



MINUTES - January 27, 2022 - 7:30 AM

BENTON COUNTY EMERGENCY SERVICES EXECUTIVE BOARD REGULAR MEETING **Remote Meeting**

Public Call-In Number: 1-206-337-9723 or 1-253-215-8782 Meeting ID 846 0321 7152

Meeting ID 858 9372 9530 Passcode: 796182

Call to Order

The remote meeting was called to order at 7:30 a.m. by Chair Keith Johnson.

Attendance

Members

Jerome Delvin	Benton County (2 votes)
Keith Johnson	Franklin County (2 Votes)
Marie Mosley	City of Kennewick (2 Votes)
Bob Gear	City of Pasco (2 Votes)
Jon Amundson <i>(arrived after rol call)</i>	City of Richland (2 Votes)
Dave Giles	City of Prosser (1 Vote)
Brent Gerry	City of West Richland (1 Vote)
Bill Reed	Benton City (1 Vote)
Lonnie Click <i>(in for Ron Duncan)</i>	Benton County Fire Districts (1 Vote)

Absent

Ron Duncan	Benton County Fire Districts (1 Vote)
Duane Szendre	Benton PUD (1 Vote, Microwave Only)

Also Present (Remotely) Richland Police Chief/BCES Director, John Bruce; Richland Police Commander/BCES Manager, Chris Lee; SECOMM Manager, Kim Lettrick; BCES Manager, Deanna Davis; BCES IS Manager, Doug deGraaf; Accounting Specialist, Jordan George; Administrative Assistant/Board Secretary, Carole Cimrhakl

Remote Attendees ADCOMM, Tom Krane and Carla Clay; Reinke & Associates, Steve Reinke; Benton County Sheriff's Office, Jon Law; Richland Police Executive Assistant, Bunnie Avery; City of Richland Accountant, Jeanne Portch

Approval of Agenda

MARIE MOSLEY MOVED AND BRENT GERRY SECONDED THE MOTION TO APPROVE THE AGENDA WITH REARRANGING ITEMS FOUR AND FIVE. ALL WERE IN FAVOR. MOTION CARRIED 14-0.

Approval of Consent Calendar

I. Minutes – Keith Johnson

Approve the Minutes of the Benton County Emergency Services (BCES) Executive Board Regular Meeting held December 9, 2021.

MARIE MOSLEY MOVED AND JEROME DELVIN SECONDED THE MOTION TO APPROVE THE CONSENT CALENDAR. ALL WERE IN FAVOR. MOTION CARRIED 14-0.

Director's Report

2. Red Mountain Site Development Project Update by ADCOMM – Discussion

ADCOMM Technical Lead, Tom Krane provided a status update on Red Mountain. He discussed the site design and what the impacts would be if FM broadcaster, Town Square Media (TSM) became a tenant. Impacts include a larger shelter and other significant upgrades that would incur additional costs. TSM would be required to pay for all additional incurred expenses which are currently projected at \$607k.

TSM equipment would reside at the top of the tower, preventing interference to emergency communications. Having TSM as a tenant would be very preferable for this reason. TSM would benefit as well with savings from not having to construct a separate tower of their own. Negotiations with TSM are underway. Project activities are currently on hold as we await resolution on additional funding to help with upfront costs from TSM, land-use variances (required if permitting with a broadcaster) and a viewshed analysis (requested by the Umatilla Tribe). Upon receipt of a written commitment from TSM, work would then begin on drafting the appropriate contracts through the city's legal department.

Project procurement previously suggested a sole procurement, however Benton County procurement specialist and the ADCOMM project team agreed to three separate procurements to include a competitive bid for engineering and manufacture of the shelter, a cooperative contract for tower engineering and manufacture and a competitive bid of general contractors for a complete site build. These options present differences in the expected quality, cost and schedule.

Next steps include procuring a Statement of Work, Zoning Approval, Microwave Backhaul Design, Intermodulation Study, AC/DC Power Design and Begin 60% Design Package.

3. Manager's Report

SECOMM has 14 open positions until three new additions begin their training on February 14. Two other candidates have potential to get through the hiring process and be able to start at the same time. Two new recruits are currently in training. Commander Lee has been working with staff on fine tuning the training program to ensure success.

Senate Bill 5555 has been filed in this legislative period. The Bill aims to set standards for training, certification and recertifications for public safety telecommunicators. As this has the potential to impact current training procedures, staff will monitor its progress.

Items of Business

Benton County Emergency Services (BCES)

4. Update on Computer-Aided Dispatch (CAD) Acquisition - Discussion

The process for the CAD procurement includes some discussion about the infrastructure. One of the communication centers primary concerns is availability of CAD should there be a network outage or a loss of connection to the servers that currently live with BiPIN in Kennewick.

A meeting with CompuNet (a vendor for both BCES and BiPIN) will be held to look at the pros and the cons of where the infrastructure lives. Kennewick and BiPIN have concerns about the existing equipment holding-up as they need to get the Records Management Software (RMS) and Jail Management Software (JMS) deployed. Currently it's scheduled to take place on April 19th.

A proposal to identify the various issues with regard to the infrastructure will be presented to

the Board. The cost benefit analysis will look at what the likelihood, timelines and issues that would come up if SECOMM loses connectivity to the CAD servers. Mr. Reinke believes this is probably the #1 issue that will need discussion and decision.

Fire Services and SECOMM have identified some concerns with down-time and connectivity to the interfaces, PulsePoint, etc. According to Tyler representative Jeff Mosier, CAD upgrade times are now down to about 1 hour with most of their customers. RMS upgrades are about 20-30 minutes. Snohomish County's upgrades have stretched from 5 to 8 hours. Tyler says they have improved that process considerably and are continuing to work to try to minimize upgrade downtime. Fire Services wants to be sure that not only all of their interfaces will be functional but there are some Tyler functions and modules they may wish to move to or consider as part of the deployment process.

Mr. Reinke believes we will need to enter into a contract with Tyler for staff support at BCES for the deployment and beyond and believes at least 1 Full-Time Equivalent (FTE) is probably going to be required.

Redundancy is being developed right now and will probably be a separate decision regardless of the CAD decisions. Some additional connectivity and speed at SECOMM/BCES have been a longstanding goal of staff.

5. Proposal to Expand Reinke & Associates' Contract #436-21 – Approval

The current Reinke & Associates' Contract #436-21 provides Consulting Services for the integration of Tyler's Record Management System (RMS) with Tyler Computer Aided Dispatch (CAD). The contract is capped at \$40,000. The proposal to expand Reinke & Associates' current contract includes adding Facilitation and Development of a Strategic Plan to the existing scope of work. The addition is estimated to cost an additional \$40,000. The total contract award is not to exceed \$80,000.

Part of the Strategic Plan involves an assessment of the agency as part of the process – essentially Phase I. It will be important to capture a snapshot of where SECOMM and BCES are in relation to peers, national standards, training standards, staffing costs, etcetera to get an idea of where things are and where some gaps may exist.

The other important part of the process is the governance issue. The DeltaWRX report is pretty comprehensive, and the Boards have talked about this at length. It might be beneficial to start the workshop on the 10th with discussion about that issue. The Board will have had time to review the DeltaWRX report to see how it fits into the plan.

BOB GEAR MOVED AND JEROME DELVIN SECONDED THE MOTION TO EXPAND THE REINKE & ASSOCIATES CONTRACT #436-21 TO INCLUDE STRATEGIC PLANNING WITH THE TOTAL CONTRACT AWARD NOT TO EXCEED \$80,000. ALL WERE IN FAVOR. MOTION CARRIED 14-0.

6. Election of 2022 Executive Board Officers - Vote

BRENT GERRY MOVED AND MARIE MOSLEY SECONDED THE MOTION TO ELECT JON AMUNDSON AS BENTON COUNTY EMERGENCY SERVICES EXECUTIVE BOARD CHAIRMAN FOR 2022. ALL WERE IN FAVOR. MOTION CARRIED 14-0.

MARIE MOSLEY MOVED AND JON AMUNDSON SECONDED THE MOTION TO ELECT KEITH JOHNSON AS BENTON COUNTY EMERGENCY SERVICES EXECUTIVE BOARD VICE CHAIRMAN FOR 2022. ALL WERE IN FAVOR. MOTION CARRIED 14-0.

Benton County Emergency Management (BCEM)

Southeast Communications Center (SECOMM)

7. Update on Southeast Communications (SECOMM) Recruitment and Retention - Discussion
Commander Lee reported that anytime we get viable candidate, interviews are set up as quickly as possible. There were several interviews last week, several last night and more scheduled today. SECOMM had 20 applicants 2-3 weeks ago which was our largest number of applicants ever received. We've had single digits prior to that. Of the 20, 10 came back for testing. Of the 10 that tested, only 3 passed. Of the 3 that passed, only 1 continued in the process. The majority of applicants who don't respond are likely only applying as a requirement for unemployment benefits. For the rest of the processes, we are moving as fast as we can.

We are looking at how we can retain seasoned dispatchers. Our top 6 senior dispatchers each have 16 years or more experience on the job. After that, there is a huge break in expertise and years of service (7 years down to newbie). Some agencies are offering incentives for retention or incentives for longevity.

Our wash-out rate for training is anywhere from 20-40%. We've done better at getting people through the process the last few years due to having changed the process and we continue to re-evaluate the areas that we need to concentrate on when we are evaluating potential candidates. While we have improved, it continues to be a concern. Commander Lee has made it a goal to re-evaluate the training program to see where we need to improve, ways to think outside of the box to be able to retain people and help them to be successful with their training and careers. Commander Lee will bring additional statistical information forward soon. Mr. Reinke added that one of the top qualities of a successful dispatcher is having a high IQ (70th percentile or better). They have good customer service skills, get along well with others and are willing to serve. "The people you are looking for at SECOMM are also being highly sought from other employers."

800MHz System

Benton County Microwave System

Discussion Items

Announcements

Chief Bruce was thanked for his service by the BCES Board members as this was his last meeting.

Adjournment

The meeting was adjourned at 9:06 a.m.

APPROVED:



Jon Amundson, BCES Executive Board Chair

Date Approved: 02/24/22

ATTEST:



Carole Cimrhakl, BCES Board Secretary

Date Published: January 18, 2023