

**KITTCOM (Kittitas County 9-1-1)**  
**SPECIAL Administrative Board Meeting Minutes**  
**July 20, 2022**  
**700 Elmview Rd, Ellensburg, WA**

**Attendance**

Geoff Scherer, Chair (Hosp Dist 2)	Absent
Heidi Behrends Cerniwey (City of Ellensburg)	Absent
George Long, Secretary	Present
Rich Elliot, Ellensburg City Council	Present (Served as Chair at the request of Geoff Scherer)
Darren Higashiyama, KCSO	Present
Rob Omans, Small Cities	Present
Cory Wright, Board of County Commissioners	Absent
Brandon Schmidt, Small Fire Dist	Present
Ross Ogan, KVFR	Present
<b>VISITORS</b>	
John Sinclair	Present

**Meeting called to order at 2:03 pm.**

**Approval of the Meeting Agenda:** Darren Higashiyama moved to approve the meeting agenda as presented, Brandon Schmidt seconded. Motion carried.

**Approval of the May 12, 2022 Regular Meeting Minutes:** Ross Ogan moved to approve the meeting agenda as presented, Brandon Schmidt seconded. Motion carried. No minutes for June or July regular meetings as those meetings were canceled.

**Review of KITTCOM Finances to Date:** George reported that Expenditures were at \$1,050,062.37 (39.2% of expected) and Revenue was at \$1,228,564.22 (45.7% of expected). George will be requesting a budget committee meeting to discuss 2023. Large sum coming from State soon, which accounts for the revenue being a little low at the moment.

**Approval of the July 2022 Blanket Vouchers:** Due to the regular meeting being canceled both in June and July and at the time it was unknown if this meeting would take place, Chair Geoff Scherer approved the voucher in accordance with the Interlocal Agreement. No questions or objections by the board members present.

*KITTCOM Administrative Board Meeting*

## **Sub-Committee Report, Radio Project Funding:**

Darren Higashiyama provided information on possible funds being available for a large regional project, but that grants aimed at PSAP radio equipment did not appear to exist. Discussion.

**Administrative Assistance at KITTCOM:** George reported that In the last month, the lack of administrative assistance has been a hindrance to operations. The following are true of KITTCOM's current overall staffing model:

The Director serves not only this role, but that of operations manager, human resources, finance and administration. This requires the Director to rely heavily on the Supervisors for operational matters.

The Supervisors are counted in staffing, meaning that they are assigned to work the console (phone/radio) and tend to their additional duties as call volume allows. One of these duties is the completion of Public Disclosure Requests (PDR). For purposes of this discussion, this will be any request for audio, CAD reports or matters pertaining to KITTCOM as requested by user agencies, City or County legal teams and the public. The frequency of PDRs has increased dramatically, and requires off the console work. The numbers of PDRs completed by year are as follows:

2017 – 199

2018 – 317

2019 – 307

2020 – 409

2021 – 553

2022 (as of 7/8) – 515

There are a few ways to address getting assistance into KITTCOM that will free up the supervisors to get back on the console and focus on their work and relationships there. Ideas have included a sharing (contract) with another agency to assist, full time or part time administrative assistant at KITTCOM, or a part time/limited duration administrative assistant to get KITTCOM to the end of the year while finding a fiscally responsible and operational sound solution. The bottom line is that the work KITTCOM is required to do and the level of attention to detail needed, no longer fit the old (from 2005 and before) staffing model and we need to find relief now.

Rich Elliott motioned to approve the creation of the limited duration position with existing available funds and the intent to find a permanent solution in the future. Brandon Schmidt seconded. Motion carried.

**Payables as Checks vs Direct Pay from Bank:**

George presented that The City of Ellensburg Finance Department, who is contracted by KITTCOM for assistance in financial matters pertaining to the agency has requested to move away from paying bills with printed checks as much as possible. The request is that all payables be entered as they are now, but rather than printing checks before the Board approves their distribution, that reports and voucher approval be given to the Board like normal. Once signed, that would be sent back to the City, who would then authorize the release of funds directly from the bank account. This is currently how our Section 125 plan payments are handled, and there have been no concerns. It would also save costs, both to the City and KITTCOM, in printing and postage. Board agreed to this change by consensus.

**Surplus Resolution 2022-3:** Ross Ogan moved to approve the resolution, Darren Higashiyama seconded. Motion carried.

**Policy Manual Updates:** George presented the following:

The following are policy changes going into effect following today's meeting. Additional policies will be brought forward at the August meeting as staff continue to work through needed changes.

A. GENERAL CODE OF CONDUCT

Employees are expected to know and apply KITTCOM's Mission Statement and Core Values.

Since the conduct of a KITTCOM employee may reflect directly on the Center, employees must conduct ourselves in a manner which does not bring discredit to our agency or any agency which we represent.

Dispatchers have a major impact on the perception held by the community of the performance of agencies we serve. In all contacts, the employees are representing customer agencies as well as KITTCOM. Contacts with the public are to be courteous, diplomatic and professional. In stressful or emergency situations, control of the conversation is necessary to assist the caller. In all cases employees are to remain calm, professional and, if necessary, assertive.

In some cases, employees may encounter rude or abusive callers. Regardless of how rude a caller is, employees will not respond in any manner that can be interpreted as rude or discourteous. All KITTCOM employees are expected to represent KITTCOM to the public in a professional manner which is courteous, efficient and helpful. Employees must also maintain a clean and neat appearance appropriate to their work assignment.

Dispatchers shall not make disparaging remarks about members of the public, other employees or public agencies. In addition, the use of profanity or public displays of affection in the operations area is not permitted. Complaints of instances of unprofessional or rude behavior shall be referred to the Director for possible disciplinary action.

In carrying out the mission of the Center, members will cooperate and coordinate their efforts in a manner that will establish and maintain the highest possible standard of efficiency and conduct. KITTCOM employees will cooperate with and assist other members of the Center in their work. Any deliberate and unjustified withholding of essential information by an employee from other members of the Center may subject the employee to disciplinary action.

Since the proper working relationship between employees and KITTCOM depends on each employee's on-going job performance, professional conduct and behavior, KITTCOM has established certain minimum standards of personal conduct. Among KITTCOM's expectations are the demonstration of: basic tact and courtesy toward the public and fellow employees; adherence to KITTCOM policies, procedures, safety rules and safe work practices; compliance with directions from supervisors; preservation and protection of KITTCOM's equipment, grounds, facilities and resources; and the provision of orderly and cost efficient services to citizens.

When visitors or non-KITTCOM employees are in the building the television must be turned off. Non-KITTCOM employees include custodial or maintenance personnel and any person who may be using a KITTCOM office but is not a KITTCOM employee. The only exception to the television being turned off is if there is an active large scale emergency currently taking place in our county. In this instance the TV may be left on a news station reporting the incident regardless of who is in the building.

KITTCOM is a relatively small organization. To function as efficiently as possible, we may ask an employee to perform seemingly "menial" duties outside his/her regular assignments. It is no reflection on a person's worth to KITTCOM, but a necessary arrangement for most small organizations.

To make the most efficient use of personnel, KITTCOM also reserves the right to change employee work conditions and the duties originally assigned. If these arrangements become necessary, we expect your best cooperation.

## Cell Phones

New:

### Personal Cellular Phones and Other Communication Devices While at Work

KITTCOM does not allow the use of personal cellular phones while an employee is in training as an Emergency Services Dispatcher (ESD) working an operational position within the communications room.

Communication Training Officers (CTOs) assigned to work with a trainee will not use their cellular phones while actively training (ie sitting next to the trainee or monitoring the trainee). This is to ensure the CTO is focused on the training needs of the trainee.

ESD's who have completed training will adhere to the following:

All cellular phones in the communications room will be in "silent mode" (no ringing or vibrating) while an employee is working an operational position.

Cellular phones and electronic devices will not be in use when seated with a sit along.

Devices will immediately be put away when it creates a distraction to the work environment or to a trainee.

Employees working an operational position within the communications room will be allowed to place his/her personal cellular phone in the supervisor's office, turned on, not in the "silent mode". A supervisor working in the office can request the phone be set to vibrate.

When visitors are in the communications center ESD's are not allowed to be on or have their personal cell phone, personal electronic devices, or other communication devices and must have devices stored out of sight.

Exceptions:

When there is a phone failure, and the use of a cellular phone is necessary to make notifications or call outs.

Director, ISA and Radio Technicians will be allowed the use of cellular phones at all times while on duty for work purposes only, but will not take calls near a console being used by an ESD.

*KITTCOM Administrative Board Meeting*

OLD

X. PERSONAL CELLULAR PHONES AND OTHER COMMUNICATIONS DEVICES  
WHILE AT WORK

KITTCOM does not allow the use of personal cellular phones while an employee is in training as an Emergency Services Dispatcher (ESD) working an operational position within the communications room.

ESDs who have completed training are allowed the following:

1. All cellular phones in the communications room will be in “silent mode” while an employee is working an operational position.
  - a) It shall be considered an offense subject to disciplinary action if an employee is using a cellular phone that is not in “silent” while working an operational position within the communications room.
2. The exception to using a personal cellular phone within the communications room would be in the event of an emergency in which the SNOM or back up phone system is not operational.
3. Employees working an operational position within the communications room will be allowed to place his/her personal cellular phone in the supervisor’s office, turned on, not in “silent mode.” A supervisor working in the office can request the phone be set to vibrate.

Visitors

NEW:

Visitors and the public are always welcome at KITTCOM. Visitors must not decrease productivity for both employees and co-workers or create a potential liability for KITTCOM and risk of harm to the visitors.

Visitors will be allowed in the workplace for no more than 1 hour, as long as the visit does not impede the work of the employee or others. Employees will request prior approval from their supervisor for extended visits or sit-ins.

*KITTCOM Administrative Board Meeting*

User agency personnel who are on duty may come to KITTCOM and stay as long as necessary to conduct business. However, user agency personnel, on or off duty, are to adhere to the rule above when only making a social visit.

All visitors must sign in on the visitor log.

If a KITTCOM employee is faced with an unusual circumstance regarding visitors at work, the employee should speak with their immediate supervisor.

OLD:

NONE

SCAN AND TOSS:

NEW:

### Scanning and Tossing Essential Records

Essential records (vital records) are the records necessary for the continuity of operations during and following a disaster. These records are those that an agency must have to maintain one or more of the following vital functions:

- Document the agency's legal authorities, rights and responsibilities (ordinances, resolutions, minutes, rules, and regulations etc.).
- Resume or maintain operations in a disaster or emergency situation.

KITTCOM keeps its network records (electronic records) on virtual servers that are housed at KITTCOM. Those records are backed up and the backups of those records are kept onsite until a suitable offsite location is found. These backups are for the purposes of restoring any lost records (from disaster or other loses) but not for the purposes of searching for public records. This process does not apply to any Essential Records that are in paper or some other form and that are not stored on the network.

### Scanning Essential Records for the Purpose of tossing the physical record

To scan and toss Essential Records, follow the same procedure that the Washington State Archives has created for scanning and tossing Non-Archival Paper Records;

[https://www.sos.wa.gov/\\_assets/archives/recordsmanagement/requirements\\_for\\_the\\_destruction\\_of\\_non-archival\\_paper\\_records\\_after\\_imaging\\_v1.1\\_may\\_2012.pdf](https://www.sos.wa.gov/_assets/archives/recordsmanagement/requirements_for_the_destruction_of_non-archival_paper_records_after_imaging_v1.1_may_2012.pdf)

*KITTCOM Administrative Board Meeting*

- Make sure that the records are not Archival (archival records cannot be scanned and tossed);
- Records may be scanned at 300 DPI to TIFF;
- Records must be visually compared to the original by the person scanning to determine that the scan is an accurate capture of the original record(s);
- The capture of the original record must be saved in the appropriate location on the network
- Confirmation that the records have been completely and accurately captured and saved in the appropriate location must occur before destruction/shredding of paper record.
- A similar process must be employed for the duplication of non-paper records (DVD, Audio/Video Files, Thumb Drive(s), Digital Records, etc.).

#### Scanning and Tossing Non-Archival Records

KITTCOM will follow the above procedure for non-archival records.

OLD:

None

**Transparency of KITTCOM:** George is a firm believer that transparency builds trust. Trust with staff, users and the public alike. Information about our agency is routinely requested, such as organizational chart, pay scales, etc. It is George's intent, with concurrence from the Board, that we move KITTCOM to a more transparent position, posting routinely requested items, meeting agendas/minutes and other material deemed reasonable and public by staff to the KITTCOM website. The board agreed to this by consensus.

**Discussion Regarding State FY23 Funding:** George presented two contracts have come to KITTCOM, have been reviewed by staff, legal and have been signed by the Board of County Commissioners. They have been sent back to the state to be fully executed.

Basic Operating Contract E23-019: This is the annual contract for the "State Grant" awarded to KITTCOM. It is for \$297,783. This is just over a \$3,000 increase from last year.

*KITTCOM Administrative Board Meeting*

*Page | 8 July 21, 2022*



County Equipment Contract E22-304: This contract is for \$130,461 to put toward a phone system “refresh”. Every five years, 9-1-1 phone equipment must be updated/replaced/refreshed to ensure its functionality due to high amount of work placed on the equipment. Traditionally the State had been able to pay 100% of these costs, however this time they asked for a 20% match. With the recent quote for our system, we believe our total will be about \$35,000 and the project will begin in January 2023.

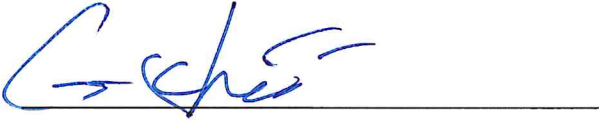
The cost share has been a conversation at the State level apparently well before my arrival at KITTCOM. When asked how smaller counties with limited funding sources could address the reduced funding, often the response given is that the County is ultimately responsible for 9-1-1 in the county. To that end George has been in contact with Commissioner Wright regarding the matter and provided applicable RCWs to him. In addition, staff will begin reviewing options for the phone system before the next “refresh” that may be technologically sound, benefit KITTCOM and reduce operating costs.

**Staffing Plan through End of 2022:** Recently Grace left KITTCOM for Bothell PD, and Justin for Soap Lake PD. We also lost Christy to her untimely passing. We have two in training with one in backgrounds. There is an open ESD recruitment and Supervisor promotional opportunity. George will continue to keep the efforts in motion to fill vacancies as they come.

**Director’s Report:** Nothing further to report at this time.

**Good of the Order:** None.


Meeting was adjourned by consensus at 2:42 p.m.



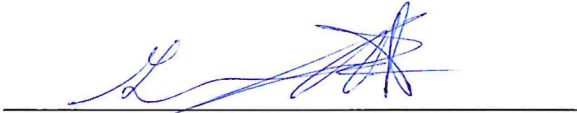
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ATTEST: Board Secretary George Long