

**SNOCOM – SNOPAC Joint Task Force**  
**Fire District 1**  
**Meeting Summary for June 24, 2016 / 9:00-11:30am**

Note: *Follow-up action items are noted in italics. Decisions are underlined.*

**Meeting Attendance:**

Joint Task Force Members					
Bob Colinas	✓	Jon Nehring	✓	Rick Smith	✓
Al Compaan	✓	Brad Reading	✓	Roy Waugh	✓
Steve Guptill	✓	Bryan Stanifer	✓	Jon Wiswell	
Staff Support Team					
Kurt Mills	✓	Karen Reed	✓		
Terry Peterson	✓	Brenda Froland	✓		

**Welcome / Review of Today’s Agenda.** Roy Waugh called the meeting to order. Karen reviewed the Agenda with the group and noted that the goal is for documentation approved today to be shared with SNOCOM and SNOPAC Boards in July.

**Standing Items:**

- a. **Approval of Meeting Summary from June 7.** The meeting summary was unanimously approved as submitted.
  1. **Should these be posted?** The group discussed whether the summaries should be posted on the SNOPAC and SNOCOM websites. It was suggested that after documentation was shared with the Boards, if the communications plan is approved, then a tab on both websites with identical information would help promote transparency in the process. *Kurt and Terry will work to set up the website tabs before the July board meetings.*
- b. **Communications Roundtable.** Bryan Stanifer noted that the Lynnwood City Council has already asked for a briefing on the project. Bryan asked the Council to wait until we are a little farther into the project, but the Joint Task Force (JTF) members should be prepared for similar requests.
- c. **Process Issues.**
  1. **Re-scheduling August 30 meeting.** Due to vacation schedules, the August 30<sup>th</sup> meeting was rescheduled for September 6<sup>th</sup>. *Kurt will update meeting invitations.*
  2. **Considering JTF schedule and Board Schedule / Joint Board meeting dates.** Karen reviewed the summer meeting schedule and noted that there will be months when there is not enough time to get the Task Force documents ready before the Board meeting(s). It was agreed that if this becomes a problem, it can be revisited at a future JTF meeting.

**Ground Rules.** Karen reviewed the proposed Ground Rules which were unanimously approved.

**Report from facilitator: Themes from Surveys and Telephone Conversation with Board Members:**

- a. **Direction on any edits/agreement to send report forward to Boards.** Karen reviewed the draft report with the group with no resulting suggested edits. The Facilitator's Report was unanimously approved. *Karen will finalize the report. The Report will be forwarded to the Boards along with other approved materials.*
- b. **Discussion/Next steps.** Karen expressed concern that Kurt and Terry may not have time to do all the analysis that some Board Members are expecting and that expectations may need to be managed or additional resources engaged.

**Review and Potential Action: Task Force Mission Statement:**

- a. **Review and confirm for Board approval: Mission Statement and Process.** Karen reviewed the draft and changes from the last meeting. She noted that what the JTF approves will go to the Boards for adoption. Karen will attend Board meetings as necessary. If a Board requests changes to a document that cannot be reconciled with feedback from the other Board, resolution will be sought at a joint Board meeting. The Mission Statement and Process was unanimously approved.
- b. **Attachment A: Scope and Purpose Statement.** Karen reviewed changes to the draft from the last meeting. Bob asked how the scope would change if the decision is not to fully consolidate. Karen noted that the mission is to come up with two options for the Boards. Attachment A was unanimously approved.
- c. **Attachment B: Task Force contact list.** Karen reviewed the contact list. A few updates were suggested. Attachment B was unanimously approved with recommended *changes to Rick Smith, Bob Colinas, and Brad Reading's titles.*

**Discussion and Potential Action: Statement of Values and Principles:**

- a. **Direction on any edits / confirm if ready to send forward to Boards for input.** Karen reviewed the document with the group. It was agreed to *add a statement about transparency and accountability, to take "will" out of sentences, and mention that we desire cross-trained caller takers.* The Statement was unanimously approved with recommended changes.
- b. **Next steps.** *Karen will circulate a redlined version to the group so they can see the final changes proposed.*

**Information Gathering: Template for Information to be developed on Call Transfers.**

- a. **Edits to draft template.** Karen noted that this was a draft template created by Terry Peterson and was intended to answer the questions related to call transfers. The following comments and observations were offered:

1. It is important to have a clear definition of “pre-entered.” This means essentially that a call is dispatchable.
2. There are philosophical and operational differences between PSAP’s and the generic type code entered before transfer on aid calls does create problems, especially for smaller agencies. One of the questions to be answered is how these differences affect call transfers.
3. We need to quantify the time delay when a call is transferred and to look at stats in percentiles instead of averages.
4. It would be helpful to know the percent of aid calls that are upgraded after transfer.
5. We should identify the percentage of dispatched calls involving one or both PSAP’s.
6. Generic type codes are a product of non-CBD certified call takers.
7. What efficiencies that could be gained right now through policy changes? These should be identified.
8. Terry noted that both PSAP’s are always looking at ways to improve efficiencies.
9. There are too many variables involved to capture the effect each of them have, and that while the variables should be acknowledged, the JTF can’t get buried in the data.

The group agreed that call transfers are the primary issue and the key questions are: how big is the problem and what can we do to make it better?

The topic of E911 call routing and funding was raised: the group agreed that it will not seek to resolve this issue as part of these discussions, however, the potential for changes in 911 revenue allocation needs to be acknowledged and incorporated somehow in the 10-year pro forma statements in order to provide a more accurate picture of the options. Karen suggested doing this through one or two example scenarios.

**b. Target date to present data to Joint Task Force:** The group agreed the call template should go to the Boards at a Joint Board meeting on August 18, after further discussion at the Joint Task Force on July 19. That meeting also includes a discussion of New World issues. *Kurt will notify New World needs to be notified date.*

**Information Gathering: Template for information to be developed on Services offered, level of services:**

- a. **Edits to draft template.** Karen reviewed the document with the group. *Kurt and Terry have additional work to do on this document.*

**b. Target date for presenting to Joint Task Force. July 19<sup>th</sup>.**

**Communications Plan.** Karen reviewed the document with the group. She recommended sending a short survey to employees as part of this plan. If both Boards approve the Communications Plan, links on the two websites can be enabled that include all documents approved by the Boards. Regarding requests from councils, etc. for information, it was agreed to wait until there was something more substantive to share. However, starting in September, any JTF member, plus one additional member, should be available to brief councils, committees, etc. that ask for an update. The Communications Plan was unanimously approved.

**Next Meeting Agenda.** Items for the next meeting will include the levels of service template, the call transfer template, and an initial look at a baseline scenario. Karen will bring information to illustrate eight governance alternatives, as a starting point on the governance discussion.

**Closing Comments / Adjourn.** Kurt let Karen know that he and Terry had done some initial work on organizational and operational structures of a consolidated PSAP, and the document could be provided if it would be helpful at some point. Roy Waugh noted that he will be calling in for the next meeting. In addition, he reported that he will not need an alternate for the Task Force. The meeting adjourned at 11:15.