



Kitsap 911 Executive Committee Meeting Minutes
01/24/2024
Via Zoom or In-Person at Kitsap 911

Attendees:

Director, Dusty Wiley (Chair)
Director, David Ellingson (Vice Chair)
Director, John Gese
Director, Joe Deets
Strategic Advisory Board Chair, Richard Lagrandeur
Strategic Advisory Board Vice Chair, Joe Clark
Executive Director, Richard Kirton
Deputy Director, Maria Jameson-Owens
Technical Systems Manager, Brandon Wecker
Radio Program Manager, Scott Peabody
Attorney, Ken Bagwell
Human Resources Manager, Rachael Taylor
Asst. Director of Operations, Jamie Donley
Finance Manager, Steve Rogers
Executive Assistant, Barrie Hillman
Administrative Specialist, Stephanie Browning

Guests:

BI Council Member, Clarence Moriwaki

Absent:

Director, Greg Wheeler

Call to Order. Vice Chair, Dave Ellingson called the meeting to order at 1300.

Public Comment: No Public in Attendance

Additions: None

Approval of Minutes from December 13, 2023

Director Dusty Wiley made a motion to approve minutes from December 13, 2023. Motion was seconded by Director Joe Deets. Motion Passed.

Approval of Payment of Claims – Fund 89822 (Operating Fund):

Director Dusty Wiley moved approval of A/P 6135 through 6191. Total \$3,075,093.93.

Payroll dated 12/22/2023 and 01/05/2024. Total \$768,452.26.

Use Tax Dated November 2023 and December 2023. Total increase \$368.47.

Motion was seconded by Director Joe Deets. Motion Passed.

Ratification of Executed Contract:

K911-075, Battery Power Solutions, Term- 2024-2031, Total: \$659,798.79

Director Wiley indicated that the total contract amount was listed incorrectly as \$659,708.79 on the meeting agenda but the actual amount is \$659,798.79.

Director Dusty Wiley moved approval of K911-075 Battery Power Solutions with the edited contract amount. Motion was seconded by Director Joe Deets. Motion Passed.

Action Items:

None

Discussion Items:

Senate Bill 5808 - Arbitration Legislation

Executive Director, Richard Kirton, explained that this is the bill that would grant binding arbitration to telecommunicators. The bill has passed out of committee with one amendment to remove state patrol telecommunicators from the bill. The legislature has passed the bill on to the rules committee to give binding arbitration to telecommunicators from local government. The Association of Washington Counties has expressed some concerns about the bill as has the City Association. There has been some effort to get a provision added to allow or require an arbitrator to take the employer's ability to pay into consideration when considering arbitration claims involving dispatchers but there is no visible traction on that amendment. The Association of Public Safety Communications Officials (APCO) and the National Emergency Number Association (NENA) are remaining neutral on this bill. We are just monitoring it at this time unless directed by the Executive Committee to take a position on this bill.

Director Ellingson asked if the Executive Committee wanted to take a position and they decided to remain neutral on the bill at this time.

Staff Reports:

Finance Report – Steve Rogers

Finance Manager, Steve Rogers, reported that we ended the year in the black. We received approximately \$20.1M in total revenues, which was about \$1.2M more than we budgeted. Sales tax

was 5.8% and telephone excise taxes were about 2.9% over our forecast, although we did have a 27% dip in December's landline excise tax receipts. This was due to a single company, but the underlying cause is still unknown. Other revenues were also over forecast by about 13.5%, due almost exclusively to that back payment we received from one of our tower lease customers.

On the expenditures side, we came in under our operating budget by 1.6% overall. Labor came in at 1.5% under, which is about \$165K, and non-labor expenditures came in at 2.2%, or \$57K, under budget. The margin of error we work with on the operating side is getting slimmer each year. From 2021 to 2023, that margin has shrunk from 6.5%, to 3%, and now to barely over 1.5%.

For the LMR radio project, we spent about 34% of our \$10.2M allocation, which is largely impacted by the timing of milestone payments. For our other capital projects, we spent about 72% of our \$2.6M allocation, and most of those unspent funds were carried over into 2024 with the placeholder budget passed in the last board meeting.

No reserves were used during the year and our risks remain the same.

During this first quarter of 2024, we'll be bringing a capital budget amendment for consideration, as well as a cashflow forecast. We'll also have a new format for our financial statements at the next meeting. There are several important decisions coming up, with respect to debt issuance and cashflow requirements, so we want to be sure that the financial information you're getting from us is as clear and understandable as it can possibly be.

Staffing Report – Rachael Taylor

Human Resources Manager, Rachel Taylor reported that there are eight positions short in operations. Four new hires started this week - three in law enforcement dispatch training and one in fire dispatch training.

Two employees put in their notice – one to go to Bremerton Police Department and the other due to overtime.

Goals & Tech Projects Update – Brandon Wecker

Technical Systems Manager, Brandon Wecker reported on the following items:

2023 - Wrap Up

The bulk of the projects in 2023 were completed on time or ahead of schedule. Here are some additional updates not given in December:

2022-9 - Replace Security System

This is the task to replace our building security system and cameras. The work needed to close out this project is complete. However, due to issues with supply as well as vendor responsiveness this project was completed much later than originally estimated.

2023-19 - Offsite Backup Enhancements

This is the task of improving our offsite backups of critical systems at both redundant locations and evaluating cold storage options. This project is complete.

2024 Projects List

This list only contains projects whose work has carried over into 2024, hence, gaps in the numbering. Once the budget amendment is completed and additional projects have been approved, they will be added to this list and renumbered. We have added some updated timelines to the projects. We will also be updating the LMR project with tasks along the same time as well. Updates on projects from the 2024 list are:

- 2019-1 - Backup Center - This is the task setup a new backup center. We met with the owner to review initial progress yesterday and answered some questions about our move-in requirements. We will be reviewing again before they close up the walls to ensure it is coming out the way we expected.
- 2019-3 - Replace UPS System - This is the project to replace the UPS at Kitsap 911 that is separate from the one you already approved for the DC power. We are working on final vendor proposal analysis and should be making a recommendation soon.
- 2022-13 - CAD to CAD with South Sound 911 - This is the task of creating a CAD to CAD link between us and south sound. We are closing in on punch list items and looking at starting the burn in test period next month.
- 2023-23 - Replace AV System - This is the project to upgrade and replace our building AV system with more room specific AV systems. We have completed the needs analysis for our classroom, training room, the EOC, and our conference rooms. We are reviewing the cost sheet and will be submitting it for management review and approval next month.

Continuous Improvement Process (CIP) Initiatives

Mr. Kirton explained that each work group at Kitsap 911 has two to three focus areas and sets two or three goals for improvement annually. Reporting to the Executive Committee is a new approach for increasing our improvements. Beginning with the first quarter, each meeting will have at least one person from a work group there to talk about their 2023 and 2024 CIP goals. Then at the second, third and fourth quarter meetings, they will talk about progress on their 2024 goals. The process will be repeated each year.

Human Resources – Rachael Taylor

Ms. Taylor reported on the 2023 Human Resources goals:

The first goal was to increase employee diversity to match our county's demographics. We attended more fairs than ever and reached more candidates in person. That connection with the community increased diversity by 5% percent in 2023.

The second goal was to fill each new hire training academy by keeping our trainee position continually open, boosting our jobs on proven effective job sites, and attending at least five

community events throughout the year. We attended many community events and increased candidate applications by 25% over the year before, however, we did not fill all three academies. We planned for 15 new candidates and hired nine. We had more than enough candidates for interviews, but many did not pass the background and medical testing phases. That goal will continue into 2024.

The third goal was to improve new hire retention by adjusting the recruitment process as needed to make sure we are hiring successful candidates. We did not increase our new hire retention in 2023. In 2022 we hired 18 and four left and in 2023 we hired nine and four left. Our retention did drop because of that some of which is beyond our control, but we will keep trying.

The final goal was to transition to e-forms for employee status changes to make things more efficient. We successfully utilized a system that routed documents to Richard electronically for signature which increased efficiency.

The 2024 goals are very similar to 2023:

We will continue with our goal to increase employee diversity. We have eliminated the testing fee which will help increase candidate pools.

We will continue to try and fill each new hire training academy using the same successful methods from 2023 including job fairs and high school career fairs are a big help to raise awareness about this career. We did five of those in 2023 and will continue.

We have the goal of filling each training academy so that we have three academies and four trainees per academy.

The next goal is to improve new hire retention – I will be doing quarterly check ins with new hires in order to get ahead of any issues.

Finally, we will continue to utilize NeoGov for efficiency and want to add the feature of allowing candidates to upload materials to NeoGov. This will eliminate the need to send manual emails to candidates which will save time.

Director Ellingson asks if we have seen changes in the demographics in applicants. Ms. Taylor confirms she has seen more diversity in the candidates in the statistics in NeoGov. With this broad diversity of applicants, we don't need to adjust anything else at this time.

Technical Support Group – Brandon Wecker

Mr. Wecker reported on the following 2023 goals:

Minimize Turn Around Time for MCT Repairs

- Training all helpdesk staff on image creation and deployment
 - Success - evaluated all helpdesk staff on their ability to successfully deploy and update an image by the TSG manager.
 - By the end of 2023 the TSG manager confirmed all non-probationary employees are capable of deploying an image to an MCT. Additionally, a member of the team was able to verbally walk through the entire process from memory.

- Additionally, create and maintain images for all MCT make and models.
 - Success was measured by the TSG manager spot checking the documentation
 - Regarding image updates one of the helpdesk team was actively working to add updates to an image at the end of 2023 and confirmed both techs who had been involved with image creation work have worked to keep images updated since creation earlier in 2023

Improve MCT Network, System, Security

- To improve the MCT network security we decided to plan and implement segmenting the MCT network by agency.
 - Success - Kitsap has completed network diagram and upon review we determined this item is less of a process improvement and more of network planning and security task. Therefore, this item has been moved to our data systems planning document.

Remote 911 and Dispatching Improvements

- The goal was to improve Kitsap 911's remote 911 capabilities to such a degree that the system could be moved from being a pilot to being successfully deployed for dispatch staff
 - Success - Kitsap 911 with support from Zetron deployed and tested the drop call fix in 2023 and worked to minimize the amount of downtime from a drop occurring to the call being re-queued. Kitsap 911 also created a new queue to give priority to re-queued callers in the event of a dropped call.
 - Kitsap 911 moved remote 911 beyond the pilot phase with the addition of a full-time call receiver who resides and works in North Carolina. This user is able to successfully complete all functions of our Primary Call Receiver position using the Remote 911 system.

Mr. Wecker indicated these were the 2024 goals:

- Improve MCT Support
 - Improve user self-sufficiency by completing the roll out of self-service password reset and providing users with training and documentation by the end of 2024
 - Success will be measured by reviewing the totals of password reset work orders at the end of 2024 vs the total from the previous year
 - Success will also be measured by reviewing the totals for MCT password resets as provided by Kitsap County's Audit Log.
- Evaluate efficiencies and improving site check documentation and process.
 - Implement Automate generator testing
 - Success will be measured by having 100% of the sites capable doing automatic generator testing by the end of 2024
 - Switching to remote radio and microwave checks. Reducing the number of checks being done at each site to onsite only tasks
 - Success will be measured by comparing the 2024 site checklist to 2023 for a reduction in tasks
 - Create clear definitions of site checks vs site work
 - Success will be measured by ensuring there are work orders entered for 100% of site work

- Evaluate and improve monthly reports
 - This CIP will focus on the monthly TSG reports. We will review the reports to ensure they are done accurately and effectively. As part of this process, we will:
 - Validate with agencies that all reports are still needed
 - Evaluate the current needs of the agencies and update reports provided by Kitsap 911 as needed. If during this assessment new reports or large-scale report changes are requested, then those requests will be converted to tasks and will be reviewed as additions to K911's long range work plan
 - Determine if any reports would be better as maps
 - Evaluate if there are reports that the user could run themselves through Netviewer
 - Success will be measured by checking off each report has been validated as still needed and clearly identify who is using it. Success will also be measured by the work orders created for any report improvements made to satisfy agency requests.

Land Mobile Radio (LMR) Project Update – Scott Peabody

Mr. Peabody shared a graphic of the progress one month after the radio contract attached. There is real momentum and tremendous urgency to this project. The users and user experience are the first priority. We are one month since the Board approved the project and we are moving more quickly than the standard on implementation.

User Radios – we are preparing for early orders of radios to support the 2024 vehicle replacements. We will buy test radios as well and this order is on track to happen this month. We are designing the Radio ID Plan which allows for seamless coordination with other counties. We are also engaging agencies in determining how we are going to program, what impacts this has on operations, and the participants for this work have been determined by the agencies.

Dispatch Console System – this project is with Zetron and the project has been kicked off with a preliminary review of the design today and orders are being submitted within days. The priority is to get in front of the ordering calendar to avoid delays due to supply chain. We are benchmarking best screen designs and console layouts so we can implement a best-in-class solution.

Radio Infrastructure – We need to upgrade all the DC power battery systems at the sites and that contract has just been ratified. We completed the Tech Training last week with lots of collaboration among the vendor and technical staff. We have ordered the interface between the radio system and the CAD system which will be tested this summer. We are preparing the radio equipment order with the intention of ordering it by mid-February. The other important thing is determining antenna heights because the heights impact coverage and radio design and has implications for site agreements.

Microwave - Cutover to new microwave is happening today and tomorrow with minimal impact. We are in the last stages of getting that new system in place with new abilities the old system didn't have. Another order of equipment which will be done before the end of January.

Currently targeting the staging of building the LMR system in mid-June which will take most of the summer and then deploy this system to the field which will take us into the fall, possibly winter. Some of the sites on the air by end of 2024 but not all.

Emerging Issues-

No emerging issues.

Good of the Order-

Director Ellingson reported he has appointed three people as the Fire Commissioners representatives on the Board which will be himself, Dusty Wiley and Bob Muhleman, and Steve Newport will be the alternative. For the Executive Committee, the Fire Commissioner rep will be Dusty Wiley.

Director Ellingson attended the Washington Fire Commissioners' Association (WFCA) meeting this past weekend. Some topics included the WFCA Healthcare program. There was a 6% increase in premiums this past year but that was lower than most other programs. The WFCA ran a deficit the year before and ended the year at 3% over budget but used reserves to make up the difference. Of their claims, 30% were claims over \$50,000 (163 of them). Ten of them hit the stop-loss limit of \$275,000 and some of those were over \$1 million. There were several very expensive claims and the WFCA is being audited by the state auditor. The dental plan ran under budget.

Director Joe Deets indicated it was a pleasure to serve on the committee and we will be in good hands with Councilman Moriwaki. Director Ellingson thanks him for his work.

The meeting is adjourned at 13:45.

The next regular meeting of the Kitsap 911 Executive Committee will be February 14, 2024.

Progress – One Month After Radio Contract

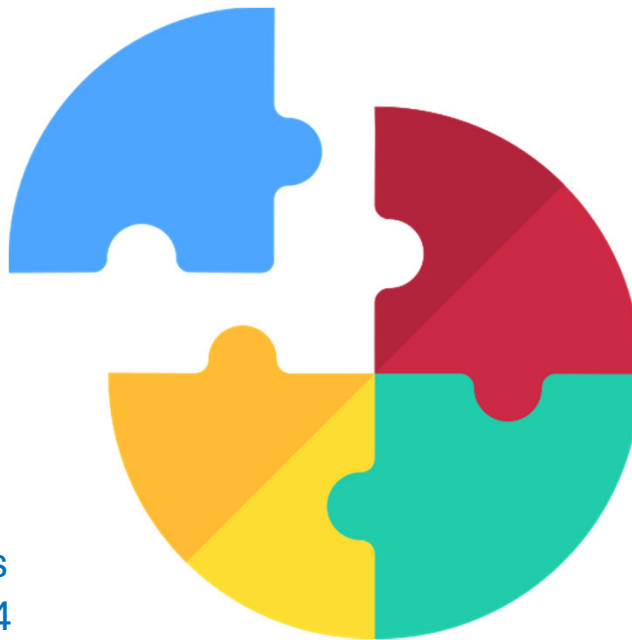


User Radios

- Preparing Order For Early Installs and Test Radios
- Designing Radio ID Plan
- Engaging Agencies in Developing Radio Profiles

Microwave

- Now Cutover to New Microwave
- ✓ Design Review of Add'l Sites
- Order Equipment by 1/31/24



Dispatch Console System

- ✓ Project Kickoff
- Order Equipment ASAP
- Benchmarking Best Screen Designs

Radio Instructure

- ✓ DC Power Contract
- ✓ Tech Training
- ✓ Ordered P25 to CAD Interface
- Preparing Equipment Order
- Determining Antenna Heights