

Valley Communications Center Administration Board Meeting Minutes

February 4, 2022
Virtual Meeting Due to Covid-19

Meeting called by: Chairperson Mayor Ekberg **Type of Meeting:** Monthly Meeting
Location: Virtual

MEMBERS: Mayor Ekberg, City of Tukwila
Mayor Backus, City of Auburn
Mayor Pavone, City of Renton
Mayor Ferrell, City of Federal Way
Chief Coulson, King County Medic One

ABSENT: Mayor Ralph, City of Kent
Chief Padilla, Police Representative
Chief Morris, Fire Representative

VISITORS: David Mendel, PSERN
Chief Thompson, Valley Regional Fire Authority

VCC STAFF: Lora Ueland, Executive Director
Vonnie Mayer, Deputy Director
Mary Sue Robey, Administrative Services Manager
Jeremy Vanek, Supervisor I
Roslyn Shipp, Dispatcher/COII
Toby Gravitt, Dispatcher/CTOII
Karina Putnam-Kaminski, Dispatcher/CTOII
Liz Clapp, Dispatcher/CTOII
Crystal Zietzke, Supervisor I

Agenda Item: Welcome and Roll Call

Discussion: None.

- Mayor Ekberg called the meeting to order at 1000 hours.
- A quorum was established.

Agenda Action Item: Approval of Meeting Minutes.

Presenter: Mayor Ekberg

- Mayor Backus moved to approve the December 3, 2021 meeting minutes.
- Mayor Pavone seconded. Motion approved.

Agenda Item: Approval of Voucher and Payroll.

Presenter: Mayor Ekberg

- Mayor Backus moved to approve the September 22, 2021 through December 7, 2021 vouchers and payroll.
 - Mayor Pavone seconded. Motion approved.
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Agenda Item: Report from Chair.

Presenter: Mayor Ekberg

- Mayor Ekberg thanked the Board for electing him to Chair the Administration Board for 2022.
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Agenda Item: Report from any Member.

- Mayor Backus requested a discussion regarding the new, non-emergency recording. This topic was covered during the Executive Director's report.
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Agenda Item: Recognition.

Presenter: Deputy Director Vonnie Mayer

Director Ueland played a video provided by Blue Courage thanking Call Receivers and Dispatchers for the service they provide. The video will be used to educate and reinforce the need for re-classification of the 911 professional.

Deputy Director Mayer presented the following recognitions:

- Toby Gravitt, Dispatcher/CTOII – 20 years
 - Roslyn Shipp, Dispatcher/ COII – 20 years
 - Jeremy Vanek, Supervisor I – 10 years
 - Crystal Zietzke, Supervisor I – 10 years
 - Liz Clapp, Dispatcher/CTOII – 10 years
 - Karina Putnam-Kaminski, Dispatcher/CTOII – Employee of the Quarter
 - Not present: Joe Martinez/COII – 10 years
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Agenda Item: Legislative Discussion.

Presenter: Mayor Ekberg

- Executive Director Ueland briefed the Board of WA APCO/NENA's introduction of legislature to the Senate to create a Board of stakeholders that would develop minimal training requirements for the 911 professional. SSB 5555 is in the Rules Committee currently.
 - Mayor Pavone requested legislative priority discussions at the Admin Board in future years so members have opportunity to support APCO/NENA's efforts as they meet with legislators.
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Agenda Item: Report from Executive Director.

Presenter: Executive Director Lora Ueland

- Provided a current VCC staffing overview

- Overview of recruitment enhancements including an upcoming iHeart radio campaign, employee referral bonus, immediate hire for candidates applying to multiple PSAPs, military and school contacts, and Kent Police Officer applicants.

 - Workload Management Update
 - Phone tree on non-emergency lines in effect since January 20, 2022 providing options prior to speaking to a Call Receiver.
 - ASAP to PSAP implemented February 1st, allowing alarm companies to enter calls for service directly into the Computer Aided Dispatch (CAD) system.
 - Agency websites and recordings have been adjusted to remove the automatic default to select Valley Com which has reduced the automatic transfers back to the stations.
 - Valley Com's website now provides information on previous 24-hour active calls for service. Director Ueland will share the information with the Board in case they wish to link to this resource.

 - PSERN Operator Update
 - Administrative Assistant has been hired.
 - The procurement policy has been approved.
 - Hiring process for Finance Manager, Tech Ops Manager and Financial Advisory Services consultant is in process.
 - Next meeting is February 24, 2022
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Good of the Order.

- Deputy Director thanked the Board for their support and direction during the now resolved litigation.
- Mayor Backus acknowledged and thanked Vonnie for providing great insight on each employee receiving recognition.
- The next regular scheduled Administrative Board meeting will be on March 4, 2022.

Meeting Adjourned at: 1056 hours.

Minutes submitted by:



**Tracy Fitzgerald
Administrative Services Assistant
Valley Communications Center**