

RIVERCOM 911

Administrative Board Meeting

Wenatchee City Council Chambers
129 South Chelan Avenue, Wenatchee, WA 98801

Meeting Minutes

Wednesday, May 9, 2012

Administrative Board Members Present:

Keith Goehner, *Commissioner, Chelan County (Chairman)*
Dale Snyder, *Commissioner, Douglas County (Vice-Chairman)*
Tony Veeder, *Councilmember, City of Wenatchee*
Wayne Barnhart, *Councilmember, City of East Wenatchee*
Phil Mosher, *Operations Representative, Chief, Chelan County Fire District #6*

Ex-Officio Members Present:

Tom Robbins, *Chief, Wenatchee Police Department*
Brian Burnett, *Sheriff, Chelan County Sheriff's Office*
Harvey Gjesdal, *Sheriff, Douglas County Sheriff's Office*
Keith Vradenburg, *Mayor, City of Entiat*
Chuck Fenton, *Chief, Douglas County Fire District #2*

RiverCom Personnel Present:

Millie Tirapelle, *Director*
Criselia Grupp, *Administrative Services Manager*
Jackie Jones, *Operations Manager*
Jerry Corder, *IT Manager*
Josh Humphrey, *Radio Systems Technical Manager*
Staci Engler, *Confidential Administrative Assistant*

Others/Audience Present:

Jim Brown, *Technical and Support Services Manager, Wenatchee Police Department*
Dee Gutierrez, *RiverCom, Employee Guild President*

CALL TO ORDER:

Chairman Goehner called the meeting to order at 9:00 AM. Board Member Mosher led the Pledge of Allegiance.

WELCOME AND INTRODUCTIONS:

Chairman Goehner welcomed meeting attendees.

APPROVAL OF AGENDA:

Chairman Goehner requested that Agenda Item 5, b. "RiverCom Guild Presentation to the Board" listed under the Board Chairman's Report be moved after Good of the Order with an

Executive Session to immediately follow for the purpose of discussing a grievance issue presented by the RiverCom Guild. The agenda was approved with the proposed changes.

APPROVAL OF MEETING MINUTES AND VOUCHERS:

Board Member Mosher noted that Chuck Fenton is now representing the North Central Washington Fire Chief’s Association and replaces Mike Burnett as an Ex-Officio Board Member. The designation became effective at the beginning of the year. As such, Mike Burnett’s record of attendance as noted in the April 11, 2012 Board meeting minutes will be amended to reflect attendance under Other Audience Present.

A MOTION was made by Board Member Snyder to approve the April 11, 2012 Administrative Board Meeting minutes, as amended. Board Member Mosher seconded the motion. The motion passed unanimously.

A MOTION was made by Board Member Mosher to approve April payroll and benefit expenditures, and expense vouchers for payment on May 9, 2012 in the amount of \$155,528.56. Board Member Snyder seconded the motion. The motion passed unanimously.

The expense vouchers presented for approval were distributed as follows:

Maintenance and Operations Account	\$ 40,294.80
Capital Account	\$ -0-
User Equipment Replacement Account	\$ -0-
General Communications Tax Account	\$ 52,702.63
Communications Tax Capital Projects Account	\$ <u>62,531.13</u>
Total Vouchers:	\$ 155,528.56

BOARD CHAIRMAN’S REPORT:

- Spillman Applications Administrator (SAA) Task Force Report
SAA Task Force Chairman Harvey Gjesdal reported that the SAA Task Force meeting scheduled for May 8, 2012 was cancelled. Director Tirapelle added that a meeting had also been conducted on April 24, 2012 where a third-party solution was further discussed.

DIRECTOR’S REPORT:

Director Tirapelle reported on the following items:

State E911 Report

The State E911 Office has hired David Tomblison for the position of Finance Manager and Dan Miller for the GIS position. We will now go through Mr. Tomblison for budget questions and requests for reimbursement.

Crown Castle Property Purchase

The finalization of the property purchase at Crown Castle is near completion; earnest money has been deposited, an escrow account has been established and Pioneer Title Company is preparing the final documents for signature. Once the documents are prepared, they will be ready for review by Chairman Goehner and Director Tirapelle and will then be ready for final signature.

The first course of action at the site will be to take care of some maintenance issues such as repairing the roof, repairing gate locks, and assessing the tower structure. We expect that it will be about a year before site preparation is completed and we can actually move our equipment from the Day Wireless site across the road.

Blag Mountain Radio Site

Director Tirapelle thanked the Chelan County Sheriff's Department for allowing RiverCom to use their ATV to access the Blag radio site. Radio Systems Technical Manager Humphrey and IT Manager Corder recently traveled to Blag Mountain to straighten antennas moved out of alignment by winter weather conditions.

Moses Stool Radio Site

A public meeting is scheduled for May 17, 2012 at 3:00 PM at the RiverCom Conference Room to hear public comment regarding the installation of a new 160-foot tower at the Moses Stool radio site. If no problems arise, we expect to move forward with a building permit.

Radio System Manager Humphrey continues to work on CCSO radio transmission issues in the Colockum. This may involve a test move of the Moses Stool site equipment to Sachs site which is closer to the edge of the plateau.

Radio Simulcast Expansion Project

A Radio Simulcast kick-off meeting took place with RiverCom and Day Wireless on May 1, 2012 to outline the project. RiverCom will be conducting a conference call with Day Wireless Systems every two (2) weeks to discuss on-going project management of the radio simulcast expansion project. The next conference call is scheduled for May 22, 2012 at 10:00 AM.

Housekeeping Services Bid

At the Board meeting on April 11, 2012, a bid award was made for housekeeping services to the lowest responsible bidder. However, the lowest and the second to lowest bidders have not successfully met the vendor qualification requirements. Director Tirapelle requested that we move forward to the next and third lowest bidder.

***A MOTION** was made by Board Member Barnhart to authorize Director Tirapelle to finalize a contract for services for Housekeeping Services to the lowest responsible bidder per the current bid opening list, contingent upon successful completion of background checks and fingerprinting. Board Member Mosher seconded the motion. The motion passed unanimously.*

Spillman Technologies

Director Tirapelle reported that Spillman Technologies has appointed Jon Robinson as the Chelan/Douglas/RiverCom Account Manager. Robinson called-in to the SAM meeting on May 1, 2012 to introduce himself to the group and to discuss outstanding problems and issues. He is in the process of familiarizing himself with our system and seems to be aggressively working on the open issues.

The Board further discussed the Spillman system. Board Member Barnhart asked what our next course of action should be if performance and improvements are not up to our satisfaction and further suggested that research be conducted on other available companies that provide dispatching software and systems. Board Member Mosher noted that the Spillman product is primarily designed for records and data management and not specifically for dispatching. Chairman Goehner offered to directly contact Lance Clark, CEO of Spillman Technologies, to follow-up on the visit made to Spillman Headquarters Corporate Office last August in response to ongoing issues with customer service and problem resolution.

- Operations Manager Jones will compile a list of current Spillman issues and provide those to Chairman Goehner for follow-up with Spillman Technologies.

Board Member Snyder asked about the one (1) year of free maintenance that we were to have received as reparation for the issues the members encountered when installing the last “beta” version of Spillman software. Director Tirapelle responded that due to what might be characterized as a mis-communication, Spillman will only be crediting RiverCom for about \$1,508 on the next annual billing cycle to be paid in July 2012.

ADMINISTRATIVE SERVICES MANAGER REPORT:

Administrative Services Manager Grupp provided and reviewed the Financial Reports and Budget Summary for the month ending April 30, 2012.

2012 YTD Expenditures:

As of April 30, 2012, actual expenditures have been recorded as follows:

	<u>Dollar Amount</u>	<u>% of Budget</u>
Maintenance and Operations Account	\$ 1,009,945	26.54%
Capital Projects Account	\$ - 0 -	0%
Equipment Replacement Account	\$ 9,320	62.14%
Communications Tax Account	\$ 421,974	16.73%
Total:	\$ 1,441,239	22.72%

** The total Payroll and Personnel Benefits posted for the month of April in all accounts was \$240,643.17.*

2012 YTD Revenue:

As of April 30, 2012, actual revenue received has been recorded as follows:

	<u>Dollar Amount</u>	<u>% of Budget</u>
Outside Revenue and Grants	\$ 344	0.12%
Local E911 Excise Tax	\$ 333,095	33.99%
Agency Assessments	\$ 856,257	35.70%
Communications Tax Revenue	\$ 585,770	30.79%
Site Leases	\$ 5,557	55.57%
Outside Revenue and Grants (Capital)	\$ 157	0%
Total:	\$ 1,781,180	31.85%

Chairman Goehner asked for an explanation about the April end-of-month Income/Loss amount of -\$207,990.93 as shown on the Financial Report presented to the Board. Administrative Services Manager Grupp responded that the amount shows as a loss because we expended more money than received for the month of April due to a large contract payment to Motorola posted for the same month.

Staffing Report

Two (2) candidates that previously received Conditional Offers of Employment for the position of Emergency Services Dispatcher did not successfully pass the pre-employment process. The open positions have been advertised.

OPERATIONS MANAGER REPORT:

Operations Manager Jones reported on the following:

- For the month of April, RiverCom processed 19 calls through Language Line totaling 137 minutes and 46 calls through Language Link totaling 235 minutes. The costs for both services will be paid for by the State 911 Program.
- A graph showing call volume history during Apple Blossom Weekend for the past several years was provided to Board members. It was noted that RiverCom was appropriately staffed for the number of calls processed over the peak weekend dates of May 2-4, 2012 during Apple Blossom Weekend.
- Operations Manager Jones briefly discussed two (2) recent incidents involving exemplary medical instructions over the phone and the outcome of the calls.

RIVERCOM 911 OPERATIONS GROUP REPORT:

Board member Mosher reported on the following items:

- The RiverCom Operations Group met yesterday, May 8, 2012. The majority of meeting time was spent discussing protocol for the 10% of Communications Tax monies that will be available to member agencies for radio equipment starting January 1, 2013. The group will be drafting a formal protocol. He further mentioned some of the ideas being

discussed. RiverCom will be checking on a few items to ensure that we are within State Auditor's guidelines.

GOOD OF THE ORDER:

There were no further reports from Board Members.

RiverCom Guild Presentation

Chairman Goehner invited Guild President Dee Gutierrez to present Step 2 of a RiverCom Guild Grievance. Gutierrez elected to present the grievance in open public meeting. Correspondence related to the grievance was provided in the Board packets.

The original grievance (dated March 6, 2012) specifically claims that RiverCom is in violation of Article 32, Section 1 of the RiverCom-Guild Collective Bargaining Agreement "due to several of the new and modified Administrative Policies". The grievance was delivered to Director Tirapelle on March 16, 2012. After reviewing the grievance, Director Tirapelle issued a response to the RiverCom Guild dated March 28, 2012 which denied the grievance. After denial of the grievance by RiverCom Administration and pursuant to Article 9: Grievance and Arbitration Procedure, Section 4, Step 2, the RiverCom Guild is advancing the grievance to the RiverCom Administrative Board.

Guild President Gutierrez stated that the Guild does not dispute that Administrative policies are long-overdue for updates or that Administration has certain management rights. However, she noted that several policies are re-written and several new policies have numerous additions that greatly impact the potential for disciplinary action and therefore need to be bargained in accordance with Article 32, Section 1 of the Labor-Management Agreement. She provided questions and concerns expressed by the Guild members.

Chairman Goehner noted that the Grievance in front of the Board only grieves a specific Article in the Collective Bargaining Agreement; the grievance issued by the Guild does not cite any specific policy that RiverCom has violated. Rather, the grievance implies that RiverCom was required to bargain administrative policies with the Guild because it issued either new or modified administrative policies.

EXECUTIVE SESSION

At 10:13 AM, the regular meeting recessed into Executive Session not to exceed thirty (30) minutes to discuss the RiverCom Guild grievance issue.

At 10:35 AM the Board reconvened and the regular meeting was called back to order.

***A MOTION** was made by Board Member Snyder to deny the RiverCom Guild Grievance dated March 6, 2012 regarding RiverCom Administrative Policy. Board Member Barnhart seconded the motion but requested the language of the Motion to specifically reference the RiverCom-Guild Collective Bargaining Agreement, Article 32, Section 1.*

An amended motion was made by Board Member Snyder that the Board deny the grievance presented by the RiverCom Guild in reference to the RiverCom-Guild Collective Bargaining agreement, Article 32, Section 1, and to authorize Director Tirapelle to draft an official response to the Guild for signature by the Chairman and/or Vice-Chairman of the Board. Board Member Barnhart seconded the motion. The motion passed unanimously.

ADJOURNMENT:

With no further business, the regular meeting of the Board was adjourned at 10:37 AM.

Minutes Respectfully Submitted,
Staci L. Engler
Confidential Administrative Assistant
RiverCom 911

ATTEST:

Mildred Tirapelle, Secretary to the Board

Date

RiverCom 911 Administrative Board Members:

Chairman Keith Goehner, *Commissioner, Chelan County*

Vice-Chairman Dale Snyder, *Commissioner, Douglas County*

Tony Veeder, *Council Member, City of Wenatchee*

Wayne Barnhart, *Council Member, City of East Wenatchee*

Phil Mosher, *Chief, Chelan County Fire District #6, RiverCom 911 Operations Group*

Staff Assignments:

- Operations Manager Jones will compile a list of current Spillman issues and provide those to Chairman Goehner for follow-up with Spillman Technologies.