

**Spokane County Emergency Services Communications Policy Board
Minutes – January 25, 2018**

These minutes are unofficial until approved.

- Members Present:** Chief Bryan Collins, SVFD
Sheriff Ozzie Knezovich, SCSO
Chief Craig Meidl, SPD
Chief Brian Schaeffer, SFD
Chief Cody Rohrbach, EMS
Mary Kuney, Spokane County Commissioner
Kent Harrison, Citizen Representative
Donald Dover, Citizen Representative
Erv Williams, Citizen Representative
- Absent:** Chief Brian Asmus, Inland NW LE Leadership Group – **Chair**
Chief Randy Johnson, Inland Empire Fire Chief’s Association–**Vice Chair**
Theresa Sanders, City of Spokane
Mayor Kevin Freeman, Millwood
Councilmember Brandi Peetz, Spokane Valley
- Staff:** Division Chief Jay Atwood, SRECS Interim Director
Lorlee Mizell, Emergency Services Communications Director
Amy McCormick, 911 Operations Manager
Valerie Keegan, SRECS
Cherell Yates, 911 Staff Assistant
Melissa Polomis, 911 Public Records Technician
- Guests:** Gerry Gemmill, Spokane County CEO
Undersheriff Jeff Tower, SCSO
Lt. Shawn Kendall, SPD Dispatch
Dave Heglin, SCSO Communications Manager
Lori Markham, SFD Dispatch
Arianne Schmidt, Regional Project Manager
Ian Von Essen, GIS
Steve Scott, Citizen

I. CALL TO ORDER

Chief Bryan Collins called the meeting to order at 7:32 a.m.

II. INTRODUCTION OF GUESTS

The Board members and guests introduced themselves.

III. APPROVAL OF MINUTES

Mr. Kent Harrison moved to approve the November 30, 2017 minutes. Chief Cody Rohrbach seconded. All were in favor. Motion carried.

IV. UNFINISHED BUSINESS

A. Regionalization/Integration Update

Ms. Arianne Schmidt stated that the draft resolution and charter were included in the Policy Board packet. Ms. Schmidt explained that County legal, Mr. Jim Emacio, used documents that were reviewed by the Policy Board along with documents from other regional centers across the State, which was then

reviewed by Dr. De Hicks to produce the working draft resolution and charter. Ms. Schmidt added that the next step would be to brief and review the document with the BoCC. Mr. Donald Dover asked who any comments should be sent to. Chief Collins stated that comments should be directed to Ms. Schmidt. Mr. Dover commented that the governance construct seems to be made up of more professional individuals rather than elected officials. Chief Collins stated that there was a lot of conversation surrounding the topic and Commissioner Al French did not want to politicize the Board. Mr. Gerry Gemmill furthered that Commissioner French explained that it is a highly technical organization rather than a jurisdictional one. Mr. Erv Williams agreed stating that the subject matter experts should make up the Board. Ms. Schmidt asked how much time the Policy Board would like to allow for comments to be submitted before a vote. Chief Collins explained that a month should suffice and that all comments be sent to Ms. Schmidt who will forward on to Mr. Emacio. Ms. Schmidt will provide the next draft in the Policy Board Packet for February's meeting.

B. BUC Update

Mr. Gemmill stated that he met with Chief Jack Cates and toured the BUC. Mr. Gemmill presented the Board with a conceptual floorplan layout for the new building. Mr. Gemmill asked if the intent of the BUC is to truly be a back-up center or a replica of the current Communications Building. Mr. Gemmill stated that he was under the assumption that it is to be a BUC and if that is incorrect and the goal is to have a replica of the current Communications Building, then there is not enough money to support that. Mr. Gemmill furthered that the second question he had was in regards to the size and staffing model. Mr. Gemmill explained that Chief Cates stated that there is space that Fire District 9 may not have a need for any longer. Mr. Gemmill stated that he is scheduling another meeting with Chief Cates and that he is looking for guidance from the Policy Board on the direction he is supposed to take in negotiating with Fire district 9. Ms. Lorlee Mizell asked for a copy of the schematics that Mr. Gemmill presented and stated that she would provide that to the Policy Board. Ms. Mizell explained that it is a policy decision that needs to be made on what level of service the BUC is to provide to the public. Ms. Mizell added that the existing users of the BUC can make recommendations based on their areas of expertise, but a Policy decision would need to be made by the Policy Board, which can then be recommended to the elected officials.

Chief Schaeffer explained that it needs to be a replica especially in the areas of technology, equipment, and capability. Chief Schaffer furthered that if the BUC needs to be activated, normally there has been a crisis and everything needs to work properly. Chief Schaffer added that the call volume and need will only increase and the building needs to have the capability to handle the current need as well as future growth. Chief Schaffer clarified that it doesn't need to be another dispatch center for Spokane County, but it does need to have the capability to handle current needs and growth over the next 25 years. Mr. Gemmill stated that any input from the Policy Board would be helpful in the next meeting with Chief Cates. Mr. Gemmill stated that Chief Cates suggested the possibility of a stand-alone building rather than adding a second floor onto District 9's building. Chief Collins asked if there was any conversation around the ownership of the new BUC. Chief Collins furthered that currently it is an informal relationship with District 9 and that should be formalized moving forward. Mr. Gemmill stated that it would be discussed with Chief Cates. Mr. Erv Williams

stated that he assisted with the original BUC which was done on a shoe string budget and therefore hasn't held up over time. Mr. Williams furthered that the citizen's expectations are a key component to designing a new BUC. Chief Cody Rohrbach explained that once a level of service is defined then the subject matter experts can make the determinations regarding size, staffing and future growth. Chief Collins reminded the board that a lot of that information was included in the ADCOMM report completed by Mr. Joe Blaschka last year. Chief Collins furthered that the Policy Board began discussions on what the desired capacity for the BUC would be, but never made a formal decision. Chief Collins added that he believes the BUC needs to handle the critical functions, not miss any calls and operate over a period of time. Mr. Gemmill stated that there was a capacity component included in the footprint. Ms. Mizell explained that the architect for Fire District 9 had been in contact with ADCOMM while the report was being completed. Ms. Mizell added that she would resend the ADCOMM report to the Policy Board along with the schematic. Chief Schaeffer stated that it seemed in everyone's best interest to stay in partnership with Fire District 9 and share resources. Chief Schaeffer requested that Mr. Gemmill remind Chief Cates of the benefits and savings in sharing resources and working off a partnership model.

Sheriff Ozzie Knezovich asked what the dollar amounts were associated with the different models versus what was budgeted in the 1/10th forecast. Sheriff Knezovich reminded the Policy Board that only \$2M was assigned to the BUC in the 1/10th budget. Ms. Mizell explained she believed the report stated \$4.5M which included equipment. Sheriff Knezovich replied that the original estimate was \$5-7M. Ms. Valerie Keegan stated the \$2M was the contribution from the 1/10th and the rest would be a partnership with the various agencies. Mr. Kent Harrison reminded the Policy Board that Mr. Scott Peabody's (ADCOMM) presentation included those figures. Ms. Mizell stated that she would put together a BUC packet which included; Mr. Peabody's report, Mr. Blaschka's report and the schematics of the proposed site at Fire District 9. Sheriff Knezovich reminded the Policy Board that the BUC is exactly what the 1/10th money is for and the money needs to be allocated to it.

Chief Craig Meidl asked if the needs of the BUC would be different with an integrated center. Chief Collins stated that those are parallel tracks and the timeline of the integrated center is pretty close to being in step with the timeline of the BUC. Mr. Gemmill added that the BUC is functionally the same whether integrated or not. Sheriff Knezovich reiterated that the BUC is already failing. Chief Schaeffer agreed and stated that he has concerns about the current state of the BUC. Chief Schaeffer added that other agencies in the region do not have a BUC and Spokane has the potential to design a generic center to act as a BUC for other Counties. Chief Schaeffer furthered that it could also be a potential revenue stream. Ms. Mizell explained that during a seminar last week about Standards and Best Practices by NENA, there were discussions about the possibility of having 2 to 4 super centers in the State of Washington to act as BUC's for each other. Ms. Mizell furthered that Spokane is already the default PSAP for Eastern Washington. Ms. Mizell added that CRESA and TCOMM have identified similar needs. Chief Collins stated that the approach makes a lot of sense and that the Washington Fire Chiefs would want to be a part of those discussions and developments. Mr. Dover agreed that that type of regionalization is fantastic but cautioned that it may not be proper use of the 1/10th funds at that

level. Chief Schaeffer stated that that is why the BUC is built as a generic center with the capacity and room for growth. Chief Rohrbach explained that there has been so much focus on efficiency that the critical redundancy factor needed, has been lost.

C. Funding Request Process for use of 1/10th monies

Ms. Mizell explained that the Policy Board needed to approve the finalized worksheet so that it could be distributed. Chief Collins asked if a decision was made regarding the frequency the Executive Committee would have to meet to review any requests that were submitted. Ms. Mizell stated that having quarterly meetings was discussed and that special meetings might need to be held if there is a pressing request submitted. Ms. Valerie Keegan stated that she was pleased with the process and worksheet and reminded the Policy Board that the request is subject to approval from the BoCC. Chief Collins asked if there were any additional comments about the worksheet or the process. Chief Collins furthered that when requests are made, the requestor needs to provide the background, details and reasons for making the requests so the Executive Committee can make an informed decision. Ms. Keegan asked that requestors submit their requests in a timely manner. Commissioner Mary Kunej stated that there a lot of unknowns surrounding the 1/10th and requestors should ensure due diligence when making their requests so the 1/10th funds are used properly.

C. Joint Operations Group Update

Chief Collins reiterated that the members are defined in the by-laws. Chief Collins furthered that the group is tasked with assessing capacity issues and looking forward. Chief Collins added that with the challenges during the Freeman incident, it is a good time to address those issues. Chief Collins explained that the capacity issues in the rural areas, particularly the Northside of the County are still a concern and need to be addressed. Division Chief Jay Atwood added that the Law Enforcement User Group has been tasked with some of those issues as well. Mr. Dave Heglin explained that the group has had one meeting thus far and another meeting is to be scheduled.

V. NEW BUSINESS

Sheriff Knezovich explained that the Governor has bought into FirstNet, but there is concern that AT&T does not have the capacity to cover Eastern Washington. Sheriff Knezovich suggested that Division Chief Atwood begin discussions with AT&T and possibly offer some of the County's sites for usage. Sheriff Knezovich cautioned that there is no money allocated to FirstNet from the 1/10th funds. Chief Schaeffer explained that Chief Collins, TARU and himself met with FirstNet and were able to connect with the network and see how it works. Chief Schaeffer furthered that they also had pricing plans available for connecting to the bandwidth. Chief Schaeffer continued that they will be rolling out plans to individual agencies through Emergency Management and planning a larger meeting in the near future. Chief Schaeffer added that Chief Collins and himself would be testing a few of the units in the field. Chief Schaeffer explained that it would be helpful for SRECS to provide a current coverage map. Chief Schaeffer added that as he talks with agencies across the Country they are pleased with the capability and coverage, stating that there is a dedicated room on the bandwidth with highest priority. Chief Schaeffer explained that AT&T is under federal mandate to ensure 99.9% coverage in every area in the United States or they will lose their contract. Chief Rohrbach stated that he was under the

impression that the focus was only going to include major highways and corridors. Chief Collins explained that AT&T has about 5 years to ensure their coverage into the rural areas and has set aside funds to accomplish this. Chief Collins added that the Governor negotiated for 9 portable units to position throughout the State. Chief Collins stated that a presentation with Emergency Management will be scheduled for February or March to include AT&T and explain where the process is at. Sheriff Knezovich reiterated the importance of SRECS being included in the collaboration with FirstNet for funding to fill in the coverage gaps. Ms. Keegan added that allowing AT&T to use the County's towers to help fill the coverage gaps could be a potential revenue source for SRECS. Commissioner Kuney asked that Sheriff Knezovich update the BoCC.

VI. DIRECTOR'S REPORTS

A. Regional Emergency Communications Systems Director

Division Chief Atwood explained that Ron Pearson is the new representative from Motorola and has offered to be available for a meeting to answer any questions about the new feature sets and functionalities included in the upgrade due in late February, early March. Division Chief Atwood furthered that a meeting will be scheduled with stakeholders as more information about the upgrade is released. Chief Schaeffer stated that there was a recent article with the headline, 'Snohomish County Says Failing 911 System Will Cost \$75M to Replace.' Chief Schaeffer added that they are in crisis and their current system goes completely down in 2020. Chief Schaeffer explained that because of the steps and funding taken for Spokane's Emergency Communications System, Spokane is not in that situation. Ms. Keegan added that SRECS has signed a 10-year SUA for software and hardware upgrades every other year.

Mr. Dover asked about the 12-hour outage at Mica. Division Chief Atwood explained that it took time to narrow down the location of the actual outage since Mt. Spokane was the tower that was down, but it was a card at Mica causing the outage. Division Chief Atwood furthered that the system monitor showed it was working, and a remote reboot did not work, so the technicians had to manually get it back online. Division Chief Atwood added that Mr. Randy Langford did a great job leading the crew. Division Chief Atwood continued that it was an isolated event and because of the robust redundancy built into the system it did not affect the entire system.

B. Emergency Communications Services Director

Ms. Mizell stated that she attended a Standards and Best Practices for NG911 training last week. Ms. Mizell explained that the ESInet is scheduled to be installed in Spokane County in May and that the installation will begin with the BUC for troubleshooting purposes. Ms. Mizell added that the next phone system upgrade is scheduled for April.

Ms. Mizell stated that she was in Olympia yesterday meeting with Senator Andy Billig and State Representative Timm Ormsby regarding the State 911 budget and possible receipt of a \$4.2M Federal grant. Ms. Mizell explained that there is \$4.2M gap due to the current CenturyLink Legacy Net ESInets and the new ESInet running simultaneously. Ms. Mizell continued that the recommendation being made to the Legislature is to authorize the State 911 Office to use their \$2.5M capital reserves along with \$1.7M out of the general fund to close that \$4.2M gap. Ms. Mizell added that the Federal grant will most likely open this

summer and there will be an application process for all 50 states. Ms. Mizell furthered that since the Legislature did not raid the State 911 funds last year, Washington will be eligible for Federal grants. Ms. Mizell explained that in the past the State has chosen to raid those funds and therefore made Washington not eligible for Federal grants and that the raiding of those funds in previous years has contributed to the current shortfall. Ms. Mizell continued that she shared the potential impacts specifically to Spokane County in 2018 depending how the funding authority is structured and approved. Ms. Mizell concluded that the Legislative session ends in March and she may have additional meetings in Olympia in February if needed.

Ms. Mizell stated that there were statistics included in the Policy Board packet regarding AlertSpokane. Ms. Mizell explained that a lot of citizens have been reached through the system. Ms. Mizell furthered that there have been some issues with citizens wanting to opt-out of the system because of the usage. Ms. Mizell added that phase 2, intra-governmental use, has started, including pilot programs with County Risk Management and Spokane Fire Department.

Ms. Mizell stated that the 911 and Crime Check statistics for 2017 were included in the Policy Board packet. Ms. Mizell explained that there will be changes in the 2018 statistics and those will be outlined when they become available. Ms. Mizell furthered that after a review of the processes it was determined that much of it could be streamlined and a lot of the manual counting process could be eliminated. Ms. Mizell continued that one of the significant changes will be some of the Crime Check supplemental information will not be included in the Crime Check report numbers as before, which will result in about a 1% variance.

Ms. Mizell explained that Mr. Ian Von Essen will be retiring March 31, 2018 and wanted to recognize and thank him for his contributions to addressing and the County Public Safety GIS development. Ms. Mizell added that most of, if not all jurisdictions are using the addressing standards created by Mr. Von Essen and his group, which has been a tremendous help to those in Emergency Services.

Ms. Mizell stated that the updated by-laws will be included in February's Policy Board packet.

VII. COMMITTEE REPORTS

A. GIS Subcommittee

Mr. Von Essen stated that the next meeting is scheduled for February 7, 2018. Mr. Dover asked what the House of Charity crash was, referenced in Mr. Von Essen's report. Mr. Von Essen explained that many homeless individuals use the House of Charity as their address and it created too many records in the system.

VIII. PUBLIC COMMENT

No public comment.

IX. INFORMATION ONLY

A. Budget Summary – 911 and Crime Check

B. Statistics

