



**Kitsap 911 Board of Directors Meeting on  
March 7, 2023**

**Via Virtual Meeting and Norm Dicks Governance Center**

**ATTENDING:**

**Board of Directors:**

Charlotte Garrido, Kitsap County Commissioner  
Robert Gelder- Kitsap County Commissioner  
Sheriff John Gese- Kitsap County  
Joe Deets-City of Bainbridge Island  
Becky Erickson- City of Poulsbo Mayor  
Rob Putaansuu- City of Port Orchard Mayor  
Greg Wheeler-City of Bremerton Mayor (Vice Chair)  
Jeff Coughlin-City of Bremerton Council Member  
David Ellingson-Fire Commissioner (Chair)  
Dusty Wiley-Fire Commissioner  
Bob Muhleman- Fire Commissioner

**Staff:**

Richard Kirton- Executive Director  
Maria Jameson-Owens-Deputy Director  
Rachael Taylor-Human Resource Manager  
Brandon Wecker-Technician Service Manager  
Jamie Donley- Deputy Operations Manager  
Steve Rogers-Financial Manager  
Stephanie Browning- Administrative Specialist

**Absent:**

Katie Walters-Kitsap County Commissioner  
Denis Frey- City of Bremerton Council Member

**Guests:**

Chief Jim Gillard- Vice Chair of SAB and Chief of Poulsbo Fire

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**Call to Order:** Chair David Ellingson called the meeting to order at 12:30pm.

**Additions:** No Additions

**Public Comment:** No public comment was received prior to the start of the meeting and no members of the public were in attendance.

**Welcome new Kitsap 911 Board of Director Members;** Welcome to new Board Members Director Katie Walters- Kitsap County Commissioners, and Director Jeff Coughlin- Bremerton City Council.

**Approval of Minutes:**

**Director Robert Gelder made a motion to approve the minutes from 12/06/2022. Motion was seconded by Director Rob Putansuu. Motion Passed**

**Election of Chair and Vice Chair**

**Director Bob Muhleman made a motion to nominate Director David Ellingson as the Chair of the Kitsap 911 Board of Directors. Motion was seconded by Director Rob Putansuu.**

**Director Bob Muhleman made a motion to nominate Director Greg Wheeler as the Vice Chair of the Kitsap 911 Board of Directors. Motion was seconded by Director Rob Putansuu.**

**Appointment of Executive Committee Members**

**The Board of Directors appointed the following people to be on the Executive Committee Director Joe Deets, Director Greg Wheeler, Director John Gese, Director Dusty Wiley, and Chair David Ellingson.**

**Resolution 2022-010 Adopting the 2023 Operating, Non-Operation/Special Projects and Technical Enhancements, and Capital Project Budget Amendments**

Finance Manager Steve Rogers reported that Resolution 2022-010 (2023 budget amendment) received unanimous support from the Executive Committee in their meeting on February 22<sup>nd</sup>. Mr. Rogers reported the following highlights.

- \*Revenue outlook remains unchanged*
- \*8% increase in labor section due to implementation of the new 2023-2025 CBA*
- \*New PFML rate increase*
- \*Pay raise for Radio Program Manager and Radio Program Assistant position*
- \*Moving funds assigned for the CCTV and building access control system to committed section*
- \*Radio Project budget revenues were updated with actual 2023 receipts from Proposition 2.*
- \*Line 7 is a reclassification of radio project labor costs*
- \*Line 11 is Proposition 2 money anticipated receiving.*

**Directors Robert Gelder made a motion to approve Resolution 2023-010. Motion was seconded by Director Becky Erickson. Motion Passed.**

### **Resolution 2023-002 Adopting to Reimburse Expenditures with Proceeds of a Borrowing**

Finance Manager Steve Rogers stated that at the advice of our bond counsel, we are asking the Board to approve this resolution, which give us the ability to be reimbursed with bond proceeds for up to \$6M in expenditures related to our radio project. As a reminder, this resolution does not commit funds, nor does it force Kitsap 911 to issue bonds if approved. It is simply affords the latitude to recoup some of the costs with bond proceeds if we decide to bond in the future

**Director Greg Wheeler made a motion to approve Resolution 2023-002 Adopting to Reimburse Expenditures with Proceeds of a Borrowing. Motion was seconded by Director Bob Muhleman. Motion Passed.**

### **Annual Performance Measure Report**

Deputy Director Maria Jameson-Owens presented the 2022 Performance Measure Report. This is the thirteenth-year of the report and it is available on [www.kitsap911.org](http://www.kitsap911.org). The following were questions from the Board of Directors:

*Director Coughlin asked what non-emergency calls are. Mrs. Jameson-Owens stated they are calls that come into 911 vs the nonemergency line.*

### **Goals and Tech Project Report**

Technical Systems Manager Brandon Wecker provided the following report and informed the Board that the numbers in the report have changed.:

*\*2022-7 Replace Inventory/Asset Management Software-This task was to replace Kitsap 911 inventory and asset management software with on selected last year. This project is complete, and we have locked Track-it Inventory down to read only.*

*\*2022-8 TSG Staffing Study- This is the task to review our current and planned staffing and determined what will be needed to meet required support levels as well as support the new LMR and microwave system. The drafted is expected to be complete and ready for review before the end of April.*

*\*2022-9 Replace Security System- This project is to replace Kitsap 911's Security System and*

cameras. There was a detailed project kick-off, following which we reviewed the new camera placement, placed order for long lead time parts, and begun cabling.

\*2022-10 Replace K911 Roof Replacement- This project is complete.

\*2022-12 MCT Replacement- This project is Kitsap 911's purchasing and providing of MCT replacements in 2023. Half of the equipment has been received. Technicians are inventorying them using the new software and have contracted with the imaging vendor for professional services for training and new imaging creation for the new MCTs.

\*2022-13 CAD-to-CAD with South Sound 911- This project is creating a CAD-to-CAD link between Kitsap 911 and South Sound 911. Hexagon is working to secure project resources and they expect to have a schedule to us in the coming weeks for the work.

\*2023-15 Office and MDM Replacement- This is the task renewing Kitsap 911 O365 quote for 3 years, as well as adding Microsoft Intune to our licenses and rolling it out to replace the current MDM solution. The agreement is complete and now we are working to setup and configure Intune, as all devices will need to be reenrolled once the replacement is ready to go live.

### **Finance Report**

Finance Manager Steve Rogers provided a financial report for the month ended January 31, 2023. For revenues, we have received approximately \$1.6M which is right in-line with expectations. All in all, there were no big variances from budget, as both our excise tax and other revenues were under 1% over budget. With expenditures, we are under budget on the operations side by about 5%. For operating expenditures, the only deviation from the budget was in labor, but this finance report does not include the amended labor numbers presented previously in the budget amendment. This variance was expected and will be resolved with the resolution next month. A new change to the finance report is you will see the radio replacement project expenditure in one section and below it you will see all other capital and non-operational expenditures. For the radio replacement project, \$1.17M has been spent to date. For other capital projects only \$18K has been spent to date out of the \$2.36M appropriated. No reserves have been used to date and risks remain the same.

### **LMR Project Update**

Technical System Manager Brandon Wecker presented the current status of the project (presentation attached). Kitsap 911 has been regularly communicating the progress to the Executive Committee and the Strategic Advisory Board.

### **Executive Committee Report**

Mr. Kirton reported that the executive committee has been meeting virtually regularly and have done the following:

- Approved various warrants, payroll, and electronic fund transfers
- Received regular staff reports
- Ratification for contract K911-064 Petek and Associates, Peer Support
- Annual Review of Service Agreements

- Ratification of K911-066, Professional Service contract with Eadie Kaltenbacher for GIS Analyst and MSAG
- Approval of updates to GD-246 Employee Recognition

### **Good of the Order**

Director Rob Putansuu asked for the next agenda to have the page number next to the item or have a hot link next to the agenda items making the agenda more standardized to other agencies.

Director Becky Erickson thanked Brandon Wecker and his crew for the helping with the Virginia Mason data center in Gig Harbor.

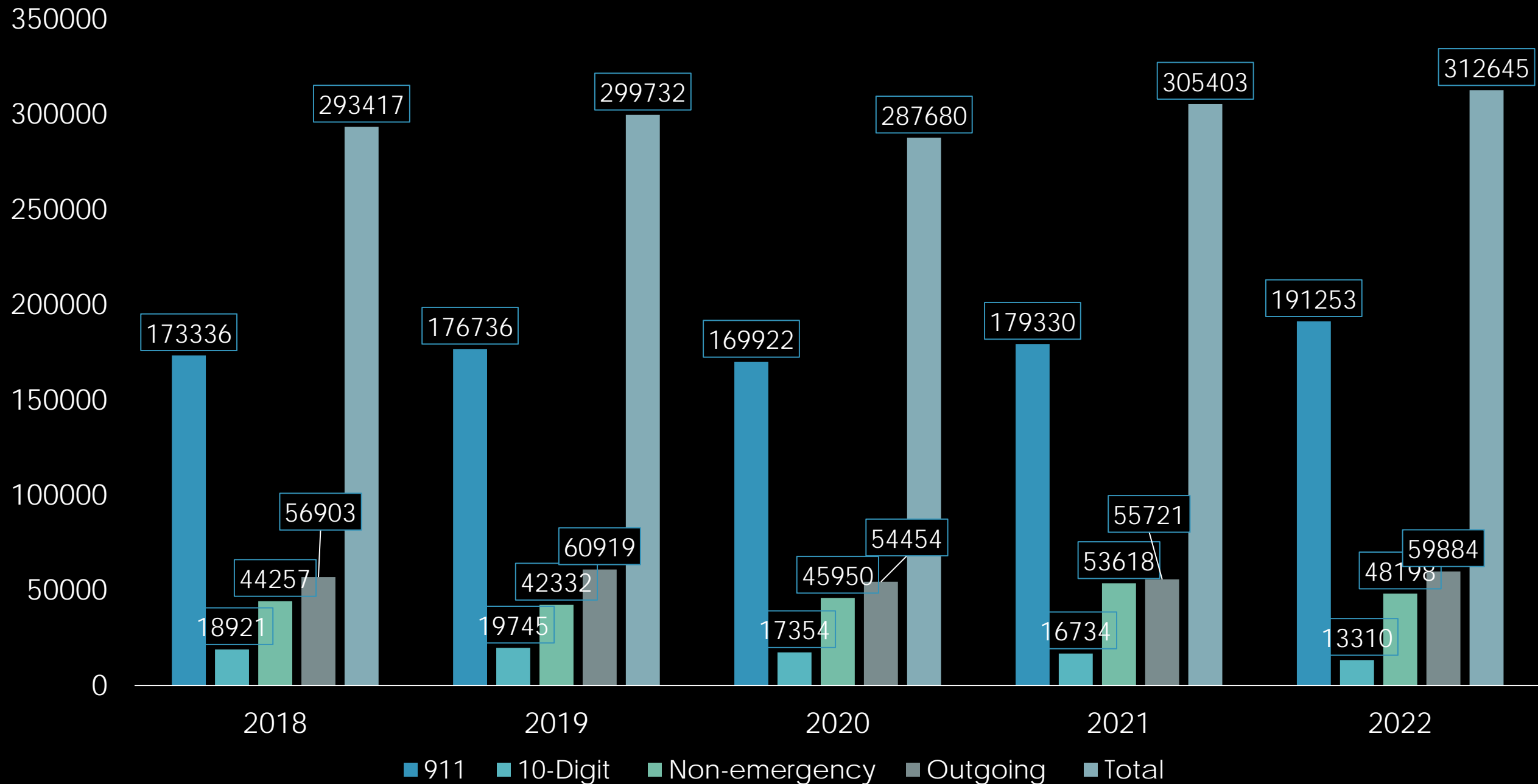
The meeting was adjourned at 1:27 PM.

***The next scheduled meeting of the Kitsap 911 Board of Directors is June 6, 2023, at 12:30 Virtually or In-Person at Norm Dicks Government Chambers.***

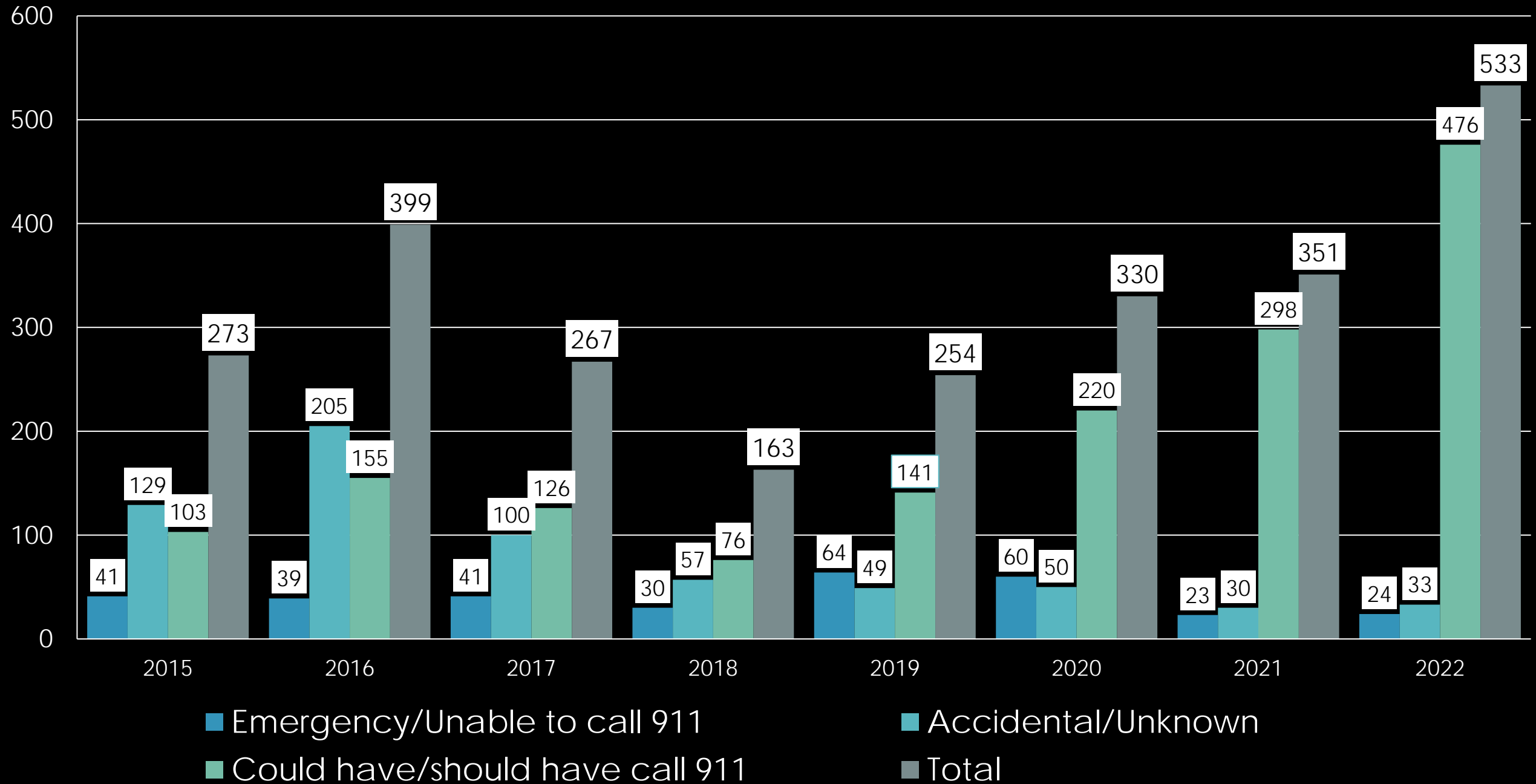


2022  
PERFORMANCE  
MEASURES

# Calls Processed on the Dispatch Floor

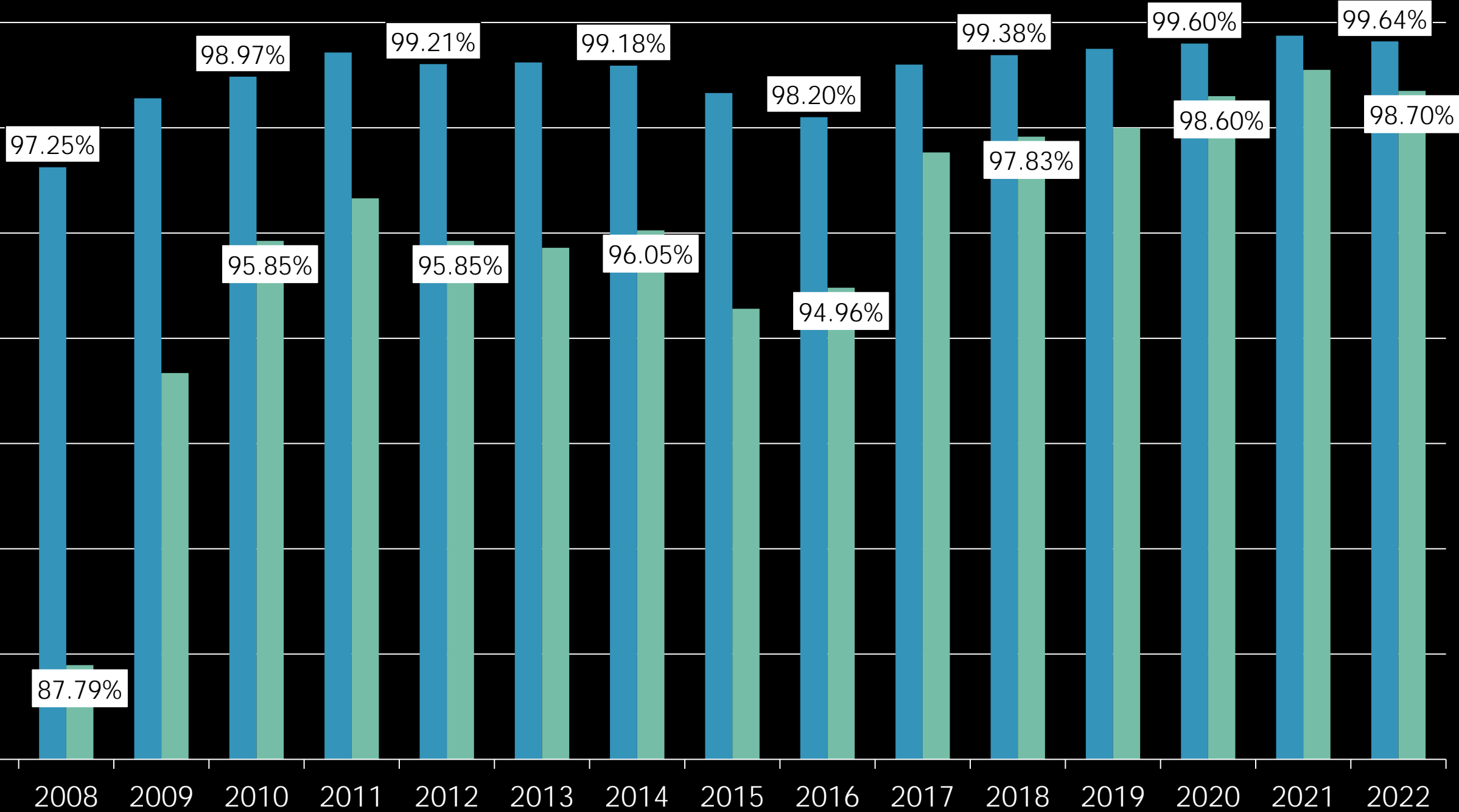


# TEXT TO 911

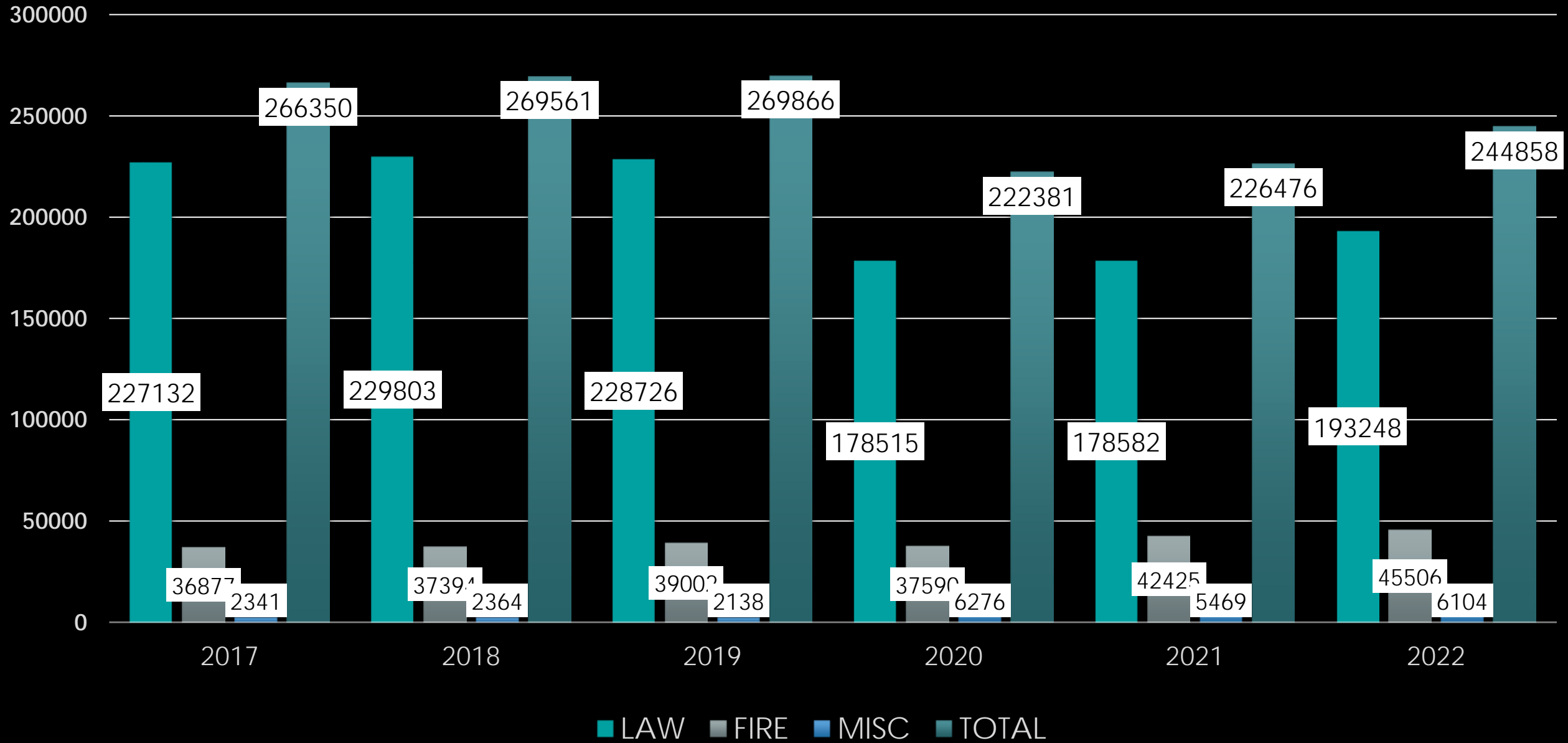




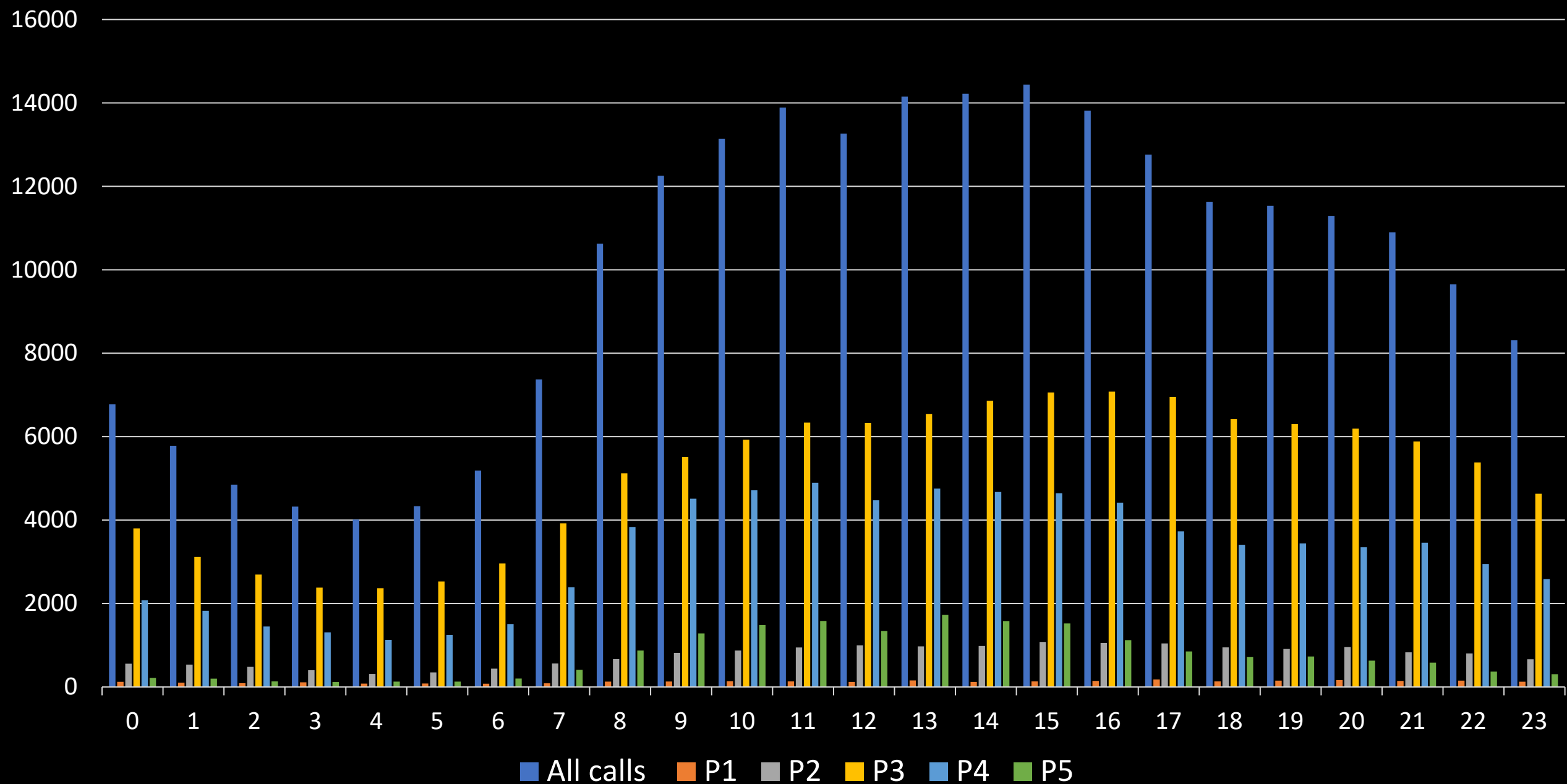
# 911 CALL ANSWERING



# DISPATCHED EVENT HISTORY



# Busiest Hours by Priority



# Dispatch Performance Standards

Priority 1 Law Enforcement	2018	2019	2020	2021	2022
Average Dispatch Time Priority 1 Law Events	29	30	26	26	26
FIRE/EMS Standards	2018	2019	2020	2021	2022
90% Dispatched within 64 Seconds	84%	81.5%	75.6%	78.2%	75.6%
95% Dispatched within 106 Seconds	96%	96.6%	96%	96.5%	96%
Answered to Dispatched	:47	:47	:52	:50	:52

# Fire/EMS Digital Alerting Impacts

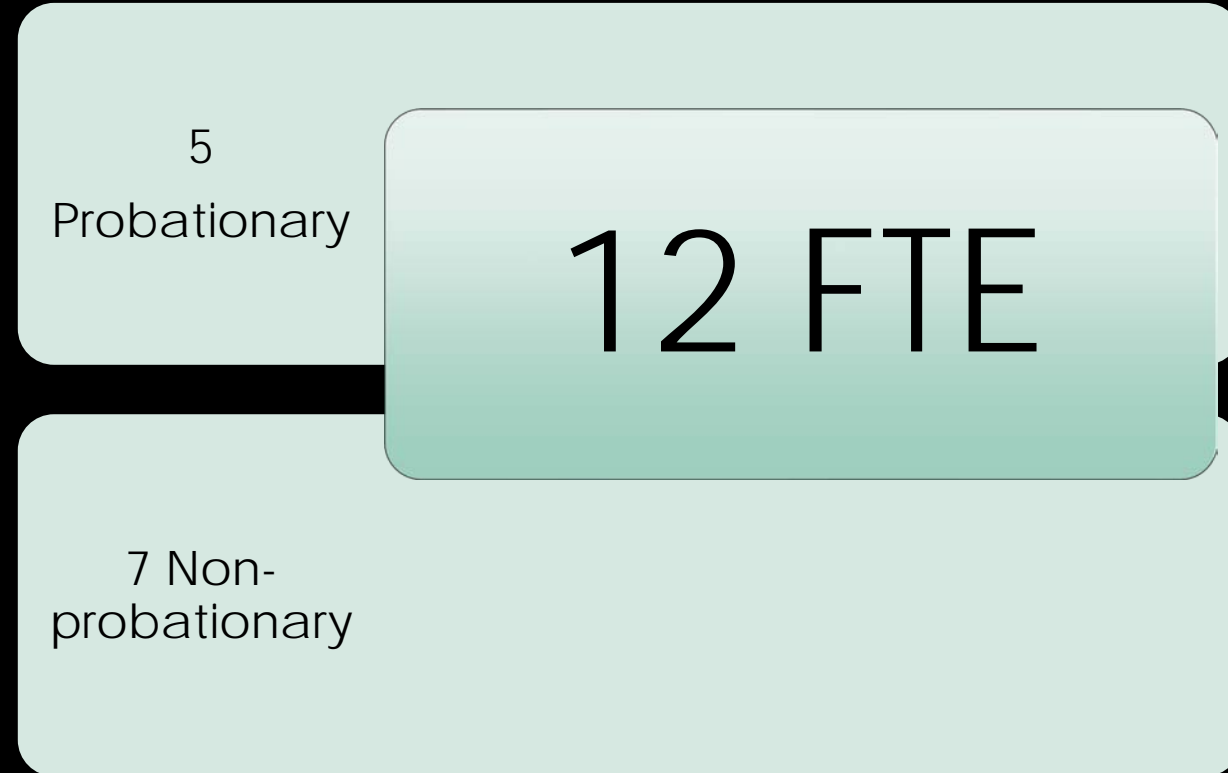
	<b>ANAOLOG ALERTING</b>	<b>DIGITAL ALERTING</b>
<b>TONE START DELAY</b>	5 TO 10 SECONDS	SIMULTANEOUS
<b>VOICE DELAY</b>	UP TO 3 SECONDS	SIMULTANEOUS
<b>TONE DURATION</b>	5 TO 26 SECONDS	SIMULTANEOUS
<b>TOTAL TIME</b>	<b>13 TO 39 SECONDS</b>	<b>1.54 SECONDS</b>

## 2022 Recruitments



Continuous Improvement Goal: Pull in applicants in order to fill maximum number of positions

# Employee Exits



# Staffing

Today

- Tech & Admin fully staffed
- 10 Operations Positions Short
- April Hiring
- Lateral position is continuously open





# Our Employees

Average Tenure: 7.84 Years

Retention Rates:

Non-Probationary 82%

Probationary: 82.4%

Continuous Improvement Goal: Improve Non-probationary & Probationary Retention Rates

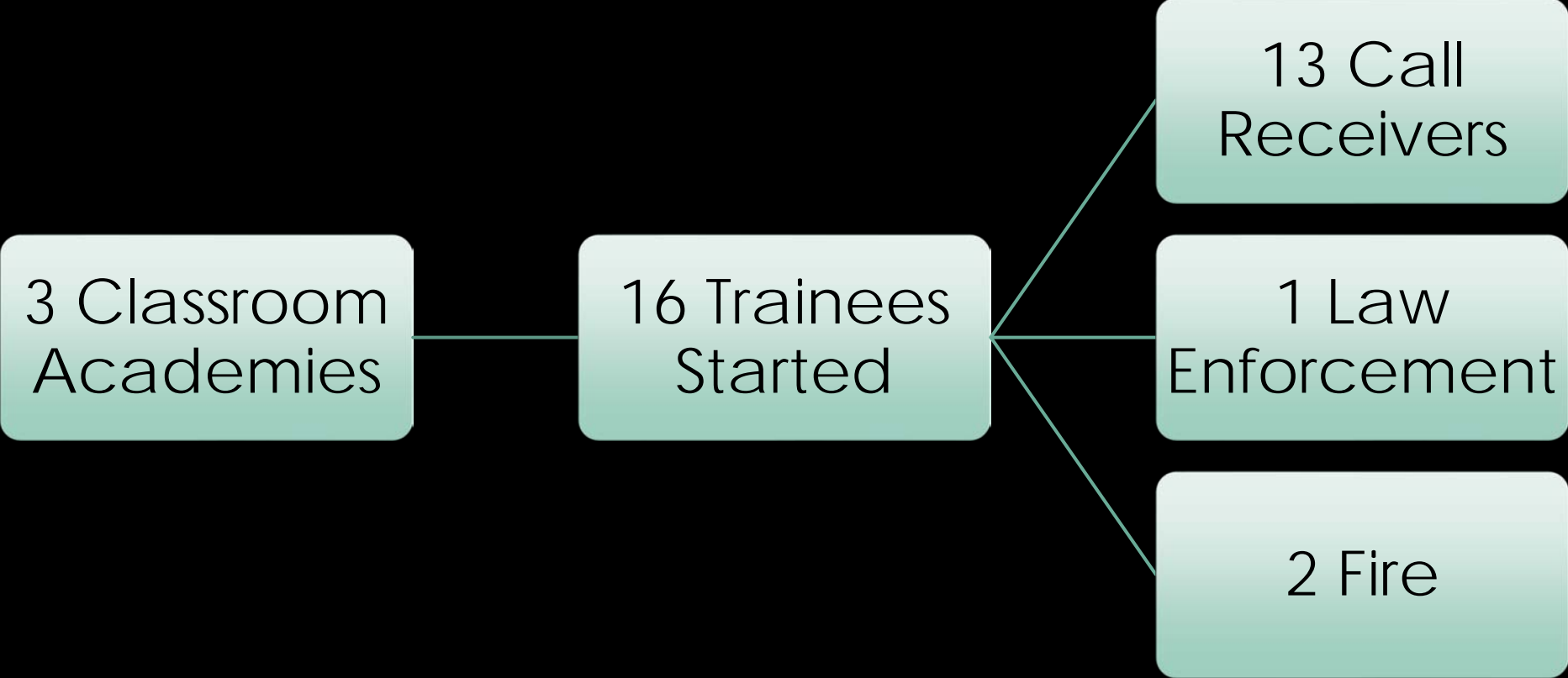
# Our Employees

Average sick leave per employee per year:  
69 hours

Hours of overtime worked:  
18,700

Continuous Improvement Goal: Reduce Overtime

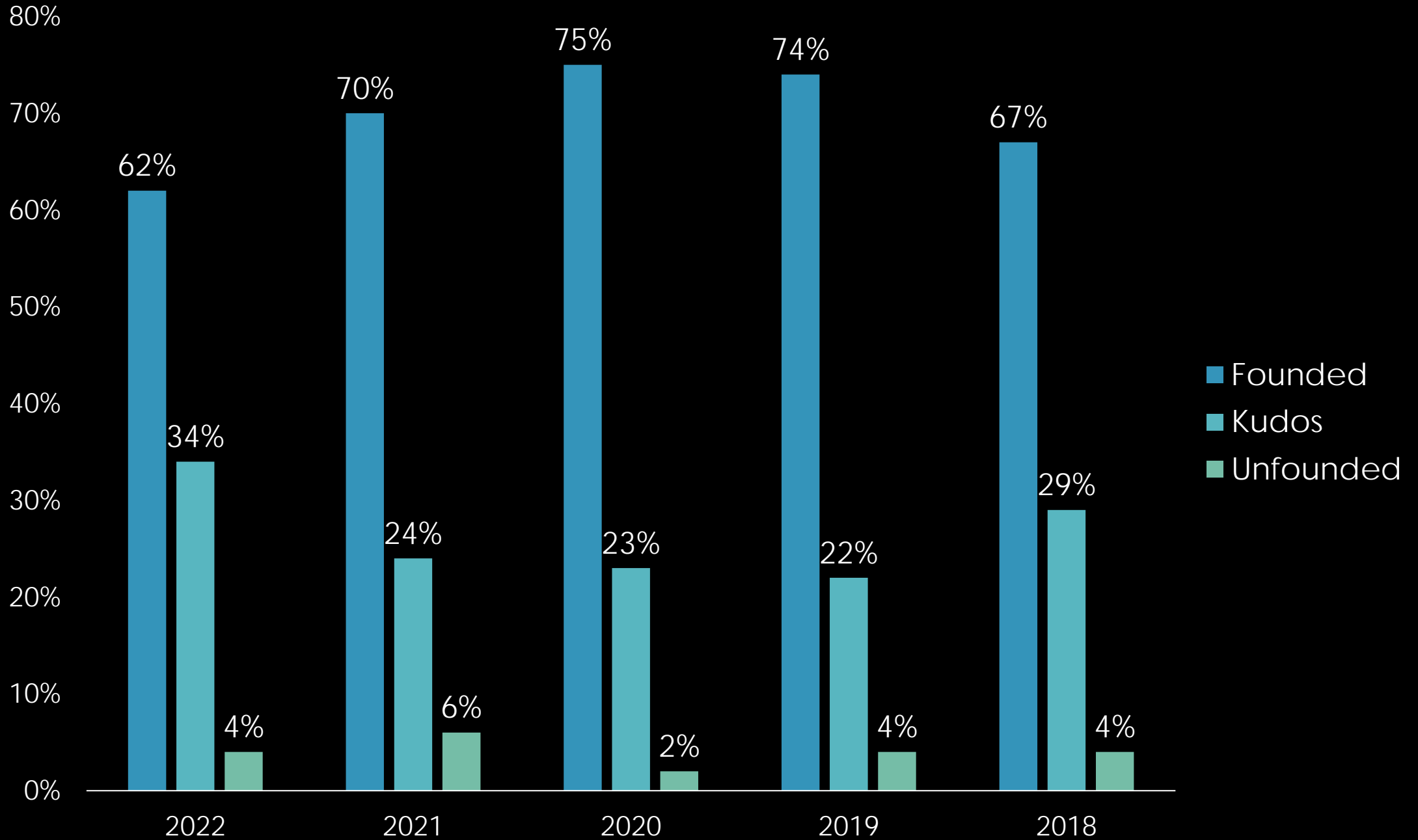
# Training



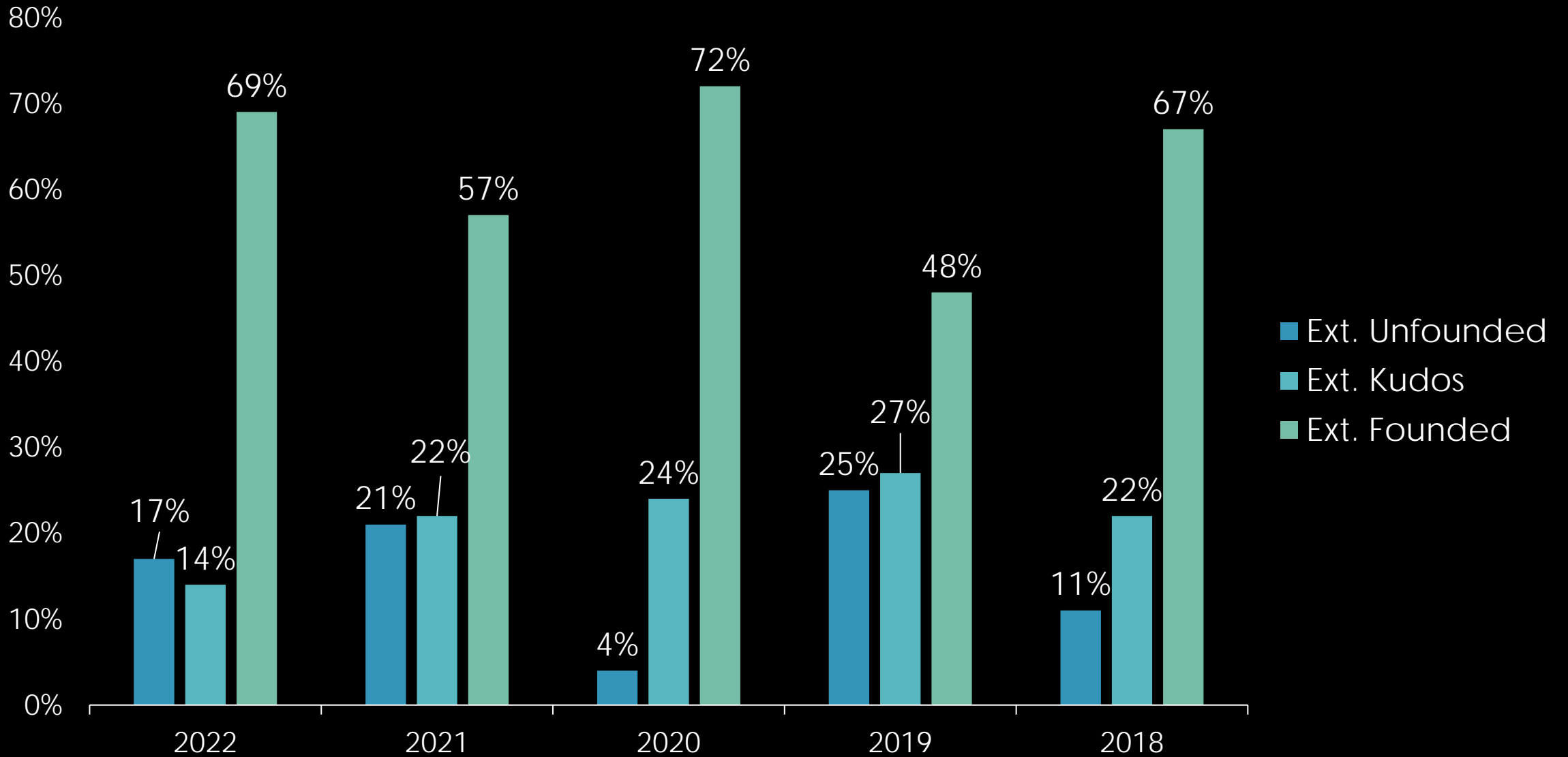
Continuous Improvement Goal: Build CTO Consistency

Continuous Improvement Goal: Evaluate Decreased Training Time

# Performance Management

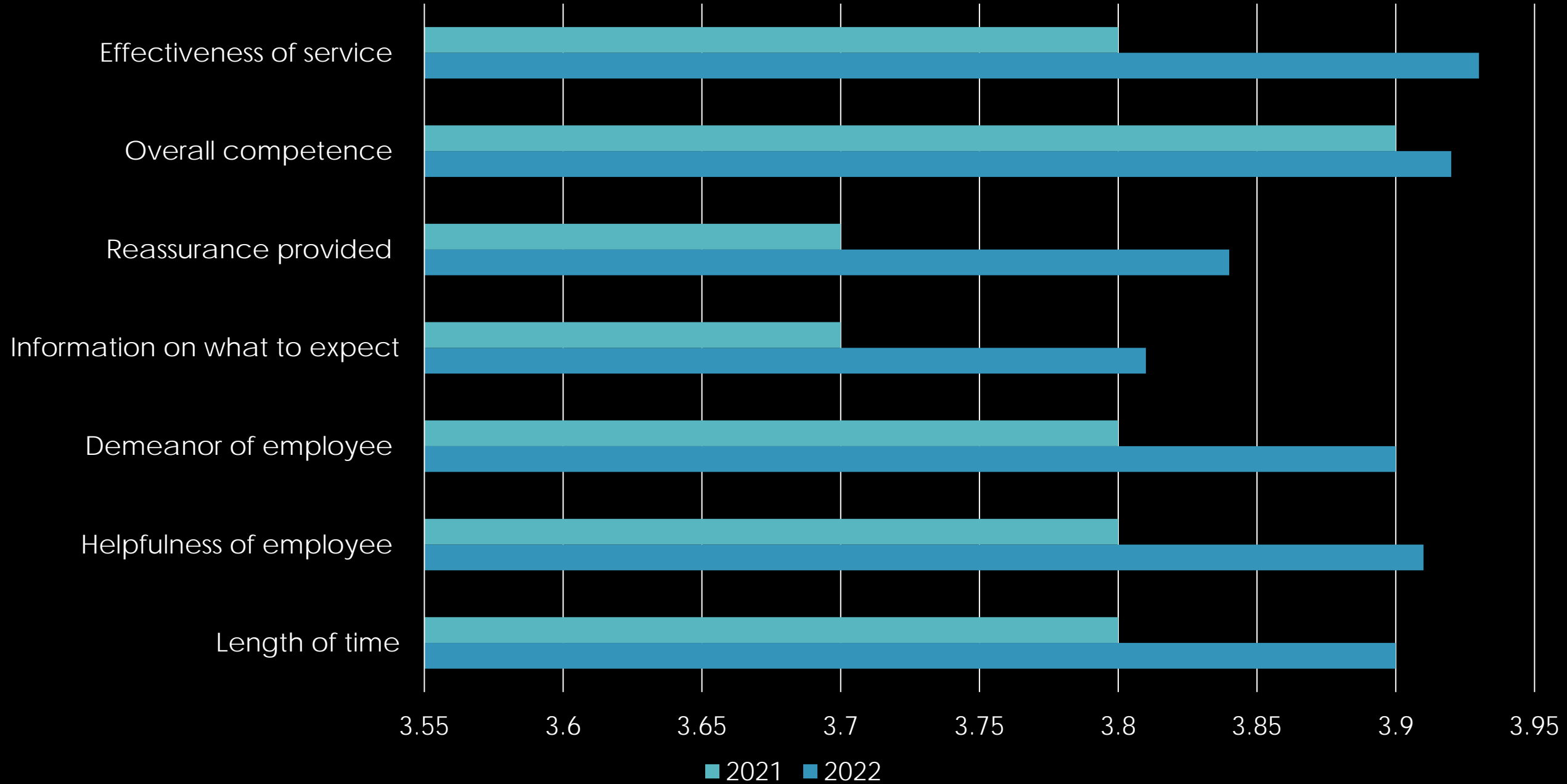


# Performance Management

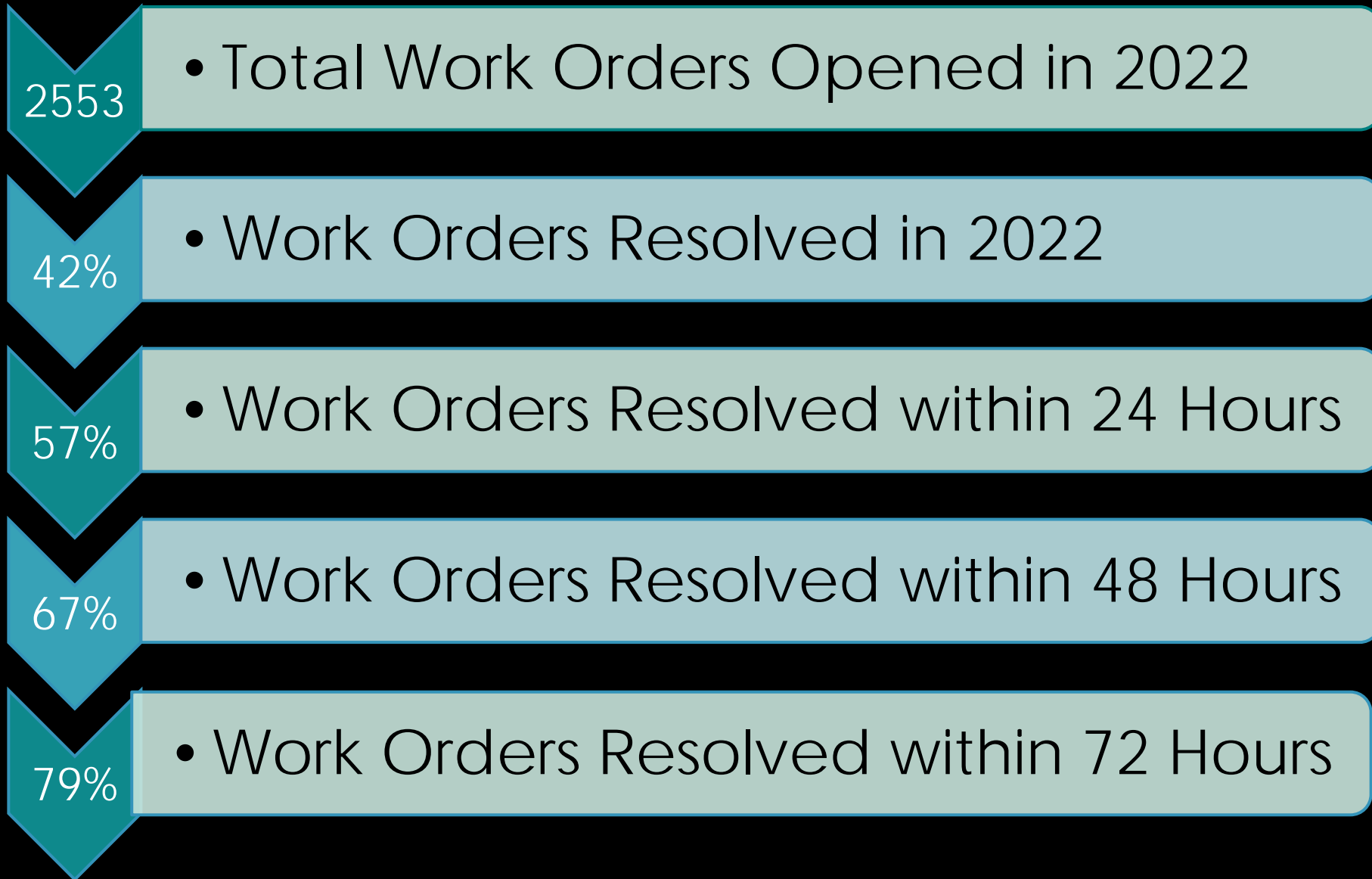


1 Internal Investigation

# Customer Satisfaction Survey Results



# Technology Group Workload



2553

- Total Work Orders Opened in 2022

42%

- Work Orders Resolved in 2022

57%

- Work Orders Resolved within 24 Hours

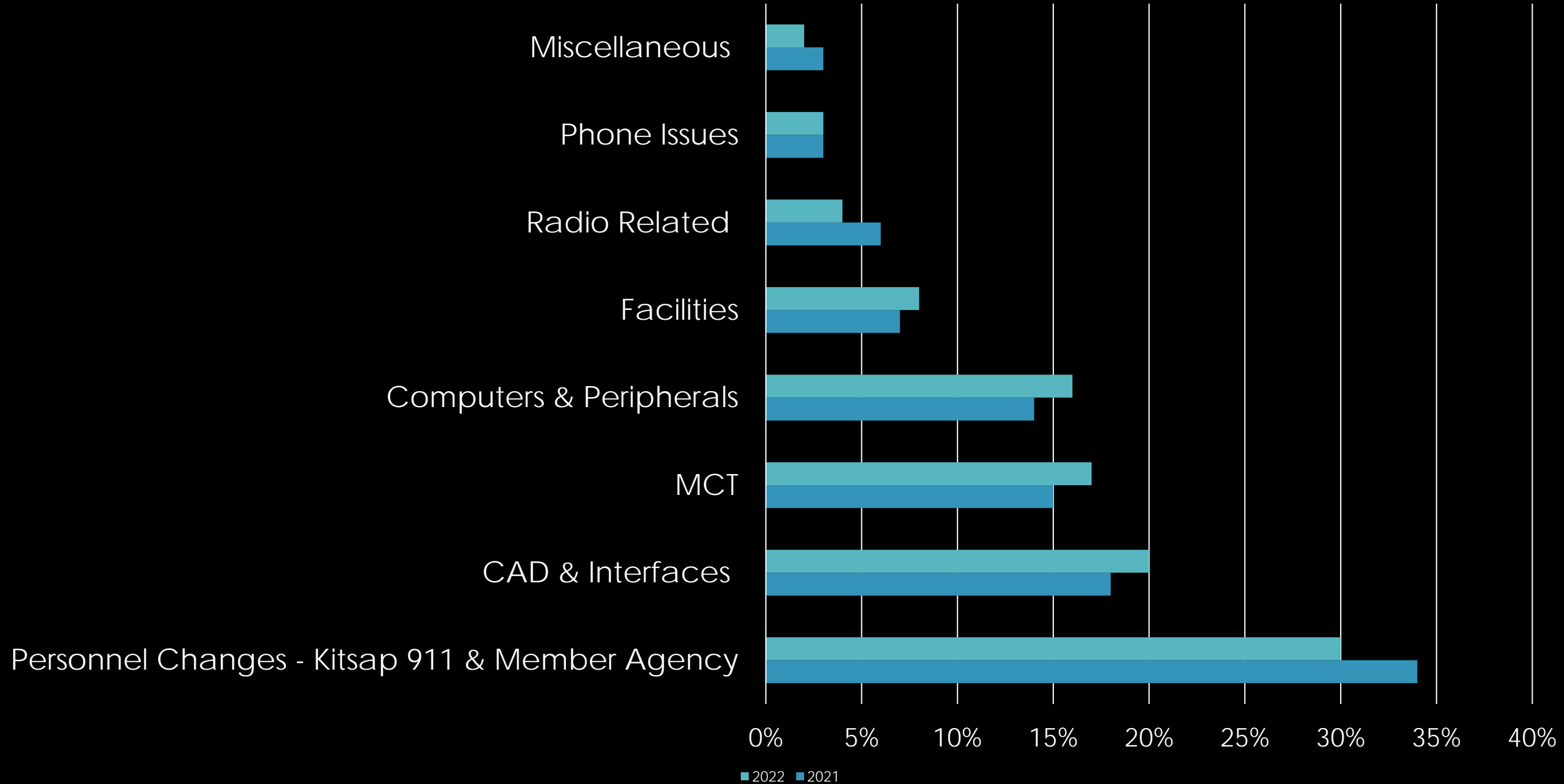
67%

- Work Orders Resolved within 48 Hours

79%

- Work Orders Resolved within 72 Hours

# Work Order by Type





## System Reliability

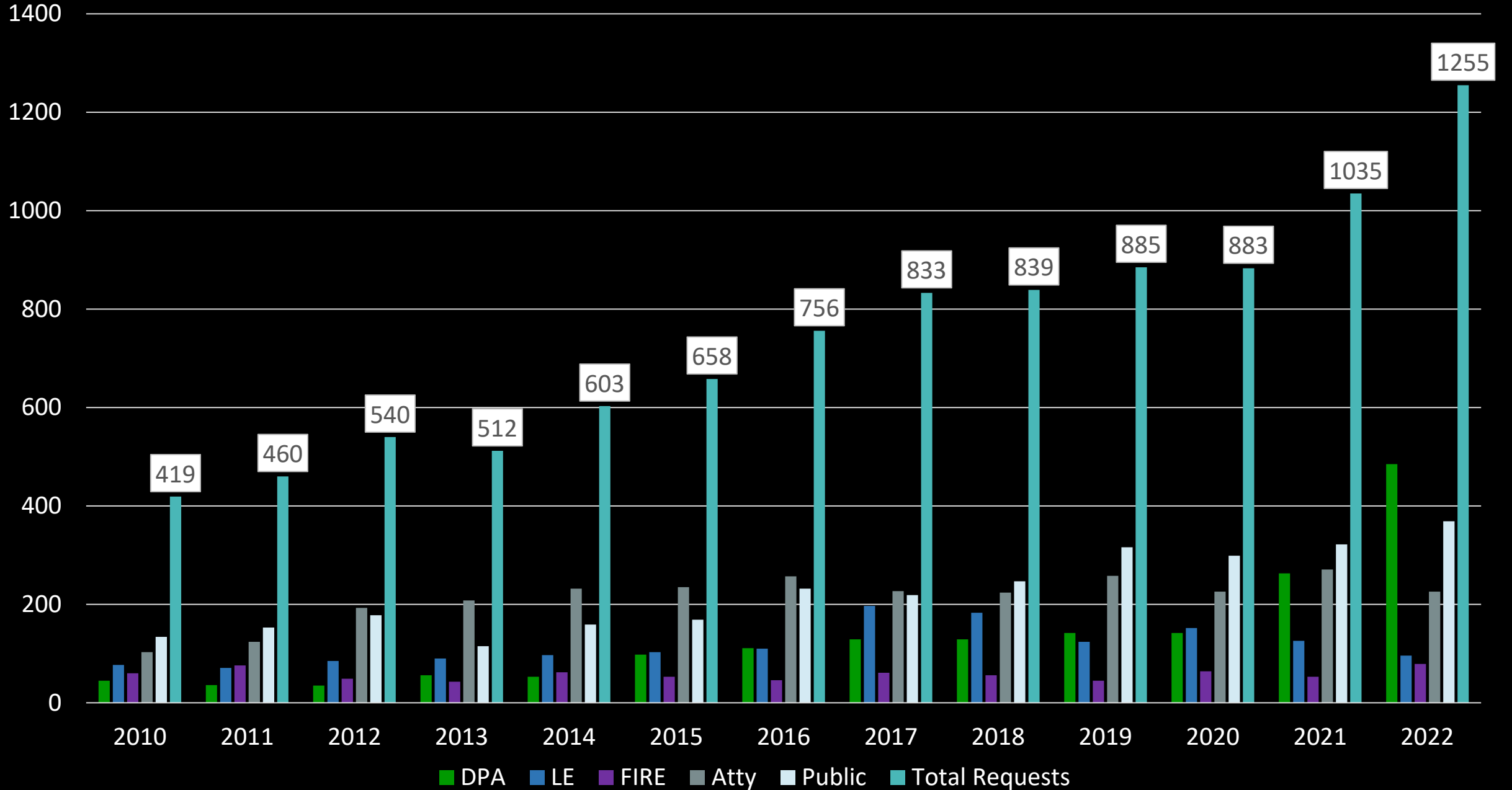
CAD	100%
Text to 911	100%
Radio	100%
MCT	99.887%
911 System	100%

## MAP/CAD Address Accuracy

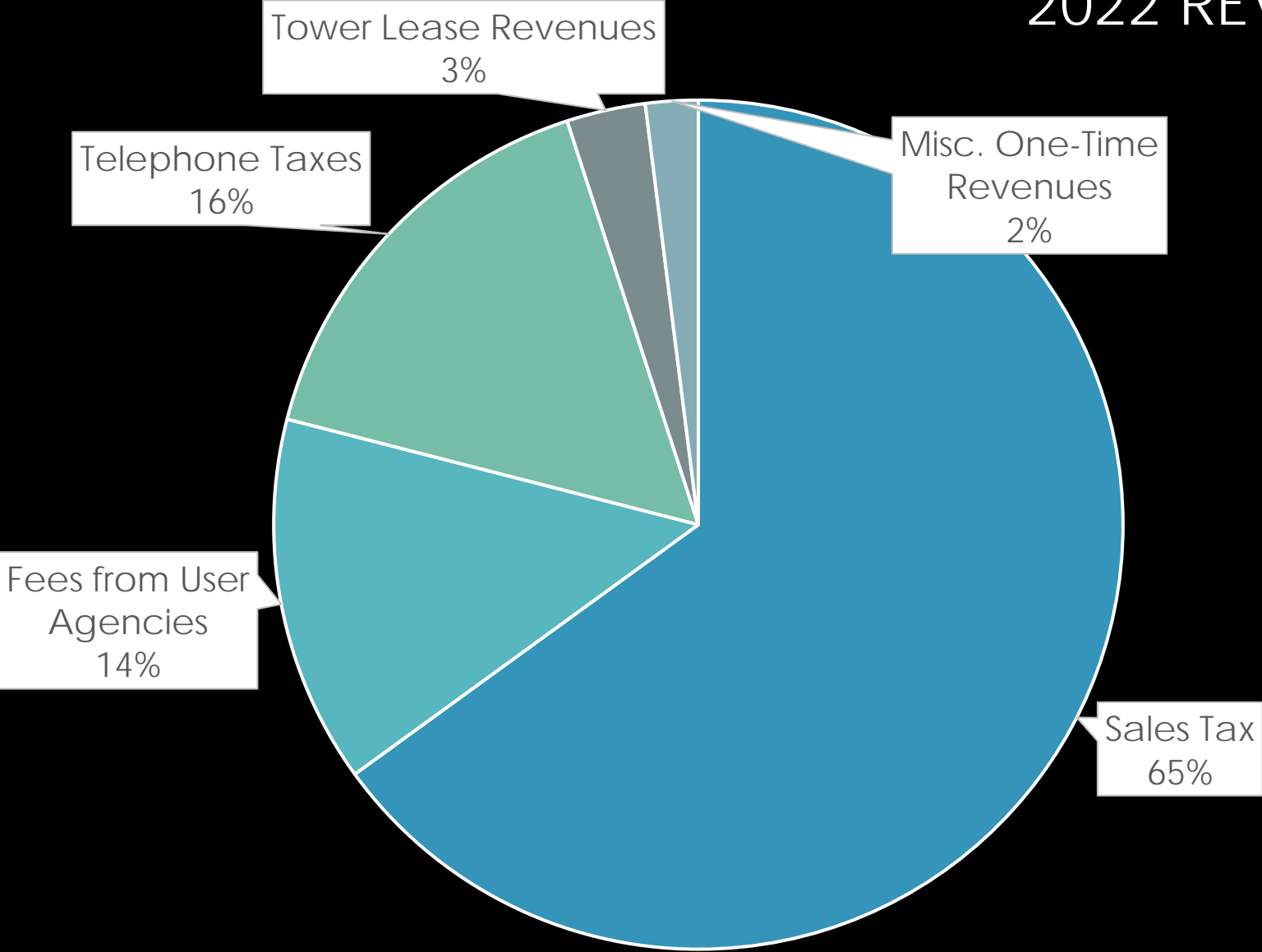
Critical errors (yearly average)	0
State Hub upload frequency (yearly average)	29 days

P.01 Grade of Service Compliant

# PUBLIC DISCLOSURE REQUESTS

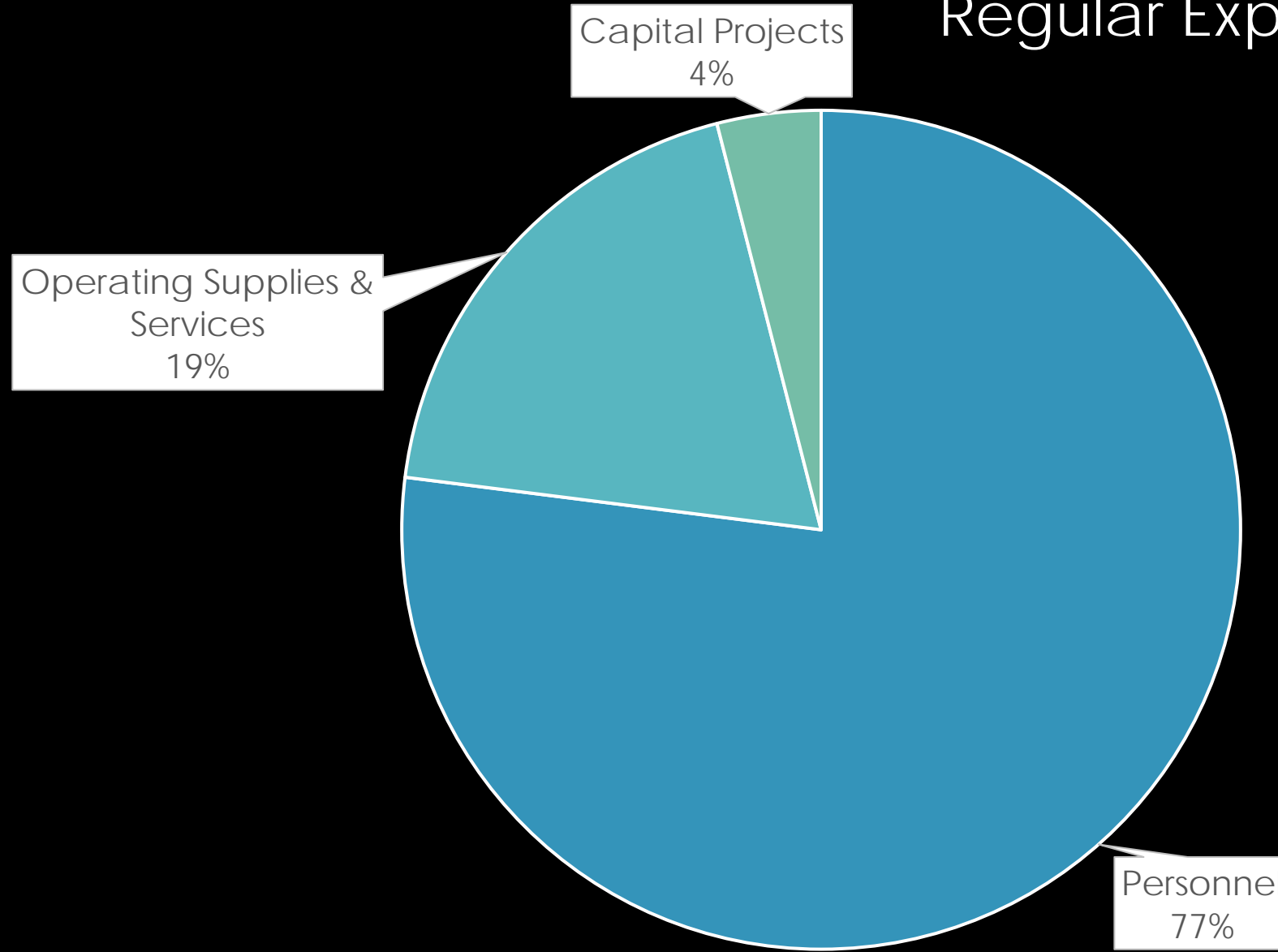


# 2022 REVENUES



■ Sales Tax   ■ Fees from User Agencies   ■ Telephone Taxes   ■ Tower Lease Revenues   ■ Misc. One-Time Revenues

# Regular Expenditures



■ Personnel   ■ Operating Supplies & Services   ■ Capital Projects



We are Kitsap 911,  
providing exceptional public safety  
emergency communications services  
every day.

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# Board of Directors Radio Program Update

March 7, 2023

R. Scott Peabody, P.E.

[speabody@kitsap911.org](mailto:speabody@kitsap911.org)

360 552-8402





# Topics

- Microwave Project Status
- Hands On Demonstrations
- Next Steps





# Microwave Project Status At a Glance

Microwave  
Project Progress

100%	Close Out
75%	
50%	
25%	
100%	System Acceptance
75%	
50%	
25%	
100%	Cutover
75%	
50%	
25%	
100%	Installation
75%	
50%	
25%	
100%	Factory Staging
75%	
50%	
25%	
100%	Equipment Order
75%	
50%	
25%	
100%	Design
75%	
50%	
25%	

**Complete**  
**Complete**  
**Complete**  
**In Progress**

Review and Revise Test Plan for Factory Staging  
Review Engineering Path Surveys and Path Studies for FCC Licensing

2/27 Microwave Training Scheduled 5 days

3/6 Microwave Factory Staging 5 days Austin TX

**Pending** Crate and Ship Equipment

- Start Installations April/May



# Equipment Demonstrations

Equipment Demonstrations – Points awarded proportional to the following:

- Hands-on user radio demonstrations at a location to be determined in Kitsap County of all proposed types of mobile and portable user radios preferably with some Kitsap law enforcement and fire channels programmed into the radios and broadband services enabled
- Hands-on dispatch console demonstration at a location to be determined of the proposed replacement console system (if applicable) with dispatch users
- Demonstration of all proposed network and system management capabilities for end user radios (i.e., programming and radio management), dispatch console system, radio infrastructure, and backhaul systems

2023

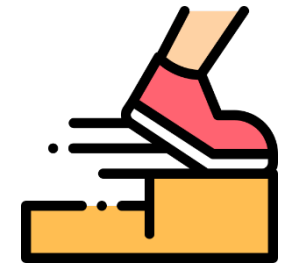
FEBRUARY							MARCH						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
			1	2	3	4			1	2	3	4	
5	6	7	8	9	10	11	5	6	7	8	9	10	11
12	13	14	15	16	17	18	12	13	14	15	16	17	18
19	20	21	22	23	24	25	19	20	21	22	23	24	25
26	27	28					26	27	28	29	30	31	

Holidays shown in red, vendors demos circled.

## Two Day Demonstrations: T-W, W-Th, or Th-F

**Day 1 8:00-12:00 Radio Demonstration**  
**12:00-13:00 Debrief (Vendors excused, Lunch Provided)**  
**13:30-16:30 Proposal Presentation**

**Day 2 9:00-12:00 Network Mgmt. & Radio Mgmt. Demo**  
**13:00-15:00 Console Demonstration/Discussions**



# Next Steps

- Complete the Demonstrations
- Evaluate RFP Responses
  - Console, User Radio, and Infrastructure
    - Validate Compliance Matrices
    - Assess Other Parts of RFP Responses
- Apply Evaluation Weighting

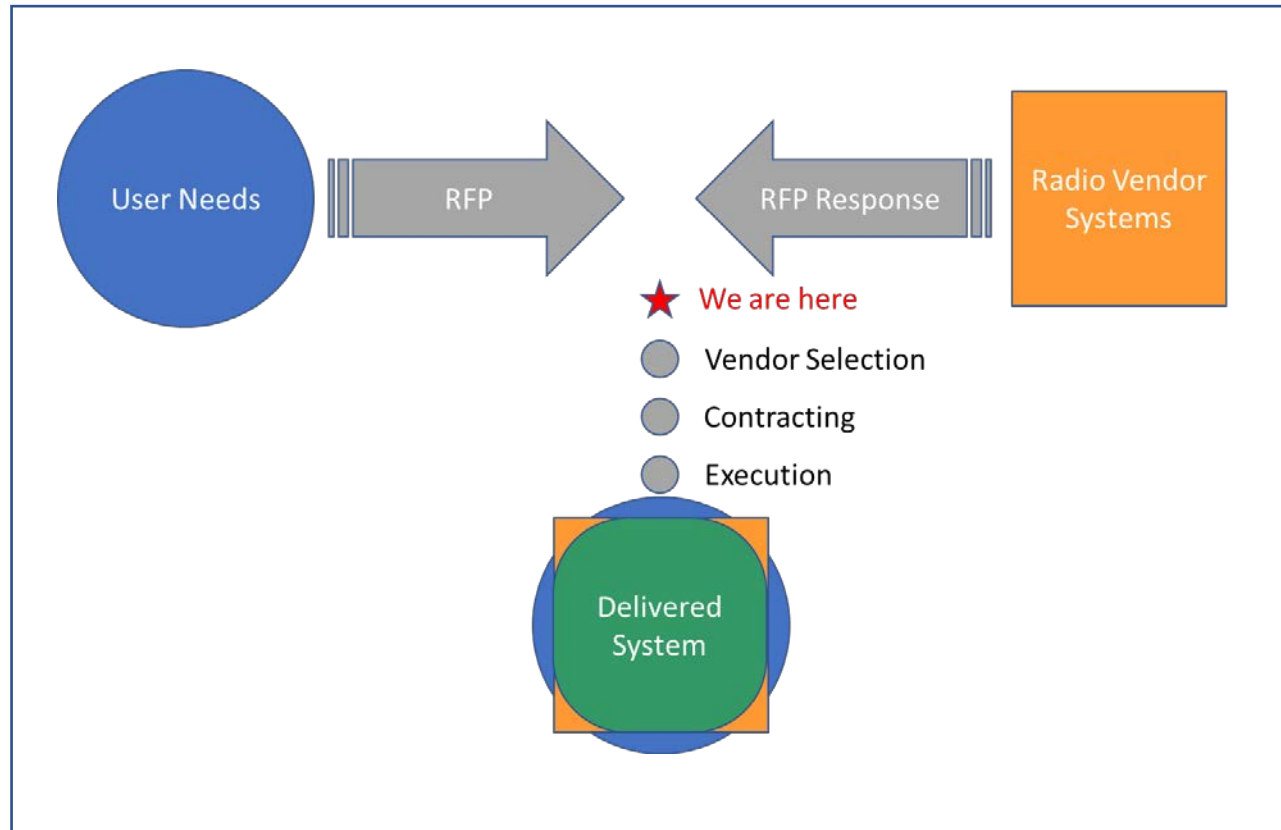


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# Backup Slides



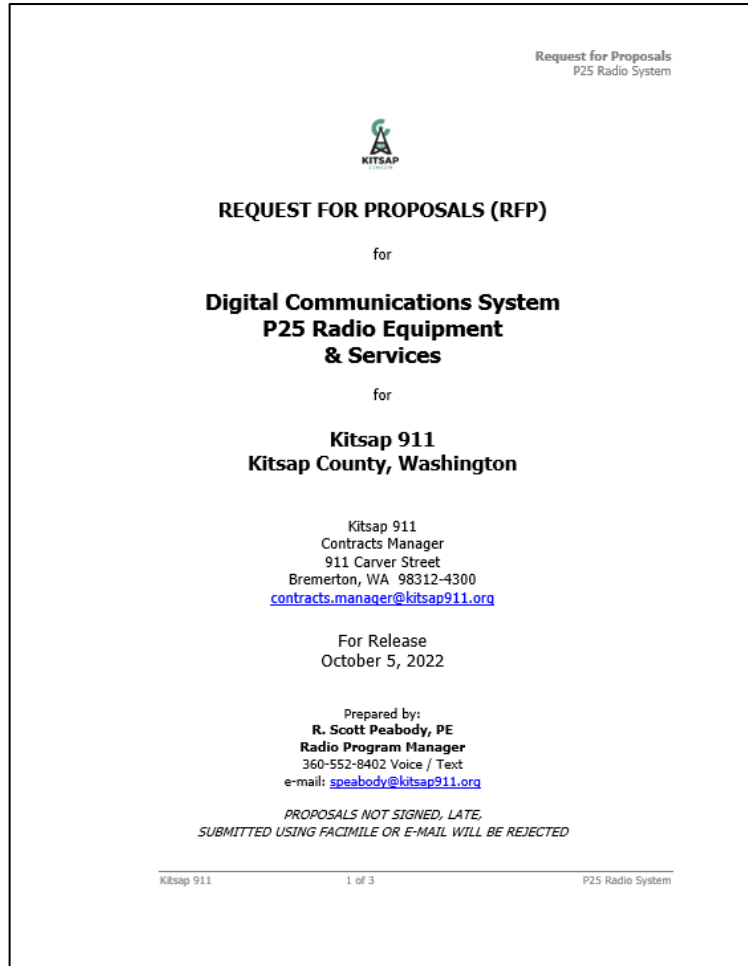
# Proposals Received



- Four Proposals Received
- Proposals Uploaded
- All Proposals Passed into Phase 2
- Requested Additional Information (Minor Technicalities)

Proposals Stats  
Hardcopy: 9 Binders per Copy  
Softcopy: 88 Files  
More than 4000 Pages

# Published Evaluation Criteria



- **Procurement under RCW 39.04.270**  
“The request for proposal shall identify significant evaluation factors, including price, and their relative importance.”
- **Two Phase Evaluation**



# Published Two Phase Evaluations

1 Pass Fail

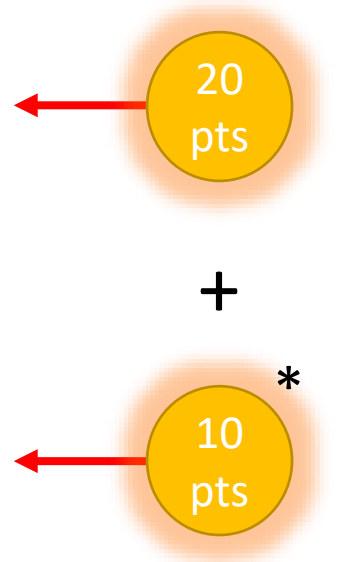
Evaluation Criteria – Phase 1	
Factor	Importance
Timely Submittal of Proposal	Pass/Fail
Proposal Package Security	Pass/Fail
Proposal Copies	Pass/Fail
Proposal Letter with Pricing Form <ul style="list-style-type: none"> <li>See Exhibit P Proposal Format</li> <li>Include Pricing Form in Excel Format</li> </ul>	Pass/Fail
Exhibit F Mandatory Bidder Responsibility Checklist	Pass/Fail
Exhibit G Certification of Compliance with Wage Payment Statutes	Pass/Fail
Exhibit H Non-collusion Affidavit	Pass/Fail
Exhibit I RFP Addenda Acknowledgement	Pass/Fail
Exhibit J Vendor Information	Pass/Fail
Exhibit K References Forms (Customers and Subcontractors)	Pass/Fail
Exhibit L Proposal Bond Form	Pass/Fail
Exhibit M Performance Bond Form	Pass/Fail
Exhibit N Payment Bond Form	Pass/Fail
Proposal description, coverage maps, P25 Statement of User Needs (PDF and Word formats), and Requirements Compliance Matrix (PDF and Word formats)	Pass/Fail

2 Significant Factors



Pass/Fail Gate

Evaluation Criteria – Phase 2	
Factor	Importance
Project Understanding and Approach	20
Qualifications and Experience	10
User Radio Equipment and Services	20
Console System Equipment and Services	20
Radio Infrastructure and Backhaul Equipment and Services	20
Coverage and Interoperability	20
Interviews with Project Teams	10
References Interviews	10
Expectation of Delivery Performance Based on Past Delivery Performance	20
Equipment Demonstrations	10
Annualized Costs for Equipment, Services, and Recurring Expenditures for Comparable Systems	40
Total	200



\* Demonstration points awarded per vendor based on each vendor's three demonstrations

# Evaluation Process

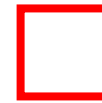
Demos Scheduled



  
P25 User Needs  
Compliance Matrix

Stakeholder  
Feedback

Equipment  
Demonstrations



  
RFP Requirements  
Compliance Matrix



Published RFP  
Phase 2 Criteria



Points

# Comparing Prices – Annualized Costs

Proposal Pricing Form							
Description	Equipment and Licenses	Price (\$ US)	Services Description	Price (\$ US)	Recurring Costs	Price (\$ US)	Notes
<b>End User Radios</b>							
<b>Fire Portable Radios</b>							
<b>559 Standard Fire Portable Radios.</b> Hardware: NPFA 1802 Certified with remote speaker mics with channel selector, partial keypad, 2 high-capacity batteries, tri-band antenna, belt clip. Air interfaces: P25 700/800 MHz Phase II, Conventional VHF, Conventional 700/800 MHz, Broadband for extended coverage and Over the Air Programming, Wi-Fi; and GPS. Display Caller Alias; Warranty	Eqmt \$		Automated 100% Inspection Test		Recurring \$		
	Licenses \$		Add Radio to System, add to system for radio management, initial programming				
	Year 1 Subtotal		Year 1 Subtotal		Year 1 Subtotal		
	Year 2 Price		Year 2 Price		Year 2 Subtotal		
	Year 3 Price		Year 3 Price		Year 3 Subtotal		
	Year 4 Price		Year 4 Price		Year 4 Subtotal		
	Year 5 Price		Year 5 Price		Year 5 Subtotal		
	Subtotal	\$ -		\$ -		\$ -	

## Radio Example:

- Detailed Descriptions
- One Time Costs:
  - Eqmt. and Licenses
  - Services
  - Adjusted for Inflation
- Recurring Costs for 5 Yrs.

Largest + Largest + Sum = Total Annualized Costs

Total Annualized Cost is the Largest (Inflated) One Time Costs Plus Sum of Recurring Costs



# Comparing Prices – Annualized Costs

Example 2: 3% Annual Increases in Prices through 5 Year Contract Duration

Description	Equipment and Licenses	Price (\$ US)	Services Description	Price (\$ US)	Recurring Costs	Price (\$ US)
Hypothetical Item such as Mobile Radios	Eqmt \$	\$ 80,000	Automated 100% Inspection Test	\$ 5,000	Recurring \$	\$ 8,000
	Licenses \$	\$ 20,000	Add Radio to System, add to system for radio management, initial programming	\$ 5,000		
			Installation	\$ 60,000		
	Year 1 Subtotal	\$ 100,000	Year 1 Subtotal	\$ 70,000	Year 1 Subtotal	\$ 8,000
	Year 2 Price	\$ 103,000	Year 2 Price	\$ 72,000	Year 2 Subtotal	\$ 8,240
	Year 3 Price	\$ 106,090	Year 3 Price	\$ 74,063	Year 3 Subtotal	\$ 8,487
	Year 4 Price	\$ 109,273	Year 4 Price	\$ 76,091	Year 4 Subtotal	\$ 8,742
	Year 5 Price	\$ 112,551	Year 5 Price	\$ 78,086	Year 5 Subtotal	\$ 9,004
	Subtotal	\$ 112,551		\$ 78,786		\$ 42,473

## Hypothetical Example

- 10 Mobile Radios
- 3% Annual Increases for 5 Years

$$\begin{aligned}
 & \text{Largest} \quad + \quad \text{Largest} \quad + \quad \text{Sum} \quad = \quad \text{Total Annualized Costs} \\
 & \$112,551 \quad + \quad \$78,786 \quad + \quad \$42,473 \quad = \quad \$233,810
 \end{aligned}$$