,680.00
Use Tax		$ 2,014.88
Total Payroll		$ 231,213.13

Healthcare & Other Benefits/Deductions - Paid from Accounts Payable			
Item	**Employee Portion**	**Kitsap 911 Portion**	**Total**
PPO 100	2,785.71	19,280.49	$ 22,066.20
Group Health	1,957.52	14,354.73	$ 16,312.25
Delta Dental	458.90	2,414.60	$ 2,873.50
Life Insurance	304.85	130.05	$ 434.90
Garnish	443.73		$ 443.73
DSHS	675.00		$ 675.00
Total Health Care & Other Benefits/Deductions			$ 42,805.58

I, the undersigned, do hereby certify that the payroll for the period listed above is just, true and correct; that the persons whose names appear thereon actually performed labor; that the amounts are actually due and unpaid, and the salary warrants and related benefits warrant shall be issued.

Payroll Amount Approved: $ 274,018.71
Transferred to Payroll Account $ 231,213.13

Authorized Signature - Kitsap 911 — **DATE** 2/6/18

Executive Committee Chair — **DATE**

Kitsap 911

AFFIDAVIT FOR PAYROLL ISSUE

Pay Date: 2/23/2018
Pay Period: 2/5/2018 to 2/18/2018

Pay Detail - 89822		
Item	**Amount**	
Net Payroll	$	**133,814.98**
941 Tax (Withholding, Social Security & Medicare)	$	**49,473.93**
Employment Security	$	**2,327.45**
Labor & Industries	$	**1,235.51**
PERS 2 & PERS 3	$	**38,797.75**
Washington State Deferred Comp	$	**330.58**
ICMA Deferred Comp	$	**1,000.58**
AFLAC	$	**1,271.57**
Flex Spending - Wageworks		
Guild Dues	$	**1,730.00**
Use Tax		
Total Payroll	$	**229,982.35**

Healthcare & Other Benefits/Deductions - Paid from Accounts Payable				
Item	**Employee Portion**	**Kitsap 911 Portion**	**Total**	
PPO 100	2,879.76	20,209.20	$	**23,088.96**
Kaiser HMO	1,957.36	14,354.55	$	**16,311.91**
Delta Dental	473.16	2,472.03	$	**2,945.19**
Life Insurance	130.05	309.54	$	**439.59**
Garnish		0	$	-
DSHS	675.00	**0**	$	**675.00**
Total Health Care & Other Benefits/Deductions			$	**43,460.65**

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Payroll Amount Approved:	$	**273,443.00**
Transferred to Payroll Account	$	**229,982.35**

Authorized Signature - Kitsap 911 — **DATE** 2/21/18

Executive Committee Chair — **DATE**

Executive Summary
Kitsap 911 Board of Directors

Summary: For the period ended **January 2018** (8.33% of the year elapsed), revenues are trending above and expenses are below projections.

Revenues: We have received 9.2% ($920K) of budgeted revenues in January 2018, with a budgeted goal of 7.93%.

Sales tax revenue is above projections for January 2018, with our total .55% above the January goal. We have received 8.01% of the total budgeted sales tax revenue with a goal of 7.46%.

We have received approximately 8.49% of the total budgeted Excise tax revenue with a goal of the 8.33%.

Other revenues are also tracking above projections with 11.67% received of the 8.33% expected. Fluctuations in MCT hardware purchases and the timing of related reimbursements can make this category of revenue fluctuate.

Expenditures: We have expended 6.26% ($782K of $12.5M) of our **total** appropriation with a YTD goal of 8.72%. We have expended 8.08% ($766K of $9.5M) of our **operating** appropriation, excluding debt service, with a YTD goal of 9.24%.

We have expended 7.6% of the total YTD Salaries and Benefits budget ($568K of $7.5M) with a goal of 7.80%.

Non-Labor operating expenditures (excluding debt service) are 4.72% below expected.

We have expended 8.07% of the total Operating Supplies, Services, Inter-fund, and Bond budget ($198K of $2.45M) with a goal of 11.94%. As noted in the revenue section above, fluctuations in timing and amounts of MCT purchases can cause variations in this category.

Reserves: No reserves have been used year-to-date.

Risks: None identified.

Kitsap 911

Monthly Financials for the 1 month ended 1/31/2018

Description	2018 Annual Budget	Jan-Jan Expected 2018 Budget $	Jan - Jan Expected 2018 Budget %	Jan - Jan Actual 2018	Delta	
					$	%
Revenues						
Sales Tax	$4,633,004	$345,788	7.46%	$371,037	$25,249	8.01%
Telephone Excise Tax	2,426,167	202,100	8.33%	205,973	3,873	8.49%
Other Revenues	2,935,130	244,496	8.33%	342,619	98,123	11.67%
Total Revenues	**$9,994,301**	**$792,384**	**7.93%**	**$919,628**	**$127,244**	**9.20%**
Expenditures						
Operating Labor						
Salaries	$5,560,745	$427,065	7.68%	$391,292	$5,169,453	7.04%
Payroll Taxes	$526,406.00	$40,428.00	7.68%	53,606	472,800	10.18%
Benefits	$1,780,148.00	$148,286.00	8.33%	123,240	1,656,908	6.92%
Budgeted Attrition	($393,373.00)	($32,807.00)	8.34%	0	(393,373)	0.00%
Total Labor	**$7,473,926**	**$582,972**	**7.80%**	**$568,138**	**$6,905,788**	**7.60%**
Operating Expenditures						
Supplies	$149,132	$3,475	2.33%	$14,133	$134,999	9.48%
Professional Services	$487,478	$7,364	1.51%	11,575	475,903	2.37%
Communications	$203,362	$5,886	2.89%	47,654	155,708	23.43%
Travel	$42,025	$0	0.00%	99	41,926	0.24%
Advertising	$3,588	$160	4.46%	0	3,588	0.00%
Operating Rents/Leases	$211,285	$10,888	5.15%	9,158	202,127	4.33%
Insurance	$92,112	$92,112	100.00%	0	92,112	0.00%
Utilities	$122,616	$3,804	3.10%	20,740	101,876	16.91%
Repairs & Maintenance	$637,706	$168,617	26.44%	94,114	543,592	14.76%
Miscellaneous	$62,398	$845	1.35%	722	61,676.33	1.16%
Total Non-Labor	**$2,011,702**	**$293,150**	**14.57%**	**$198,195**	**$1,813,507**	**9.85%**
Total Operating Expenditures	**9,485,628**	**876,122**	**9.24%**	**766,332**	**8,719,296**	**8.08%**
Debt Service						
LTGO Bond 2005 Refdg - Principal	$351,874	$0	0.00%	$0	$351,874	0.00%
LTGO Bond 2005 Refdg - Interest	92,242	0	0.00%	0	92,242	0.00%
Total Debt Service	**$444,116**	**$0**	**0.00%**	**$0**	**$444,116**	**0.00%**
Technology Expenditures						
Miscellaneous Tech	$947,000	$78,885	8.33%	$10,061	$936,939	1.06%
Backup Center	329,269	27,428	8.33%	0	329,269	0.00%
Alerting	1,000,000	83,300	8.33%	0	1,000,000	0.00%
Next Generation 911	279,627	23,293	8.33%	5,138	274,489	1.84%
Total Technology Expenditures	**$2,555,896**	**$212,906**	**8.33%**	**$15,199**	**$2,540,697**	**0.59%**
Total Expenditures	**$12,485,640**	**$1,089,028**	**8.72%**	**$781,531**	**$11,704,109**	**6.26%**

Executive Summary
Kitsap 911 Board of Directors

Summary: For the period ended **December 31, 2017** (100% of the year elapsed), revenues continue trending above and expenses below projections.

Revenues: We have received 106.51% ($9.8M) of budgeted revenues through December 2017, with a YTD goal of 100%.

Sales tax revenue are above projections for December YTD 2017, with our total 8.9% above the December YTD goal. We have received 108.9% of the total budgeted sales tax revenue with a YTD goal of 100%.

Reversing the effect of the VOIP excise tax audit payment received in April, we have received approximately 102.3% of the total budgeted Excise tax revenue with a YTD goal of the 100%.

Other revenues, which now include the State grant above, are also tracking above projections with 105.22% received of the 100% expected. Fluctuations in MCT hardware purchases and the timing of related reimbursements can make this category of revenue fluctuate.

	Expected $	Actual $	Variance $	
Total Revenue	**9.22 M**	**9.82 M**	**0.60 M**	
Sales Tax	4.16 M	4.53 M	0.37 M	
Excise Tax*	2.41 M	2.50 M	0.09 M	
Other Revenues	2.65 M	2.79 M	0.14 M	
	Expected %	**Actual %**	**Variance %**	
Total Revenue	**100.00%**	**106.51%**	**6.51%**	
Sales Tax	100.00%	108.93%	8.93%	
Excise Tax*	100.00%	102.28%	2.28%	
Other Revenues	100.00%	105.22%	5.22%	

*Excise Tax excludes one-time excise tax audit payment in April

Expenditures: We have expended 96.29% ($9.76M of $10.1M) of our **total** appropriation with a YTD goal of 100%. We have expended 99.57% ($9.04M of $9.08M) of our **operating** appropriation, excluding debt service, with a YTD goal of 89.29%.

Within the operating expenditures, Salaries and Benefits are slightly ahead of projections. We have expended 100.88% of the total YTD Salaries and Benefits budget ($7.04M of $7.00M) with a goal of 100%.

Offsetting the slight overage in Salaries and Benefits, Non-Labor operating expenditures (excluding debt service) are 4.77% below expected. Professional Services includes $231,655 in Interfund charges paid in December.

We have expended 96.20% of the total Operating Supplies, Services, Inter-fund, and Bond budget ($2.44M of $2.54M) with a goal of 100%. As noted in the revenue section above, fluctuations in timing and amounts of MCT purchases can cause variations in this category.

	Expected $	Actual $	Variance $	
Total Expenditures	**10.13 M**	**9.76 M**	**0.38 M**	
Operating Salaries & Benefits	6.98 M	7.05 M	-0.06 M	
Operating Non-Labor	2.10 M	2.00 M	0.10 M	
Operating Non-Labor & Debt Service	2.54 M	2.44 M	0.10 M	
Total Technology	0.61 M	0.27 M	0.34 M	
	Expected %	**Actual %**	**Variance %**	
Total Expenditures	**100.00%**	**96.29%**	**3.71%**	
Operating Salaries & Benefits	100.00%	100.88%	-0.88%	
Operating Non-Labor	100.00%	95.23%	4.77%	
Operating Non-Labor & Debt Service	100.00%	96.20%	3.80%	
Total Technology	100.00%	44.17%	55.83%	

Reserves: No reserves have been used year-to-date.

Risks: None identified.

Kitsap 911

Monthly Financials for the 12 months ended 12/31/2017

Description	2017 Annual Budget - Amended	Jan - Dec Expected 2017 Budget $	Jan - Dec Expected 2017 Budget %	Jan - Dec Actual 2017	Delta	
					$	%
Revenues						
Sales Tax	$4,156,196	$4,156,197	100.00%	$4,527,300	$371,103	108.93%
Telephone Excise Tax	2,408,805	2,408,805	100.00%	2,499,491	90,686	103.76%
Other Revenues	2,650,929	2,650,929	100.00%	2,789,404	138,475	105.22%
Total Revenues	**$9,215,930**	**$9,215,931**	**100.00%**	**$9,816,194**	**$600,263**	**106.51%**
Expenditures						
Operating Labor						
Salaries	$5,255,014.00	$5,255,014	100.00%	$5,045,383	$209,631	96.01%
Payroll Taxes	$500,010.00	$500,010.00	100.00%	442,293	57,717	88.46%
Benefits	$1,556,826.00	$1,556,826.00	100.00%	1,558,375	(1,549)	100.10%
Budgeted Attrition	($327,008.00)	($327,008.00)	100.00%	0	(327,008)	0.00%
Total Labor	**$6,984,842**	**$6,984,842**	**100.00%**	**$7,046,051**	**($61,209)**	**100.88%**
Operating Expenditures						
Supplies	$115,023	$115,023	100.00%	$127,672	($12,649)	111.00%
Professional Services	488,506	488,506	100.00%	433,590	54,916	88.76%
Communications	196,045	196,045	100.00%	184,059	11,986	93.89%
Travel	41,674	41,674	100.00%	25,870	15,804	62.08%
Advertising	3,500	3,500	100.00%	6,410	(2,910)	183.14%
Operating Rents/Leases	190,773	190,773	100.00%	114,870	75,903	60.21%
Insurance	77,408	77,408	100.00%	154,136	(76,728)	199.12%
Utilities	123,132	123,132	100.00%	131,507	(8,375)	106.80%
Repairs & Maintenance	782,943	782,943	100.00%	779,790	3,153	99.60%
Miscellaneous	77,412	77,412	100.00%	38,446	38,966	49.66%
Total Non-Labor	**$2,096,416**	**$2,096,416**	**100.00%**	**$1,996,351**	**$100,065**	**95.23%**
Total Operating Expenditures	**9,081,258**	**9,081,258**	**100.00%**	**9,042,402**	**38,856**	**99.57%**
Debt Service						
LTGO Bond 2005 Refdg - Principal	$336,049	$336,049	100.00%	$339,508	($3,459)	101.03%
LTGO Bond 2005 Refdg - Interest	106,506	106,506	100.00%	106,506	0	100.00%
Total Debt Service	**$442,555**	**$442,555**	**100.00%**	**$446,014**	**($3,459)**	**100.78%**
Technology Expenditures						
Miscellaneous Tech	$413,759	$413,759	100.00%	$148,318	$265,441	35.85%
Backup Center	58,288	58,288	100.00%	1,325	56,963	2.27%
ACOM Expenses	0	0	0.00%	0	0	0.00%
Next Generation 911	137,256	137,256	100.00%	119,477	17,779	87.05%
Total Technology Expenditures	**$609,303**	**$609,303**	**100.00%**	**$269,120**	**$340,183**	**44.17%**
Total Expenditures	**$10,133,116**	**$10,133,116**	**100.00%**	**$9,757,536**	**$375,580**	**96.29%**

Kitsap 911 2018 Key Initiatives
A key initiative is a project with a signficant resource impact

IT | *Radio* | *Both* | Ops or Admin Only

Proj/Task#	Goal	Year 2018												Year 2019 - Beyond
		1	2	3	4	5	6	7	8	9	10	11	12	1
2018-01	Backup Center Phase 1 (Bldg&Current Capabilities)	STARTED								**END**				
2018-02	Backup Center Phase 2 (Add CAD, etc)									START				
2018-03	Technical Planning	STARTED			End									
2018-04	Multi-Factor Auth Research (Hardware/software solution)									START*				
2018-05	Digital Alerting (Fire)	STARTED											**END**	
2018-06	ASAP to PSAP	START		END (research)										
2018-07	NG911 Geospatial Routing	START					END							
2018-08	Support Address Correction Efforts	START								END				
2018-09	Closest Fire Unit Dispatch	START*												
2018-10	Virtual Desktops for Dispatch Floor											START*		
2018-11	Equipment Room Cooling						START (research)		END (research)			START (work)		
2018-12	Technology Monitoring System	START*			END (planning)									
2018-13	Facility AV System									START (research)		END (research)		START (Work) >>>TBD

Kitsap 911 2018 Key Initiatives
A key initiative is a project with a signficant resource impact

IT | *Radio* | *Both* | Ops or Admin Only

Proj/Task#	Goal	Year 2018												Year 2019 - Beyond
		1	2	3	4	5	6	7	8	9	10	11	12	1
2018-15	Tower Site Upgrades		START											END TBD, Ongoing mntc)
2018-16	HR Portal		START					**END** (implem)			END (FU Work)			
2018-17	Ride Along Software (Support KCIS)	START												
2018-18	Text Discovery							START*						
2018-19		Start (Phase 1)			End (Phase 1)							START*		
2018-20	ESI.net implementation					START (Assist/Plan)	END (Plan)			START (Work)			**END**	
2018-21	Mobile Responder Deployment	START* (Fire)					END (Fire)	START (Law)						
2018-22	SharePoint migration					START								
2018-23	Eventide back-up system								START*					
2018-24	ALS/BLS Fire Effort		START	END										
2018-25	Compensating Controls for MCTS & MR	START					END							

Kitsap 911 2018 Key Initiatives
A key initiative is a project with a signficant resource impact

IT	*Radio*	*Both*	Ops or Admin Only

Proj/Task#	Goal	Year 2018												Year 2019 - Beyond
		1	2	3	4	5	6	7	8	9	10	11	12	1
2018-26	Mobile Device Management	START (Research)		END (Research)			START (work)				END			
2018-30	Secure Funding For Bainbridge Island Tower (Winslow Area)													
2018-31	Secure Additional Frequency Licenses													
2018-32	Update all Policies and Procedures	Started								End				
2018-33	Training - Continuous Improvement Process: 2018 Goal- Revamp PCRA													
2018-34	Hiring Process- Continuous Improvement Process: 2018 Goal- Telecommunicator Profile													
2018-42	Operations- Continuous Improvement Process: 2018 Goal- Building the team.													
2018-35	RMS/JMS Replaceement (Supprt KCIS)													
2018-36	Develop and Implement Customer Satisfaction Survey													
2018-37	TASK: Map Rolls for the year	2018.1			2018.2				2018.3			2018.4		
2018-38	TASK: First Due CAD Mirror?	START					End							
2018-39	TASK: Netmotion Move					START					END			
2018-40	TASK: Microwave System Improvements				START*									
2018-41	TASK: MCT Analysis by Microsoft						**START**	END						

2	3	4	5	6	7	8	9	10	11	12	Current Status
											Proposed lease terms delivered to Silverdale Water. Preliminary meetings with various DCD staff to determine permit requirements.
				END							
											Planning Meetings underway. Consultant's report due end of March.
										END	
											2/21/18 -Short tones implemented county wide, All depts except CK have requested rollback. We have a meeting scheduled 2/22 to meet with the agencies who have reverted back to long tones to discuss the next steps to move forward. Preparing for vendor demos for FSA solutions.
											Orginal quote from Hexagon did not include all required elements. Revisiting business case anlysis.
											Charter and project plan developed and effort underway. Working toward June completion.
				END							2/21/18 - Decision Point: Do we proceed without further updates to County road data?
										END	
					END						Charter and project plan drafted. Evaluating potential solutions
										END	

2	3	4	5	6	7	8	9	10	11	12	Current Status
											2/21/18 - From Khris: GM Tower: Evaluating repair options. Site -48v batteries: All have all been tested and need to be compared via report to assess the priority in replacing them. GM Fencing: Obtaining Quotes Vegetation Control: Discovery is needed of MRSC, state or federal list members. We have contacted two dedicated radio tower site landscaping vendors who are not on the list. Signage and Fuel Polishing: Pending assessment.
											Charter and project plan being drafted.
										END (based on KCIS)	Attending meetings as requested.
									END		Charter drafted.
		END									2/21/18 - From Tim: Zetron working on six server version 1.8.2 but there is no release date
											Phase 1 implementation complete, training in progress- will be complete by the end of March.
	END										2/21/18 - From Terese: we have one priority 1 issue left to resolve (event comments for fire). The other priority 1s have been retested and will be closed today. I have received an updated quote for the Netmotion Smartphone clients and will be submitting that. WE had to rerequest quotes through CDWG as we are no longer on contract as before. I will be setting up meeting with the project team to outline the rest of this project through completion.
				END							Charter drafted.
	END										Charter drafted.
											2/21/18 - Implemented on Feb 1, waiting on assessment of impact from Fire/Maria
											2/21/18 - Tom E. meeting with Terese to work on the documentation/project plan for compensating controls.

2	3	4	5	6	7	8	9	10	11	12	Current Status
											2/21/18 - From Tom E.: Intune set up and functioning. I have done software pushes to my own phone successfully. We just need to do more testing and determine how we will handle managing other agency's devices
											Ongoing
											Ongoing
											In progress.
											Developing Charter
											Developing Charter
											Developing Charter
											No assistance/support required as of yet
			END								
											Tentatively rescheduling for June/July

Kitsap 911 2018 Key Initiatives
A key initiative is a project with a signficant resource impact

Proj/Task#	**Goal**	**Scope**
2018-01	Backup Center Phase 1 (Bldg&Current Capabilities)	Phase 1 is defined as building contstructed with at least the same capability as we have currently at the courthouse.
2018-02	Backup Center Phase 2 (Add CAD, etc)	Phase 2 will add more CAD capability at the back-up center and evaluate/implement other systems/functions.
2018-03	Technical Planning	
2018-04	Multi-Factor Auth	The project will develop requirements and policies for agencies which have units that do not currently meet CJIS standards. Precautions such as hard drive encryption will be explored to provide additional security for these devices. We will also evaluate the need for and various options available for physical, two-factor authentication.
2018-05	Alerting	The project will include implementing shortened tones for Alerting but no expectation to change content of existing tones. Kitsap 911 will coordinate with user agencies to ensure the proper equipment is purchased, installed, configured and in place to enable the transition to Digital Alerting.
2018-06	ASAP to PSAP	Work with alarm companies to implement the ASAP connection to Kitsap911's CAD system. Allowing for automatic event creation and updates. This may require the addition/purchase of and configuration of an additional interface from Hexagon in order to interact with Kitsap911's CAD system.
2018-07	NG911 Geospatial Routing	The end goal of this project is to provide certain data layers to the State GIS vendor (GeoComm) that meet the specifications set forth in the NENA NG911 Data Specifications Document. This data is required to meet specific measurements of accuracy by certain target dates, with and end goal of 98% accuracy by June 30, 2018 (This date has recently moved back by the State for statewide compliance but is still the expectation of Kitsap911's Director). A major task that must be accomplished in order to reach this goal is that the address data in the ALI records of the Master Street Address Guide (MSAG) must be synchronized with the address ranges in the County's GIS data, specifically the Roads Centerline data.
2018-08	Support Address Correction Efforts	The end goal of this project is to resolve all addressing issues in Kitsap County that have been identified as noncompliant with the data standards for NG911 Call Routing. This consists of working with the addressing authorities of Kitsap County and our Incorporated Cities to identify solutions that are as low impact as possible and can be implemented by June 30, 2018.

2018-09	Closest Fire Unit Dispatch	In order for AVL to be as effective as possible, two directives must be met. First, all units county wide need to have their MCT equipment properly configured and tested. Second, CENCOM must have their side in CAD properly configured and tested. This configuration will require fine tuning and deliberation on best practice on, for example, determining the ideal unit to dispatch. As this will be a dynamic and growing system after deployment, it is crucial that both CENCOM and the User Agencies have a clear dialogue on what is and is not expected or possible from the system.
2018-10	Virtual Desktops for Dispatch Floor	Create access primarily to floor operations personal with minimal-to-no hardware increases at the dispatch positions. Floor operations staff will be able to use existing console computers with no dependency (or operational threat) to public safety computing systems beyond the console computers remote-controlling their individual sign on profiles on a dedicated, non-critical systems server. The secondary roll-out will include off campus remote access to individual employee client profiles through conventional VPN/Web facing accesses.
2018-11	Equipment Room Cooling	This effort should include an inventory of equipment identifying the operating temperature tolerances for the equipment. Additionally, alternative methods of maintaining room temperature should be explored rather than simply adding capacity.
2018-12	Technology Monitoring System	The scope of this project is to either purchase or develop monitoring solution(s) for all Kitsap911 technologies. This solution can be fulfilled by incorporating multiple products provided the system health overviews of all products can be viewed from a single dashboard.
2018-13	Facility AV System	
2018-15	Tower Site Upgrades	Cencom techs will work with various trade contractors to address the bulleted needs below. The scope will be contained to the Kitsap 911 site facilities and yards. It will not affect service of contained systems or our physical neighbors' business.
2018-16	HRMS	This effort will replace our existing HR system with a system that will enable employee self service, provide a more user friendly applicant tracking system and integrate with our existing finance/payroll system.
2018-17	Ride Along Software (Support KCIS)	This is an effort to support Kitsap Counties depoloyment of Ride Along Software. Full scope and schedule being developed by Kitsap County.
2018-18	Text Discovery	The project will identify solutions for Mobile Device Management for Kitsap 911 as well as exploring option for extending the device management capabilities to agencies that wish to use Mobile Responder to receive CJI data. The project will also identify software solutions to capture text messages that pertain to official Kitsap 911 business on mobile devices. Additionally, the project will explore creating policies that govern acceptable use of text messaging for official business.
2018-19	Rapid SOS	Phase 1- deploy Rapid SOS software and train floor on how to use when caller cannot provide accurate location and Wireless ALI is suspect. Phase 2- Automate the process for transfering Rapid SOS data from phone to CAD. Incorporate Rapid SOS into routine address verification processes.

2018-20	ESI.net implementation	The Comtech portion of this work should be fully funded through the Washington State E911 Office. The Zetron Maxx portion of this work, which should be minimal, should be funded by Kitsap 911. The ESINet II Kitsap 911 team members will need to closely coordinate with the Washington State E911 Office, Comtech TCS and Zetron throughout the duration of this project. When Kitsap 911 cuts over to ESINet II the only operational impact we expect to see is an increase in the number of calls coming into the Zetron Maxx, until we have configured it to throttle the number of calls. We don't expect to take advantage of the other capabilities such as data and imagery until a later time, possibly coinciding with our next CAD Upgrade. There is a possibility of installing an additional T1 at the Kitsap 911 site if necessary. We expect to keep our existing GEM911 service (Text to 911) in place until a later time when texting to 911 is integrated with our system.
2018-21	Continuation of MR deployment	During the 2017 Project we identified a list of issues with our Mobile Responder product during the pilot testing period. We have been working with Hexagon to resolve these issues. During to the 2018 Continuation of implementing Mobile Responder we need to resolve the high priority issues with Hexagon before deploying for agency use. Kitsap 911 will purchase a limited number of Netmotion client licenses for agencies to be involved in a trial period. After the Trail Period we will meet with the agencies to determine their intended use of MR, now that they have been able to fully use it in the live environment. Once that is determined the agencies will be advised of the recurring costs for MR use. Agencies will then be able to commit to additional licenses as needed. There will be ongoing maintenance of the MR product as it's in use longer and we find changes and fixes that may be needed. With the use of Mobile Responder we should be able to offer similar but reduced functionalities to users without having the need for using a full MCT (Mobile Computer Terminal).
2018-22	SharePoint migration	Migrate the existing Sharepoint site to the Office365 Sharpeoint.
2018-23	Eventide back-up system	Put a server in place to hold a backup of the Eventide data. Possibly upload the backup to a cloud service
2018-24	ALS/BLS Fire Effort	Modify dispatch workflow to start all calls not immediately identifiable as ALS/CPR as BLS then be able to upgrade as more information becomes available. The overall goal to have units in route more quickly while we continue to gather information.
2018-25	Compensating Controls for MCTS & MR	The project will develop requirements and policies for agencies which have units that do not currently meet CJIS standards. Precautions such as hard drive encryption will be explored to provide additional security for these devices.
2018-26	MDM for All	The project will provide mobile device management requirements for agencies which choose to use their managed devices to access CJI via Mobile Responder. The project will also include policies for managing the devices in compliance with CJIS requirements. Actual device management in compliance with the approved compensating controls will be implemented by the user agencies.
2018-30	Secure Funding For Bainbridge Island Tower (Winslow Area)	Explore ways to partner with city and private entities to construct a new tower to improve radio coverage on Bainbridge Island
2018-31	Secure Additional Frequency Licenses	Find and Secure additional vhf radio liceses to allow for additional repeated/simulcast channels.
2018-32	Update all Policies and Procedures	Revamp DMS and refocus documents to focus on critical thinking/problem solving. Update agency name, titles, references etc to reflect Kitsap 911 rather than Kitsap County

2018-33	Training - Continuous Improvement Process: 2018 Goal- Revamp PCRA	Evaluate ways to reduce training time while improving success rates
2018-34	Hiring Process- Continuous Improvement Process: 2018 Goal- Telecommunicator Profile	Review of the Telecommunicator today – evaluate the changing workforce to figure out how we attract and keep employees who want to do this job and to insure we are hiring people today who can be successful in the NG911 environment
2018-42	Operations- Continuous Improvement Process: 2018 Goal- Building the team.	Reduce negativity through support and mentoring
2018-35	RMS/JMS Replaceement (Supprt KCIS)	Support the efforts of KCIS to evaluate and upgrade/replace the RMS/JMS system. Ensure compatibility with CAD
2018-36	Develop and Implement Customer Satisfaction Survey	Develop a customer satisfaction survey and process. Initially for members of the public who call 911 with the ability to expand to include responders in the future.
2018-37	TASK: Map Rolls for the year	
2018-38	TASK: First Due CAD Mirror?	
2018-39	TASK: Netmotion Move	
2018-40	TASK: Microwave System Improvements	
2018-41	TASK: MCT Analysis by Microsoft	

CS: Compensating Controls for MCTs

Project Team:

Sponsor:

Richard Kirton

Project Manager:

Paul Cocus

Project Members:

Tom Eberspecher

Stakeholders:

Kitsap 911 TSG and member law enforcement agencies

Project Charter:

Purpose:

The purpose of this project is to create policies and guidelines which will ensure compliance with CJIS requirements for law enforcement agencies using MCTs which do not reside in a secured location.

Justification:

Refer to https://www.fbi.gov/services/cjis/cjis-security-policy-resource-center for CJIS documentation and for referenced sections.

CJI data cannot be accessed from a device that does not meet the requirements established in section 5.9, which applies to devices that are not in a physically secured location. Examples of a physically secured location are police stations, police vehicles (excluding motorcycles), and 911 Carver St.

Devices that are used outside of physically secured locations such as a police motorcycle, a coffee shop, or a private residence must meet the authentication guidelines in section 5.6.2.2 to access CJI data.

Due to the cost and complexity of implementing a multi-factor authentication system for less than 10 units which do not meet the above guidelines, this project will focus on creating compensating controls to mitigate the risks associated with devices which are not physically secured. Compensating controls are defined as “temporary control measures implemented in lieu of the required control measures when an agency cannot meet the AA (advanced authentication) requirement due to legitimate technical or business constraints.”

These compensating controls must be documented and submitted to the Washington State CJIS Systems Officer (CSO) for approval.

Modified Date: 12/22/2017

Modified By: Tom Eberspecher

Scope:

The project will develop requirements and policies for agencies which have units that do not currently meet CJIS standards. Precautions such as hard drive encryption will be explored to provide additional security for these devices.

Boundaries:

This project will develop policies and guidelines to guide member agencies in the use of non-compliant MCTs with access to CJI data. Individual agencies will maintain responsibility for compliance with the policies developed by Kitsap 911.

Deliverables:

- Document to WSP requesting authorization for implementing compensating controls
- Policy detailing requirements to access CJI data on MCTs
- Written agreement from member agencies regarding implementation of compensating controls

Timeline:

To meet the CJIS audit date of June 2018, request to WSP should be forwarded for review prior to the end of 1Q 2018. Agency sign-off for meeting compensating controls required for access to CJI data will need to occur prior to the end of 2Q 2018.

Tasks

1. Draft document for requesting approval (TE)
2. Create policy documents for agencies with affected MCTs (TE and TU)
3. Encrypt the hard drives of affected MCTs (TE, TU, TW)
4. Receive written verification from agencies with non-compliant MCTs that compensating controls have been implemented per policy.

Risks

1. Approval from the WSP CSO is required before compensating controls can be implemented on affected MCTs. Denial of request will require the implementation of a multi-factor authentication solution or disabling CJI data on affected MCTs.
2. Agencies that do not comply with compensating controls requirements will not be able to receive data that contains CJI

2017 Goal – Charter Statement
Technology Monitoring

Project Team

Project Sponsor Approval

_____

Richard Kirton (date)

Project Lead Approval

_____

Brandon Wecker (date)

Project Members:

Brandon Wecker
Tim Simonson

Stakeholders:

Kitsap 911 Technology Team

Goals & Objectives

The overall goal is to provide an integrated, reliable technology to monitor performance, utilization, capacity, and faults of all Kitsap 911 technologies and systems.

The objectives are:

1. Real-time monitoring and reporting of all of Kitsap 911's technologies and systems.
2. Technology Monitoring System(s) to provide real-time information and fault notification to Kitsap 911's Technology Team.
3. Shorten the time to correct faults and outages and provide historical performance, resource utilization[1] and trend measurements.
4. Provide Kitsap911's Technology Team and executive leadership team with immediate access to real-time performance indicators and service restoration activities.
5. Identify every system to be monitored.[2]
6. Identify the elements of each system.[3]
7. Identify COTS[4] system(s) capable of monitoring and reporting on the performance of Kitsap 911's technologies. The system(s) may provide access using authorized Kitsap911 desktops, portable computers, and handheld devices.
8. Develop costs benefit analysis of various alternative solutions.
9. Identify options for implementation phasing.
10. Obtain approval for expenditure of funds.
11. Implement and configure monitoring solutions selected by Kitsap911

[1] Examples of resources includes central processing unit cycles, memory, network bandwidth, hard drive space, generator run time, commercial power availability, radio transmitter utilization, microwave radio path reliability.
[2] Examples of systems include Computer Aided Dispatch, 9-1-1 Telephone, Microwave Radio
[3] Examples of elements within systems includes disk drive utilization, radio bit error rate
[4] COTS denotes Commercial Off The Shelf

Scope:

The scope of this project is to either purchase or develop monitoring solution(s) for all Kitsap911 technologies. This solution can be fulfilled by incorporating multiple products provided the system health overviews of all products can be viewed from a single dashboard.

Boundaries:

The monitoring solutions will utilizing existing technology infrastructure when possible paired with commercially available software and equipment. We will focus on minimizing Kitsap911 specific customization to any purchased solutions.

Timeline:

Based on the project planning session in the staff meeting there needs to be progress made towards completing this project by the end of 4th quarter[5] of 2017. The goal will be to have the planning portion of project completed and the software solution(s) chosen by this time as well.

Implementation of the chosen solution(s) will take place in 2018.

Deliverables:

- System(s) capable of enterprise level technology monitoring
- An accessible dashboard providing a system health overview of all Kitsap911 technology

[5] 4th Quarter ends 12/31/2017

Kitsap911

Technology Monitoring

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Project Charter

Project Team:

Sponsor:

Richard Kirton

Project Members:

Brandon Wecker
Tim Simonson

Stakeholders:

Kitsap 911 Technology Team

Goals & Objectives:

The overall goal is to provide an integrated, reliable technology to monitor performance, utilization, capacity, and faults of all Kitsap 911 technologies and systems.

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4. Provide Kitsap911's Technology Team and executive leadership team with immediate access to real-time performance indicators and service restoration activities.
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6. Identify the elements of each system.[3]
7. Identify COTS[4] system(s) capable of monitoring and reporting on the performance of Kitsap 911's technologies. The system(s) may provide access using authorized Kitsap911 desktops, portable computers, and handheld devices.
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- System(s) capable of enterprise level technology monitoring
- An accessible dashboard providing a system health overview of all Kitsap911 technology

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[5] 4th Quarter ends 12/31/2017

Introduction and Background

This document will provide a comprehensive overview of the information and tasks related to Kitsap911's planning and implementation of technology monitoring system(s).

The tasks and considerations outlined in this document have each been assigned a unique task number with some spaces between numbering left for additional items that come up. The numbering scheme uses a 2 character alphabetical identifier as the leading portion representing when the task is due to occur as outlined below. These characters are then followed by 3 digit number (denoted below as xxx) which correlates to the order the tasks should follow. Tasks in **RED** are tollgate decisions and need to be completed by Kitsap911 management before proceeding to any following tasks.

Task Identifier	When to Occur
PExxx	Planning and Evaluation - Tasks which need to be completed prior to the Implementation and Configuration
ICxxx	Implementation and Configuration - Tasks which need to be completed in order to bring the technology monitoring system(s) online
ETxxx	Evaluation and Tuning - Tasks taking place after implementation to test and fine tune the output of the monitoring system(s)
WUxxx	Wrap Up – Broad tasks to be accomplished after the system(s) have been installed, configured, and tested

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Planning and Evaluation

Planning and Evaluation tasks have no implied parent tasks.

Tasks

PE001 – Determine Items to Monitor

Parent Tasks:
Planned Start: 11/2/2017
Expected Duration: 1 week
Assigned To: Brandon, Tim
Completed: 11/9/2017

Put together a list of items to monitor and classify them as Must have or Optional. See Appendix 1.

PE003 – Research Monitoring Solutions

Parent Tasks: PE001
Planned Start:
Expected Duration: 1 month
Assigned To: Brandon, Tim
Completed:

Research and evaluate monitoring solutions.

PE005 – Monitoring Solution(s) Recommendation

Parent Tasks: PE003
Planned Start:
Expected Duration: 1 week
Assigned To: Brandon, Tim
Completed:

Create a documented summary for the solutions researched including but not limited to Cost, Pros/Cons, relation to items to monitor, etc…. Also included will be a recommendation for one or more solutions to meet the technology monitoring needs of Kitsap911

PE015 – Discuss Recommendations with Technology Systems Manager

Parent Tasks: PE005
Planned Start:
Expected Duration: 1 hour
Assigned To: Brandon, Tim, Technology Systems Manager
Completed:

Based on documentation created in PE005 the Technology Systems Manager will assess the solutions and determine if additional research/justification is required prior to submission to project sponsor for approval.

PE020 – Project Sponsor Approval

Parent Tasks: PE015
Planned Start:
Expected Duration: 1 week
Assigned To: Technology Systems Manager, Project Sponsor
Completed:

Based on documentation created in PE005 and discussion in PE015 the Technology Systems Manager will submit the recommended solution(s) to project sponsor for approval and allocation of funds.

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PE030 – Detail Engineering Process

Parent Tasks: PE020
Planned Start:
Expected Duration: 2 weeks
Assigned To: Brandon, Tim
Completed:

Once the project sponsor has approved and allocated funds the detail engineering process can begin. This process entails creation of an Installation Package that includes all materials lists including cables, cable lengths, terminations, misc. hardware, and general installation instructions.

Implementation and Configuration

Implementation and Configuration tasks have implied parent tasks that all Planning and Evaluation tasks are completed

Tasks

IC005 – Secure software license(s)

IC010 – Software Purchase Approval

Parent Tasks: IC005
Planned Start:
Expected Duration:
Assigned To: Technology Systems Manager
Completed:

Submit quote and PO[6] to the Technology Systems Manager for approval.

IC015 – Secure hardware

Parent Tasks: IC010
Planned Start:
Expected Duration:
Assigned To: Brandon, Tim, Tom E
Completed:

Review system requirements of selected software and as needed purchase additional hardware to be the server platform. This server can be physical or virtual depending on the software requirements and the server cloud strategy developed by Kitsap911 TSG[7].

IC020 – Hardware Purchase Approval

Parent Tasks: IC015
Planned Start:
Expected Duration:
Assigned To: Technology Systems Manager
Completed:

Submit a quote and PO to the Technology Systems Manager for approval.

IC030 – Installation of Hardware

Parent Tasks: IC020

[6] Purchase Order
[7] Technical Services Group

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Planned Start:
Expected Duration:
Assigned To: Brandon, Tom E
Completed:

Rack and install server hardware and add cabling as needed.

IC040 – Install and Configure Software

Parent Tasks: IC030
Planned Start:
Expected Duration:
Assigned To: Brandon, Tim, Tom E, Vendor
Completed:

Install and perform the initial configuration of purchased software on the installed hardware. The initial installation and configuration may be performed by the software vendor or consultant if included as part of the contract. The network portion may begin while the Tech cabling effort is in progress

Evaluation and Tuning

Evaluation and Tuning tasks have implied parent tasks that all Implementation and Configuration tasks are completed.

Tasks

ET005 – Test Monitoring System

ET010 – Evaluate Monitoring Metrics

Parent Tasks:
Planned Start:
Expected Duration:
Assigned To: Brandon, Tim
Completed:

Evaluate initially configured monitoring metrics to ensure validity and reliability of all must have items. See Appendix 1.

ET015 – Evaluate Alerting Frequency/Delivery

Parent Tasks:
Planned Start:
Expected Duration:
Assigned To: Brandon, Tim
Completed:

Evaluate the frequency which the monitoring metrics alert as well as the delivery method and frequency of alerting[8].

ET040 – Unified Dashboard Evaluation

ET030 – Technology Systems Manager Approval

Parent Tasks: ET015
Planned Start:
Expected Duration:

[8] Methods are not limited to but may include: email, cellular text, dashboard notification

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Assigned To: Brandon, Tim, Technology Systems Manager
Completed:

Present alerting system to the Technology Systems Manager for approval of the system's addition to Kitsap911's environment and demonstrate that the system meets the monitoring requirements of all the Must Have Items. See Appendix 1. Additionally, assess the dashboard functionality if applicable.

ET040 – Unified Dashboard Creation

ET050 – Evaluate Addition of Optional Monitoring Items

Parent Tasks: ET040
Planned Start:
Expected Duration:
Assigned To: Brandon, Tim
Completed:

Evaluate monitoring system to determine the feasibility of the addition of each optional item. See Appendix 1.

ET060 – Configuration of Optional Monitoring Items

Parent Tasks: ET050
Planned Start:
Expected Duration:
Assigned To: Brandon, Tim
Completed:

Configure the monitoring system to include each feasible optional item. See Appendix 1.

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Wrap Up

Wrap Up tasks have implied parent tasks that all Evaluation and Tuning tasks are completed.

Tasks

WU005 – TSG Training on Monitoring Solution(s)

WU010 – Develop and Assign Monitoring Evaluation Tasks

WU030 – Secure funding for annual support of monitoring solutions

ET050 – Project Sponsor Project Completion Approval

Parent Tasks: WU035
Planned Start:
Expected Duration:
Assigned To: Technology Systems Manager
Completed:

Present alerting system, project plan, and deliverables to project sponsor for approval and close out of the project.

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Risks and Mitigation

Known risks identified with regard to the project and proposed mitigation if applicable.

Risk 1: Unable to find a comprehensive monitoring solution

One solution cannot be found to meet all must have monitoring requirements

Mitigation 1: Multiple Solutions

If one solution cannot be found to meet all the requirements the project team will evaluate and recommend multiple solutions.

Risk 2: Unable to integrate multiple solutions out of the box into a unified dashboard

If two solutions are required, they cannot be configured to both feed into an out of the box unified dashboard

Mitigation 2: TSG Writes a Unified Dashboard

TSG either contracts a vendor to write the code for a unified dashboard, or TSG uses in house resources to put the dashboard from multiple solutions together into a unified dashboard.

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Appendix 1: Items to Monitor

Items to monitor as part of the technology monitoring project. Monitoring is not limited to an up/down state. For many items monitoring, should also include a graph of the statistics in order to better evaluate trends/spikes/load. Not all of these items need to be configured to show on the dashboard, many can be accessed from drill down menus.

Must have items

The chosen solution must be able to monitor the following alarm types:

- Contact Closures
- Analog Alarms
- Syslog Alerts
- SNMP Alerts

The chosen solution must also be able to monitor the following systems/services (some may already be covered under the above alarm types section)

- Network State of servers/network hardware
  - Connected/disconnected
- Memory utilization
- Memory Health
- CPU Utilization
- CPU Temperature
- Hard drive health
- Hard drive capacity remaining
- Service state
  - Example is IIS up or down
- Channel Banks
  - Major/Minor alarm type
- Larus Route Switch
  - Major/Minor alarm type
- Netguardian
  - Up/Down
- RAD T1 to IP Converter
  - Up/Down
- Serial to IP Converter
  - Up/Down
- Spectracom Oscillator
  - Major/ Minor alarm type
- Spectracom Distribution
  - Major/ Minor alarm type
- Spectracom Time Server
  - Up/Down
- Voters
  - Major/Minor Alarms

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- ACOM Radio
  - Major/Minor Alarms
- Zetron Stack Light – Max CT
  - Major/Minor Alarm Types
- Rectifiers and Distribution
  - Major/Minor Alarms
  - Circuit Breaker Alarm
- Generator
  - Status
- Fuel Levels
- Transfer Switch
  - Major/Minor Alarms
- DC/AC Inverter
  - Major/Minor Alarms
  - Circuit Breaker Alarm

The chosen solution must be able to provide the following capabilities:

- Interconnection with site Remote Terminal Units (RTUs)

Optional Items

The chosen solution will be preferred if able to provide the following capabilities:

- Telnet Access to monitored devices (if supported by device)
- Ability to graph alarm levels to evaluate trends and alert above a defined threshold
- Derived alarms based on multiple triggers such as multiple faults or faults within a time frame

The chosen solution would be preferred if it has the ability to supports additional alarm protocols/modules such as:

- E2A

The chosen solution will be preferred if able to monitor the following systems/services (some may already be covered under the above alarm types section)

- Network utilization per interface
- Swap utilization
- Processes running
  - Created, uptime, resources used
- Hard drive activity
- Service connections
  - Sql, Web Server, Etc
- Print Queues
- Printer status

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