



MEETING AGENDA

MEETING: Valley Communications Center (VCC) Administration Board
LOCATION: VCC Board Room – 27519 108th Ave SE, Kent WA
DATE & TIME: Friday, June 7th, 2019 at 1000 hours

This agenda has notes that will not be included in the final agenda sent out.

1. Welcome and Introduction
2. Report from any Member
3. Report from Operations Board
4. Report from Executive Director
 - a. **Written Directors Report**
 - b. **Call Volume Statistics**
 - c. VCC Funding Model Task Force Update
5. Action Items:
 - a. Meeting Minutes Approval May 3rd, 2019
6. Executive Session – Discuss Litigation
- 7.
8. Next regular scheduled Admin Board – July 12th, 2019
9. Adjourn





MEETING MINUTES

MEETING: VCC Administration Board Meeting
LOCATION: VCC Board Room – 27519 108th Ave SE Kent, WA 98030
DATE: Friday, May 3, 2019

MEMBERS: Mayor Backus, *City of Auburn*
Mayor Ferrell, *City of Federal Way*
Mayor Ekberg, *City of Tukwila*
City Manager Harrison, *Proxy for Mayor Law, City of Renton*

ABSENT: Mayor Ralph, *City of Kent*

VISITORS: Deb Flewelling, *Government Relations, KC-E911 Program*
Chief Wittwer, *Tukwila Fire*

VCC STAFF: Lora Ueland, *Executive Director*
Evan Nelson, *Training Manager*
Kristin Meitzler, *Technical Services Manager*
Tracy Fitzgerald, *Administrative Services Assistant*

Welcome and Introductions. Chairperson Mayor Backus called the meeting to order at 1001 hours. Introductions were made around the room.

Report from Any Member. None.

Report from the Operations Board. Executive Director Ueland reported the Ops Board met April 25th, 2019.

Report from Executive Director.

Call Volume Statistics. Executive Director Ueland asked if there were any questions regarding the call volume statistics 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.

.



Recognition. Executive Director Ueland reported Valley Com employees elected Dispatcher Hank Anthony as Employee of the Quarter based on criteria set during the strategic plan. Hank has 29 dedicated years with Valley Com and demonstrates Compassion, Reliability and Teamwork.

Director Ueland read a letter from a citizen writing to the Call Receiver who provided pre-arrival CPR instruction which ultimately saved her husbands life.

At the April Ops Board meeting, Director Ueland encouraged agencies to let her know if they are recognizing a citizen or an employee for life-saving events. Valley Com would like to give recognition to the Call Receiver or Dispatcher included in the incident if possible.

UBER/911 Texting. VCC started using Rapid Lite in February 2019. Rapid Lite partners with Rapid SOS and is a secured web-based program that gives a more detailed location than cell phone companies.

PSAP. Director Ueland briefed the Administrative Board on recent RAGB activity.

Action Items by Consent. *Mayor Ferrell moved to approve the minutes from the February 1st, 2019 meeting. Mayor Ekberg seconded. Motion approved.*

Mayor Ekberg moved to approve the February, March and April vouchers. Mayor Ferrell seconded. Motion approved.

The Development Authority meeting was moved to June 7th, 2019.

With no further business, Mayor Backus stated the next regular meeting will be held June 7th, 2019. The meeting was adjourned at 1026 hours.

Respectfully submitted,

Tracy Fitzgerald,
Administrative Services Assistant





MEMORANDUM

TO: VCC Administration Board
CC: VCC Employees
FROM: Lora Ueland, Executive Director
DATE: May 31st, 2019
SUBJ: Director's Report for 6/7/19 Admin Board Meeting

Employee Recognition

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

Communications Officer II (Dispatcher) Marean Dussert – 40 years of Service

On May 1st, Marean reached the milestone of being the longest tenured employee in the history of Valley Com with 40 years of continuous service. Hired as a dispatcher two years after VCC formed, she has worked as a Supervisor and CAD Coordinator, implementing the first CAD system in 1989, before choosing to return to her first love of dispatching. While she declined the request to attend the Admin Board meeting, we wish to acknowledge and thank Marean for her service to the VCC community and the public.

Critical Incident Highlight – Communications Officer I (Call Receiver) Lorrie Broming

Federal Way, 5/28/19 at 23:59 hours. Call Receiver Lorrie Broming took a 911 call from a store employee reporting a coworker was the victim of a carjacking. Lorrie entered a call for dispatch in 45 seconds, needing that time to get the actual victim on the line, confirm location, have the victim describe what happened, obtain the time delay, determine injuries existed and ask the direction of travel of the vehicle. As officers and aid units were being dispatched, Lorrie obtained a detailed vehicle description (down to the Pink Floyd sticker on the gas lid), but the victim did not know her license plate number. Without any prompting, Lorrie asked for the victim's name and date of birth so a search could be done for the license plate and she also updated the incident that the vehicle was OnStar equipped. Once the license was known, OnStar was contacted to see if they could locate the vehicle. *Twenty-two minutes* after the original 911 call, Federal Way Police recovered the vehicle and had 2 subjects detained. Lorrie's skill and expertise were invaluable in this situation and directly contributed to the successful outcome.

This call came to my attention because one of the Dispatchers overheard Lorrie take this call and was impressed. She entered a recognition into Guardian Tracking so that Lorrie would be recognized for her efforts. Well done Lorrie and thank you Rema Strauss.

GFOA Distinguished Budget Presentation Award - Finance Manager Tatyana Bogush-Stakhov

VCC received the Distinguished Budget Presentation Award for the current budget from the Government Finance Officers Association. This award is the highest form of recognition in governmental budgeting and represents a significant achievement for VCC. As the person primarily responsible for having achieved this award, Tatyana is being presented a Certificate of Recognition for Budget Presentation from GFOA.



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 from across our service area will learn about VCC, what happens when they call 911 and will tour the Center. The Training Department is coordinating with assistance from five Communications Training Officers (CTOs) and the HR Department. We have over 20 people registered to attend.

Personnel Update

Below is the Center's current staffing count. We are actively recruiting for a September 9, 2019 Call Receiver Academy.

Authorized FTE Count

Call Receivers 44

Dispatchers 59

Authorized Over Hires 6

Authorized Total: 109

Current FTE Count – 92% of Authorized FTE Count

Call Receiver 48.25

Dispatcher 52

Total 100.25

Available and Currently Working - 83% of Authorized FTE Count

Call Receivers 42.25

Dispatchers 48

Total 90.25

Notes:

Call Receivers:

Currently we have 5 Call Receivers who are expected to complete the training academy on June 20th, they will start one-on-one training with a release date in late summer early fall.

One Call Receiver is on an extended leave.

Dispatchers:

4 Dispatchers in police one-on-one training, expecting to see some getting released in the next 4-6 weeks. This number is reflected in the difference between Available/Currently working and Current FTE Count.

3 Dispatchers are in fire one-on-one training. As these Dispatchers are training only half time, they are considered Available/Currently Working.

1 Dispatcher retired effective June 1st. The Current FTE Count reflects this retirement.



Recruitment Workshops

To encourage more people to apply to our Call Receiver openings Human Resources has created and held three recruitment workshops.

The two-hour presentation includes a history of the Center, our competitive wage and benefit package, the steps to getting hired, and question and answer sessions with a supervisor, trainer and newer call receiver. We also let participants tour the Center and listen to calls.

Thirty-one people have attended. To date three have applied through our website. We expect more to apply within the coming weeks. Typically, candidates do not apply until after they pass Public Safety Testing's Dispatcher exam. There were no tests in our area for the last half of May but in the coming weeks several are scheduled for Kent, Tacoma, and Burien.

Workshop Date	RSVP	Attended
May 16	20	11
May 22	20	9
May 29	26	11

Human Resources will be scheduling another workshop in mid-June. We will track and continue to report on the success of the workshops.

It is also worth noting that after hearing about the workshop Spokane Regional Emergency Communications sent a representative to observe, and both South Sound 911 and Sno911 asked to be invited to future events.

VCC Funding Model Task Force Update

The Fire Agencies Focus Group met on May 29th to review the scope of the project and the results of the two Task Force meetings. Chiefs from Renton RFA, Valley RFA, Puget Sound RFA, South King Fire, Medic One, Burien Fire, and Mountain View Fire attended and provided their input and feedback about the process to date. It was agreed another meeting would be scheduled following the next Task Force meeting.

PSERN Update

The PSERN Operator draft ILA, which will govern the independent entity that will own and operate the PSERN network after implementation, is nearly complete. VCC Attorney Tom Brubaker has been attending meetings and working with the attorneys from EPSCA, Seattle and King County to develop the draft and Tom sent it to the owner city attorneys this week for their review and comment.

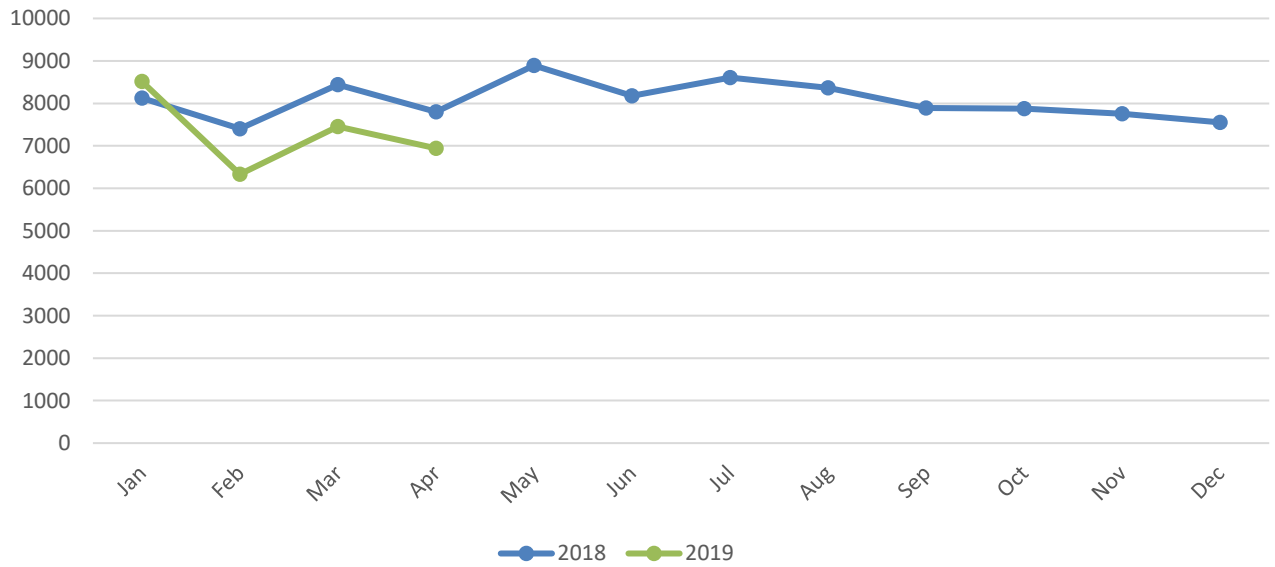
Questions still to be resolved involve language on dissolution of the PSERN Operator in the highly unlikely event that were to occur, such as; who can trigger a call to dissolve, should it be a majority or unanimous vote, who votes (the PSERN Operator Board or the 12 signing parties), and how should the distribution of assets be handled. One option being explored is substitute language that will authorize the PSERN Operator to determine the method and cost of the impacts of member withdrawal or dissolution, instead of providing detailed language now. In the meantime, we've asked your attorneys to weigh in with their opinions on the questions with a response by June 15th. When the draft is finalized, the PSERN Operator ILA will need to go through each of the 12 parties legislative process for execution.



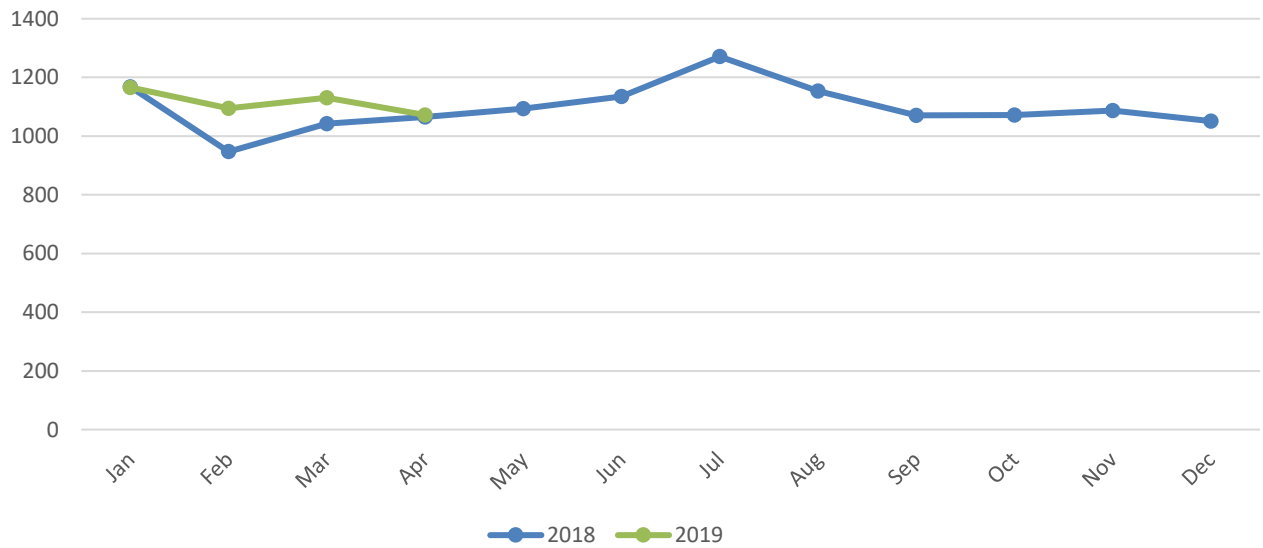
An End User SLA is also in development and will need to be signed by at least 107 different entities, including VCC. This will speak to, among other things, the radio deployment, what services the PSERN Operator will provide, and the rate structure.



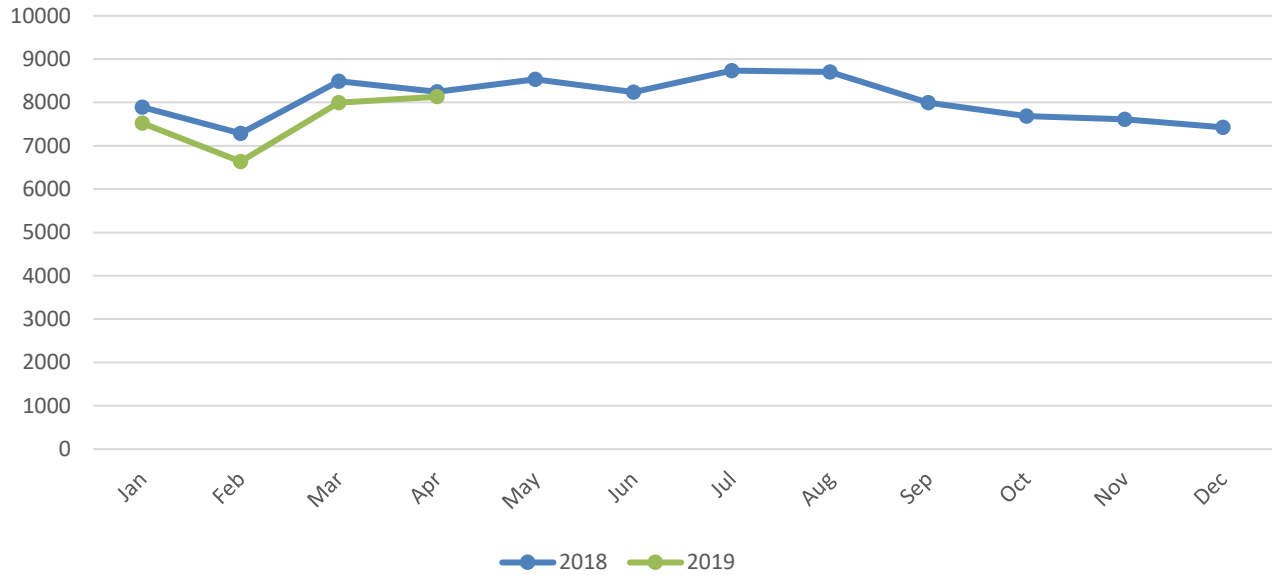
Auburn Police - Dispatched Calls For Service



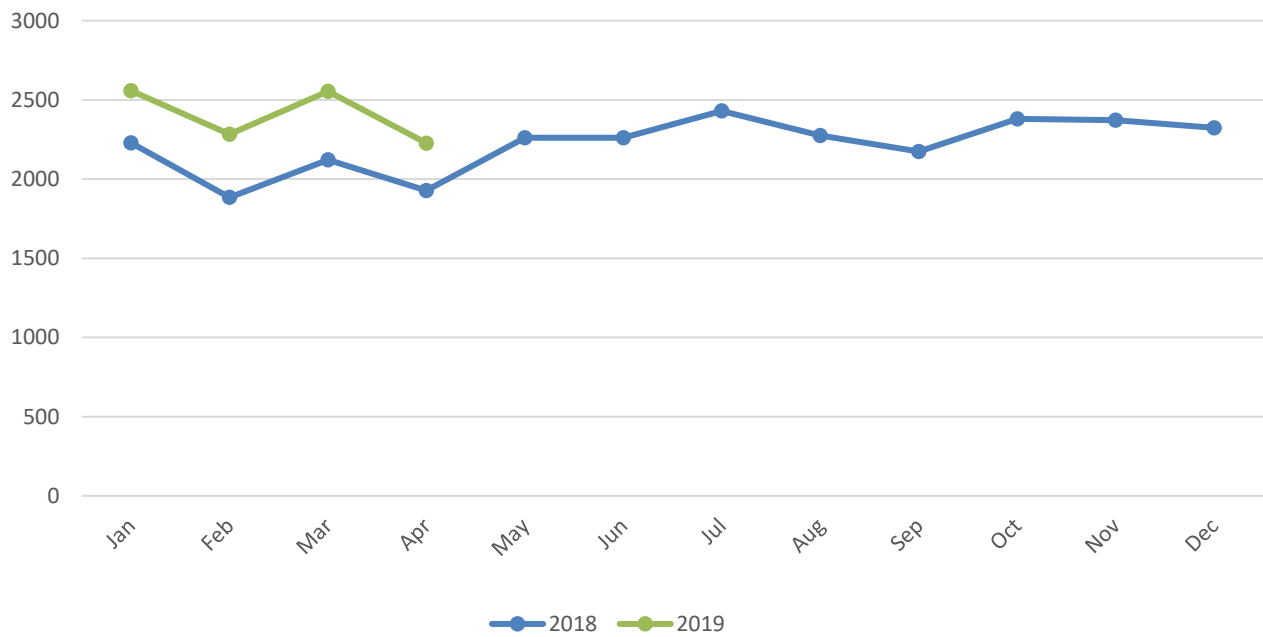
Valley Regional Fire Authority- Dispatched Calls For Service



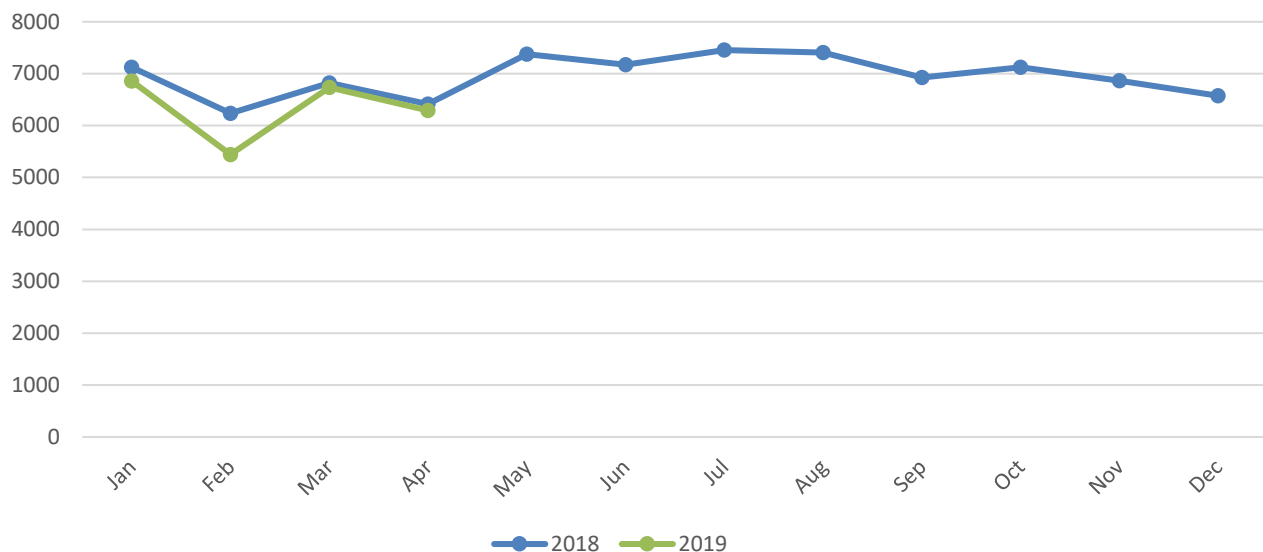
Kent Police- Dispatched Calls for Service



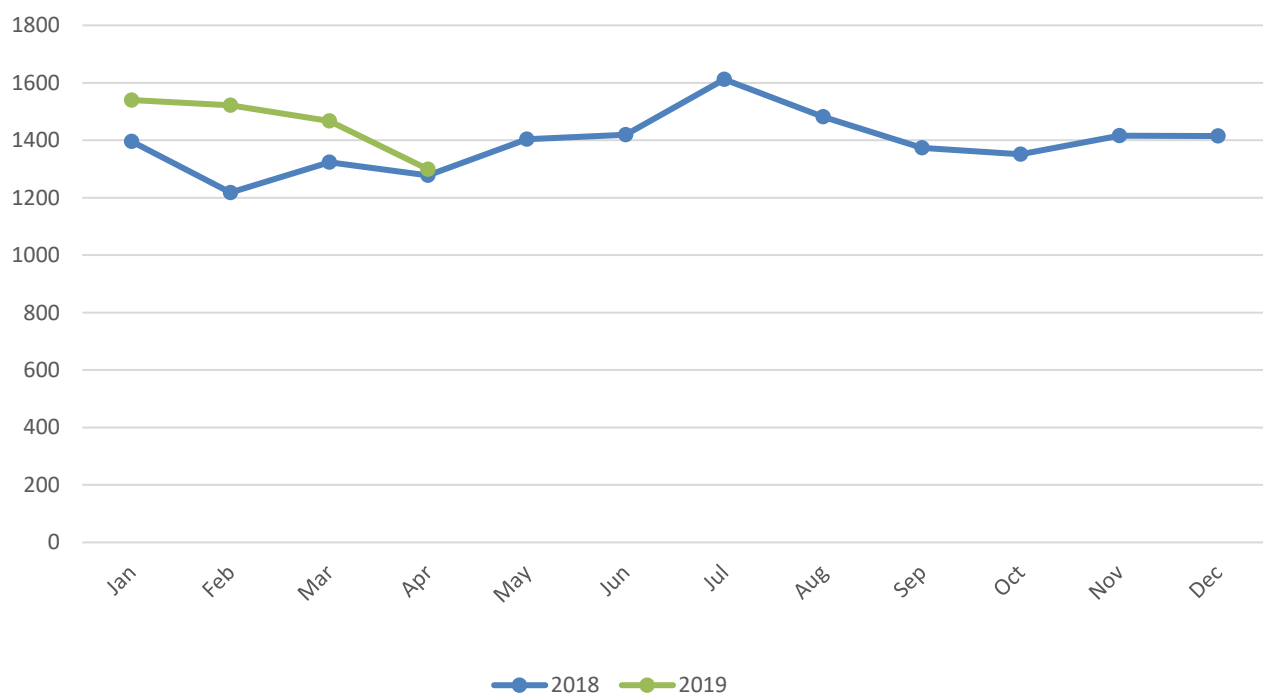
Puget Sound Regional Fire Authority- Dispatched Calls For Service



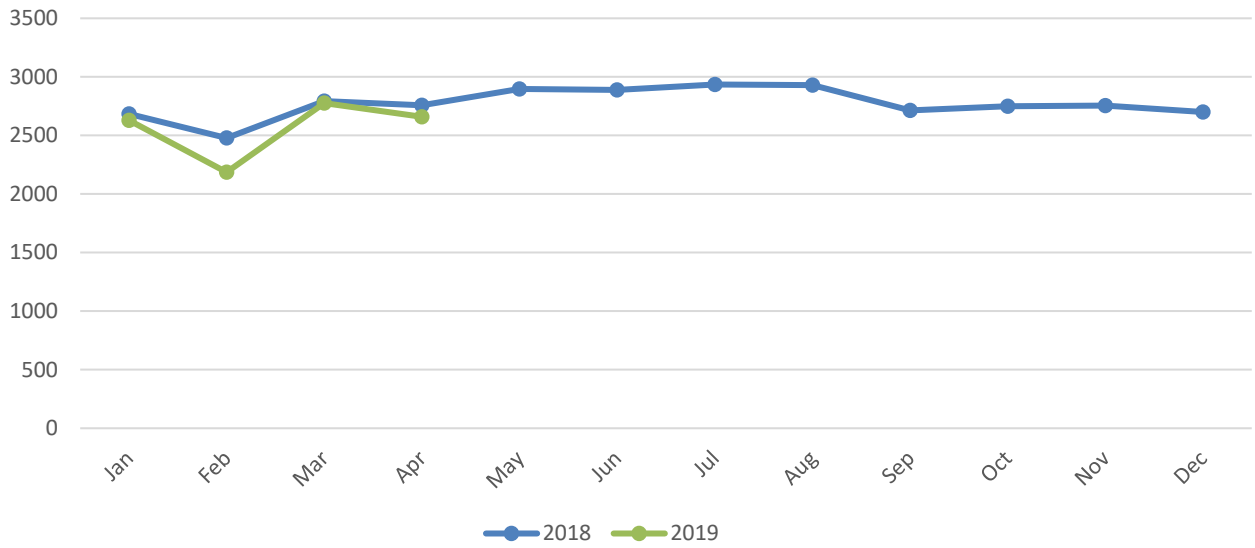
Renton Police- Dispatched Calls for Service



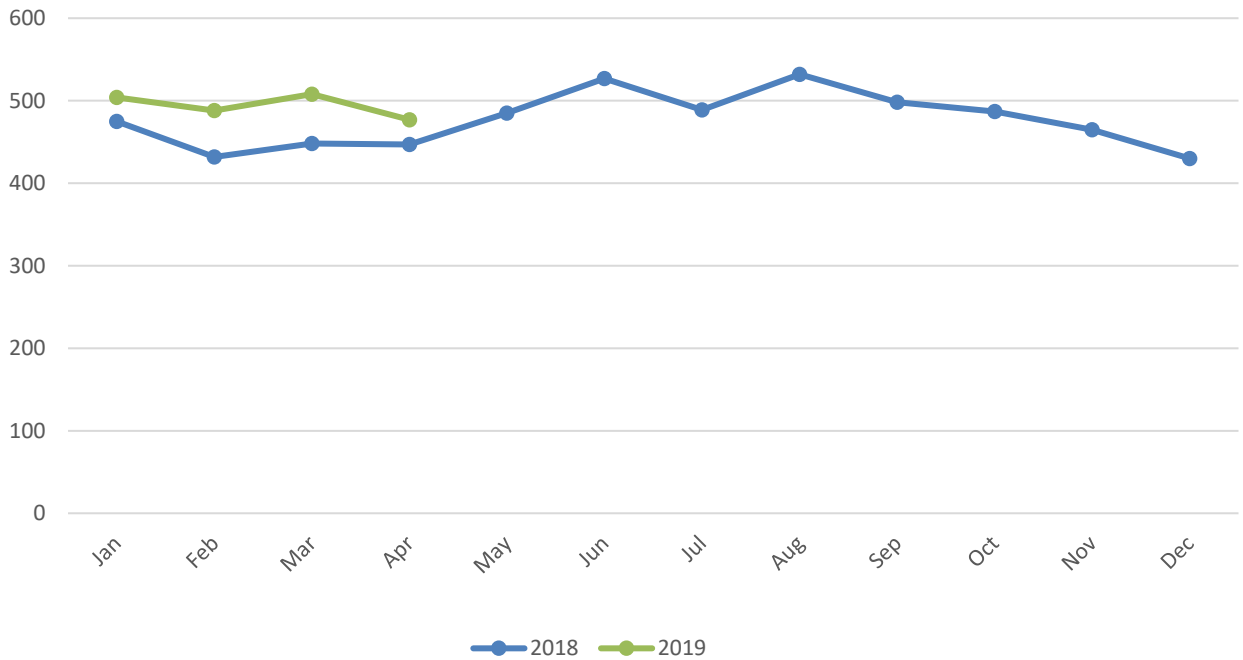
Renton Regional Fire Authority- Dispatched Calls For Service



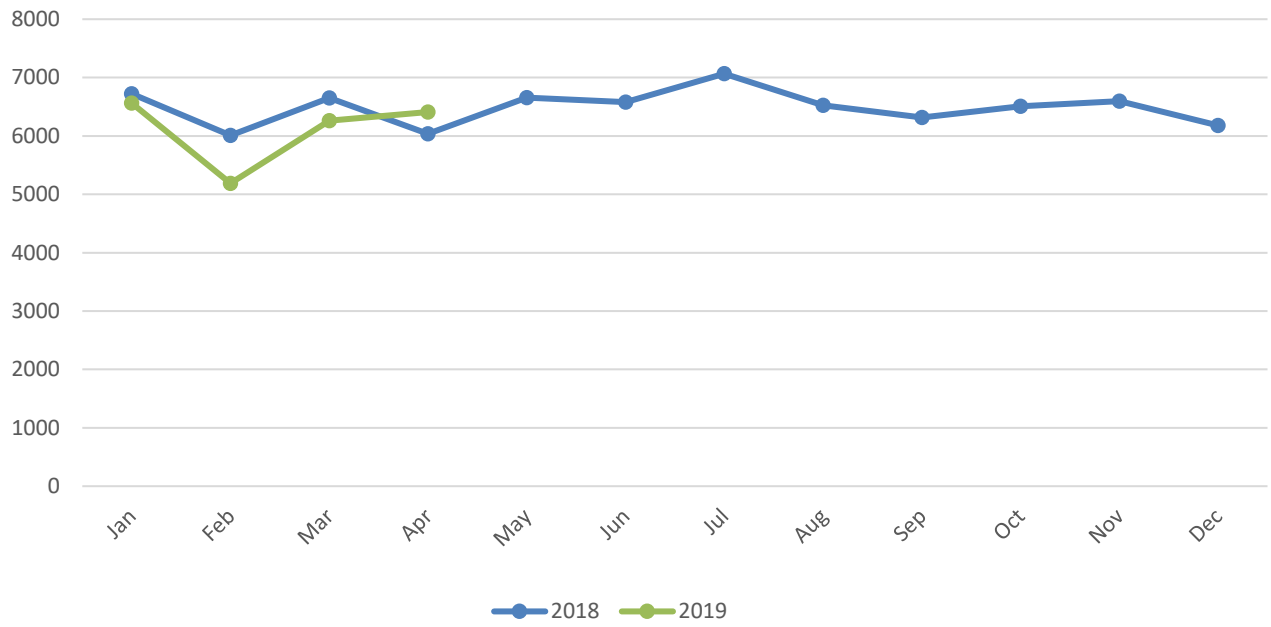
Tukwila Police- Dispatched Calls for Service



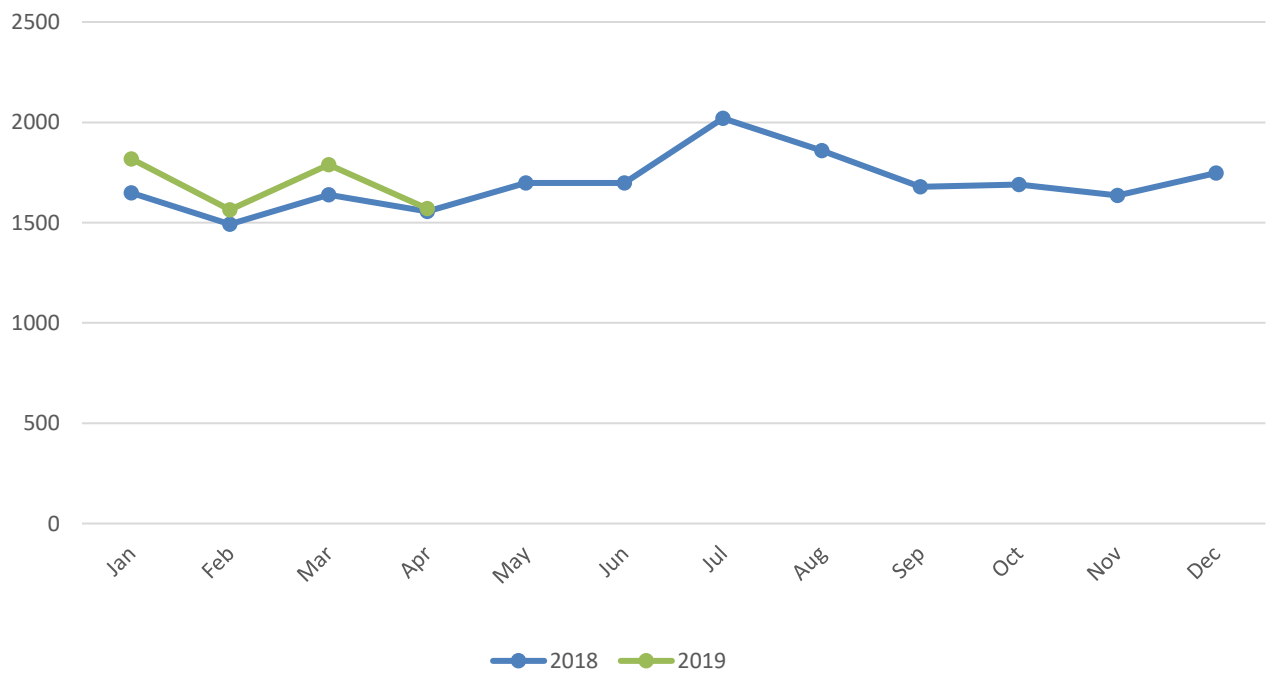
Tukwila Fire- Dispatched Calls for Service



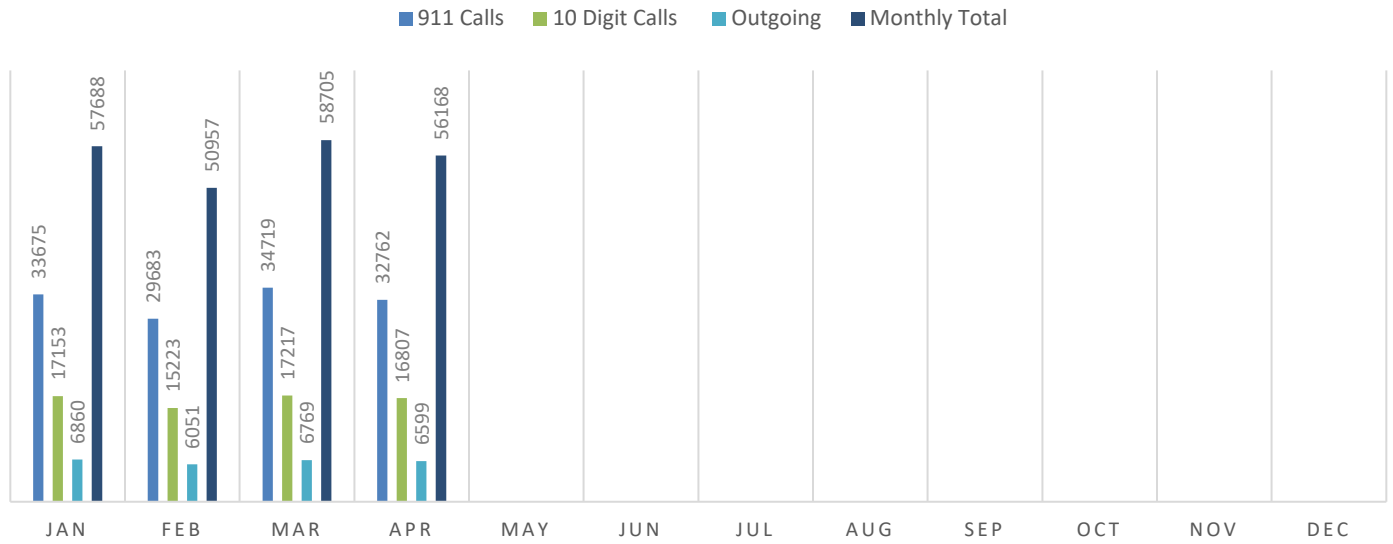
Federal Way Police - Dispatched Calls for Service



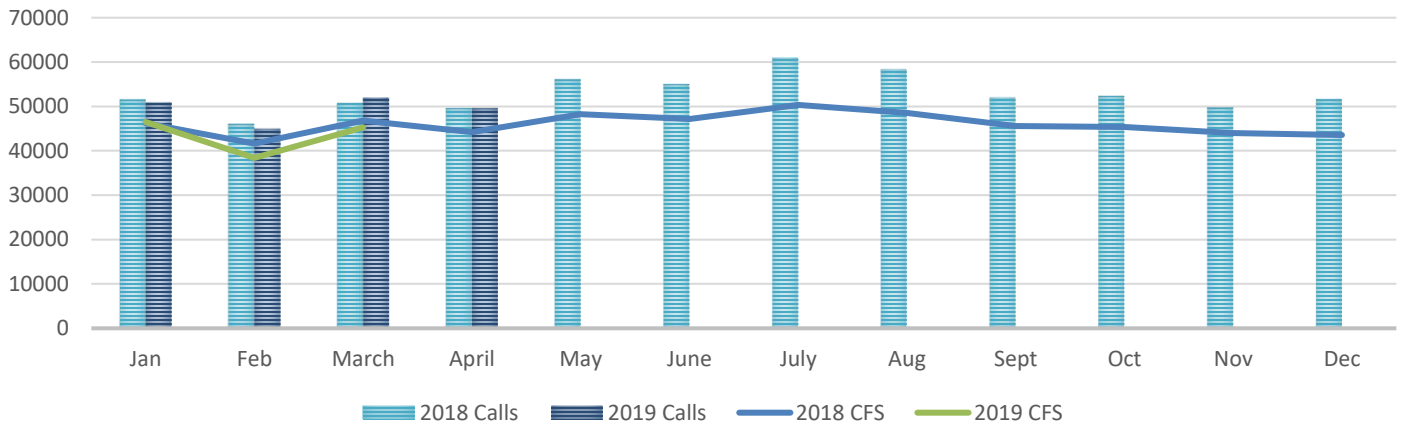
South King Fire and Rescue - Dispatched Calls For Service



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	15							
Invalid	35	30	51	58							