

## **LESA Executive Board Meeting Minutes January 20, 2010**

The meeting convened in the LESA Executive Board Meeting Room at 2:00 p.m. Members in attendance were City Council Member Joe Lonergan, Chief Ramsdell, County Executive Pat McCarthy, and Eileen Bisson for Sheriff Pastor. Members excused from the meeting were Mayor Strickland, ~~Jennifer Hales~~, Doug Richardson and County Council Member Joyce McDonald. County Council Member Joyce McDonald arrived shortly after the start of the meeting at 2:15 p.m.

Others attending were: Director Orr, Kim Gerhardt, Bonnie Voegele, Diana Lock, Tina Huber, Laureen Erechar, Tammy Chapman, Kathy Freitas, Gracie France, Kris Dessen, Mark Manning, Ed Smith,.

County Executive Pat McCarthy called the meeting to order at 2:01 p.m.

1. **Public Comment** –None.
2. **Approval of the meeting minutes from December 16, 2009.** Chief Ramsdell made the motion to approve the minutes as submitted. The motion was seconded by Eileen Bisson and carried.

Legal Advisor Kim Gerhardt brought to the Boards attention the need to appoint a new chairperson for 2010. Eileen Bisson made the motion to appoint County Executive Pat McCarthy as the Chairperson for the LESA Executive Board for the year 2010. The motion was seconded by Chief Ramsdell and carried.

County Executive Pat McCarthy introduced County Council Member Joe Lonergan as one of the new members on the LESA Executive Board pursuant to the amendment to the interlocal agreement adopted by the City and County councils, and welcomed his attendance to the first meeting of the year. County Council Member Joyce McDonald is also a new member to the Board but was not able to attend the start of the meeting today.

3. **Recent Contracts and Purchased (for informational purposes only).** No new contracts to report on.
4. **Director's Report**
  - a. **LESA Reorganization.** Director Orr noted that in addition to the changes to the voting membership on the Executive Board, the amendment to the interlocal agreement directs establishment of an advisory Joint Operating Board to the Board and Executive Director and an advisory standing committee to include Fire and Rescue representation. Director Orr has been meeting with PCSD Chief of Administrative Services Rob Masko and Assistant TPD Chief Rich McCrea and other law enforcement command staff regarding reorganization to all of

LESA's standing committees, how to ensure consistent law enforcement command input and communication, how the operational committees, new and existing should work with one another, and how to streamline committee functions and work. Chair McCarthy commented that it makes good sense to look at this point at the committees and process.

- b. **Update on Quality Assurance Review of LESA PSAP Assessment Study** – The Board was provided with a copy of LESA's written Response to Pierce County Quality Assurance Review Response and opportunity to comment prior to the Pierce County Council Government Performance Committee meeting scheduled for January 21, 2010. It is stated in the Executive Summary that LESA agrees it did not perform a Performance Audit to Yellow Book standards. LESA never represented nor intended to represent that it was conducting a Performance Audit to Yellow Book standards. LESA conducted a PSAP Assessment Study which, in the 911 profession, includes an audit of performance against industry standards and benchmarks. The use of the terms "audit" and "performance audit" were used in the context of their plain and commonly accepted meaning and not within the context of audits performed by professional Performance Auditors. To the extent that others understood or inferred that LESA was conducting a Yellow Book Performance Audit, LESA apologizes. Chair McCarthy commented that she understands from Kevin Phelps that a performance audit doesn't have to be under Yellow Book standards to be valid, and that LESA never presented its PSAP Study as Yellow Book.

LESA stands by the accuracy and independence of the PSAP Assessment Study; the data and analytical methodologies used in the study; the significant positive performance improvements that came about and will continue to come about as a result of the Study; and the validity of the Study in all respects for future policy determinations.

The response utilizes a Frequently Asked Question format to address the issues raised by the Quality Assurance Review. The Quality Assurance Review tends to repeat discussions at several points and to use the same points with respect to multiple matters. LESA has done its best to consolidate its responses to a particular point in one location while simultaneously following the flow of the Quality Assurance Review.

Director Orr will be appearing before the Quality Assurance Committee on Thursday at 1:30 p.m. to discuss the response. The TNT has requested to review Matt Temmel's report and they will be doing a story.

- c. **Communications Center 2009 Performance Summary.** Director Orr presented an update regarding communications center performance noting that several aspects of 911 call handling are now being tracked as a result of the PSAP Assessment Study. Time spent by communications officers per call is down, as is the amount of time spent talking per call. The favorable impact of cross-training by dispatchers was noted, which allows dispatchers to handle either city or county law enforcement. LESA continues its recruitment for communications officers and dispatchers; turnover is still a factor. The proposed layoffs in Records and giving Records employees priority in hiring at the communications

center was noted. An update was given on the proposed reduction in telephone report writers, still subject to labor negotiations and a possible shift to increase citizen self service via internet access. Councilmember Lonergan noted that citizen self service would not work for citizens that do not use computers.

- d. **Layoffs update** – Three Record Specialists that are on the layoff list have promoted to Dispatcher and Comm Officer positions with four more taking promotional positions at the Communications Center starting February 22. AD Kelly Bochenski advised that she is pleased with the IBB process and working with Teamsters through the difficulty of the layoffs and working together to get as many of the layoff employees into positions at the Communications Center. Those employees placed on the layoff list and separated from LESA on February 22 will be offered vacant positions for a March 22 hire date.
- e. **TNT request for meeting minutes** – LESA will be providing the TNT with copies of the minutes as requested and we will begin posting the meeting minutes on the LESA website.

- 5. **Resolution No. 758 – authorizing the Director to acquire a purchase order in the amount of \$80,000 for expenditures associated with archival storage.** This is an annual expense with Pierce County for archival storage fees for 2010. Funds for this expense are available in the LESA 2009 – 2010 budget in the amount of \$80,000.

Chief Ramsdell made the motion to adopt Resolution No. 758 as submitted. The motion was seconded by Eileen Bisson and carried.

- 6. **Resolution No. 759 – authorizing the Director to enter into a 4-year lease agreement for space at 955 Tacoma Ave South.** At the December 16, 2009 meeting the Board approved Resolution No. 750 for the space currently occupied by the Administrative division. Approval of this resolution will replace Resolution No. 750 to include all space occupied by the Administrations Division and the Information Technology Division for a total square feet of 7,521 for the period of 2010 thru 2013. The total funding is available in the 2009 – 2010 LESA biennial budget and amounts to about a 3% increase.

Chief Ramsdell made the motion to adopt Resolution No. 759 as submitted. The motion was seconded by Eileen Bisson and carried.

- 7. **Resolution No. 760 – Deputy Director.** The Executive Board and LESA employees were previously briefed on a plan of re-organization of LESA's organization and structure to reduce management and costs due to budget challenges in 2010 and 2011. LESA currently has a position titled Program Manager and it has been re-classified as Deputy Director and will direct the LEADS Division, represent or act in the Executive Director's absence or as directed, and function as Program Manager. The pay rate of Deputy Director will be at the rate of Program Manager. The position will be exempt from classified service.

Chief Ramsdell made the motion to adopt Resolution No. 760 as submitted. The motion was seconded by Eileen Bisson and carried.





- 8. **Resolution No. 761 – Financial Software RFP Apparent Successful Proposal.** At the December 16, 2009 meeting the Board approved Resolution No. 742 to issue a Request

for Proposal for Phase I software specifications for financial systems. The City of Tacoma purchasing process was followed and a Selection Advisory Committee evaluated the responses submitted and made recommendations to the LESA Director. Director Orr recommends entering into negotiations for an agreement with Tyler Technologies Inc. for products and services, not to exceed \$200,000 including all applicable taxes.

Chief Ramsdell made the motion to adopt Resolution No. 761 as submitted. The motion was seconded by Eileen Bisson and carried.

9. **Executive Session** – Chief Ramsdell made the motion to enter into Executive Session to last no longer than 10 minutes to discuss Pending Litigation, Labor negotiations and the Director’s Performance Evaluation. The motion was seconded by Eileen Bisson and carried.

The Board returned to regular session at 2:53 p.m. and the meeting was adjourned.

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Chairperson	Date
 _____	 _____
Mike Carson, Interim LESA Director	Date

# LESA Executive Board Meeting Minutes

## February 17, 2010

The meeting convened in the LESA Executive Board Meeting Room at 2:00 p.m. Members in attendance were Mayor Strickland, City Council Member Joe Lonergan, Chief Ramsdell, Jennifer Hales, Sheriff Paul Pastor, County Council Member Joyce McDonald and Al Rose for County Executive Pat McCarthy. Lakewood Mayor Doug Richardson was excused from the meeting.

Others attending were: Interim Executive Director Mike Carson, Kim Gerhardt, Diana Lock, Tina Huber, Gracie France, Kris Dessen, Mark Manning, Ann Muller, Rob Oesch and Mary Schindler.

Mayor Strickland called the meeting to order at 2:01 p.m.

1. **Public Comment** –None.
2. **Approval of the meeting minutes from January 20, 2010.** Chief Ramsdell made the motion to approve the minutes as submitted. The motion was seconded by City Council Member Joe Lonergan and carried.
3. **Recent Contracts and Purchased (for informational purposes only).** No new contracts to report on.
4. **Director's Report**
  - a. **Federal Appropriation Request** - Interim Executive Director Mike Carson advised the Board that LESA submitted a Federal Appropriation Request via our Congressional delegation in the amount of \$600,000 per year for the next 3 years (\$1.8M total). The request will benefit the Communications Division and provide four new staff members. Three in a new training capacity and one to start a Quality Assurance program. These needs are directly tied to our call answering issues as well as CALEA accreditation.
  - b. **LESA Reorganization** - Interim Executive Director Carson noted that in addition to the changes to the voting membership on the Executive Board, the amendment to the interlocal agreement directs establishment of an advisory Joint Operating Board to the Board and Executive Director and an advisory standing committee to include Fire and Rescue representation. Interim Executive Director Carson will be bringing suggestions to the board in the upcoming months in the form of resolutions. Mayor Strickland commented that since she's new to the board she had a question, why this came about. County Council Member Joyce McDonald explained the City and County wanted a higher level of collaboration and communication.

- c. **Pierce County Performance Audit Committee Meeting Discussion** – Interim Executive Director Mike Carson updated the Board on the Performance Audit Committee. LESA was advised following the January 21<sup>st</sup> meeting that the matter was closed and they committee was moving on. However, Matt Temmel called Interim Executive Director Carson and expressed that there were still areas of concern primarily in the areas of Agency Occupancy Rate of Call Receivers and Net Available Work Hours. Interim Executive Director Carson noted that he was surprised and the two issues mentioned will be discussed at the upcoming Performance Audit Committee meeting on February 19<sup>th</sup>, 2010 and he will be present. The committee members will decide at that time if an outside consultant will be hired to conduct an audit of LESA.

County Council Member Joyce McDonald asked if LESA addressed those two specific issues and if the answers were easy to locate in LESA's response to the Performance Audit Report. Interim Director Carson responded that those two issues had been addressed at the January 21<sup>st</sup> Pierce County Governance Committee meeting and should be found in the minutes from that meeting.

- d. **Layoffs update** – AD Diana Lock provided an update on the staff levels for the communications center. The communication center currently has 34 Comm Officer but need an additional 3 Comm Officers for this position to be fully staffed. The total number of Dispatchers has dropped by five employees but there are two employees from the layoff list starting on February 22.
- e. **Communications Center Performance Report** – AD Diana Lock presented an updated regarding the communications center performance standard. The communications center had reached 84% last month for the Pierce County 12 second call answer standard and finished 2009 at 83%.
- f. **Information Technology Division Report** – AD Rob Oesch presented an overview of the various projects the IT Division has completed or are still active. All agencies formerly using Case Assignment 1.x have now completed transition to the latest version. Case Assignment 2.0 is being used by Pierce County, Tacoma, Lakewood, Puyallup, Sumner, Bonney Lake, and Gig Harbor. eDistribution fixes and attachments are complete. The rollout of CopWeb for TPD is also complete.

- 5. **Resolution No. 762 – authorizing the Interim Director to enter into a 1-year agreement with Pierce County for costs related to land rent and miscellaneous fees at the location of LESA's Communication Center.** The Law Enforcement Support Agency has an agreement with Pierce County for costs relating to land rent, maintenance and custodial services, supplies and insurance at the location of LESA's Communication Center, and LESA pays those costs each year to Pierce County not to exceed \$153,550 for 2010.

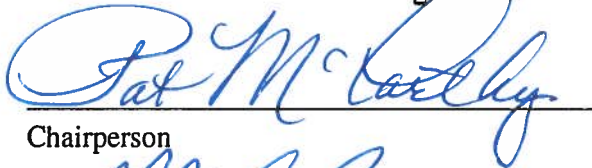
Chief Ramsdell made the motion to adopt Resolution No. 762 as submitted. The motion was seconded by Sheriff Paul Pastor and carried.

6. **Resolution No. 763 – Financial Enterprise Resource Planning System – Agreement with Tyler Technologies Inc.** At the January 20, 2010 meeting the Board approved Resolution No. 761 and pursuant to RFP LE09-0776F, LESA entered into negotiations with the apparent successful Proposer, Tyler Technologies Inc., for provision of software and services for LESA’s financial management system known as the “Enterprise Resources Planning System”. LESA and Tyler have reached an agreement upon appropriate terms and conditions as authorized by Resolution No. 761. Interim Director Carson recommends entering into agreement Tyler Technologies Inc.; including all applicable taxes, in substantially the same form as outlined in Exhibit “A” and to take all measures necessary to implement its Enterprise Resource Planning System not to exceed \$200,000.

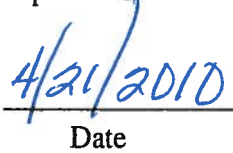
County Council Member Joyce McDonald made the motion to adopt Resolution No. 763 as submitted. The motion was seconded by Al Rose and carried.

9. **Executive Session** – Mayor Strickland made the motion to enter into Executive Session to last no longer than 10 minutes to discuss Pending Litigation and Labor Negotiations. The motion was seconded by Chief Ramsdell and carried. AD Kelly Bochenski requested a correction to Resolution No. 762. Mayor Strickland made the motion to move back to regular session. The motion was seconded by Chief Ramsdell and carried. AD Kelly Bochenski identified an error in the purchase order amount of \$53,550 for Resolution No. 762 and indicated the correct amount should be \$153,550. Mayor Strickland made the motion to amend Resolution No. 762 to reflect the correct amount of \$153,550. The motion was seconded by Chief Ramsdell and carried. Sheriff Pastor made the motion to enter into Executive Session to last no longer than 10 minutes to discuss Pending Litigation and Labor Negotiations. The motion was seconded by Chief Ramsdell and carried.

The Board returned to regular session at 2:47 p.m. and the meeting was adjourned.



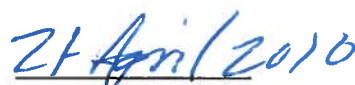
Chairperson



Date



Mike Carson, Interim LESA Director



Date

# LESA Executive Board Meeting Minutes

## April 21, 2010

The meeting convened in the LESA Executive Board Meeting Room at 2:00 p.m. Members in attendance were Mayor Strickland, City Council Member Joe Lonergan, Chief Ramsdell, Jennifer Hales, Eileen Bisson for Sheriff Paul Pastor, County Executive Pat McCarthy. Lakewood Mayor Doug Richardson and County Council Member Joyce McDonald were excused from the meeting.

Others attending were: Interim Executive Director Mike Carson, Kelly Bochenski, Mike Smith for Kim Gerhardt, Diana Lock, Kris Dessen, Mark McNamar, Ann Muller, Rob Oesch and Bonnie Voegelé.

Pat McCarthy called the meeting to order at 2:05 p.m.

1. **Public Comment** –None.
2. **Approval of the meeting minutes from February 17, 2010.** Eileen Bisson made the motion to approve the minutes as submitted. The motion was seconded by Chief Ramsdell and carried.
3. **Recent Contracts and Purchased (for informational purposes only).** No new contracts to report on.
4. **Director's Report.** Before moving into the Director's Report agenda items, Interim Director Carson shared a recent email from Director Orr. In the email he was saddened to hear of the tragic loss of Joey Caron, the grandson of the Caron family, who recently lost his life in Afghanistan. In an email sent to Director Orr from Colonel Wesley Rehorn SF he stated "He will be an airborne paratrooper for eternity...an elite group that bears respect in any culture of America...the warriors who have died in combat are the only ones who have seen the end of war, who will never grow old, and who we all honor as the best representation of our society". In addition he let the Board know that he is well and recently received three LESA "Care Packages" full of goodies and important supplies that he would be sharing with his buddies. Thanks to the Board and LESA employees for their well wished and prayers.
  - a. **Interlocal Amendment: Board members need to name official alternates -** Per LESA Legal Advisor Kim Gerhardt, Board members need to name their official alternate that will be attending Board meetings in their absence. A quick email to Kim will be sufficient.
  - b. **Pierce County Performance Audit Committee meeting discussion –** Interim Director Carson advised the Board the Performance Audit staff issued a public RFP for a consultant to perform an audit that was mainly oriented to some specific metrics at the Communications Center. A number of proposals were received and LESA was invited to participate on a selection committee so Asst.

Director Diana Lock was the LESA representative. The vendor that will be recommended will be FLT Consulting from Olympia. The proposal was for a much more extensive review, with a much more extensive cost – 25K versus \$49K. Interim Director Carson has been invited to participate in the next PA Committee meeting which will be tomorrow. The main question will be regarding data access. The Board was asked if they had any objections for LESA to participate. Mayor Strickland asked how long this would take and Interim Director Carson responded that it would be going on until September. The Board members voiced their concern with the second study at a higher cost but also stated that we had nothing to hide. They had no objection with LESA participating but asked Interim Director Carson to share the Board's concerns about pulling staff to collect data.

- c. **Layoff update** – Asst Director Bochenski reported that 15 employees were given their layoff notice with 8 leaving the agency and 7 that were transferred in lieu of layoff over to the Communications Center to begin training. Two of the seven transferred were not successful and training was terminated. All were placed on the reemployment list for Records Specialist.
- d. **Communications Center Performance Report** – Staffing as of April 13<sup>th</sup> – The current number of Communications Officers is at 32.5 and for Dispatchers is at 33. LESA is funded for 34 Communications Officers and 37 Dispatchers. There are 30.5 fully trained Communications Officers and 29 Dispatchers and two Supervisors are currently working as dispatchers to assist with coverage until all positions can be filled. **Call Answering Percentage** – January 2010 was at 84 %, February at 86% and March at 84%. The Board asked why the percentage went down in January and March and Director Carson explained that in January we were still facing the end of the holiday season and in March many schools were out for mid winter break. It is anticipated that with the Communications Service Officer positions LESA will be able to reach the goal of answering the calls 90% of the time within 12 seconds. Testing will begin with internal candidates to fill those positions within the next couple of weeks.
- e. **Power Outage** – The Board was informed of a power outage that happened this past Saturday evening around 5:30 p.m. A transformer blew up after lightning struck a nearby tree and the branch fell on the transformer. The UPS failed (possibly a dead battery) but it had last been checked in December 2009 by a private firm that was under contract for the maintenance for the UPS. The power was restored a few minutes after 6:00 p.m. with two additional minor interruptions. All 911 calls were traced and called back to determine the status and LESA will be conducting a multi-agency review.
- f. **Information Technology Division Report – Reported by Asst. Director Rob Oesch - Crime Early Warning System (CEWS) – Pilot Phase Started** - We have begun the pilot phase of the CEWS grant project. This project began in December of 2007 and was awarded to Tacoma and Lakewood by the Bureau of Justice Assistance. There are participants from Pierce County, Tacoma, Lakewood, and Puyallup right now. This project will be available to all LESA participants once the project is complete.

**E-Mail Archive System – Complete** - Network Operations has finished the implementation of our new e-mail archive system. This effort began in late 2009 as a response to new legislation taking affect January 1, 2010. Temporary measures were taken at the beginning of this year to be in compliance. The completion of this project gets us much closer to full compliance.

- g. **CALEA Accreditation** - On February 3, 2009, LESA signed an Agreement to begin the accreditation process. There was an extensive policy review and a mock assessment took place in August 2009. An on-site assessment happened in December 2009 and it was recommended that LESA be given CALEA Accreditation. The Commission Hearing was on March 27, 2010 and Tina Huber and Interim Director Carson responded to questions asked by the Committee Commissioners. Several questions were asked to include topics of recruiting plan, security, hiring process and other relevant areas. LESA is now one of five LE Communications Centers in Washington State to be accredited under this program and sixty-six nationwide. If it wasn't for the hard work of Tina Huber and all the staff that assisted, LESA probably would not have been able to get the accreditation as quickly as they did.

- 5. **Resolution No. 764 – amending Resolution No. 748, Communications Support Officer.** Interim Director Carson reminded the Board that the classification of Customer Service Agent was approved under Resolution No. 748 last year. During discussions with Teamsters Local 117 it was agreed that a better position title would be Communications Support Officer with the same rate of pay. On March 29, 2010, the creation of the new classification was ratified by the members. This resolution is only amending the position title.

Chief Ramsdell made the motion to adopt Resolution No. 764 as amended. The motion was seconded by Mayor Strickland and carried.

- 6. **Resolution No. 765 – amending Resolution No. 752, Public Disclosure Policy –** Interim Director Carson requested the resolution be held over for the next meeting in order that changes to the policy can be tracked for the Boards review.

Mayor Strickland made the motion to take action on this resolution at the next meeting. The motion was seconded by Chief Ramsdell and carried.

- 7. **Resolution No. 766 – CAD upgrade** – Interim Director Carson reported that the servers are 7 years old and will be unsupported by the manufacturer in the next 6 – 24 months. Replacement parts will be extremely expensive and timely to acquire. The benefits of upgrading hardware and software is that the new servers will run for 5 plus years, minor software updates will provide enhancements to dispatch, system administration and more. Training for dispatchers will be minimal and training for officers is not needed. The upgrade is essential to LESA communication services and the funds of \$160,000 are identified in the LESA 2009-2010 budget with another \$25,000 being provided by the Puyallup Tribe for CAD Hardware. The total cost of the project will not exceed \$185,000.

Chief Ramsdell made the motion to adopt Resolution No. 766 as submitted. The motion was seconded by Eileen Bisson and carried.

8. **Executive Session** - Mayor Strickland made the motion for the Board to enter into Executive Session at 2:54 for 15 minutes to discuss Litigation update, Labor negotiations and pending personnel matters. The motion was seconded by Chief Ramsdell and carried.

The Board returned to regular session at 3:09 p.m. and the meeting was adjourned.

  
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Chairperson

  
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Date

  
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Mike Carson, Interim LESA Director

  
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Date

**LESA Executive Board Meeting Minutes**  
**June 16, 2010**

The meeting convened in the LESA Executive Board Meeting Room at 2:00 p.m. Members in attendance were Mayor Strickland, City Council Member Joe Lonergan, Chief Ramsdell, Jennifer Hales, Sheriff Pastor, County Council Joyce McDonald, and Andy Neiditz for Doug Richardson. County Executive Pat McCarthy was excused from the meeting.

Others attending were: Interim Executive Director Mike Carson, Kelly Bochenski, Kim Gerhardt, Diana Lock, Tina Huber, Kris Dessen, Rob Oesch, Bonnie Voegele, Ed Smith and Tom Swanson.

Mayor Strickland called the meeting to order at 2:01 p.m.

1. **Public Comment** –None.
2. **Approval of the meeting minutes from April 21, 2010.** Joyce McDonald made the motion to approve the minutes as submitted. The motion was seconded by Sheriff Pastor and carried.
3. **Recent Contracts and Purchased (for informational purposes only).** No new contracts to report on.
4. **Director's Report.**
  - a. **LESA Annual Awards Presentation announcement.** Director Carson advised the Board there will be an awards ceremony during the regular Executive Board meeting on July 21<sup>st</sup> and everyone is encouraged to attend this special meeting. The 2009 Annual Report will also be presented for the Boards review.
  - b. **Communications Center Power Outage Report.** Director Carson updated the Board on the Power Outage that occurred on April 17<sup>th</sup> noting that lightening hit a tree which fell hitting a transformer in the area of S. Union St/Center St. Power was lost to the Communications Center and the cause was identified as a dead battery in the UPS battery string. Power was restored with bypassing the UPS. 911 calls that had been abandoned during the 20 minute outage were called back. It was discovered in the string of batteries that if one goes out they all do. Other local PSAPs have 2 redundant UPS systems (King County, Seattle, Valley Comm) so the path forward it is recommended that LESA replace the current design with 2 redundant battery strings. By having a second string, 1 battery loss will

not cause an outage and will double the time we can run on the UPS without commercial power from 15 minutes to 30 minutes. The cost to do this will be approximately \$31,000 paid for from Pierce County 911 Office expenditures on a reimbursement basis. It was also recommended that LESA consider assuming the responsibility of maintaining the UPS system. A battery monitoring system could be purchased that would test the batteries at regular intervals and provide a digital readout and an email if any of the batteries were getting close to failure. The cost of such a system is approximately \$15,000.

- c. **Communications Center Performance Report.** 911 answering performance continues to improve. The PowerPoint slide indicates that we improved from 82% in May 2009 to 86% this May. Using the NENA standard of 10 seconds we improved from 80% in May 2009 to 84%. There is a clear and consistent pattern of improvement.

The agent occupancy rate indicates the percentage of time the call takers are busy. No higher than 80% is recommended for commercial call centers. There is not an established standard for agent occupancy rates for Public Safety Answering Points. This is similar to the lack of a standard for minimum police response to the scene of a crime. In reviewing the agent occupancy rate to performance levels there is an obvious correlation when the call takers are busy and a lower 911 answering performance; likewise when the call takers are not as busy the answering performance improves.

- d. **Information Technology Division Report.**

**WSP Triennial Technical Audit.** This was the first technical audit conducted by WSP. That being the case, there was a steep learning curve which involved coordination with all of the agencies we serve. LESA was found to be 100% in compliance, thanks to the hard work of our entire team especially Network Operations.

**Online Public Disclosure Request Form**

Kris Dessen coordinated this project along with those in Records and Communications that handle Public Disclosure Requests. This project took very little development time, but has yielded an excellent new tool for citizens to use.

**Enforcer Most Wanted Project**

The Enforcer Most Wanted project refers to a list of several hundred development tasks that were identified by the Project Management Team. We are currently in iteration 9 of 10, and plan to be finished before September of this year. More importantly, this project represents a change in the way that development projects at LESA are managed. The previous

management style for projects did not provide accurate or timely estimates. The new approach encourages frequent software releases, along with retrospective meetings to identify problems sooner rather than later. The Enforcer Most Wanted team has been very successful with the new process.

5. **Resolution No. 765 – amending Resolution No. 752, Public Disclosure Policy.** In December 2009 the Board adopted Resolution No. 752 for LESA’s Public Disclosure Policy that described its practices and procedures for public disclosure requests. Minor revisions were made to the policy to reflect changes in the public counter hours (needed due to staff reduction) and methods of making requests and paying for copies. Exhibit “A” was attached noting the revisions.

Mr. Neiditz made the motion adopt Resolution No. 765 as submitted. The motion was seconded by Sheriff Pastor and carried.

6. **Resolution No. 767, Tiburon Maintenance.** This is an annual contract with Tiburon for ongoing technical support for CAD maintenance through June 30, 2011. Funds are identified in the LESA 2009-2010 biennial budget for this expense.

Sheriff Pastor made the motion to adopt Resolution No. 767 as submitted. The motion was seconded by Mr. Neiditz and carried.

7. **Resolution No. 768, Microsoft renewal.** This is an annual renewal of licenses and software update assurance with Microsoft. The software provides essential functionality to all LESA systems. The funds are available in the LESA 2010 budget.

Jennifer Hales made the motion to adopt Resolution No. 768 as submitted. The motion was seconded by Sheriff Pastor and carried.

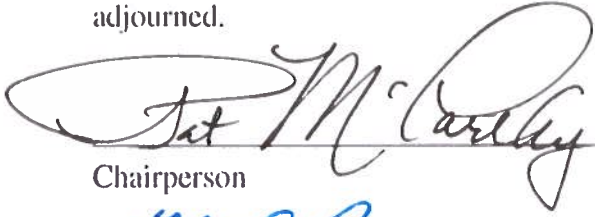
8. **Resolution No. 769, LARIAT grant management services.** LESA followed the City of Tacoma purchasing rules in publishing and awarding a Request for Proposal through a Selection Advisory Committee. The Committee evaluated the responses and has made recommendations to the LESA Director. After reviewing the Committees recommendation, Director Carson recommends entering into negotiations for an agreement with Eileen O’Brien Consulting for the duration of the LARIAT grant project. The funds will come from the LARIAT grant.

Joyce McDonald made the motion to adopt Resolution No. 769 as submitted. The motion was seconded by Sheriff Pastor and carried.

9. **Executive Session.** Sheriff Pastor made the motion for the Board to enter into Executive Session at 2:56 p.m. for 15 minutes to discuss Litigation update, Labor

negotiations and pending personnel matters. The motion was seconded by Mr. Neiditz and carried.

The Board returned to regular session at 3:11 p.m. and the meeting was adjourned.



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Chairperson

7/21/2010  
Date



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Mike Carson, Interim LESA Director

7-22-10  
Date