

**KITTCOM (Kittitas County 9-1-1)**  
**Administrative Board Meeting Minutes**

**August 12, 2021**

**700 Elmview Rd, Ellensburg, WA**

**Attendance**

At KITTCOM: Bill Dickinson, Kittitas County Fire District 7; Rob Omans, City of Cle Elum; George Long, KITTCOM; Mary Morgan, City of Ellensburg; Darren Higashiyama, Kittitas County; Bryan Clark, KITTCOM; Cory Wright, County Commissioner and Heidi Behrends Cerniwey, City of Ellensburg. Absent: Geoff Scherer, Hospital District 2 and Glenn Huffman, KVFR

**Meeting called to order at 1:35 pm.**

**Approval of the Meeting Agenda:** Heidi Behrends Cerniwey moved to approve the meeting agenda as presented, Bill Dickinson seconded. Motion carried.

**Approval of the July 8, 2021 Regular Meeting Minutes:** Cory Wright moved to approve the meeting agenda as presented, Rob Omans seconded. Motion carried.

**Review of KITTCOM Finances:** This was covered under Budget 2021 review.

**Approval of the August 2021 Blanket Vouchers:** August 2021 payroll benefit and deduction in the amount of \$58,268.37 (check numbers 027231 through 027239, and 027259 through 027269 and 027211), August 2021 payroll direct deposit in the amount of \$74,181.12 (027212 through 027230, and 027240 through 027258) & and August 2021 Claims Funds in the amount of \$75,455.32 (check numbers 027270 through 027297). Heidi Behrends Cerniwey moved to approve the vouchers for August 2021, Cory Wright seconded, motion carried.

**2021 Budget Review:** George presented this information, which was reviewed by the Budget Committee on August 11, 2021 and serves as the committee report.

Expenditures - \$1,551,960.34 (59.6% of expected)

Revenue - \$1,331,459.29 + \$211,475.65 from contingency = \$1,542,934.94 (58.9% of expected).

- Not all state grant funds have been collected (approx \$153,000)
- Third quarter billing has been done, a few more left to receive

Changes to revenue:

- FY22 grant for Basic Operating Services plus FY21 grant was forecasted to be \$306,926 for CY21.
  - FY22 grant for BSO is \$259,074.00

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- If we divide the grant in half for this year and for next, it leaves u \$67,574 short of projected

Changes to expenditures:

- State Industrial Insurance was under budgeted by approx. \$3,000
- Euduris (insurance provider) was \$12,962 over budget with reassessment of property

The budget committee (Rob Omans and Heidi Behrends Cerniwey) discussed the situation with George Long and the past practice of KITTCOM. It was decided that due to areas of savings that are showing (under budget on some capital projects, overtime and the state audit) that it is possible this short coming will be made up and other solutions were discussed. With this belief, and continued close monitoring of the situation, no budget amendment resolution or recommendations are being brought forward to the full board at this time.

**Draft 2022 Budget:** George Long presented the following (also presented to the Budget Committee) as a very rough draft of 2022. This is based on very preliminary numbers, assumes no capital expenses, is the bare minimum needed to remain operational and is without user assessments.

At this time, the budget comes out to approximately \$2.4 million. Staff is working to confirm estimated numbers.

Revenue has been calculated to approximately \$1,016,600 without user assessments leaving approximately \$1.4 million that would need to be made up in user assessments. Based on this year's radio log numbers, to keep KITTCOM operational as is, would require an assessment of approximately \$4.15, which is a 13 cent increase.

The following are for consideration to add to the 2022 budget, but would require a rate increase:

- Add one full time dispatcher - \$82,000 (This cost will reduce depending on when hire is made)
- Add one part time administrative assistant - \$50,000
- Secure facility with fence - \$40,000 (would need RFP to confirm amount and is probably more appropriately a capital cost.)
- Policy maintenance/training platform with grant finding/writing assistance (Lexipol) - \$16,500
- Promote one ESD to supervisor - \$9,000

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To achieve all items listed, the user assessment would be \$4.72 which is a 70 cent increase.

To achieve adding a dispatcher and a supervisor would be \$4.42 which is a 40 cent increase.

We must also consider we have a contingency that will still need rebuilding.

Board determination on setting user assessments will determine which, if any of these, can be completed. It is the belief of the budget committee that user assessments should be set by the conclusion of the September board meeting and communicated out immediately so that agencies have a chance to budget appropriately. Board members agreed, and also asked that staff look at capital projects that need to be funded going forward for consideration.

**Letter to User Agencies Regarding Increase in Assessment Fees:** George presented a draft version of this letter to the board for consideration. The board, via the chair and George as the Director would sign the letter, making formal notice that a significant increase was coming. After much discussion the board came to consensus that they would be considering an up to 35% increase in fees for 2022. George will work with Mary Morgan and Heidi Behrends Cerniwey on wording and have the letter sent out by the end of next week.

**Letter Sent by Director to the City of Cle Elum Regarding 47 North Project:** George reported that On June 28, 2021, he sent a letter to the City of Cle Elum to the attention of the Mayor and City Council outlining operational concerns that the 47 North Project would bring to KITTCOM. This letter was sent after consulting with Geoff Scherer and Rob Omans on the appropriate path to express these concerns, after learning the City was expecting the formal proposal any day. Both agreed that it would be prudent and appropriate for the Director of KITTCOM to send such a letter, which is similar to other letters that have been sent by other agencies to the City. Cory Wright made a motion that the Board to vote to ratify the letter and signature to show they agree with Director Long's letter. Second from Bill Dickinson. Motion carried, with Rob Omans abstaining.

**Needed Policy Updates:** George reported the following:

Following the update to the policy manual in June, staff identified a few areas that need to be addressed more urgently than simply waiting for the next formal revision. They include:

**Hiring List** – After consulting with legal, KITTCOM does not fall under the Civil Service mandates, and can maintain a hiring list at their discretion. However, before moving forward, the plan for a hiring list must be documented in policy. The following is the language intended to be added to the policy manual:

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“KITTCOM will maintain a hiring list for one year following the close of a hiring process. Candidates will be listed in order based on the results of testing and interview processes. When KITTCOM has an opening and has an active list, KITTCOM will utilize the list before opening a new recruitment. This process completes all steps short of those following a conditional job offer.”

Bill Dickinson recommended amending language to reflect that the list could be held longer at the Director’s discretion. The board agreed.

Emergency Call Back – This has been used several times already this summer, and staff requested that the process be better documented in policy so that it is clear to everyone and consistent. The following will be added:

**“EMERGENCY CALL BACK**

If an emergency exists and handling the situation requires immediate assistance and additional staffing at KITTCOM, on duty Emergency Services Dispatchers are directed to call back any off duty Emergency Services Dispatcher and request that they report for duty as soon as possible. The Emergency Services Dispatchers initiating the callback are not required to follow any set guidelines for the order of call back.

Call back will be initiated using iSpy. Messages will include the type of incident(s) taking place and the number of personnel needed. Once the request has been filled, a new message will be sent via iSpy immediately indicating no further response is necessary.

Given that an emergency call back would be initiated, it is not reasonable to assume that on duty personnel will have time to talk to potential responding employees. As such, Emergency Services Dispatchers will not text or call on duty personnel regarding the request and will report to KITTCOM in person if available.

Personnel must also understand that by the time they arrive at KITTCOM, their assistance may no longer be needed either due to a change in the incident or enough staffing has already arrived.

Employees who respond to a call back will be released based on when their next regularly assigned shift is or in the order they arrived, whichever is more practical.

Employees called back to assist with an emergency or disaster situation may bring dependents with them to the Center, provided that they intend to arrange care for said dependents as soon as reasonably possible once they arrive at work.

Employees called back to duty will be paid overtime according to the provisions in the collective bargaining agreement.”





**COOP Planning:** George Long reported that on the evening of July 26, 2021 a brush fire started in the field west of KITTCOM and pushed toward the center. Thanks to the efforts of KVFR, the fire was contained and extinguished. This incident drove many questions from staff regarding back up centers and evacuation plans for KITTCOM, summed up as Continuity of Operations Planning (COOP).

In reviewing procedures, equipment in place and speaking with staff it has become clear that there is no clear plan. The plan in place is easily over a decade old, and the directions and understanding for forwarding phones is well out of date (prior to the statewide ESI net).

We are currently looking at this from three points:

- What can we do now? This will get us a plan for now to ensure staff can safely leave and set up operations somewhere else.
- What can we do with some money? This means increases to the budget or adjusting funds for equipment, training and agreements for locations.
- What is the permanent solution? KITTCOM would benefit from the permanent solution of a backup center in the County that we could evacuate to, walk in and run the operation, having all needed equipment already in place. This would also provide KITTCOM a back up to equipment on site that while evacuation may not be required, some technology if it failed could “fail over” to the backup center and support KITTCOM at its current location.

Staff have engaged in conversation with the City of Ellensburg and Ellensburg Police Department and the Kittitas Police Department regarding back up or evacuation locations. Staff is starting to reengage KVFR over work that was done at Station 29 to support KITTCOM that was never tested.

**Update to Strategic Plan:** George Long provided information that addresses goals in the plan set out to be completed in 2021, and any change in thought on future goals.

Quarter 3 -

Implementation of RapiSOS – This effort has stalled. When working with RapiSOS to provide a jurisdictional boundary, it was discovered that the map used for NORCOM was outdated and thus impacted what RapiSOS could provide us. In working to fix this issue, issues with NORCOM’s map were also discovered. RapiSOS is working to resolve this and will need to bring both maps online at the same time to avoid conflict.

Implementation of APCO EMD/EFD – This effort is behind by about 1 month. Staff have worked with appropriate user agency personnel to develop the card sets and at the time of this report, final feedback will have been received. The next step is to get the

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cards to APCO for a final draft for Fire, EMS and Medical Director Approval. We are aiming for an end of October implementation.

Revamp of hiring process – This is complete. The application has been updated, the process has been shifted to align with traditional hiring process flows of other agencies, and with the policy update for a hiring list, we expect that to conclude this goal.

Revamp of the performance evaluation – Work on this is currently underway and expected to be completed mid-September. Staff are reviewing current evaluation guides for new hires in training with other evaluation systems used by other agencies to create one that fits the needs of KITTCOM and its staff.

Utilization of CWU intern program – CWU is currently accepting applications for this with hopes of starting someone at KITTCOM during the fall term. Due to summer months, change in CWU staffing and work to bring students back to campus, this may be stalled until Winter term unless recruitment efforts are successful.

Quarter 4 –

Implementation of a Quality Assurance Program – This will roll out with the new EMD cards. Staff are currently reviewing what a process would look like at KITTCOM that would align with the national standard for QA.

Certification of all Communication Training Officers through APCO – No movement on this yet, expect this will start in September.

Implementation of Text to 9-1-1 – This project was delayed until recently due to a miscommunication in project scope that we thought was going to cost more than originally quoted. Project is back on track, and will be live before the end of the year.

Ongoing Review of Policy and Procedure – Policy reviews are underway and mandatory review is now codified in policy. Procedures are being worked on and a Police Tech committee meeting has been scheduled to assist. We expect the timeline and review of procedures will take on the same path as policy, but it has been some time since some procedures have been formally updated, so it may take longer to get there.

Mandatory Staff Meetings – This is considered complete. Meetings are happening either on a regular basis (Admin, CTOs, and Supervisors) or as needed (Public Education, technology related staff). As this appears to be having a minimal impact on the budget, this practice will continue.

Future Goals:

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CAD2CAD Implementation – This may occur sooner than originally forecasted, and will support COOP operations, along with day to day operations.

Develop and implement ongoing process for evaluation of inventory – This is already underway based on feedback from the SAO audit. An annual inventory has been scheduled for October, which means this goal will be completed with the next scheduled policy update (Jan. 2022).

Hire One New ESD (2023 and 2025) – In light of the way the summer kicked off and the mandate for three person coverage seven days a week 1200-0000 until the end of September, it has proven a need to increase our staffing to properly support operation and handle call volumes. Director would like to consider moving up at least one new ESD hire (moving total staffing to 15 positions) in 2022 to expedite the effort.


**Director's Report:** George Long reported 1. We have one ESD candidate in backgrounds. 2. The Radio Engineer position will not be filled at this time. Rather it will be covered by part time techs, namely John Storch leading the effort, until such time as the future of the radio system is realized and we can determine exactly what is needed for the position. 3. Two ESDs completed CISM training. 4. EMD and Fire Protocols are being sent to APCO to finalize. 5. Software to record social media has been purchased and KITTCOM's Facebook page should be live next week. 5. Three employees attended a tour of Bower's Field. 6. Two ESDs participated in National Night Out, one in Ellensburg and another in Kittitas. 7. Work continues for Text to 9-1-1. 8. Director attended training on reporting lease agreements to the SAO and has a follow up meeting as a result with the City of Ellensburg Finance at the end of the month. 9. The Director recently assisted in providing a Q&A and tour of KITTCOM for the local amateur radio group. 9. We have an agreement in place with RiverCom to send assistance to them, though they have not asked for help yet.

**Good of the Order:** None.

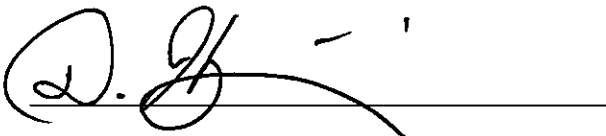
Meeting was adjourned by consensus at 3:04 p.m.



KITTCOM Administrative Board Member



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ATTEST: Board Secretary George Long

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