

SNOCOM – SNOPAC Joint Task Force
Meeting Summary for September 6, 2016/ 9:00-11:30 a.m.
 Location: Fire District 1 Headquarters

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	✓	Sharon Brendle	✓		

Welcome / Review of Today’s Agenda. Karen reviewed the Agenda with the group. Template for Information on Baseline Alternative will not be covered today.

Standing Items:

- a. **Approval of Meeting Summary from Aug 16.** The meeting summary was unanimously approved as submitted. *The Directors will upload the approved summary to their websites.*
- b. **Communications Roundtable.** No items.
- c. **Process Issues.**
 - i. **Schedule Updates.** Joint Board Meeting scheduled for Thursday, September 15th. Additional Joint Board meeting dates are November 2nd and December 14th. All Joint Board meetings will be held at Fire District 1.
 - ii. **Communications Plan actions.**
 1. Update: Kurt reported that they are scheduled to meet with City Managers Group on October 18th. Members of the JTF Committee are invited to attend. Meeting will take place in Snohomish, with a follow up scheduled at SNOPAC. Other groups that will be sought out:
 - a. Mayor Groups – Bob will reach out to the South County Mayors’ Associations.
 - b. Kurt will contact the North County Mayors’ Group, which is chaired by Mayor Nehring.
 - c. Brad and Roy will get on the agenda for the County Fire Chiefs’ meeting and give an update and answer questions.
 - d. Bryan will provide update to the Police Chiefs’ meeting on 9/22.
 2. Emails. No emails received on either of the web links.
 3. Employees. *Karen has the survey results and will be working on putting together a summary report.* She also recommended Directors hold monthly meetings with their guild leadership. Kurt commented that he’s heard a lot about assumptions that decisions have already been made. Karen stressed importance to continue meeting

with the guilds in order to help address rumors. Terry reported that a Supervisor Exchange Program is planned between agencies: supervisors from each agency will sit with a shift at the other agency.

Components of Baseline Scenario. The committee reviewed the spreadsheet prepared by Terry and Kurt. The directors haven't been able to meet with Bill Cushman, but the historical spreadsheet was created as a starting point. Karen noted that looking at historical trends (cost components, etc.) may not always be the most accurate method when projecting future performance. She recommended making some inquiries to determine if forward looking data assumptions can be incorporated.

Review final of draft Call Transfers Memo/Analysis. The group reviewed the updated memo prepared by Kurt and Terry. Discussion points included:

- Memo needs an executive summary
- Be sure to clarify that there is on average 21 additional seconds involved in each transferred call—to accommodate the hand-off to the call-taker at the other center—this 21 seconds is not incurred in a call that is not transferred.
- Please note that there are in percentage terms more high priority fire calls being transferred than high priority police calls.
- There is additional work imposed on SNOCOM due to transfers: 21% of their calls are transferred. This is time that could be spent on SNOCOM's customers.
- Border areas will always have some amount of call transfers, given cell tower/phone technology.
- Both agencies are negatively impacted by the inefficiency of call transfers.
- The Clinton Cell Tower is an example of how cell towers impact call transfers on border areas.
- Next-Gen phone system will reduce the cell tower problem, but again this is a minor percentage of the overall calls that are transferred, particularly for the jointly-served area. This upgrade is in place in some areas of the country, but is likely some years away from being implemented here.
- There is no direct correlation between the number of calls transferred and the number of Cross-PSAP Calls for Service entered, because there are so many different types of calls, representing other New World efficiencies.
- The priority of calls being transferred matches the general “bell curve” of priority of calls overall.
- Data before New World was not captured correctly to show the whole time involved in call dispatches so now, fire response times may appear greater now than before. It's a data problem, not a reflection of what really happened.
- Measuring the inefficiency: in the first 5 months of 2016, a total of 106 hours were spent on the phone waiting for the other PSAP to answer, a total of 207 hours were spent doing work for the other PSAP.
- Most of the impact of call transfers is on SNOCOM, since they're entering a lot more calls for the Sheriff's office.

- Options. More analysis is needed. Shifting the way 911 call lines are routed, or which agency dispatches FD#1 would probably have major negative fiscal impact on SNOCOM. No 911 revenue can be allocated to a center that doesn't take calls, so unifying the call center function option is also problematic.

Kurt and Terry will prepare an Executive Summary and finalize the report for circulation by Friday to get the packets to Joint Board members. They will create a powerpoint for the meeting as well. The presentation will include 3 audio files. They're putting together a high level time-line for the Mukilteo incident.

Review of Service Matrix with Level of Service Information. The group discussed the different answer time/dispatch time targets used by the two agencies. *Terry and Kurt will summarize this information and include it in the briefing packet, together with a cover memo for this item.*

Review of Informational briefing for member agencies. *The group reviewed and approved a draft briefing prepared by Karen to share as the initial information briefing for all member agencies—it needs to be approved by the Joint Boards before it is sent out. Although the briefing is long, the group decided against shortening it to be sure that important information is relayed to all.*

There was a side discussion surrounding Lake Stevens' request to join SERS and the possible problems that could arise with the concurrent governance discussion at this table. The JTF agreed that it would probably be most helpful if the SERS governance discussion could be delayed. *Jon Nehring will discuss this matter with Lake Stevens.*

Bob suggested that a joint North – South mayor's meeting be held to discuss consolidation, and suggested that it would be appropriate to have Karen be present at the meeting.

Governance. Karen presented a summary statement of governance policy recommendations based on the last two JTF meetings. *The group agreed that this is a statement of their policy recommendations, but that the question of how supermajority voting should work is not yet clear.* Karen presented a series of options for how the governance board could be structured with various sizes and allocations as between police and fire. The examples were based on the governance policy recommendations discussed earlier, and applying 2016 OFM city/county population data (for police representation), and 2015 service population for fire (most recent she had). Key questions for the group to take up in developing its recommendations include:

- How are seats allocated between police and fire?
- How are annexations and incorporations addressed?
- Is weighted voting needed in a caucus situation?

Governance will be subject at the next JTF meeting. The governance model is a Phase II work product, and so the high-level policy recommendations will not go to the Joint Board Meeting next week, which is focused on closing out Phase I.

Redundancy Discussion: Karen extended her thanks to Bryan, Terry and Kurt for compiling data. The group reviewed the data on current facility conditions and back-up option and what other dispatch agencies are doing. Wiz noted that ideally, secondary back-up centers need to be trained in/used frequently. SNOCOM has a non-written agreement with DEM to share space in the event of an emergency: DEM space has backup radios, but no phones or dispatch consoles. Kurt noted he believes a phased in approach to consolidation would help mitigate the tension between ensuring continuity of operations and keeping costs down. The group agreed the options need to be fleshed out in terms of cost impact before recommendations can be made. The goal of this discussion is to identify for the Joint Boards the JTF's preferred option(s) in dealing with the redundancy/survivability issue.

Joint Board Meeting. The group reviewed and finalized the agenda for the Joint Boards meeting.

Meeting adjourned at 11:30.