



MEETING AGENDA

MEETING: Valley Communications Center (VCC) Administration Board
LOCATION: VCC Board Room – 27519 108th Ave SE, Kent WA
DATE & TIME: Friday, September 13th, 2019 at 1000 hours

1. Welcome and Introduction
2. Report from any Member
3. Report from Operations Board
4. **Approval of August 2nd Admin Board Meeting Minutes - Action**
5. **Approval of August 2019 Vouchers - Action**
6. **2020 Budget Adjustment Presentation - Action**
7. Report from Executive Director
8. Adjourn

Next regular scheduled Admin Board – October 4th, 2019





MEETING MINUTES

MEETING: VCC Administration Board Meeting
LOCATION: VCC Board Room – 27519 108th Ave SE Kent, WA 98030
DATE: Friday, August 2, 2019

MEMBERS: Mayor Backus, *City of Auburn*
Mayor Ferrell, *City of Federal Way*
Mayor Law, *City of Renton*
Mayor Ralph, *City of Kent*

ABSENT: Mayor Ekberg, *City of Tukwila*

VISITORS: Chief Morris, *Puget Sound Fire Authority*
Chief Marshall, *Renton Regional Fire Authority*
Brian Scott, *BDS Planning*

VCC STAFF: Lora Ueland, *Executive Director*
Vonnie Mayer, *Deputy Director*
Angee Bunk, *Operations Manager*
Kristin Meitzler, *Technical Services Manager*
Mary Sue Robey, *Administrative Services Manager*
Tracy Fitzgerald, *Administrative Services Assistant*

Welcome and Introductions. Chairperson Mayor Backus called the meeting to order at 1000 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 July 25, 2019.

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

Department Spotlight. Director Ueland provided information on VCC's Public Records department managed by Mary Sue Robey. Public record requests have increased 8% over the last year. The department is preparing to begin scanning permanent files to the State archivist and reviewing audio software for potential replacement. The department currently has 1.5 positions and with the steady increase in work load the position count may need to



be re-evaluated in the next few years. VCC will provide the Mayors with a breakdown of the types of requests submitted by their city attorneys.

Well City Initiative. VCC HR department is working towards meeting AWC's well-city initiative and achieving a 2% premium discount on all medical premiums.

Labor Topics. The Supervisor Guild 2-year contract has been settled. The VCCEA contract is in negotiations and will include respective attorneys at the next meeting on August 9, 2019.

VCCEA has requested to move to arbitration regarding 38 grievances related to end of shift.

The class action trial is still scheduled for September 30, 2019.

PSERN Update. VCC attorney Tom Brubaker has been working with King County on behalf of owner cities to draft the PSERN Operation ILA. The Board's City Attorneys have seen and commented on the draft and the final will soon be ready for each City's legislative process.

Call Volume Statistics. Deputy Director Mayer distributed call statistics. The King County call answering standard VCC strives for is 90% of our calls answered in 10 seconds or less 80% of the time which is measured quarterly. There has been some fluctuation in call answering times over the past 6 months and the Operations department is reviewing causes and how to positively impact times.

Operations Manager Angee Bunk distributed the 2019 4th of July statistics including previous years for comparison. The call volume appears larger due to increasing the peak hour times reviewed by 2 hours.

Funding Model Task Force. The Task Force is scheduled to meet again on August 23rd. In the meantime, Director Ueland is meeting with fire chiefs to discuss their continued concerns of governance and service level expectations, both issues that surfaced during the funding model work. A joint meeting with Police and Fire Chiefs is scheduled for August 5th.

Regional Cooperation. Snohomish 911 is developing a web-based product called CAD-Lite which is intended to be an incident management tool when their CAD system is off-line and/or their 911 calls must be re-routed to another PSAP. CAD Lite would be used by the back-up PSAP to enter calls for service, allowing impacted police & fire agencies to self-dispatch.

Director Ueland will be touring the Washington DC Office of Unified Communications with Sno911 while in Baltimore for the APCO Conference. The purpose of the visit is to observe the data sharing arrangements reported in use by Washington DC OUC and neighboring PSAPs in the National Capital Region.

Action Items by Consent. *Mayor Law moved to approve the minutes from the June 7th, 2019 meeting. Mayor Ferrell seconded. Motion approved. Mayor Law moved to approve the April through June vouchers. Mayor Ralph seconded. Motion approved.*



With no further business, Mayor Backus stated the next regular meeting will be held September 13th, 2019. The meeting was adjourned at 1046 hours.

Respectfully submitted,

Tracy Fitzgerald,
Administrative Services Assistant





MEMORANDUM

TO: VCC Administration Board
CC: VCC Employees
FROM: Lora Ueland, Executive Director
DATE: September 6th, 2019
SUBJ: Director's Report for 09/13/19 Admin Board Meeting

Staffing/Personnel Update

Below is the Center's staffing count as of September 9th, 2019.

Authorized FTE Count

Call Receivers 44

Dispatchers 59

Authorized Over-Hires 6

Authorized Total: 109

Fully Trained and Working - 85% of Authorized FTE Count (109)

Call Receivers 41.75

Dispatchers 51

Total 92.75

Overtime for personnel, especially the dispatchers, continues to be significant; 1743 hours in August, down from 2445 hours in July. Added stressors in July was mandatory Continuing Education (CE) classes which had to be held on the employees' days off.

The next Call Receiver Academy starts on September 9th and we are pleased to report we will have a class of nine. We also welcomed back Dispatcher Terri Howell, who resigned in 2018, and she started on September 1st. A Police Dispatch Academy is planned for early October.

2019 Budget Adjustment

The VCC Finance Committee met on July 17th to review the draft proposal for the 2019 Mid-Biennial Budget Review and Modification Meeting and unanimously agreed to forward the proposal to the Ops Board. The Operations Board met on July 25th and they unanimously agreed to forward the proposal to the Admin Board, which will be presented at the September 13th meeting. Please note this proposal is consistent with prior years and does not reflect any changes currently being discussed by the Funding Model Task Force.

VCC Funding Model Task Force Update

On August 5th, a joint meeting of the Police and Fire Focus Groups was held. Next is a requested meeting with the Focus Groups and Task Force, with the goal being to review the material prepared with the input received to date, discuss model alternatives and determine the necessary refinements. Scheduling this meeting has been a challenge and we are now looking into October for a date that will work for the majority.



This process has unearthed deeper issues beyond the funding model, including the need for continued discussions related to Admin Board and Operations Board governance and development of a service level agreement between VCC and all agencies. While out of scope of the Funding Model Task Force, these topics will be worked in parallel with that work.

PSERN

The Joint Board last met on August 26th, 2019. At that meeting the following items were discussed:

- A work plan draft for the PSERN Operator – various tasks and work items are being identified including a budget plan. The Project Team expects to have the final before the Board in January, although the plan should be considered a “living” document with regular updates needed.
- The Board was briefed by the Office of Performance, Strategy and Budget. The PSB completed a review of the PSERN operating and capital funds in July.
- Requests to co-locate at PSERN towers from various entities are being submitted to the Project. The PSERN Operations Board will review and make policy recommendations to the Joint Board.
- Continued discussions with agencies about transitioning the existing in-building systems from today’s radio system to PSERN. The Fire Marshalls within the various agencies are collaborating to assist.
- Radio console installations at the dispatch centers continue. Valley Com equipment install is underway now. Transition to the PSERN system for dispatch centers is expected to be January/February 2020.

Still to be resolved is the PSERN Operator ILA which the attorneys are working on but is not yet ready to send to the cities for consideration. The next PSERN Joint Board meeting is September 26th.

