



MEETING AGENDA

MEETING: Valley Communications Center (VCC) Administration Board
LOCATION: VCC Board Room – 27519 108th Ave SE, Kent WA
DATE & TIME: Friday, May 3rd, 2019 at 1000 hours

If an item below is bolded, related documents are attached

1. Welcome and Introduction
2. Report from any Member
3. Report from Operations Board
4. Report from Executive Director
 - a. Recognition
 - b. **Call Volume Statistics**
 - c. **Written Director's Report**
5. Action Items:
 - a. **Meeting Minutes Approval February 1, 2019**
 - b. **Voucher Approval February, March, April 2019**
6. Next regular scheduled Admin Board – June 7th, 2019
7. Adjourn





MEMORANDUM

TO: VCC Operations Board
CC: VCC Employees
FROM: Lora Ueland, Executive Director
DATE: April 18th, 2019
SUBJ: Director's Report for 04/25/19 Ops Board Meeting

Recognition

We are proud to highlight employees for their service to VCC, our partner agencies and the community:

Dispatcher Hank Anthony, Employee of the Quarter

In the nomination, a co-worker stated "he is calm and unwavering while dispatching calls and fielding unit requests, even on the busiest of consoles. He is always helpful, kind, and calm with angry, excited or frightened callers." Hank, who has been with VCC for 29 years, is well deserving of this recognition. Thank you and congratulations, Hank!

Telephone CPR Cardiac Survivor Recognition

Valley Com is one of four 911 Centers in the County that dispatches fire and EMS agencies and whose personnel are trained to provide medical pre-arrival instructions. Part of the reason King County is recognized as having the highest cardiac survival rates *in the world* is because our people instruct callers to initiate CPR within seconds of determining the patient is in need. The caller is then guided step-by-step on how to provide CPR so that even before the first units arrive, the patient is getting care that can increase the odds of long-term survival.

King County EMS recently recognized 14 VCC employees for 16 instances of providing telephone CPR instructions and being a critical link in this system of world-class care. These 16 patients survived their event and were discharged from the hospital. Telecommunicators may not physically be on the scene, but these first of the first-responders make a meaningful contribution to public-safety. Congratulations and thank you on a job well done to:

Meaghan Baumgartner
Lorrie Broming
Adrienne Byers
Derek Fears
Karen Gibson

Patty Hadley
Jennifer Holliday
Sarah Lawson
Brittany Lightner
Sydney McGlothlen

Holly Morgan
Paul Smith
Kristen Snow
Whitney Vordahl

EMS awards each Telecommunicator a Cardiac Survivor Coin. One of the recipients said they carry the coin with them every day to remind themselves of the impact their work has.



Community Outreach

We are hosting a one-day Community Information Day, formerly known as Citizens Academy, on Saturday, June 1st from 10:00 am to 5:00 pm. Community members will learn about VCC, what happens when they call 911 and will tour the Center.

We are also hosting two Recruitment Workshops in May to inform interested future applicants on what is involved with applying to work at Valley Com. The evening will include how to apply, what to expect, and a tour of the Center. Space is limited at 20 people workshop and we have quite a bit of interest.

Personnel

On April 1st, we started an academy class of 5 Call Receivers and 4 Dispatchers are currently in training. As of May 5th, we are down 8.75 positions including the 6 over hire positions authorized by the Board. Due to training status and one employee on extended leave, the actual available and working count is 90.25 employees. Recruitment is underway to hire for an academy class in September.

VCC Funding Model Task Force Update

The Task Force met on March 29th with representatives from all five owner cities present. After reviewing VCC's existing funding model and learning about approaches used by other jurisdictions, the Task Force requested more detailed information as to VCC workload data and a better understanding of NORCOM's funding model. Since the March 29th meeting, BDS Planning also scheduled and held individual meetings with the Task Force members.

The goal of the Task Force is to recommend to the Admin Board a "fair, equitable, and scalable formula for charging all VCC customers to fund the capital and operating expenses of the Center". The next meeting is on May 10th. The recommendation is due to the Board in September 2019.

VCC Strategic Plan Implementation

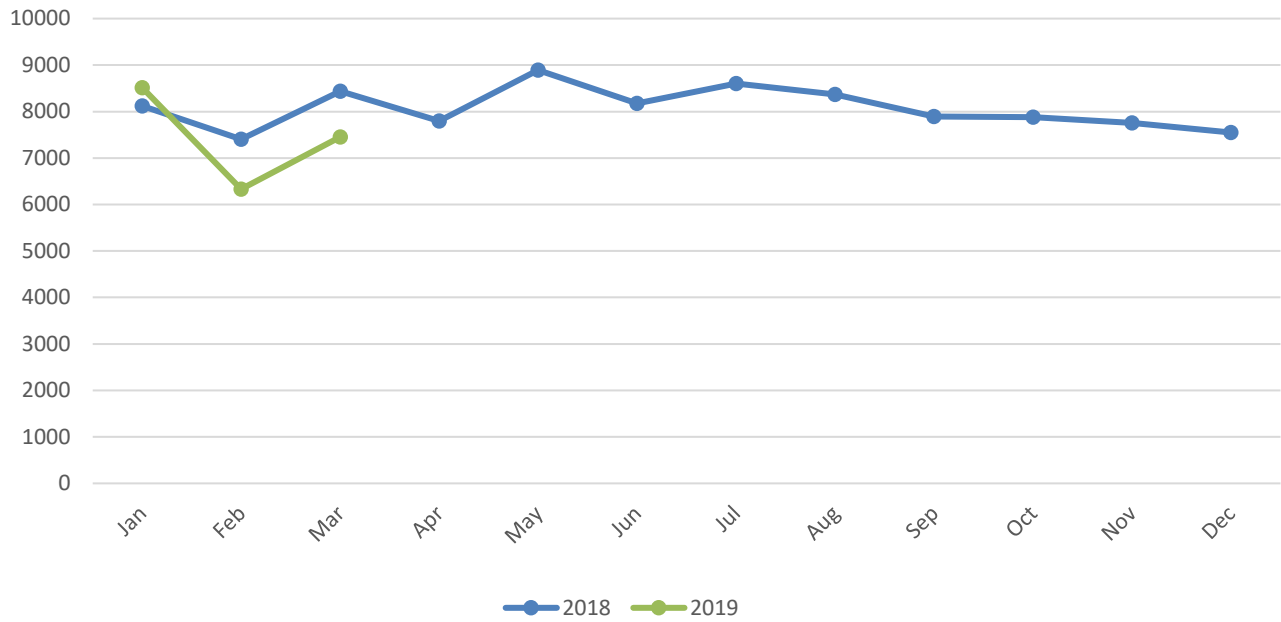
A customer satisfaction survey was sent out via the Ops and Admin Boards in February to establish a baseline in which to measure future results. The survey included questions to rate the level of confidence that agency interests are adequately represented and considered, the level of perceived value of the services VCC provides, and where an agency obtains information about emerging technologies. Thank you to those who took the time to respond to the survey. Results will be available to the Board next month.

Telecommunicator Week April 14th through 20th

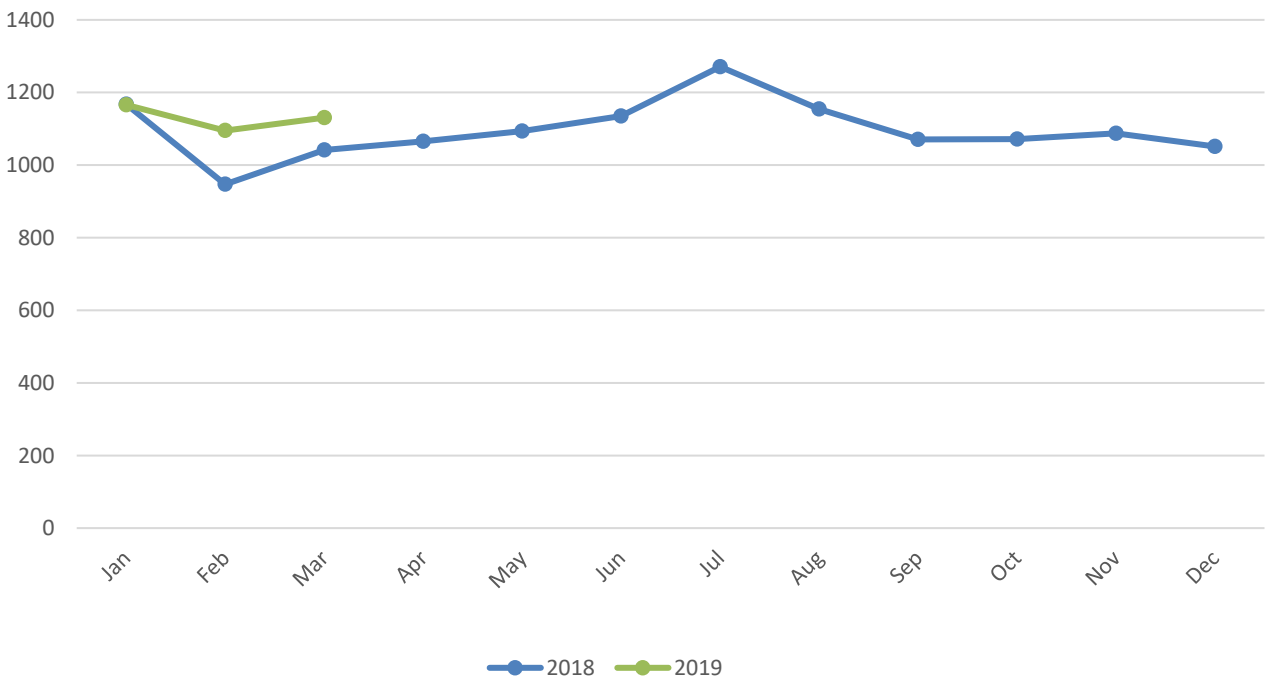
Thank you for celebrating the 911 professionals at VCC! We appreciate the Facebook shout outs, the items donated for the prize drawings and the sincere recognition of Valley Com's contribution to the mission of public-safety.



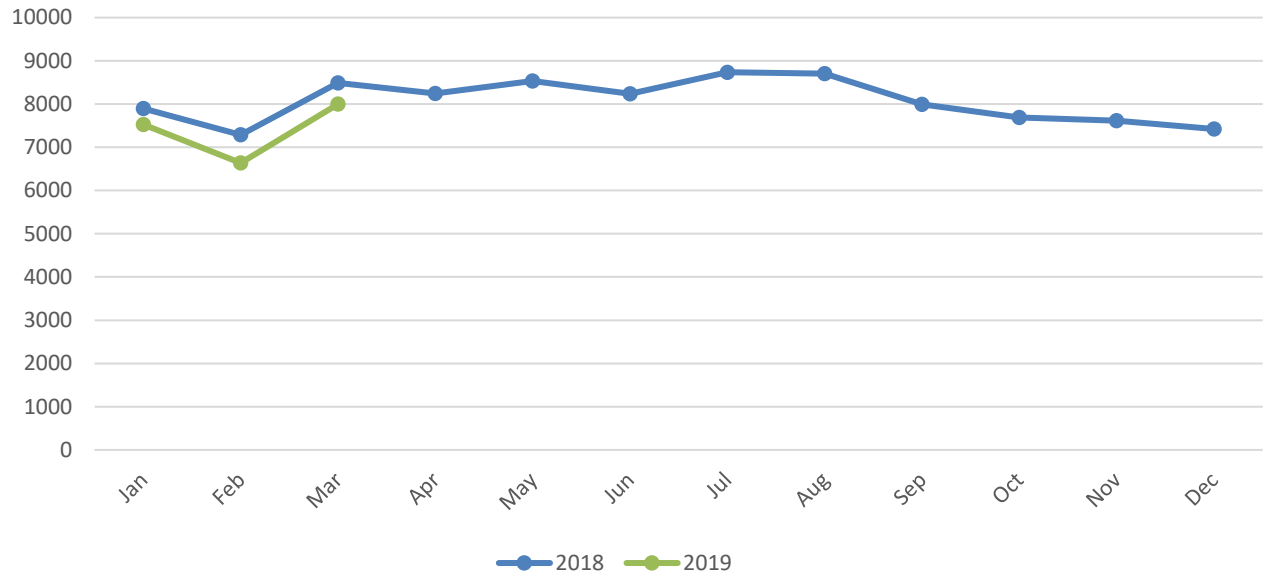
Auburn Police - Dispatched Calls For Service



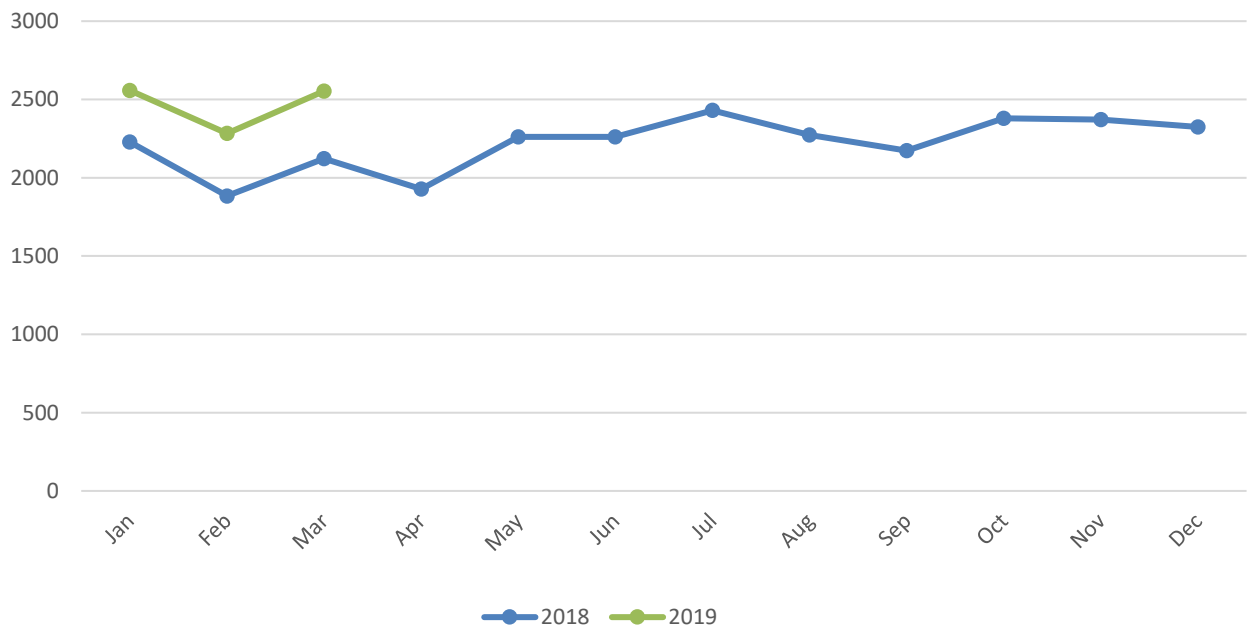
Valley Regional Fire Authority- Dispatched Calls For Service



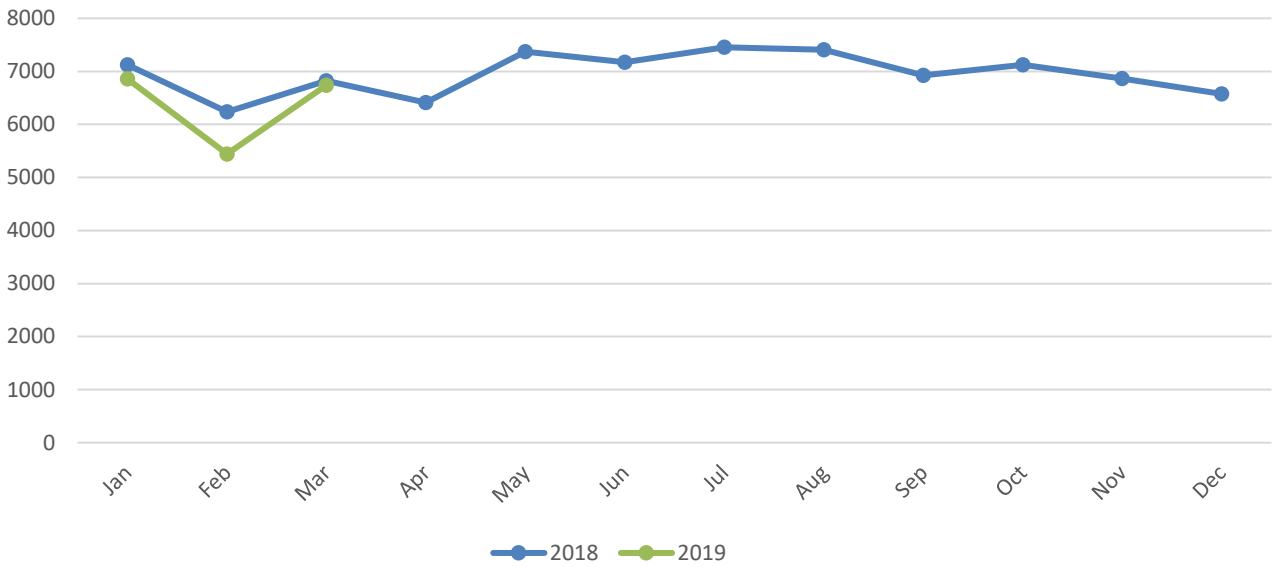
Kent Police- Dispatched Calls for Service



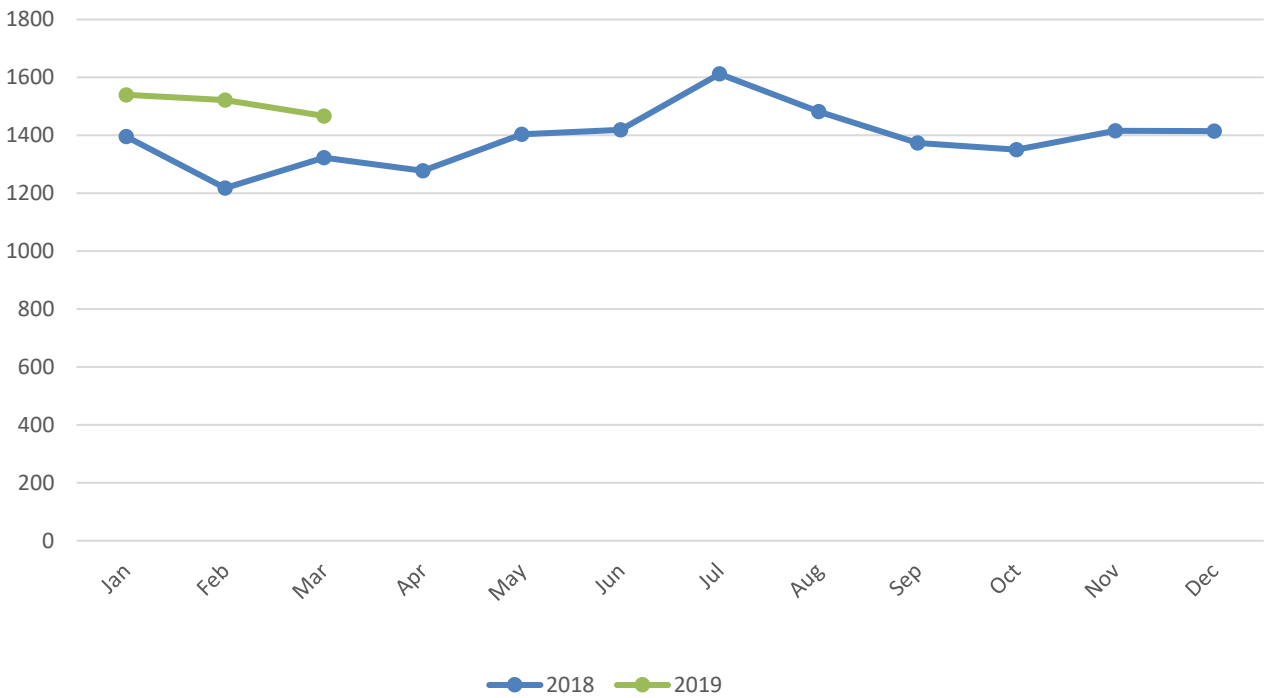
Puget Sound Regional Fire Authority- Dispatched Calls For Service



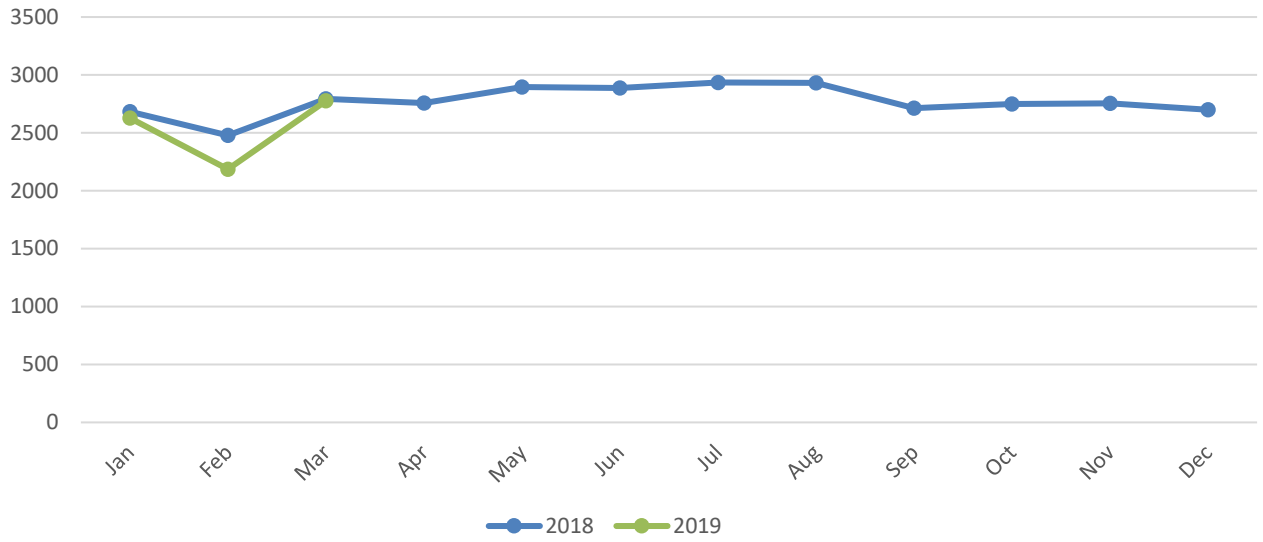
Renton Police- Dispatched Calls for Service



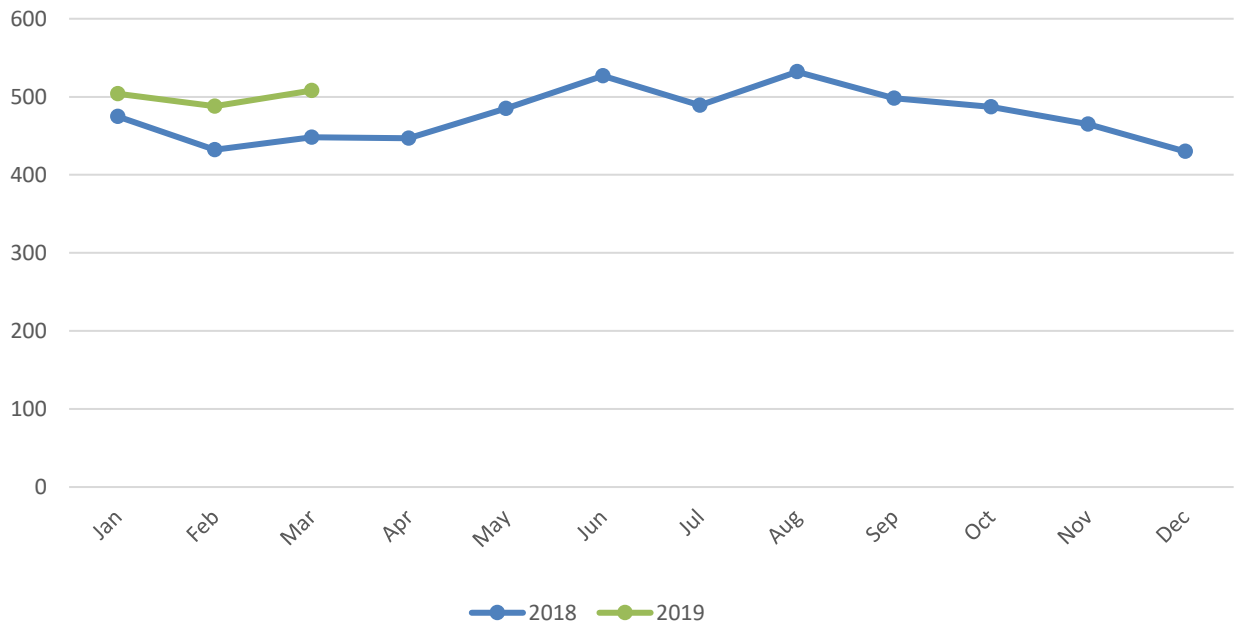
Renton Regional Fire Authority- Dispatched Calls For Service



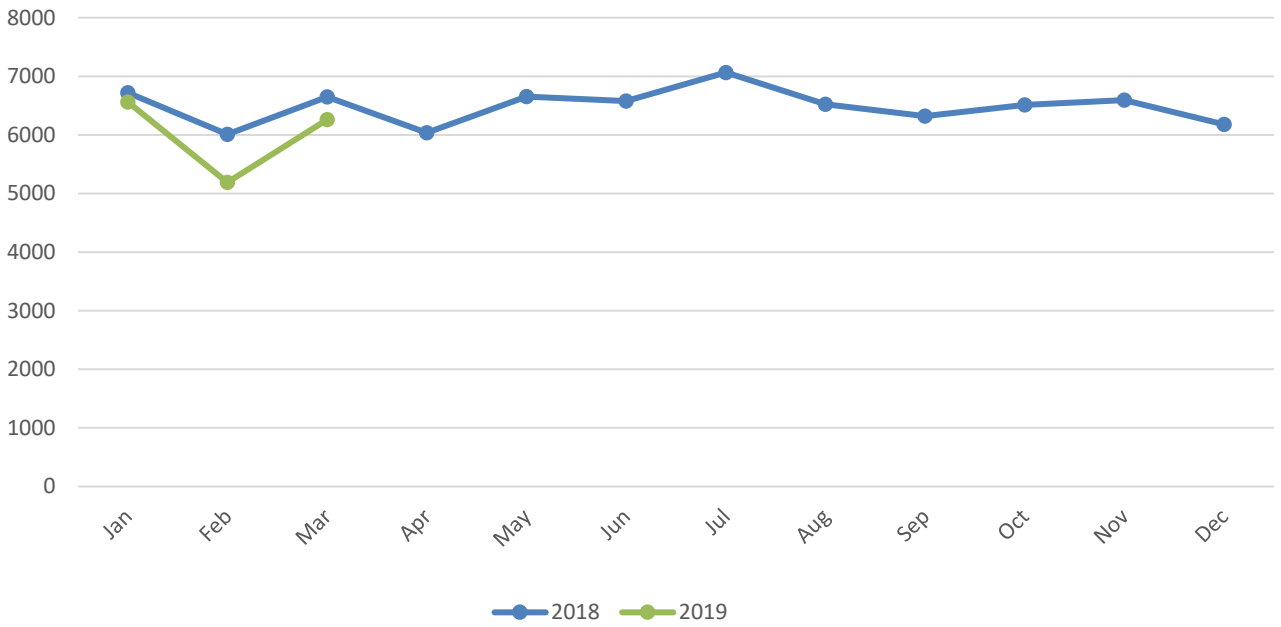
Tukwila Police- Dispatched Calls for Service



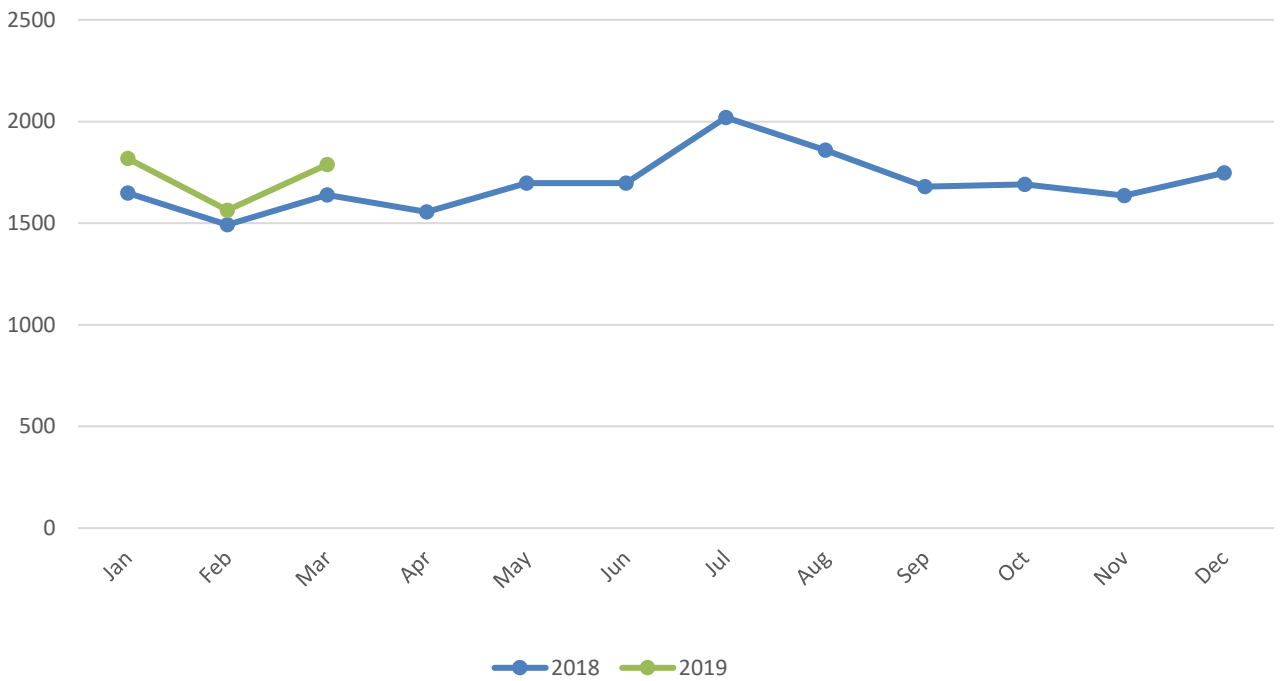
Tukwila Fire- Dispatched Calls for Service



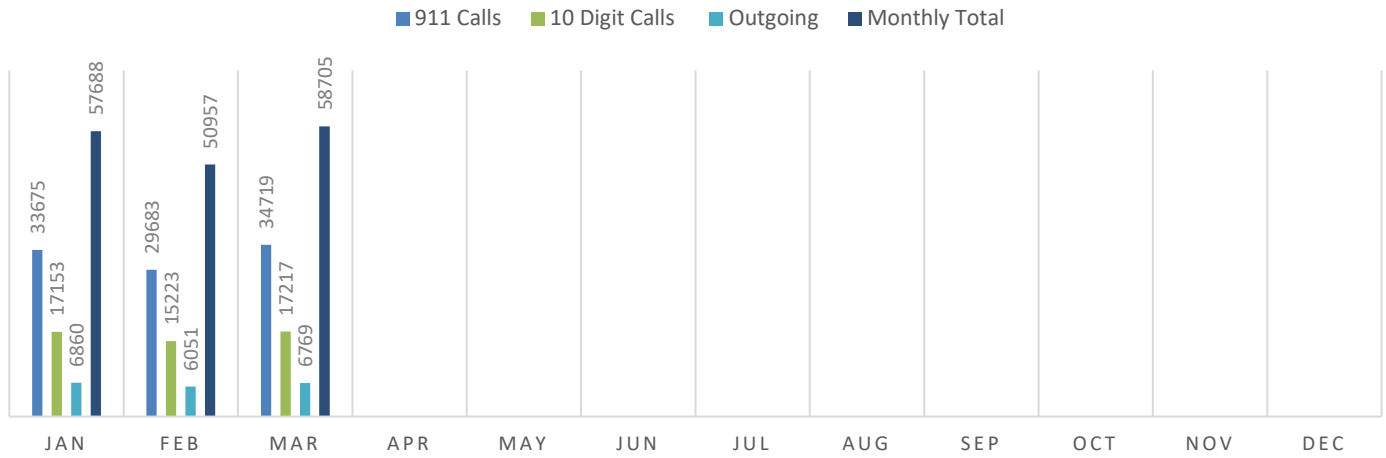
Federal Way Police - Dispatched Calls for Service



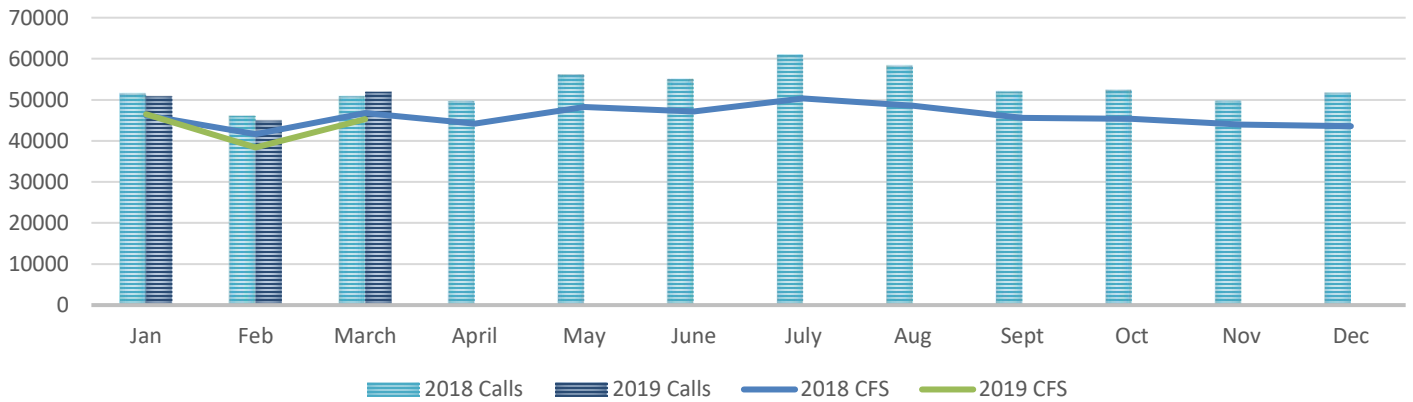
South King Fire and Rescue - Dispatched Calls For Service



2019 MONTHLY 911 & 10 DIGIT CALLS & OUTGOING



2018-2019 DISPATCHED CALLS FOR SERVICE VS. TOTAL INCOMING 911 & 10 DIGIT PHONE CALLS



Text-to-911

2019	Jan	Feb	March	April	May	June	July	August	Sept	Nov	Dec
Valid	16	24	19								
Invalid	35	30	51								



MEETING MINUTES

MEETING: VCC Administration Board Meeting
LOCATION: VCC Board Room – 27519 108th Ave SE Kent, WA 98030
DATE: Friday, February 1, 2019

MEMBERS: Mayor Backus, *City of Auburn*
Mayor Ferrell, *City of Federal Way*
Mayor Ralph, *City of Kent*
Mayor Ekberg, *City of Tukwila*
Chief Van Valey, *Proxy for Mayor Law, City of Renton*

VISITORS: Shannon Phillips, *Summit Law Group*
Brian Scott, *BDS Planning*
Gabriel Silberblatt, *BDS Planning*

VCC STAFF: Lora Ueland, *Executive Director*
Vonnie Mayer, *Deputy Director*
Angee Bunk, *Operations Manager*
Tatyana Bogush-Stakhov, *Finance Manager*
Mary Sue Robey, *Administrative Services Manager*
Tracy Fitzgerald, *Administrative Services Assistant*

Welcome and Introductions. Chairperson Mayor Backus called the meeting to order at 1004 hours. Introductions were made around the room.

Report from Any Member. None.

Report from the Operations Board. Director Ueland reported the January Operations Board meeting was canceled. The next regular Operations Board meeting will be February 28th, 2019.

Report from Executive Director.

Call Volume Statistics. Deputy Director Mayer asked if there were any questions regarding the updated year-end call volume stats included in the meeting packet. There were no questions or concerns.

Executive Director's Report. There were no questions or concerns regarding the Director's report included in the Administration Board meeting packet.



Employee Update. VCC recently promoted 3 Dispatchers to Supervisors. The cities of Kent and Auburn HR Managers assisted in a review of the promotion process. Two suggestions were to add a 5-day appeal process before the results are announced and to invite the candidates in for an orientation prior to the process. Supervisor Zach Cloyd was promoted to CAD Administrator. A Police Dispatcher academy started in January with a class of 4.

Recognition. Deputy Director Mayer recognized CO I Whitney Vordahl for her nomination on a Domestic Violence call. A 17-year old Maple Valley resident was nominated by CO I Shauna Stark for staying calm and following first aid instructions provided by Ms. Stark. The resident won the award and was recognized at the NG911 Insitute Honors reception in Washington DC. VCC will meet him and his family in March when Ms. Stark will present him with an award.

Deputy Director Mayer recognized Lora Ueland for completing the Certified Public-Safety Executive course with APCO.

There will be an article in the Auburn Reporter highlighting Valley Com as part of the public safety initiative. Deputy Director Mayer has been working with Liz Miller on this story.

The Regional Advisory Governing Board, chaired by Director Ueland, will be following up with King County E911 Program Office and CenturyLink regarding the lack of communication and leadership during the recent outage.

VCC Funding Model Task Force Kick-Off. BDS Planning opened a discussion regarding the guiding principles and parameters for the Funding Model Task Force. The purpose of the process is to achieve consensus agreement on a fair and equitable funding model for Valley Com that is based on shared principles and the product is a scalable formula for charging Valley Com customers to fund the Center. The mayors requested their Finance Managers and City Managers be invited to join the Task Force and that a Customer Focus Group be established.

Action Items by Consent. *Mayor Ferrell moved to approve the minutes from the December 7th, 2018 meeting. Mayor Ralph seconded. Motion approved.*

Executive Session. At 1053 hours, Mayor Backus requested the Board move into Executive Session for 30 minutes under RCW 42.30.110(1)(i) for the purpose of discussing litigation. Attorney Shannon Phillips remained in the room for the Executive Session.

At 1119 Mayor Backus convened the general meeting.

With no further business, Mayor Backus stated the next regular meeting will be held March 1st, 2019. The meeting was adjourned at 1119 hours.

Respectfully submitted,



Tracy Fitzgerald,
Administrative Services Assistant

