

SNOCOM BOARD of DIRECTORS MEETING

July 14, 2011

Board Members & SNOCOM Mgmt in Attendance	<input checked="" type="checkbox"/> Bob Colinas	Brier	<input type="checkbox"/> Joe Marine	Mukilteo
	<input checked="" type="checkbox"/> Al Compaan	Edmonds	<input checked="" type="checkbox"/> Kent Saltonstall	Woodway
	<input checked="" type="checkbox"/> D. J. Wilson	Edmonds	<input checked="" type="checkbox"/> Millie Judge *	Fire District 1
	<input type="checkbox"/> Ted Hikel	Lynnwood	<input checked="" type="checkbox"/> Debbie Grady	SNOCOM
	<input checked="" type="checkbox"/> Kimberly Cole	Lynnwood	<input checked="" type="checkbox"/> Sheila Betts	SNOCOM
	<input checked="" type="checkbox"/> Bob Crannell	Mill Creek	<input type="checkbox"/> Terry Peterson	SNOCOM
	<input checked="" type="checkbox"/> Jerry Smith	Mountlake Terrace	<input checked="" type="checkbox"/> Rex Caldwell	Mukilteo
Alternate Board Members in Attendance	<input type="checkbox"/> Don Lane	Brier	<input type="checkbox"/> Michael Springer	Mukilteo
	<input checked="" type="checkbox"/> Gerry Gannon	Edmonds	<input type="checkbox"/> Jennifer Gregerson	Mukilteo
	<input type="checkbox"/> Jim Lawless	Edmonds	<input type="checkbox"/> Emily Vanderwielen	Mukilteo
	<input type="checkbox"/> Don Anderson	Edmonds	<input type="checkbox"/> Joe Hannan	Mukilteo
	<input type="checkbox"/> Loren Simmonds	Lynnwood	<input type="checkbox"/> Elizabeth Mitchell	Woodway
	<input checked="" type="checkbox"/> Gary Olson	Lynnwood	<input type="checkbox"/> Bob Meador	Fire District 1
	<input type="checkbox"/> Landy Manuel	Mill Creek	<input checked="" type="checkbox"/> Tom Tomberg	Fire District 1
	<input type="checkbox"/> Terry Ryan	Mill Creek	<input checked="" type="checkbox"/> Brad Reading	Fire District 1
	<input checked="" type="checkbox"/> Scott Hugill	Mountlake Terrace	<input type="checkbox"/> Mark Correira	Fire District 1
	<input checked="" type="checkbox"/> Greg Wilson	Mountlake Terrace		
	<input checked="" type="checkbox"/> Laura Sonmore	Mountlake Terrace	*Arrived after meeting started.	
Guests in Attendance	Pete Caw	Mountlake Terrace	Sharon Brendle	SNOCOM
	John Zambrano	Mountlake Terrace		

AGENDA ITEMS	COMMENTS & DISCUSSION	ACTION/FOLLOW-UP
Call to Order	The meeting was called to order at 9:00 a.m. by Chair Jerry Smith. Chair Smith asked everyone to introduce themselves.	
Public Comments	None	
Chair & Board Comments	None	
Consent Agenda Minutes Payroll and Adjustments	<p>1. SC2011-07-01 Minutes of the June 9, 2011 Regular Meeting.</p> <p>2. SC2011-07-02 Payroll and Adjustments for June in the following amount: \$280,528.09</p> <p>3. SC2011-07-03 Expenditures and Adjustments for June in the following amount: \$131,124.21</p> <p><i>Vice Chair Colinas moved to accept the Consent Agenda, as itemized 1, 2 and 3. Motion was seconded by Assistant Chief Reading. Motion approved unanimously.</i></p>	Consent Agenda approved.

AGENDA ITEMS	COMMENTS & DISCUSSION	ACTION/ FOLLOW-UP
Reports	<p>1. Director's Report.</p> <p>Director Grady thanked Mountlake Terrace Police Chief Wilson for presenting ethics training to the supervisory and administrative staff. She expressed her appreciation for the class and relayed the positive comments she had received.</p> <p>Budget. An additional \$165,000 in E911 funds is projected and anticipated for the 2012 budget. A budget draft is expected to be available for the August Board meeting. Voting for the budget needs to be done by the September Board meeting in order to be approved prior to October 1.</p> <p>Committees, Boards, and Associations</p> <p>COC. The COC committee met with New World representatives on July 8. In order to keep the project focused and on track, bi-monthly, onsite meetings have been scheduled with executive level representatives. Items of current focus are:</p> <ul style="list-style-type: none"> ▪ Providing help desk support to the agencies during implementation and after. New World wants to make sure there is a structure in place between the two comm centers. ▪ August 5, 2012 is the new targeted date for go-live. ▪ A go-live site specific plan. Based on the comm center's experience with the Viper project, the Director has asked for a site specific plan to be developed and presented a couple months earlier than is usually done by New World. The Director wants plenty of time to go through the plan with technical staff and the member agencies. ▪ Member agencies will be asked to identify those within their organization to participate in train the trainer classes. This will insure that a subject matter expert will be available on-site to field questions and provide assistance to staff that will be using the system. <p>Radio IP Update. The Director reported that SNOCOM and SNOPAC will have individual contracts with Radio IP. The software vendor's contact with the south county agencies will be SNOCOM. The Director previously presented the contract to the Budget Committee, as well as provided a copy for the Board packet. She asked for the Board's approval to sign the contract. It is for a one year agreement, with a 90 day termination clause, and an annual maintenance fee of approximately \$13,000.</p> <p><i>Vice-Chair Colinas made a motion to approve the contract with Radio IP as presented. The motion was seconded by Mr. D.J. Wilson. Motion approved unanimously.</i></p>	<p>Director Grady was given approval to sign the contract with Radio IP.</p>

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<p>Reports (continued)</p>	<p>APCO/NENA. Director Grady provided a letter for the Board's review and approval that relates to current discussions and legislation surrounding the Radio D Block Spectrum. The Director explained that there is a block of radio spectrum that if legislation is not passed, the FCC will be required to auction it off. Public safety officials throughout the nation have taken the position that the D Block is needed in order to establish a nation-wide public safety network. Money for the network will be provided by funds received from auctioning off other spectrums.</p> <p><i>Vice-Chair Colinas made a motion to support the allocation of D-Block for public safety and to sign the letter showing support of this legislation. The motion was seconded by Chief Caldwell. Motion approved unanimously.</i></p> <p>E911 Office. At the recommendation of the Personnel Committee, Director Grady showed the Board a few slides from a PowerPoint presentation that she had presented at an Executive Level meeting on July 6 with representatives of Qwest and Intrado, along with attendees from SNOCOM, SNOPAC, and the E911 Office. That meeting covered the comm center's experience relating to the October 20, 2010 implementation of the 911 phone equipment, or CPE (Customer Premise Equipment).</p> <p>The Director described what is currently going on with the equipment. One of the slides showed a structured time-line of what SNOCOM experienced and the issues surrounding it. Areas of concern were customer service, the product, and the vendor's business practices.</p> <p>A copy of the entire PowerPoint presentation was included in the Board packet. The Director reported on how unhappy SNOCOM has been dealing with the vendor. If they did not see improvement, they would explore other options. Director Grady invited comments from Chief Compaan and Chief Crannell, both members of the E911 Board. She also introduced IT staff member, Shawna Rose, who was the project lead and liaison between SNOCOM and the vendor.</p> <p>The Director reported that beginning with the installation on October 8, 2010, the implementation was disorganized, chaotic, and no one seemed to be in control of the project. There were no plans in place by the vendor to put additional personnel on-site in case of problems. She also reported on-going issues with the Mediant Gateway Card. This resulted in calls not being transferred to SNOPAC, and 911 outages.</p> <p>Another problem was reported with the Power Monitor. The Power Monitor should have indicated when calls were in the queue, but it failed to do this. The Director explained the cause of that failure was due to a software version containing</p>	<p>Chair Smith and Vice-Chair Colinas will sign letter showing support of legislation.</p>

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<p>Reports (continued)</p>	<p>a known "bug", which the vendor installed anyway.</p> <p>When asked if vendors could be changed, the Director said it wasn't up to SNOCOM to make that determination. Funding for 911 equipment is funneled from the state through the county's E911 office. By legislation, the county then disburses the funds. Historically, contracts for equipment for both SNOCOM and SNOPAC have always been handled by the E911 office. She went on to further explain that since the county holds the contract with the vendor, SNOCOM has no leverage and doesn't have the ability to call the vendor on the contract. Director Grady has been told that the County is having the contract reviewed by their legal staff to determine what steps can be taken. The County would like to work through the issues with the vendor since the contract is worth several million dollars, and the process to re-work it would be very time consuming. Chief Compaan commented that even if the vendor could be changed, there are so few others to choose from. He reported that he was unable to attend the July 6 meeting, but had sent an email asking it be made a part of the record. In that email, he stated that SNOCOM's patience has run out and that the next step would involve their legal counsel.</p> <p>Mr. Wilson suggested that Director Grady present the same PowerPoint presentation to each of the councils, including the Snohomish County Council. He then suggested that a resolution might be needed that would support the Director's efforts in dealing with the phone system vendors.</p> <p>Since both Qwest and Intrado hold the contract for the State-wide Next Gen Project, the Director feels strongly about communicating with the State's 911 office on the problems SNOCOM and SNOPAC have had with these two vendors.</p> <p>Director Grady mentioned that the failure of the mediant card had been identified several times on the timeline. On June 28 the mediant card's firmware was updated from version 5.6 to 6.0. The Director explained that another issue with the card is that the supplier was a third party, out of country vendor, who initially did not have 24/7 support. Information or replacements were not immediately made available.</p> <p>The mediant card was designed to signal an alarm if calls were not coming into the center. An outstanding issue with the vendor was that there was no notification when the card had failed. Calls were still trying to come in, but they didn't switch over to a different trunk line. The biggest failure was with the Everett trunk. The Director stated that SNOPAC had also experienced the same problem.</p> <p>Ms. Judge recommended the Board look into their legal relationship with E911. She stated that if SNOCOM is not getting the performance that is needed, and finds that the</p>	

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<p>Reports (continued)</p>	<p>E911 office is not moving quickly enough, there may be legal recourse with the E911 office. The breach of contract may be theirs as well as the vendors. The Director replied that SNOCOM does not have a contract with the E911 office. The contract is only between Snohomish County E911 and the vendor. Ms. Judge felt that even as a third party beneficiary, SNOCOM still may have legal recourse. The E911 office has a fiduciary responsibility with SNOCOM.</p> <p>Ms. Sonmore recommended that SNOCOM try to proceed with caution. She doesn't want the issue with the phones to impact future business with the E911 office. She felt that the Director is taking the correct approach and agrees with her about informing the State's 911 office of the current situation.</p> <p>The Director reported that since meeting with the vendor on July 6, she had yet to receive any follow-up response, by phone or email, on the issues that were addressed in the meeting.</p> <p>Vice Chair Colinas asked how SNOCOM will be notified of any future product changes. The Director explained that Intrado has put a new process in place with their third party, out of country, vendor. Customers are to be immediately notified in the event of any new releases relating to 911 systems. Director Grady stated that since the firmware upgrade installation on June 28, there have been no hardware failures.</p> <p>The Director will be attending the E911 advisory committee meeting on July 21 at Camp Murray. She plans to report on the Viper issues at that time. Chair Smith asked the Director to include a recap of that meeting in her weekly email to the Board members in order to keep everyone informed.</p> <p>MDC Board. Representatives from SNOCOM and SNOPAC recently met with the PUD about the MDC system. The PUD is very interested and continues to partner with SNOCOM's agencies. Director Grady, IT Manager Terry Peterson and Assistant Chief Brad Reading will be representing SNOCOM at future MDC Board meetings.</p> <p>Hiring Status. The Director reported that she recently responded to a Washington State HR Commission complaint. The complainant alleged age discrimination during the dispatch applicant process. After receiving SNOCOM's response, the commission has sent the Director preliminary information stating that the complainant did not provide any evidence of discriminatory practice. The Director consulted with Mark Bucklin from WCIA prior to responding to the complaint.</p> <p>Performance Standards. Director Grady spoke of performance standard goals that were established this year. Resolution 2005-2 related to goals for processing fire calls for</p>	<p>Director Grady to provide a meeting recap following the E911 meeting on July 21.</p>

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<p>Reports (continued)</p>	<p>service from time of receipt to dispatch. While the minimum is currently being met, the ideal goal of 95% is not. The Director reported that dispatch employees are aware that performance standards will be put into place, additional training will be forthcoming and performance deficiencies will be addressed.</p> <p>Operations Manager Betts explained that there is a supervisor currently working 3 days a week in an administrative role, who's been tasked with pulling former Fire and EMS calls that have taken longer than 60 seconds. The supervisor is currently listening to the calls, and filtering out those that had a legitimate reason for taking longer than normal. A spreadsheet has been created in order to track the reasons and see if a pattern develops. She reported that prior to 2005, dispatcher performance numbers were posted. Once they were no longer posted, performance slipped. Operations Manager Betts anticipates that once performance numbers are posted routinely, the numbers will improve.</p> <p>Statistical Format. The Director passed out a revised statistics spreadsheet reflecting a more user friendly format. This new format shows total activity as well as that portion being applied to the assessment formula. Traffic stops, without case numbers, are removed from any assessment formulation. Director Grady is requesting feedback on this new format style.</p> <p>Vice Chair Colinas said he appreciates having a larger time span for comparison purposes.</p> <p>Operations. Nothing in addition to the previous report.</p> <p>IT Update. None. IT Manager Peterson is on vacation.</p> <p>Fiber Connectivity Contract. Director Grady presented a proposed Interlocal Agreement between SNOCOM and the City of Edmonds for internet connectivity. Connecting with Edmonds would increase speed and bandwidth, as well as provide redundancy for the New World project. Fees are comparable to what SNOCOM is paying now. The agreement term is five years. She then asked for the Board's approval.</p> <p><i>Vice Chair Colinas moved to approve the Interlocal Agreement between the City of Edmonds and SNOCOM as presented for fiber optic service. The motion was seconded by Ms. Judge. DJ Wilson disclosed that as a member of the Edmonds City Council, he will abstain. No further discussion. Motion carried unanimously.</i></p> <p>Bothell update. After the previous Board meeting and with input from the Budget Committee, the Director revised the preliminary numbers that were given to the Board. She presented a new cost estimate based upon Bothell being a contract agency to SNOCOM. This resulted in about a 2% decrease overall to the member agencies. Bothell has</p>	<p>Fiber Connectivity contract with the City of Edmonds has been approved</p>

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<p>Reports (continued)</p>	<p>received all the information it needs from SNOCOM. A special Bothell City Council meeting is scheduled for July 27. The Director was told Bothell police plan to provide information to the City Manager on their plans to move to a consolidated center for dispatching purposes.</p> <p>ILA Modification. At the last Board meeting, the members were asked to take the modified ILA back to their respective councils for their review and approval. Director Grady was told she did not need to present the ILA changes to the individual councils. According to Ms. Judge, Fire District 1 has given their approval of the ILA changes.</p> <p>2. Chair Report. None</p> <p>3. Budget Committee Report. Budget Committee Chair, Mayor Colinas, reported that the Budget Committee had recently met, and that assessments will be held flat for the coming year. He also reported that SNOCOM may be able to pay down additional debt, as well as set aside funds for future capital infrastructure purposes. Mayor Colinas also complimented Director Grady's management for keeping expenditures under the line. He expressed his appreciation for an agency that can be efficiently effective and financially managed well.</p> <p>Chair Smith stated that contrary to past experiences, the budget process is now under control, and all funds are now being fully accounted for. He complimented the other members of the Budget Committee as well as Director Grady.</p> <p>4. Personnel Committee Report. Chair Scott Hugill reported the committee received an update on union grievances and contract negotiations with the union. Personnel policies were also discussed. The committee plans to ask the Board to ratify existing policies. New policies would then be adopted by the Director. The Director will bring the book of policies to a future meeting for the Board's review. Mr. Hugill asks that the Board ratify these in mass, rather than individually. These existing policies have been in place for many years and have been reviewed and approved by WCIA.</p> <p>The Director's annual review is not finalized yet, but will be made available and sent out to the Board for their review prior to the next meeting. Final discussion will be made during the Executive Session.</p> <p>5. Vision Committee. No additional report.</p> <p>6. TAC Reports.</p> <ul style="list-style-type: none"> ▪ Police. Police TAC Chair Grady reported that an update to the New World project was presented. Demonstrations on New World and Coplogic (a citizen on-line reporting system) are scheduled for the July meeting. Chief Compaan is still working through the development of a 	<p>Personnel Committee will distribute the Director's annual review prior to next Board meeting.</p>

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Reports (continued)	<p>Scene Secure protocol, as well as an Out of Jurisdiction Citation protocol.</p> <ul style="list-style-type: none"> ▪ Fire. Assistant Chief Reading reported that discussions included: New World, fireworks, and fire departments responding to DOAs. <p>7. PSTC. Assistant Chief Reading reported that in addition to New World business, they have voted on the by-laws. These are now being reviewed by attorney Brad Cattle. Final by-laws should be available to the SNOCOM Board in August or September.</p>	
Executive Session	None	
Adjournment	<p>There being no further business, the meeting was adjourned at 10:30 a.m.</p> <p>The next regularly scheduled SNOCOM Board of Directors meeting will be held on August 11, at 9:00 a.m. in the Edmonds Police Department Training Room.</p>	



 Jerry Smith, Chair

8/11/11

 Date