



## **Kitsap 911 Board of Directors Meeting on December 5, 2023**

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

### **ATTENDING:**

#### **Board of Directors:**

Charlotte Garrido, Kitsap County Commissioner  
Katie Walters- Kitsap County Commissioner  
Christine Rolfes- 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  
Brandon Wecker-Technician Service Manager  
Jamie Donley- Deputy Operations Manager  
Rachael Taylor- Human Resources  
Scott Peabody-Radio Program Manager  
Stephanie Browning- Administrative Specialist  
Steve Rogers-Finance Manager

#### **Absent:**

Denise Frey- City of Bremerton Council Member

**Guests:**

South Kitsap Fire and Rescue Chief Jeff Faucett  
Bainbridge Island Deputy Fire Chief Jeremy McGill

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

**Additions:** No Additions

**Public Comment:**

*Deputy Chief Jeremy McGill with Bainbridge Island Fire Department (BIFD) Comment:* Reiterating a letter sent this morning about the RACOM contract, BIFD supports the pending contract between RACOM and Kitsap 911 but indicated BIFD has already communicated several concerns related to IT security and network, customer support and problem resolution. He indicated BIFD has not received any specific information addressing their concerns and stemming from their prior experience with the PERVIS Station Alerting System. BIFD's prior experience with PERVIS leads them to want clear expectations and accountability to be included in new contracts. He acknowledged the hard work done so far on the contract and reiterated BIFD's support but requested a small delay to clarify language in the contract which he believes will result in greater success later.

*Chief Jeff Faucett with South Kitsap Fire and Rescue (SKFR) Comment:* Chief Faucett also expressed support for going forward with the RACOM contract citing personal experience with scratchy radios citing the contract as a matter of public safety for all. He recognized the expertise of Mr. Scott Peabody with the technology and the due diligence conducted by Kitsap 911 and is not in favor of holding back this process. He is encouraging Kitsap 911 to stick to the original timeline of the contracting process to avoid further delay and to move forward with approval of the contract today.

*Chief Jim Gillard of Poulsbo Fire Department (PFD) and Co-Chair of the Strategic Advisory Board (SAB) Comment:* Chief Gillard initially shared Chief Faucett's concerns with the RACOM contract but after hearing from attorney Ken Bagwell and the other fire chiefs, Chief Gillard became much more confident that the language in the contract was sufficient and any delay now would significantly delay the overall project. He reiterated that he and the SAB voted to approve the contract with only one negative vote.

**Approval of Minutes:**

**Director Deets made a motion to approve the minutes from 09/05/2023. Motion was seconded by Director Rolfes. Motion Passed.**

### Approval of Resolution 2023-009 2024 Board of Directors Meeting Schedule

**Director Deets made a motion to approve the 2024 Board of Directors Meeting Schedule. Motion was seconded by Director Muhleman. Motion Passed.**

### Approval of Resolution 2023-008 2024 Radio and other Capital and Non-Operating Project Budget

Mr. Kirton offered explanation that the 2024 Operating Budget had already been approved but that the Capital Budget was delayed because of the radio project and the capital budget being voted on today was a placeholder budget for the first quarter which will then be amended at the next board meeting.

Finance Manager, Steve Rogers, presented the radio project and other capital and non-operating project budgets being voted on.

**Director Deets made a motion to approve the 2024 Radio and other Capital and Non-Operating Budget. Motion was seconded by Director Muhleman. Motion Passed.**

### Approval of K911-072 RACOM

Chair Ellingson referred to the contract materials linked here in regard to the RACOM contract for reference. Scott Peabody of Kitsap 911's Technical Systems Group presented an update to the contract project with a slide deck available here. The presentation included a summary of the structure of the contract, the total ten-year contract amount, and the information on the contract documents themselves.

Mr. Kirton added that Kitsap 911's attorney, Ken Bagwell, has reviewed all the contract documents and the feedback which included the City of Pt. Orchard attorney review, and that Mr. Bagwell recommends execution. In addition, Mr. Peabody negotiated the contract and Technical Systems Manager Brandon Wecker reviewed the technical aspects and both reviewed the feedback and recommended execution of the contract. He also reiterated that the Strategic Advisory Board also voted to approve the contract with only one member voting against.

**Director Joe Deets made a motion to delay approval of the RACOM contract until no later than December 15, 2023, to address the concerns of the BIFD. Motion was seconded by Director Becky Erickson. The roll call vote (see below) resulted in a tie vote and motion fails.**

Motion Discussion:

Director Becky Erickson requested and received clarification about where the contract was linked for Directors to be able to review it.

Director Putaansuu expressed concern about organizing another meeting within ten days. He brought up concerns about being able to fully understand the content being presented when the presenter is on Zoom instead of in-person, mostly due to volume and asks going forward where possible presenters are in person.

Director Greg Wheeler requested that a roll call vote is done if the motion stands.

Director Wheeler asked to confirm that the public comments from the Chiefs today included a request for delay from BIFD and requests to move forward from SKFR and PFD which were

confirmed by those commentators with head nods.

Director Ellingson reiterated that the SAB made up of the chiefs also voted to recommend execution of the contract with the exception of the BIFD chief.

Director Christine Rolfes indicated that if the contract affects all the jurisdictions, it seems wise to nail down the concerns of one that is more isolated than the other jurisdictions and recommended giving more time for that jurisdiction.

Director Putaansuu indicated he has already discussed the contract with his police and fire chiefs and plans to vote in favor of the contract.

Director Jeff Coughlin asked if someone could expand more on BIFD's concerns.

Director Greg Wheeler agreed he would like additional information on BIFD's concerns because a gap has been identified that will need to be addressed by all now or later.

Chair Ellingson asked Deputy Chief McGill if he could provide additional information.

Chief McGill clarified that prior comments on the contract generated concern on the security of the network rather than the radios and towers themselves. They are concerned that software upgrades should have back up plans in case the upgrades create more problems similar to his experience with PERVIS. They would like clarification on the customer service RACOM will provide especially if the department needs help outside of regular business hours and what type of response times will RACOM prioritize. BIFD would like to see the contract language related to these topics.

Director Wheeler asked if these concerns were bulleted out in an email?

Mr. Kirton indicated that two Q&A sessions were held and BIFD was only able to attend the second one where Kitsap 911 attempted to identify parts of the contract that addressed the concerns on networking, testing, payment schedule, service response times, and cybersecurity.

Director Rolfes asked if a written version of Kitsap 911's second Q&A addressing BIFD's concerns and the responses could be made available to the board to review and then take action in a special meeting.

Director Putaansuu said that meeting again by December 15 or earlier would be ideal.

Director Wheeler is satisfied with the responses and is ready to move forward.

[audio challenges]

Mr. Kirton indicated that it was his understanding that all of BIFD's concerns were addressed at the second Q&A and that it is possible to provide the written notes from the meeting and confirmed that BIFD was not satisfied with the information provided at that meeting.

Chair Ellingson reiterates the motion as it stands above.

**A roll call vote was conducted as follows:**

**Mayor Erickson: yes**

**Mayor Wheeler: no**

**Commissioner Garrido: yes**

**Mayor Putaansuu: no**

**Commissioner Rolfes: yes**

**Commissioner Ellingson: no**

**Commissioner Walters: yes**

**Representative Deets: yes**

**Commissioner Muhleman: no**

**Sherriff Gese: no**

**Commissioner Wiley: no**

**Councilman Coughlin: yes**

**Chair Ellingson called for a motion to approve K911-072 RACOM. Director Wheeler moved to approve K911-072 RACOM. Director Muhleman seconded the motion. The roll call vote (see below) resulted in a tie vote and the motion fails.**

Motion Discussion:

Director Deets indicated he is very supportive of the project but just wants a bit more time to review the issues and will abstain from the vote due to the raised issues that he believes can be resolved quickly.

Director Rolfes reiterated that the issues are really technical questions and indicated she will vote against this motion in hopes that the clarity of the contract can be worked out quickly to alleviate the raised technical concerns.

Director Wheeler clarified he felt the concerns were more performance than technical and that the systems are in place to support performance.

Director Putaansuu clarified that the SAB which is a technical group did review and approve the contract.

Chair Ellingson restated the motion above and called for a roll call vote.

**A roll call vote was conducted as follows:**

**Mayor Erickson: no**

**Mayor Wheeler: yes**

**Commissioner Garrido: no**

**Mayor Putaansuu: yes**

**Commissioner Rolfes: no**

**Commissioner Ellingson: yes**

**Commissioner Walters: no**

**Representative Deets: no**

**Director Muhleman: yes**

**Councilman Coughlin: no**

**Commissioner Wiley: yes**

**Sherriff Gese: yes**

Director Erickson indicated that the tie on both votes causes both motions to fail and suggests again to wait a week.

Director Walters asks if the BIFD Deputy Chief could clarify what they would like to get from Kitsap 911 to continue advancing the vote on the contract.

Deputy Chief McGill indicated the written notes from the meeting would allow them to do more research into the contract and that a week would be sufficient time as they do not want to delay the contract any longer than that either.

Mr. Kirton suggested that the board consider making a motion to schedule a special meeting on a specific date give time for further contract review and to vote again on approval at that meeting.

**Chair Ellingson called for a motion to set a special meeting on a specific date for the purpose of further contract review and vote to approve the contract. Director Wheeler so moved. Director Deets seconded the motion. Chair Ellingson called for ayes. The motion**

**passes.**

Director Rolfes confirmed that Kitsap 911 will provide the second Q&A meeting notes and the contract to BIFD and the board and that BIFD would provide their comments to the Board prior to the special meeting.

Chair Ellingson confirmed the process for setting the special meeting date via doodle poll.

Chief Faucett confirmed that any correspondence that goes to BIFD will go to all the members of the SAB.

### **Staffing Report**

Kitsap 911 Deputy Director Maria Jameson-Owens indicated that Kitsap 911 is only ten employees short in staffing. One employee has left since the last meeting due to personal reasons. One call receiver is in training and two employees in fire training. In October an assessment center was held, and the result was promotion of one supervisor and one assistant supervisor. We are in the process of hiring two outside laterals as assistant supervisors. We are in the last phase of the process to hire four new telecommunicators in January 2024, three of which are laterals. We have hired two technicians that started this week, we hired an executive assistant who starts in January, and a public records specialist who started a couple of weeks ago.

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

Technical Services Manager, Brandon Wecker provided updates on several technical projects.

The projects he highlighted in his remarks are:

#2019-10 Back-Up Center

We are waiting on a rework of the design and will be moving it forward with approval by Richard soon.

#2019-3 Replace UPS System & Secondary DC System

We have received Request for Proposal (RFP) responses, and we are evaluating them.

Secondarily, we have finished reviewing RFP responses and selected BPS as the vendor.

#2022-9 Replace Security System

The vendor has provided time estimates, and we are working on scheduling their completion this month.

#2022-13 CAD to CAD with South Sound

Our team and South Sound staff are working diligently to get the project done as soon as we can but we want it to be as stable as possible and as such we are delaying the roll of this out into 2024 but we will continue to provide updates to the chiefs.

#2023-14 Data Logging Software

We have intentionally delayed this project until 2024 so that we can see what is provided by the radio and microwave solutions, so we have a better idea of what we need before we purchase.

#2023-18 Improve redundancy of VX Rail Infrastructure

This is our infrastructure that supports all of our remote 911 and virtual servers. The final reconfiguration of this system requires a two-day outage and we have chosen to delay this after we have passed the critical storm and flu seasons.

#2023-19 Offsite Backup Enhancements

This project improves our off-site backups of critical systems both at redundant locations and evaluating cold storage. We have purchased our recommended solution and are working on implementation. This project is still on track to be completed by the end of the year.

Cyber Security Grant projects – funding received for update training for obtaining a Certified Information Systems Security Professional designation for our Network Engineer; Purchase and implementation of Multi-Factor Tokens for cloud services to improve security and account validation; and engaging an independent security advisor to audit the system.

Mr. Kirton indicated the time was 1:29 and that the meeting was set to end at 1:30.

Chair Ellingson confirmed the remaining reports had no special notes to address and asked the Board to move to the Good of the Order.

### **Good of the Order**

Mr. Kirton indicated the State Auditor's Office had recognized Mr. Steve Rogers during his work with the auditors and the sound fiscal management for Kitsap 911 and how his thorough work allowed the audit to be completed early and save thousands of dollars.

Chair Ellingson congratulated those members who were recently elected.

Chair Ellingson wished everyone the very best holiday season.

The meeting was adjourned at 1:32 PM.

***A special meeting date prior to December 15, 2023, is yet to be scheduled and public notice will be made.***

***The next scheduled meeting of the Kitsap 911 Board of Directors is March 5, 2023, at 12:30 Virtually or In-Person at Norm Dicks Government Chambers.***