



**AGENDA**  
**PSERN OPERATOR BOARD OF DIRECTORS MEETING**  
**January 25, 2024**

**Location:** PSERN Conference Room 19717 62<sup>nd</sup> Ave S, E102, Kent, WA 98032

**Virtual meeting:** Microsoft Teams (details below)

**Date:** Thursday, January 25, 2024

**Time:** 2:30 p.m. – 3:30 p.m.

**Microsoft Teams Meeting:** Members of the public are invited to participate in the meeting in person at the location above or virtually by telephone or video by using the following phone number and meeting ID: 1-323-433-2132 Meeting ID: 116856674#.

**Directors:** Chief Harold Scoggins (Chair), Dwight Dively, Commissioner Chris Elwell, Vonnie Mayer, Kurt Triplett, Chief Dan Yourkoski

**Agenda Details**

1. Call to Order – Meeting Chair 2:30 p.m.
2. Roll Call – Tracey Doss 2:30 p.m.
3. Public Comment – Meeting Chair 2:31 – 2:33 p.m.

Board Chairperson to open floor for public comment. Members of the public are invited to address the Board of Directors for a period not to exceed three minutes.

4. Consent Agenda – Meeting Chair 2:33 – 2:38 p.m.

**Note:** Directors can request to have any item removed from the consent agenda.

- a. Approve December 14 Meeting Minutes
- b. Payment Approvals

***(Decision: Approve the Consent Agenda)***

5. Action Register Review – Meeting Chair 2:38 – 2:40 p.m.
6. 2023 Year in Review – Mike Webb 2:40 – 2:50 p.m.



7. Executive Director Report – Mike Webb 2:50 – 2:55 p.m.
8. Startup Spending Update – Tracy Plouse 2:55 – 3:00 p.m.  
*(Decision: Approve Procedure for Authorizing Operating Expenditures)*
9. ILA and Corporate Bylaws Amendments - Mike Webb 3:00 - 3:10 p.m.  
*(Decision: Approve Resolutions 24-01 and 24-02)*
10. Service Level Results & Performance Metrics - Mike Webb 3:10 - 3:20 pm.
11. Board of Directors Officer Report - Board Officers 3:20 - 3:25 pm.
12. Review New Action Items - Meeting Chair 3:25 - 3:30 pm.

Next Meeting: February 22, 2024 @ 2:30



PSERN Board of Directors  
Agenda Item #4

Title: Consent Agenda

PSERN Operator Board of Directors Meeting Date: January 25, 2024

PSERN Staff Contact: Tracey Doss, Administrator

Action: Decision

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Appendix A - December 14, 2023 Meeting Minutes

Appendix B – Payment Approvals

Date	Payment Type	Amount
12/06/2023	Warrants	25,478.00
12/12/2023	Special District Journal Entry – KCIT Reimbursement	78,074.57
12/12/2023	Special District Journal Entry – KCIT Reimbursement	14.00
12/20/2023	Warrants	54,533.55
12/21/2023	Checks	10,710.49
12/22/20223	ACH	87,132.18
12/27/023	Warrants	9,100.40
12/27/2023	Warrants	17,814.27
12/27/2023	VOID Warrant	-15,000.00
12/27/2023	ACH	15,000.00
12/27/2023	ACH	48,075.88
12/29/2023	ACH	493.37
1/3/2024	Warrants	10,835.17
1/8/2024	Warrants VOID and reissue	\$0
1/10/2024	Warrants	19,029.38
01/11/2024	Checks & ACH	141,778.40
01/12/2024	Checks & ACH	20,902.41
01/16/2024	ACH	2,660.81
01/17/2024	ACH	33.00
<b>TOTAL</b>		<b>\$496,801.33</b>

**MOTION:** Approve the Consent Agenda.



## Minutes

### PSERN Operator Board of Directors Meeting

December 14, 2023

Location: PSERN Conference Room 19717 62<sup>nd</sup> Ave S, E102, Kent, WA 98032

Virtual meeting: Microsoft Teams (details below)

Date: Thursday, December 14, 2023

Time: 3:45 p.m. – 5:00 p.m.

Microsoft Teams Meeting: Members of the public are invited to participate in the meeting in person at the location above or virtually by telephone or video by using the following phone number and meeting ID: 1-425-653-6586 Meeting ID: 975 100 443#

Directors Present: Chief Harold Scoggins (Chair), Dwight Dively, Commissioner Chris Elwell, Kurt Triplett, Lora Ueland, Chief Dan Yourkoski

Attendees: Tracey Doss, Adrian Englet, Assistant Chief Lombard, Vonnie Mayer, Kristin Meitzler, Kimberly Nuber, Tracy Plouse, Alex Rampley, Mark Schmidt, Mike Webb

1. Call to Order – Meeting Chair 3:45 p.m.
2. Roll Call – Tracey Doss 3:46 p.m.
3. Public Comment – Meeting Chair 3:46 p.m.

Board Chairperson to open floor for public comment. Members of the public are invited to address the Board of Directors for a period of time not to exceed three minutes.

No public comments.

4. Consent Agenda – Meeting Chair 3:46 – 3:47 p.m.

***Note: Directors can request to have any item removed from the consent agenda.***

- a. Approve October 26 Meeting Minutes
- b. Payment Approvals

Motion to approve the Consent Agenda by Dwight Dively, seconded by Kurt Triplett. Members unanimously approved the motion.

5. Action Register Review – Meeting Chair 3:47 – 3:49 p.m.

Work has started on initial deliverables for action item #13, related to funding options for in-building sites, and is expected to take about a year.

6. Executive Director Report – Mike Webb 3:49 – 3:56 p.m.

All 23 PSERN Operator job offers issued have been accepted, retirement and benefits are in place and payroll is being tested.

Invoices for 2024 have been issued to most all agencies and are due January 1.

Stakeholder engagement strategy and engagement plan are complete, and a new website and logo will be launched in January.

Issaquah Public Works is being onboarded and Seattle Public Library SLA in being executed.

Bothell PD dispatch consoles will be decommissioned and redeployed and SLA terminated.

KCERCS system reprogramming including ~ 500 codeplugs is estimated to be complete in July 2024.

Work has stopped at the Sobieski building and tower due to site conditions and may require a new contract to complete the work.

Two new subleases have been executed and 8 more are in discussions.

Upcoming meeting topics include the year in review. Reminder that there is no meeting scheduled in March.

7. Startup Spending Update & 1Q 2024 Forecast – Tracy Plouse 3:56 – 4:07 p.m.

Available funds are sufficient to fund the organization through 2023 with a surplus of approximately \$300K.

Receivables for 1Q 2024 = \$2.35M.

Although the majority of users were aware of their obligation to pay PSERN Operator, a couple were unaware.

Revenue from sub-leases is expected to be received in about 3-4 months due to some agencies requiring proof of the transfer agreement.

First payroll will be due January 18. PSERN will need to use some of the \$6.6M in funds transferred from King County to the to cover expenses in 1Q, on a temporary basis. In 2024 the PSERN Operator may come to the Board to establish a reserve from the surplus project funds of about \$500K.

PSERN has collected \$26K from invoices so far, PSERN will follow up with agencies towards the end of January if payment has not been received.

8. Transfer Agreement and Ownership Transition – Mike Webb 4:07 – 4:12 p.m.

Three closing documents plus supporting documents are being prepared for execution. Closing is expected between Dec 15-20. Some additional items are being transferred outside of the transfer agreement. The ownership transition is on track for December 22.

9. Operations Committee Bylaws – Mike Webb

4:12 – 4:21 p.m.

Responsibilities and membership of the Operations Committee have not changed since the last Board meeting. The proposed change to the ILA and Corporate Bylaws is to replace the words *fire commissioner as a member* with *member presenting Fire services*, in section 5.

Assistant Chief Lombard passed along that the proposed changes have the full support of the Operations Board.

There is a 30-day notice period to Parties required by the ILA prior to amending the ILA. The Board can proceed with the approval of the resolution to amend the Operations Committee bylaws at this time, with the expectation that the resolutions to amend the Corporate By Laws and the ILA will occur in January.

Motion to approve Resolution 23—13 adopting the initial bylaws for the Operation Board (Operations Committee) of the Puget Sound Emergency Radio Network Operator by Dwight Dively, seconded by Lora Ueland. Members unanimously approved the motion.

10. Board of Directors Officer Report – Board Officers

4:21 – 4:24 p.m.

The Chair, Executive Director and the Members expressed their thanks and appreciation to departing Member Lora Ueland.

11. Review New Action Items – Meeting Chair

4:24 p.m.

No new action items were noted.

Adjourn 4:24

Next Meeting: January 25, 2024 @ 2:30 p.m.



## Appendix B - Payment Approvals

Check Issue Date	Check Number	Merchant Name	Payee	Amount	Invoice Number	Description	Invoice GL Account Title
12/6/23	10073453	Alliance 2020	Alliance 2020	1,262.61	5849161	Background check	Misc Services
12/6/23	10073454	Aramark	Aramark	16.52	5120360489	Floor Mat Service	Janitorial Services
12/6/23	10073455	Aramark	Aramark	16.52	5120364836	Floor Mat Service	Janitorial Services
12/6/23	10073456	Johnson Controls Security Solutions	Johnson Controls Security Solutions	53	39521378	Security Alarm Services	Security Services
12/6/23	10073457	Johnson Controls Security Solutions	Johnson Controls Security Solutions	2,370.04	39521379	Security Alarm Services	Security Services
12/6/23	10073458	Johnson Controls Security Solutions	Johnson Controls Security Solutions	1,018.07	39513890	Security Alarm Services	Security Services
12/6/23	10073459	McKinstry Co. LLC	McKinstry Co. LLC	2,571.04	10230031	Repairs & Maintenance	Repairs & Maintenance
12/6/23	10073460	McKinstry Co. LLC	McKinstry Co. LLC	3,318.27	10229976	Repairs & Maintenance	Repairs & Maintenance
12/6/23	10073461	McKinstry Co. LLC	McKinstry Co. LLC	702.39	10229811	Repairs & Maintenance	Repairs & Maintenance
12/6/23	10073462	McKinstry Co. LLC	McKinstry Co. LLC	701.12	10229742	Repairs & Maintenance	Repairs & Maintenance
12/6/23	10073463	PIE Management	PIE Management	3,070.28	1526	Consulting Services	Consulting Services
12/6/23	10073464	Puget Sound Energy	Puget Sound Energy	1,119.71	PSE8931 NOV 2023	Utilities	Utilities
12/6/23	10073465	Safeguard Business Systems	Safeguard Business Systems	394.28	9003242122	Banking supplies	Office Supplies
12/6/23	10073466	SMS Cleaning	SMS Cleaning	900	PSE KENT-1123	Monthly Janitorial Services	Janitorial Services
12/6/23	10073467	SourcePanel	SourcePanel	3,145.00	I120123B	Consulting	Consulting Services
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	210.09	***3644 NOV 2023	111-7650024-7071415	Tech Supplies
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	40.99	***3644 NOV 2023	111-7348990-5444233	Tech Supplies
12/6/23	10073468	Radioparts	U.S. Bank Corporate Payment Systems	-49.7	***3644 NOV 2023	100087011	Tech Supplies
12/6/23	10073468	Radioparts	U.S. Bank Corporate Payment Systems	-124.25	***3644 NOV 2023	100086914	Tech Supplies
12/6/23	10073468	Keeney's Office Supply	U.S. Bank Corporate Payment Systems	210.42	***3644 NOV 2023	KI-00106843	Office Supplies
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	193.72	***3644 NOV 2023	111-6269936-2941822	Tech Supplies
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	83.21	***3644 NOV 2023	111-4024740-6056266	Office Supplies
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	101.07	***3644 NOV 2023	111-0883490-1621830	Office Supplies
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	77.06	***3644 NOV 2023	111-3282173-6377029	Tech Supplies
12/6/23	10073468	LaborLawCenter	U.S. Bank Corporate Payment Systems	90.76	***3644 NOV 2023	1001002459	Office Supplies
12/6/23	10073468	Keeney's Office Supply	U.S. Bank Corporate Payment Systems	209.85	***3644 NOV 2023	KI-00107007	Office Supplies



12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	39.52	***3644 NOV 2023	111-8475722-3865844	Office Supplies
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	73.87	***3644 NOV 2023	111-2484063-4237843	Office Supplies
12/6/23	10073468	LaborLawCenter	U.S. Bank Corporate Payment Systems	90.76	***3644 NOV 2023	1001002655	Office Supplies
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	99.99	***3644 NOV 2023	111-5545416-2125815	Office Supplies
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	66.05	***3644 NOV 2023	111-4242763-7133806	Tech Supplies
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	73.64	***3644 NOV 2023	111-9109495-6409839	Office Supplies
12/6/23	10073468	Home Depot	U.S. Bank Corporate Payment Systems	21.88	***3644 NOV 2023	12345	Tech Supplies
12/6/23	10073468	Home Depot	U.S. Bank Corporate Payment Systems	53.31	***3644 NOV 2023	2	Tech Supplies
12/6/23	10073468	Washington Finance Officers Association	U.S. Bank Corporate Payment Systems	50	***3644 NOV 2023	1.20E+11	Memberships & Registrations
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	168.33	***3644 NOV 2023	111-8510658-3785060	Warehouse Supplies
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	6.46	***3644 NOV 2023	111-8292842-5297810	Office Supplies
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	104.39	***3644 NOV 2023	111-5210689-2961034	Office Supplies
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	225.68	***3644 NOV 2023	111-4740948-3698613	Office Supplies
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	97.99	***3644 NOV 2023	111-8965615-8898611	Tech Supplies
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	18.58	***3644 NOV 2023	111-3344294-0269010 471eaca3-6804-480d-87be- d68f4ab4df97	Office Supplies
12/6/23	10073468	USPS	U.S. Bank Corporate Payment Systems	56.35	***3644 NOV 2023		Misc Services
12/6/23	10073468	Good To Go	U.S. Bank Corporate Payment Systems	8.75	***3644 NOV 2023	82531545	Misc Services
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	22	***3644 NOV 2023	111-3164877-7724226	Office Supplies
12/6/23	10073468	Home Depot	U.S. Bank Corporate Payment Systems	18.21	***3644 NOV 2023	1	Tech Supplies
12/6/23	10073468	AT&T Mobility	U.S. Bank Corporate Payment Systems	51.41	***3644 NOV 2023	287321209309X10272023	Mobile Phone Service
12/6/23	10073468	Washington Finance Officers Association	U.S. Bank Corporate Payment Systems	-175	***3644 NOV 2023	E1658	Memberships & Registrations
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	208.07	***3644 NOV 2023	111-5522665-0530657	Office Supplies
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	-44.68	***3644 NOV 2023	111-6763743-7556230	Office Supplies
12/6/23	10073468	Puget Sound Energy	U.S. Bank Corporate Payment Systems	573.55	***3644 NOV 2023	PSE8931 Oct 2023	Utilities
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	41.82	***3644 NOV 2023	111-0748372-6749056	Office Supplies
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	41.69	***3644 NOV 2023	111-0748372-6749056	Office Supplies
12/6/23	10073468	Century Link	U.S. Bank Corporate Payment Systems	153.25	***3644 NOV 2023	CL593B OCT 2023	Phone Service
12/6/23	10073468	Home Depot	U.S. Bank Corporate Payment Systems	12.22	***3644 NOV 2023	080866-1617031	Tech Supplies
12/6/23	10073468	Atlassian	U.S. Bank Corporate Payment Systems	72	***3644 NOV 2023	AT-278325898	Software License Subscription





12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	11.78	***3644 NOV 2023	111-3418841-0136214	Office Supplies
12/6/23	10073468	Amazon	U.S. Bank Corporate Payment Systems	2.16	***3644 NOV 2023	111-0065663-1314667	Office Supplies
12/6/23	10073468	Atlassian	U.S. Bank Corporate Payment Systems	546.38	***3644 NOV 2023	AT-278795938	Software License Subscription
12/6/23	10073468	Wildcat Shop	U.S. Bank Corporate Payment Systems	19.5	***3644 NOV 2023	11142023	Office Supplies
12/6/23	10073468	Home Depot	U.S. Bank Corporate Payment Systems	102.77	***3644 NOV 2023	062568-7514275	Tech Supplies
12/6/23	10073468	Home Depot	U.S. Bank Corporate Payment Systems	-15.73	***3644 NOV 2023	6272606	Tech Supplies
12/6/23	10073468	Home Depot	U.S. Bank Corporate Payment Systems	184	***3644 NOV 2023	005771-6614931	Tech Supplies
12/6/23	10073468	Goat Hill Garage Seattle	U.S. Bank Corporate Payment Systems	7	***3644 NOV 2023	25182	Misc Services
12/6/23	10073468	Inflow Inventory	U.S. Bank Corporate Payment Systems	328	***3644 NOV 2023	IC-099424	Software License Subscription
12/6/23	10073468	Dropbox Inc	U.S. Bank Corporate Payment Systems	118.91	***3644 NOV 2023	17WDN2W2PTML	Software License Subscription
12/6/23	10073468	Dropbox Inc	U.S. Bank Corporate Payment Systems	118.91	***3644 NOV 2023	64B8GC1PTGGG	Software License Subscription
12/6/23	10073468	Adobe Inc	U.S. Bank Corporate Payment Systems	122.16	***3644 NOV 2023	11062023	Software License Subscription
12/20/23	10074719	Caselle Inc	Caselle Inc	1,438.76	129524	Contract Support and Maintenance	Misc Services
12/20/23	10074720	Fearey	Fearey	17,681.62	NOVEMBER 2023-480	Consulting	Consulting Services
12/20/23	10074721	Safeguard Business Systems	Safeguard Business Systems	86.83	9003097592	Banking supplies	Office Supplies
12/20/23	10074722	Tracy Plouse	Tracy Plouse	23.93	12052023SEAN	Tech Supplies	Tech Supplies
12/20/23	10074722	Tracy Plouse	Tracy Plouse	8	12052023SEAN	Petty cash replenishment - Parking	Misc Services
12/20/23	10074723	Tracy Plouse	Tracy Plouse	24.95	09142023FELIX	Petty cash replenishment - Parking	Misc Services
12/20/23	10075527	Aramark	Aramark	16.52	5120351941	Floor Mat Service	Janitorial Services
12/20/23	10075528	Aramark	Aramark	16.52	5120373287	Floor Mat Service	Janitorial Services
12/20/23	10075529	CDW Government	CDW Government	1,155.00	SE2306733	Consulting	Consulting Services
12/20/23	10075530	Pacifica Law Group LLP	Pacifica Law Group LLP	7,045.50	87056	Legal Services	Legal Services
12/20/23	10075531	PagerDuty, Inc	PagerDuty, Inc	12,587.29	INV00916641	Pager Services	Phone Service
12/20/23	10075532	Summit Law	Summit Law	1,993.50	149977A	Legal Services	Legal Services
12/20/23	10075533	WFT Company Two LLC	WFT Company Two LLC	3,354.13	PSEMERG JAN 2024	Kent Facility Lease	Utilities
12/20/23	10075533	WFT Company Two LLC	WFT Company Two LLC	9,101.00	PSEMERG JAN 2024	Kent Facility Lease	GASB 87 & 96 Clearing Account
12/21/23	1002	Ride Motorsports	Ride Motorsports	10,710.49	62402	Repairs & Maintenance	Repairs & Maintenance
12/22/23	29251223	Marsh USA LLC	Marsh USA LLC	86,819.28	2.61E+11	Insurance	Insurance
12/22/23	67451223	Puget Sound Energy	Puget Sound Energy	100.63	6745 DEC 2023	Utilities	Utilities



Date	Account Number	Vendor Name	Vendor Name	Amount	Invoice Number	Category	Category
12/22/23	69351223	Puget Sound Energy	Puget Sound Energy	92.06	6935 DEC 2023	Utilities	Utilities
12/22/23	72061223	Puget Sound Energy	Puget Sound Energy	62.21	7206 DEC 2023	Utilities	Utilities
12/22/23	82881223	Seattle City Light	Seattle City Light	58	8288 DEC 2023	Utility	Utilities
12/27/23	10028960	CDW Government	CDW Government	9,100.40	GX94755	Tech Supplies	Tech Supplies
12/27/23	10076586	CDW Government	CDW Government	1,249.46	NN79151	Tech Supplies	Tech Supplies
12/27/23	10076587	SMS Cleaning	SMS Cleaning	900	PSE KENT-1223	Monthly Janitorial Services	Janitorial Services
12/27/23	10076588	Summit Law	Summit Law	637.5	150332	Legal Services	Legal Services
12/27/23	10076589	Tracy Plouse	Tracy Plouse	27.31	12192023CLYDE	Tech Supplies	Tech Supplies
12/27/23	10076590	U.S. Bank Corporate Payment Systems	U.S. Bank Corporate Payment Systems	15,000.00	12212023USBANK	US BANK PAYMENT	Credit Card Clearing
12/27/23	10076590	U.S. Bank Corporate Payment Systems	U.S. Bank Corporate Payment Systems	15,000.00	12212023USBANK	US BANK PAYMENT	Credit Card Clearing
12/27/23	44847345	U.S. Bank Corporate Payment Systems	U.S. Bank Corporate Payment Systems	15,000.00	12212023USBANK	US BANK PAYMENT	Credit Card Clearing
12/27/23	513671223	AWC Employee Benefit Trust	AWC Employee Benefit Trust	48,072.88	51367	Monthly Premium	Prepaid Expenses
12/27/23	513671223	AWC Employee Benefit Trust	AWC Employee Benefit Trust	3	51367	Employee Benefits	Prepaid Expenses
12/29/23	67781223	Puget Sound Energy	Puget Sound Energy	232.08	6778 DEC 2023	Utilities	Utilities
12/29/23	73701223	Puget Sound Energy	Puget Sound Energy	261.29	7370 DEC 2023	Utilities	Utilities
1/3/24	10077037	Aramark	Aramark	16.52	5120377648	Floor Mat Service	Janitorial Services
1/3/24	10077038	Lumen	Lumen	6,271.12	664133842	Network IT Services	IT Network Services
1/3/24	10077039	PIE Management	PIE Management	3,162.85	1558	Consulting Services	Consulting Services
1/3/24	10077040	Puget Sound Energy	Puget Sound Energy	1,357.88	8931 DEC 2023	Utilities	Utilities
1/3/24	10077041	Tracy Plouse	Tracy Plouse	26.8	12272023JASON	Petty cash replenishment - Parking	Misc Services
1/8/24	10069756	PIE Management	PIE Management	-3,320.69	1516	Consulting Services	Consulting Services
1/8/24	10070995	PIE Management	PIE Management	-3,489.44	1495	Consulting Services	Consulting Services
1/8/24	10076727	PIE Management	PIE Management	3,489.44	1495	Consulting Services	Consulting Services
1/8/24	10076728	PIE Management	PIE Management	3,320.69	1516	Consulting Services	Consulting Services
1/10/24	10078951	CDW Government	CDW Government	7,779.10	NS24122	Tech Supplies	Tech Supplies
1/10/24	10078952	CDW Government	CDW Government	1,787.58	NS70623	Tech Supplies	Tech Supplies
1/10/24	10078953	PIE Management	PIE Management	1,045.20	1580	Consulting Services	Consulting Services
1/10/24	10078954	SourcePanel	SourcePanel	4,995.00	I010224D	Consulting	Consulting Services
1/10/24	10078955	SourcePanel	SourcePanel	3,422.50	I010224C	Consulting	Consulting Services



Date	Account Number	Customer Name	Company Name	Amount	Account Number	Description	Category
1/11/24	1009	Association of Washington Cities	Association of Washington Cities	4,388.49	122184	Fees	Misc Services
1/11/24	1010	Cascade Public Media	Cascade Public Media	15,882.91	CAPITOLHILL- JAN2024	Capitol Hill January 2024 Lease Payment	GASB 87 & 96 Clearing Account
1/11/24	1011	Caselle Inc	Caselle Inc	1,625.09	130299	Contract Support and Maintenance	Misc Services
1/11/24	1012	City of Seattle	City of Seattle	21,545.68	SU1009876	Swan 2024 Lease Payment	GASB 87 & 96 Clearing Account
1/11/24	1013	Department of Natural Resources	Department of Natural Resources	18,990.19	4900/0100173200/2024	Preston/Mitchell Hill 2024 Lease Payment	GASB 87 & 96 Clearing Account
1/11/24	1014	Fearey	Fearey	4,407.38	DECEMBER 2023-521	Consulting	Consulting Services
1/11/24	1015	Joe & Amy Neal	Joe & Amy Neal	21,500.00	830551	View Park 2024 Lease Payment	GASB 87 & 96 Clearing Account
1/11/24	1016	Richard A. Stevens	Richard A. Stevens	21,500.00	LAKEHOLM-2024	Lake Holm 2024 Lease payment	GASB 87 & 96 Clearing Account
1/11/24	1017	Steve Ellison	Steve Ellison	27,000.00	VASHON-2024	Vashon Lease 2024 Payment	GASB 87 & 96 Clearing Account
1/11/24	1018	Wex Bank	Wex Bank	172.29	93469859	Statement payment	Vehicle Fuel and Maintenance
1/11/24	1018	Wex Bank	Wex Bank	314.08	94161281	Statement payment	Vehicle Fuel and Maintenance
1/11/24	8861663	Verizon	Verizon	4,452.29	9952951787	Mobile Phone Sevices	Mobile Phone Service
1/12/24	18452024	Richard J Busch	Richard J Busch	20,902.41	184520	Legal	Legal Services
1/16/24	5051223	Puget Sound Energy	Puget Sound Energy	273.41	0505 DEC 2023	Utilities	Utilities
1/16/24	8390124	Snohomish County PUD	Snohomish County PUD	675	0839 JAN 2024	Security Deposit	Security Deposit Receivable
1/16/24	8390124	Snohomish County PUD	Snohomish County PUD	54.47	0839 JAN 2024	Utility	Utilities
1/16/24	16280124	Puget Sound Energy	Puget Sound Energy	109.06	1628 JAN 2024	Utilities	Utilities
1/16/24	16360124	Puget Sound Energy	Puget Sound Energy	37.96	1636 JAN 2024	Utilities	Utilities
1/16/24	20220124	Puget Sound Energy	Puget Sound Energy	67.45	2022 JAN 2024	Utilities	Utilities
1/16/24	20550124	Puget Sound Energy	Puget Sound Energy	59.53	2055 JAN 2024	Utilities	Utilities
1/16/24	67450124	Puget Sound Energy	Puget Sound Energy	407.47	6745 JAN 2024	Utilities	Utilities
1/16/24	69350124	Puget Sound Energy	Puget Sound Energy	225.56	6935 JAN 2024	Utilities	Utilities
1/16/24	69760124	Puget Sound Energy	Puget Sound Energy	195.37	6976 JAN 2024	Utilities	Utilities
1/16/24	72060124	Puget Sound Energy	Puget Sound Energy	285.35	7206 JAN 2024	Utilities	Utilities
1/16/24	82880124	Seattle City Light	Seattle City Light	270.18	8288 JAN 2024	Utility	Utilities
1/17/24	63110124	Chelan County PUD	Chelan County PUD	33	6311 JAN 2024	Utilities	Utilities



## PSERN Operator Board of Directors Action Log - Open Items

#	Date Opened	Item	Responsible	Due Date	Notes
13	2/24/22	Request for additional information related to In-Building Sites to include details of funding options for the remaining 10 areas recommended by the task force, any budget considerations, improvements found in Coverage Testing, impacts of additional sites on Operator rates, Operations Board and Technical Committee perspective, and impact on backhaul capacity.	Operator Staff	TBD	Planning work for how to fulfill this set of requests will begin once the in-building sites are live on the system and testing is complete. This action item was moved from the Project Action Log to the Operator Action Log on 4/27/23. Work is expected to begin in the fall 2023.



## PSERN Operator Board of Directors Action Log - Closed Items and Archive

#	Date Opened	Item	Responsible	Due Date	Notes
1	4/28/22	Summary of portfolio of PSERN leases	Project Staff	6/1/22	Operator
2	4/28/22	Budget workshop to discuss 2023 budget and rate setting	Mike Webb/ Tracy Plouse	7/15/22	Workshop held July 11th. Update at July board meeting.
3	6/23/22	Operator staff will send a calendar invite for the July 11, 2022 budget workshop.	Tracy Plouse	6/24/22	
4	3/24/22	Facility recommendation and approval	Mike Webb	8/25/22	Leased approved at 8/25 meeting.
5	6/23/22	Review availability for the August and September regular Board meetings.	Board Members	7/28/22	Need to confirm quorum
6	4/28/22	Provide a report on possible changes to the Operator ILA associated with a change to the milestone at which the Operator takes over operational responsibility. Assess the Motorola contract for any concerns.	Mike Webb	9/22/22	This pertains to the proposal to set the date for operational transition and PSERN service fee commencement to something other than FSA.
7	5/26/22	Review existing procurement policy to consider issues identified in Clark Nuber phase 1 report.	Mike Webb/ Tracy Plouse	9/22/22	Procurement policy amendments approved.

#	Date Opened	Item	Responsible	Due Date	Notes
8	8/25/22	Update the draft budget and service fee estimates to reflect revised CPI rates.	Tracy Plouse	9/22/22	Updated budget report provided at September meeting.
9	9/22/22	Approval of warrant vouchers (checks) needs to be added to future board meetings as a standing item. This could be done as part of a consent agenda that would also include approval of previous meeting minutes.	Mike Webb/ Tracy Plouse	10/27/22	Will be incorporated as part of consent agenda starting with October meeting
10	9/22/22	Operator staff will bring additional information on the alternatives to modifying or setting the Operator Transfer date and the associated funding requirements and approaches	Mike Webb	10/27/22	Closed, follow up item added to action log.
11	1/26/23	Mike Webb will consult with legal counsel on the wording of the motion for the Board to approve the transfer agreement prior to sending for Council approval.	Mike Webb	2/23/23	This is complete. Wording for the agreement has been provided. Pacifica advised the wording to be "it is also recommended that the Board plan to approve the Agreement, in substantially final form."

#	Date Opened	Item	Responsible	Due Date	Notes
12	10/27/22	The Operator will add the decision regarding collection of service fees from agencies beginning in 2024 to a future Board meeting.	Mike Webb/ Tracy Plouse	NA	FSA will not occur until December and there is no ability for the Operator to collect fees until after FSA. Recommend this item be closed. The Board of Directors agreed that this item should be closed at the 4/27/23 meeting.
14	3/24/22	2024 budget and service fee development.	Mike Webb/ Tracy Plouse	6/22/23	Budget approved in June.
15	3/24/22	Report on proposed plan for development of sublease agreement templates to be drawn up for discussion.	Mike Webb	5/25/23	Agenda item #8 of the 5/25/2023 Board meeting.
16	10/27/22	Operator staff will prepare a draft operational support agreement between the County and the Operator.	Mike Webb	5/25/23	Recommended to close this item as there is no OSA.

#	Date Opened	Item	Responsible	Due Date	Notes
17	5/25/23	The Operator has an action item to come back with some further analysis and proposed budget scenarios for the June meeting.	Tracy Plouse	6/22/23	On the June agenda.
18	7/27/23	The PSERN Operator will look into options on how it could offset the higher out of pocket maximums and deductibles for transferring employees and bring this information to the Board in August.	Operator Staff	8/24/23	Completed August 24,2023





## PSERN Board of Directors Staff Report Agenda Item #6

**Title:** PSERN Year in Review (2023)  
**Meeting Date:** January 25, 2024  
**PSERN Staff Contact:** Michael Webb, Executive Director  
**Action:** Discussion

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### **SUMMARY:**

As outlined in the Operator ILA, paragraph 4.3.6, “The Board of Directors shall hold an annual meeting to coincide with the first regular meeting each year. During the annual meeting, the Executive Director shall report on the state of the PSERN Operator”.

This report provides a summary of the work undertaken by the PSERN Operator Board in 2023, including the resolutions, decisions and other matters that were discussed, considered, and approved in 2023.

This report also provides an overview of the priorities and areas of focus for the organization as of the beginning of 2024.

### **PSERN Operator 2023 Year in Review**

During 2023, several major initiatives were undertaken to further establish the PSERN Operator organization and prepare it for taking over operational responsibility in 2024. Major areas of work included establishing a 2024 operating budget, drafting, and approving financial and administrative policies, employment and benefits setup, review, and approval of the PSERN Transfer Agreement, and implementation of administrative and operational support IT systems.

During 2023, the PSERN Operator Board of Directors met ten (10) times<sup>1</sup> and addressed the matters summarized below.

### Board Resolutions

In 2023, the Board approved 13 resolutions. Further information is available in the approved minutes of the referenced meeting:

- 23-01 (February) – Establish a Bank Clearing Fund for the purpose of Processing Electronic Payments.
- 23-02 (February) – Authorize the Executive Director to Delegate Certain Matters Including Signing Authority.
- 23-03 (May) – Approve Form of Puget Sound Emergency Radio Network Transfer Agreement and Matters Related Thereto.
- 23-04 (May) – Approve the PSERN Operator to Enroll in Social Security Administration.

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<sup>1</sup> The regular board schedule for 2023 included meetings every month except November. The March meeting was cancelled due to lack of quorum and the September meeting was held on October 3rd.

- 23-05 (June) – Adopt the 2024 Budget.
- 23-06 (June) – Authorize Participation in the Public Employees Retirement System (PERS).
- 23-07 (June) – Authorize Participation in the Washington State Deferred Compensation Program (DCP).
- 23-08 (September) – Adopt the Association of Washington Cities Trust Health Care Program’s Interlocal Agreement.
- 23-09 (October) – Approve the Regular Meeting Schedule of the PSERN Operator Board of Directors for 2024.
- 23-10 (October) – Authorize Funds and Accounts for Banking Purposes, and Matters Related Thereto.
- 23-11 (October) – Authorize Investment of Funds in the Local Government Investment Pool, and Matters Related Thereto.
- 23-12 (October) – Appoint an Executive Director and Authorize Negotiation, Execution and Delivery of an Employment Agreement for the Executive Director, and Matters Related Thereto.
- 23-13 (December) – Adopt Initial Bylaws for the Operating Board (Operations Committee) of the Puget Sound Emergency Radio Network Operator.

#### Board Decisions

The Board adopted the following motions, in addition to approval of standing Consent Agenda items (approval of minutes and payments). Further information is available in the approved minutes of the referenced meeting:

- January – Approve the election of Board of Directors Officers, including Chief Harold Scoggins as Chair, Kurt Triplett as Vice Chair, Lora Ueland as Secretary and Dwight Dively as Treasurer.
- February – Authorize the Executive Director to expend up to \$85K for the purchase of two vehicles from Bud Clary Ford/Hyundai.
- April – Authorize the Executive Director to spend up to \$115,000 for the acquisition of hardware, software, and services to implement Microsoft 365.
- May – Authorize the Executive Director to execute an amendment to the Agreement for Recruiting and Provision of Staff with King County.
- May – Approve the Puget Sound Emergency Radio Network Transfer Agreement, authorize the Executive Director of the PSERN Operator to negotiate and finalize terms and conditions of the Agreement in the best interest of the PSERN Operator, and authorize the Executive Director to execute the Agreement on behalf of the PSERN Operator.
- June – Approve Resolution No. 23-05 adopting services fees based on the recommendation of Scenario 4B to be effective January 1, 2024, and a budget for 2024 as provided therein.
- July – Approve the PSERN Operator offering the two Association of Washington Cities plans as presented in the regular meeting of the Board of Directors, and to authorize the PSERN Operator Management to add a third, high-deductible health plan option, if it is determined to be in the interest of the employees.

- August – Establish a one-time contribution for transitioning employees equal to 100% of the maximum additional yearly cost to employees, and to set carryover provisions to allow employees to carryover those funds until they are exhausted.
- August – Authorize the Executive Director to expend up to \$115K in professional services with Fearey to develop a Stakeholder Communications Strategy/Plan, Digital Media Presence and Crisis Communications Plan.
- September (Oct 3) – Approve the adoption of the PSERN Operator Employee Policy Handbook.
- September (Oct 3) – Approve the adoption of the PSERN Operator Classification Schedule and Salary Schedule.
- September (Oct 3) – Approve one-time exceptions (to the Employee Policy Handbook) for transferring employees as presented.
- October – Authorize the Executive Director to expend up to \$429,975 for hosting and technical support services for the Motorola Radio Management software from Allenfort & Associates through the end of 2024 using funds reimbursed to the PSERN Operator by the PSERN Project.
- October – Approve the adoption of the PSERN Operator Employee Travel Reimbursement Policy.
- October – Approve the adoption of the PSERN Operator Capital Asset Policy.

#### Summary of Matters Considered and Discussed

The Board considered and discussed the following matters in 2023. Further information is available in the approved minutes of referenced meetings:

- PSERN Transfer Agreement
  - January – Initial Board review.
  - May – Transfer Agreement approved by Operator Board in substantially final form.
  - King County Council approved the agreement in September.
  - The agreement was executed by all parties in November and closed in December.
- Operational Support Agreement
  - Initially (January/February), it was believed that the preferred way to provide operational support for the 2<sup>nd</sup> half of 2023, prior to FSA, would be for an Operational Support Agreement to be executed between the County and PSERN Operator.
  - Subsequently (April), legal and insurance considerations made this approach infeasible, so revised PSERN Project and Operator staffing, funding, and reporting arrangements were implemented that enabled operational responsibility to remain with the County while PSERN Operator management personnel assumed larger roles in directing and overseeing the work.
- Financial Startup
  - As discussed above, various financial policies were drafted and approved throughout the year.
  - Caselle was implemented as the PSERN Operator’s financial management system.
  - October – Transition away from King County for cash management and investment services

began through approval of membership in the Local Government Investment Pool (LGIP) and establishment of additional bank accounts.

- 2022 Financial Report
  - May – PSERN Operator financial results were presented to the Board and filed with the State Auditor.
  - June – The financial statements were updated as a result of State Auditor feedback. The need to record lease expenses as assets and liabilities per GASB 87 was also discussed.
- 2024 Operating Budget
  - April – Initial draft 2024 budget with 4 scenarios tabled for review and feedback.
  - May – Board provided additional direction on the specific scenarios to be developed for approval.
  - June – 2024 operating budget of \$9.13M, based on the presented scenario 4B, was approved. This budget includes a revised method for splitting network operating costs between radio and console service fees. 2024 service fees were set at \$36.92 for Public Safety Radios, \$28.80 for Non-Public Safety Radios and \$999.22 for Consoles.
- Employment Startup
  - June – Membership in PERS retirement program established.
  - July – Benefits program established through AWC.
  - August – One-time contribution to Health Reimbursement Account (HRA) approved.
  - August, September & October – Employment Policy Handbook drafted, reviewed, and approved.
  - October – The proposed PSERN Operator Classification and Salary Schedule was approved, along with one-time exceptions to the Policy Handbook for transferring King County employees.
  - 23 job offers to PSERN Operator staff were issued and accepted in November.
  - Payroll system setup commenced in November.
- Radio Site Subleasing
  - May – A report summarized the current situation regarding radio site sub-leases and outlined plans to engage with prospective tenants in the coming months, using template agreements drafted using Project resources.
- Stakeholder Engagement and Website
  - August – A report outlined plans to undertake a project to develop a Stakeholder Communications Strategy and Plan, along with a new website to be launched after FSA. Spending up to \$115K was approved.
- Operations Committee Bylaws
  - October – A report outlined considerations for the new Operations Committee and identified the need for an amendment to the ILA and corporate bylaws.

- December – Operations Committee bylaws were approved, and 30-day notices sent to all parties advising of ILA amendment to be approved in January 2024.
- Workplan Updates
  - Updated workplans were provided at the January and October meetings.
- Board Membership Changes
  - December – Lora Ueland (Valleycom Cities) announced she would be leaving the Board and replaced by Vonnie Mayer starting in January 2024.

In addition, the Board was provided regular updates on expenditure of the \$3.05M in startup funding provided by the PSERN Project. At the end of 2023, approximately \$230K of the startup funding was unspent.

#### Looking Ahead to 2024

The focus of the PSERN Operator organization in 2023 was preparing to take on operational responsibility for the PSERN network starting January 1, 2024. Most of the decisions and activities discussed above were in direct support of this objective.

2023 was also a monumental year for the PSERN Project, with the completion of radio deployment and user agency transition, achievement of Full System Acceptance and closing of the PSERN Transfer Agreement. PSERN Operator staff supported the work of the Project through all these activities.

As of the beginning of 2024, the Operator has 23 permanent staff in place, all of whom are based out of the new PSERN facility in Kent.

The organization’s priorities for 2024 are as follows:

- Operate and maintain the network and its infrastructure,
- Serve its users, customers and those that support them, while fulfilling the obligations defined in Service Level Agreements,
- Develop and enhance the organization's capabilities, with an emphasis on staff training,
- Ensure financial performance and stability.

#### **CONCLUSION:**

This report has provided a summary of the work undertaken by the PSERN Operator Board in 2023, including the resolutions, decisions and other matters that were discussed, considered, and approved.

It also provides an overview of the priorities and areas of focus for the organization as of the beginning of 2024.

#### **SUPPORTING DOCUMENTATION:**

None



## PSERN Board of Directors Staff Report Agenda Item #7

**Title:** Executive Director Report – January 2024  
**Meeting Date:** January 25, 2024  
**PSERN Staff Contact:** Michael Webb, Executive Director  
**Action:** Discussion

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### **SUMMARY:**

This report provides a summary of the activities of the PSERN Operator (PSERN) since the last report to the Board at the December 14, 2023 meeting.

### **DISCUSSION:**

#### PSERN Operator Staffing and Employment Transition

- 23 staff were successfully on-boarded to employment with the PSERN Operator during the week of January 2<sup>nd</sup>, 2024.
- A number of significant deficiencies have been identified with the payroll and timekeeping solution offered by ADP.
  - As a result, PSERN notified ADP on January 5<sup>th</sup> it will terminate the service agreement.
  - An alternative payroll and timekeeping system – Paychex – has been identified and on-boarding is underway.
  - No issues are anticipated in making the first Operator payroll on January 18.
- PSERN has received a Petition for Representation from IBEW Local 77, the union that represented Electronic Communications Specialists at King County.

#### Financial Startup

- Payment of PSERN service fees for the 1<sup>st</sup> quarter of 2024 is underway and as of January 16<sup>th</sup>, \$1.191M out of a total of \$2.337M in 1<sup>st</sup> quarter fees have been received.
- The Startup Spending update shows ~\$230K in startup funds remaining, as of the end of 2023.
  - This includes December expenses with King County (salaries, IT costs) which have not been paid yet and are expected to be around \$110K.
  - Additional startup expenses of approximately \$115K are expected in 1Q 2024.
- A proposed change to expenditure approvals is outlined, for decision, in agenda item 8.

#### Procurement Activity

- Work is underway to develop Requests for Qualifications (RFQs) for Architecture and Engineering

(A&E) services to support in-building coverage analysis work and the replacement of the Maloney/Sobieski powerline.

### Transfer Agreement

- The PSERN Transfer Agreement successfully closed on December 22<sup>nd</sup>, 2023:
  - This included Assignment and Assumption agreements for PSERN Project agreements and contracts, leases, and sub-leases.
  - It also included Bills of Sale for site-specific and non-site-specific equipment and assets, including radio sites, vehicles, and miscellaneous equipment.
- PSERN has also executed an Assignment and Assumption agreement with Motorola Solutions for the 13 “new private sites” that were developed by Motorola.
- PSERN has executed new leases/licenses with the US Forest Service for radio sites on Forest Service land, as these licenses could not be assigned.
- Most leases and sub-leases are being recorded against land title, except where the lease prohibits it, or it is not needed or appropriate.

### Establishment of PSERN Operations Committee

- Resolutions for amendments to the PSERN Operator ILA and corporate bylaws associated with establishing the Operations Committee have been provided for Board approval:
  - Approval of these resolutions was gated by a 30-day notice period to the ILA parties – all notices were issued by December 15th.
- The inaugural meeting of the new Operations Committee is currently scheduled for January 22<sup>nd</sup>.
  - Confirmation of membership is in progress.

### Stakeholder Engagement Strategy and Website Evolution

- The first deliverable (stakeholder engagement strategy/plan) is complete.
- The development of a new PSERN Operator website is underway and expected to be complete and launched by early February.
- A new logo and branding for the PSERN Operator has been developed and is being introduced gradually during the month of January.

### PSERN User Agency Updates

- PSERN is working with the City of Issaquah Public Works to on-board them as a new user of PSERN:
  - Go-live is expected in February 2024, and is currently awaiting finalization of codeplugs and equipment delivery.

- The 5 dispatch consoles currently installed at Bothell Police will be decommissioned and relocated by the end of January.

### Operational Status and Updates

- PSERN staff are working on the removal of legacy (KCERCS) system programming from all PSERN radios:
  - Total codeplugs to be updated/modified: ~540.
  - Number of codeplugs completed: 30
  - Number of radios reprogrammed as of January 16: 1300
  - Estimated timing of completion: no later than July 2024
- An outage of the Sobieski radio site for approximately 2 days occurred in mid-December:
  - This was caused by simultaneous failures of two generators, which have since been repaired.
  - Reliability of the power line, along with site access issues due to snow, make it challenging to maintain both the Sobieski and Maloney sites.
  - An engineering study to investigate and determine near-term and long-term power remediation options will commence in the coming months, with the goal of implementing some improvements in 2024 and assessing options and costs related to PSERN's involvement in PSE's planned power-line replacement in 2026.
- A report on service level reporting and system performance metrics is provided in agenda item 10.
- DAS migrations are continuing; as of January 16, 290 out of an estimated 886 (33%) systems across the County have migrated.

### Radio Site Subleasing

- PSERN is currently in discussions with the following organizations regarding new sub-leases:
  - T-Mobile (up to 3 sites)
  - Verizon (two sites)
  - McKay Brothers (up to 3 sites)
  - Pano AI (3 additional sites in the Highway 410 corridor)
  - Dish Networks (one additional site)
- Now that all existing sub-leases have been assigned, PSERN has begun work on renewals of existing sub-leases at several sites.

### Upcoming Board Meeting Topics

- Topics expected to be brought forward over the next 3 board meetings include the following:



- February 2024:
    - PSERN Operator 2023 year-end financial results.
    - Draft policy for determining user agency radio quantities for billing purposes.
  - April 2024:
    - 1Q 2024 financial results.
  - May 2024:
    - Preliminary draft of 2024 operating budget.
- These topics are in addition to the regular standing items, including the Consent Agenda, Action Item Log, Executive Director’s report, and any approvals that may be required.
  - Please note that the Startup Spending Report will not be provided after January 2024 and that there will be no meeting in March.

**CONCLUSION:**

This report has provided a summary of the work undertaken by the PSERN Operator since the previous report in December 2023.

**SUPPORTING DOCUMENTATION:**

None



## PSERN Board of Directors Staff Report Agenda Item #8

**Title:** Startup Spending Update – December 2023  
**Meeting Date:** January 25, 2024  
**PSERN Staff Contact:** Tracy Plouse, Finance & Admin Services Manager  
**Action:** Discussion/Decision

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### SUMMARY:

This report provides an update on PSERN Operator startup expenditures to the end of December 2023. A discussion of the remaining and expected startup expenditures and cash flow for the first quarter of 2024 is also provided.

It is also requested that that the board approve a revised procedure for authorization of operating expenses included in PSERN’s approved budget.

### BACKGROUND:

As previously directed, the Executive Director will provide monthly status reports/ updates at each Board meeting that describes the expenditure of startup funds.

A total of \$3.05M has previously been approved as startup funds and transferred from the Project to the Operator.

With FSA completed and the PSERN Transfer Agreement closed, the PSERN Operator is now operational and collecting revenue. Operating expenses during 2024 will be funded from service fees as defined in the 2024 operating budget that was approved in June 2023.

### DISCUSSION/ANALYSIS:

#### Spending Year-to-Date (2023)

Appendix A provides a summary of startup spending of the PSERN Operator in 2021, 2022 and 2023. Year-to-date expenditures by month for the 2023 fiscal year are summarized below.

Month	Expenditures
January 2023	\$76,277
February 2023	284,847
March 2023	179,144
April 2023	130,018
May 2023	126,048
June 2023	227,233
July 2023	160,473

August 2023	171,682
September 2023	141,278
October 2023	190,256
November 2023	144,135
December 2023	154,604
<b>TOTAL</b>	<b>\$ 1,991,151</b>

The following notes apply to the table above:

1. On November 6, 2023, \$429,975 was transferred from the Project to the Operator for operating expenses associated with Radio Management software. These funds and expenditures are not included in the Startup Spending calculations.
2. December charges from King County (payroll, benefits, IT, and other services), estimated to be \$110,000, are not included in the totals above.

In addition, several other categories of remaining and expected startup expenses to be incurred in 2024 are not shown in the table above, but are itemized below:

<b>Pending/Anticipated Startup Expenditures (1Q 2024)</b>	
King County contracted salaries/benefits/services for December 2023	\$ 110,000
King County vacation cash out for Operator employees	20,000
Legal Services – escrow/transfer agreement	34,000
Consulting Services - website	25,000
Consulting Services - other	14,000
Miscellaneous December expenses (credit card charges)	12,000
Supplies, tools, etc.	10,000
<b>TOTAL (included in forecast)</b>	<b>\$ 225,000</b>

Total expected startup expenses (2021 – 2024) are \$2.94M, resulting in a projected surplus of startup funds of \$115K, as shown in Appendix A. Please note that this represents a variance of approximately \$175K relative to the November forecast due to higher than expected legal fees and equipment-related startup costs.

#### Operating Expenditure Approvals

The Board has previously provided direction that the Board must provide prior approval of all startup expenses in excess of \$50,000.

Now that PSERN is operational and employing its own staff, it will have regular and recurring expenses in excess of this amount, such as payroll which will be approximately \$160K every pay cycle. As the Board has previously approved the 2024 operating budget, it is proposed that a revised procedure for authorizing expenditures be adopted, as follows:

- All operating expenses included in the approved operating budget can be authorized by the Executive Director and will not have to come back to the Board for approval.
- Any one-time (non-recurring) expenses in excess of \$50,000, to be funded by remaining startup funds, will continue to require Board approval in advance.
- Any other one-time expenses in excess of \$50,000, not included in the approved operating budget, will require Board approval in advance, including identification of the funding source.

As discussed in a previous report to the Board, PSERN Operator staff will provide quarterly financial reports (January, April, July, and October) that identify revenues and expenses in relation to the approved budget.

**RECOMMENDATION:**

To streamline the management and processing of ongoing operating expenses, it is recommended that the Board of Directors approve the following motion:

**MOTION:** That the PSERN Operator Board approve a revised procedure for authorizing expenditures whereby operating expenses included in the approved operating budget can be authorized by the Executive Director without further Board approval.

**CONCLUSION**

This report provides an update on startup expenditures to the end of December 2023, and a forecast of remaining startup expenditures in 1Q 2024, which shows projected surplus startup funds in the amount of \$115K.

A revised procedure for authorizing operating expenditures included in the approved operating budget has been presented for the Board's approval.

**SUPPORTING DOCUMENTATION:**

**Appendix A: PSERN Operator Spending (Year-to-Date and Forecast) – December 2023**

A summary of expenditures to end of December 2023 and forecasted expenditures during PSERN’s startup phase in 2021, 2022 and 2023 (prior to FSA), are provided in the table below.

<b>PSERN OPERATOR STARTUP SPENDING AS OF DECEMBER 31, 2023</b>					
<b>Expenditure Category</b>	<b>2021 Actual</b>	<b>2022 Actual</b>	<b>2023 YTD Actual</b>	<b>Total Actual 2021-2023</b>	<b>Total Forecasted Operator Costs 2021-2023</b>
Contracted Salaries, Wages & Benefits	\$44,661	\$455,769	841,212	1,341,642	\$1,461,642
Insurance	3,488	\$4,513	11,129	19,130	\$19,130
Contracted Services	7,506	30,436	93,552	131,493	\$141,493
Professional & Consulting Services	8,413	79,038	208,736	296,187	\$369,187
Office/Administrative Expenses	-	83,322	513,816	597,138	\$619,138
PSERN-Specific IT Systems		7,850	322,707	330,557	\$330,557
Cash Security Deposits/Petty Cash		39,088	150	39,238	\$39,088
	<u>\$64,068</u>	<u>\$660,928</u>	<u>\$1,991,151</u>	<u>\$2,716,147</u>	<u>\$2,941,147</u>
					<b>Startup Funds Made Available</b>
					<b>\$ 3,056,158</b>
					<b>Variance</b>
					<b>\$ 115,011</b>



## PSERN Board of Directors Staff Report Agenda Item #9

**Title:** ILA and Corporate Bylaws Amendments  
**Meeting Date:** January 25, 2024  
**PSERN Staff Contact:** Michael Webb, Executive Director  
**Action:** Decision

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### SUMMARY:

This report provides, for approval by the Board of Directors, proposed amendments to the Operator ILA and corporate bylaws to address a change to the membership requirements of the Operations Committee.

### BACKGROUND:

Section 5.0 of the PSERN Operator Interlocal Cooperation Agreement (ILA) currently states that:

*The Board of Directors will create an Operating Board of PSERN System User Agencies, which will include at least one fire commissioner as a member, to provide advice and perform other duties as deemed appropriate by the Board of Directors. The obligation to create and maintain an Operating Board shall be included in the PSERN Operator's articles of incorporation or bylaws.*

On March 25, 2021, the Board of Directors of the PSERN Operator passed Resolution No. 21-03 adopting initial bylaws for the PSERN Operator. Article VI of the bylaws state:

#### *Section 6.01 General*

*An Operating Board, comprised of representatives of PSERN System User Agencies, which will include at least one fire commissioner as a member, is hereby created to advise the Board on all operational practices, policies, and procedures governing the day-to-day operation of the PSERN Operator. The purpose and duties of the Operating Board include:*

- (a) Review and approval of operational procedures, subject to final approval by the Board.*
- (b) Review and comment on significant administrative issues and policies, subject to final approval by the Board.*
- (c) Advise the Board in evaluating the annual budget and budget amendments.*
- (d) Assist the Board in evaluating the Executive Director's performance.*
- (e) Any other duties delegated by the Board.*

#### *Section 6.02 Organization and Conduct of Business*

*The Operating Board's composition, responsibilities, meeting, conduct of business and other related requirements will be provided in policies and procedures approved by the Board.*

The requirements in section 6.02 of the Operator bylaws were addressed by the Board approving a set of bylaws for the new committee at its December 2023 meeting, which will be referred to as the PSERN Operations Committee. It was noted at that time that the ILA change also requires thirty days advance notice to the parties to the ILA. Notice was issued on December 18<sup>th</sup>, 2023.

**DISCUSSION:**

As noted, bylaws for the PSERN Operations Committee were adopted by the Board at the December meeting as a result of its approval of Resolution 23-13.

As was discussed at the December meeting, addressing feedback provided by the current Project Operations Board during consultation on the Operations Committee bylaws requires the Board of Directors to amend the ILA and corporate bylaws. This rewording would be as shown below:

*5.0 OPERATING BOARD The Board of Directors will create an Operating Board of PSERN System User Agencies, which will include at least one ~~fire commissioner as a member~~ **representing Fire services**, to provide advice and perform other duties as deemed appropriate by the Board of Directors. The obligation to create and maintain an Operating Board shall be included in the PSERN Operator’s articles of incorporation or bylaws.*

The ILA (section 15.13) provides the Operator Board of Directors the ability to amend or modify the ILA without going back to the Parties (the County and the 11 Cities). Per ILA section 15.13, “Any such modification shall be in writing and executed by the Chair of the Board of Directors after providing not less than thirty (30) days’ advance written notice to all Parties of such proposed modification, and upon unanimous approval of the Board of Directors”.

The Operator’s corporate bylaws will also need to be amended to reflect this change.

Two Resolutions – 24-01 and 24-02 – have been prepared to define and approve these amendments.

**RECOMMENDATION:**

As the PSERN Operations Committee bylaws have already been approved, and the notice requirements for ILA amendment have been met, it is recommended that the Board of Directors approve the following motions:

**MOTION:** That the PSERN Operator Board approve Resolution 24-01 adopting an amendment to the Puget Sound Radio Network Operator Interlocal Cooperation Agreement.

**MOTION:** That the PSERN Operator Board approve Resolution 24-02 adopting amended and restated bylaws for the Puget Sound Emergency Radio Network Operator.

**CONCLUSION:**

This report has provided, for approval, amendments to the Operator ILA and corporate bylaws to address a change to the membership requirements of the Operations Committee.

**SUPPORTING DOCUMENTATION:**

**Appendix A:** Resolution No. 24-01 – Resolution Adopting an Amendment to the Puget Sound Emergency Radio Network Operator Interlocal Cooperation Agreement.

**Appendix B:** Resolution No. 24-02 – Resolution Adopting Amended and Restated Bylaws for the Puget Sound Emergency Radio Network Operator

## Appendix A



### (DRAFT) RESOLUTION NO. 24-01

#### RESOLUTION ADOPTING AN AMENDMENT TO THE PUGET SOUND EMERGENCY RADIO NETWORK OPERATOR INTERLOCAL COOPERATION AGREEMENT

---

**WHEREAS**, the Puget Sound Emergency Radio Network (“PSERN”) Operator Interlocal Cooperation Agreement (the “Interlocal Agreement”) provides that the PSERN Operator will be a governmental non-profit corporation under chapter 24.06 RCW; and

**WHEREAS**, pursuant to Sections 4.0 and 15.13 of the Interlocal Agreement, the PSERN Operator Board of Directors (the “Board”) by unanimous vote after providing proper written notice to the parties to the Interlocal Agreement, has authority to amend certain provisions of the Interlocal Agreement; and

**WHEREAS**, the Board now desires to amend certain provisions of the Interlocal Agreement pertaining to the Operating Board (to be known as the “Operations Committee”), as set forth herein;

**NOW, THEREFORE, BE IT RESOLVED** by the PSERN Operator Board of Directors as follows:

**Section 1.** The Amendment to Interlocal Agreement, as provided as Attachment A, is adopted. The Chair of the PSERN Operator Board is hereby authorized to execute such Amendment to Interlocal Agreement on behalf of the PSERN Operator Board.

**Section 2.** If any portion of this resolution is declared unconstitutional or invalid for any reason, such decision shall not affect the validity of the remaining portions of the resolution.

**Section 3.** This resolution shall take effect immediately upon its passage.

**ADOPTED** by unanimous vote at a meeting of the PSERN Operator Board of Directors, held this 14th day of December 2023.

**PSERN OPERATOR  
KING COUNTY, WASHINGTON**

---

Harold Scoggins, Chair



AMENDMENT TO  
PUGET SOUND EMERGENCY RADIO NETWORK  
OPERATOR INTERLOCAL COOPERATION AGREEMENT

This AMENDMENT TO PUGET SOUND EMERGENCY RADIO NETWORK OPERATOR INTERLOCAL COOPERATION AGREEMENT (this “Amendment”) dated this 14th day of December, 2023, amends that certain PUGET SOUND EMERGENCY RADIO NETWORK OPERATOR INTERLOCAL COOPERATION AGREEMENT, dated November 4, 2020, as previously amended (the “Interlocal Agreement”).

WITNESSETH

**WHEREAS**, the Puget Sound Emergency Radio Network (“PSERN”) Operator (“PSERN Operator”) is a separate governmental agency formed under RCW 39.34.030(3)(b) that is organized as a non-profit corporation under chapter 24.06 RCW as authorized chapters 39.34 and 24.06 RCW and the Interlocal Agreement; and

**WHEREAS**, pursuant to Sections 4.0 and 15.13 of the Interlocal Agreement, the PSERN Operator Board of Directors (the “Board”) by unanimous vote after providing proper written notice to the parties to the Interlocal Agreement, has authority to amend certain provisions of the Interlocal Agreement; and

**WHEREAS**, the Board now desires to amend the name of and references to the Operating Board (referred to herein as the “Operations Committee”) and the composition of such Committee as provided herein; and

**NOW, THEREFORE**, in consideration of the foregoing premises the Interlocal Agreement is amended as follows:

AGREEMENTS

**Section 1.01. Definitions.** All words and phrases not otherwise defined herein shall have the meanings given to them in the Interlocal Agreement.

**Section 1.02. Amendment to Interlocal Agreement.** Section 5.0. (Operating Board) of the Interlocal Agreement is hereby amended as follows (additions are double underlined and deletions are ~~stricken~~):

**5.0 OPERATING BOARD (“OPERATIONS COMMITTEE”)**

The Board of Directors will create an Operating Board (also referred to as the “Operations Committee”) of PSERN System User Agencies, which will include at least one fire

~~commissioner as a member~~ representing fire services, to provide advice and perform other duties as deemed appropriate by the Board of Directors. The obligation to create and maintain an Operating Board shall be included in the PSERN Operator's articles of incorporation or bylaws.

**Section 1.03. Ratification and Confirmation.** All other terms and conditions of the Interlocal Agreement are hereby ratified and confirmed.

**Section 1.04. Effective Date.** The amendment set forth herein shall be effective after approved by an affirmative unanimous of the Board, as provided in the Interlocal Agreement.

Dated: December 14, 2023.

PUGET SOUND EMERGENCY RADIO  
NETWORK OPERATOR

By: \_\_\_\_\_  
Chair: \_\_\_\_\_

## Appendix B



### (DRAFT) RESOLUTION NO. 24-02

#### RESOLUTION ADOPTING AMENDED AND RESTATED BYLAWS FOR THE PUGET SOUND EMERGENCY RADIO NETWORK OPERATOR

---

**WHEREAS**, the Puget Sound Emergency Radio Network (“PSERN”) Operator Interlocal Cooperation Agreement (the “Interlocal Agreement”) provides that the PSERN Operator will be a governmental non-profit corporation under chapter 24.06 RCW; and

**WHEREAS**, the Interlocal Agreement states that the PSERN Operator Board of Directors (the “Board”) shall adopt bylaws for its operations; and

**WHEREAS**, initial bylaws for the PSERN Operator were approved by the Board pursuant to Resolution No. 21-03 adopted on March 25, 2021; and

**WHEREAS**, the Board now desires to amend and restate such initial bylaws as set forth herein;

**NOW, THEREFORE, BE IT RESOLVED** by the PSERN Operator Board of Directors as follows:

**Section 1.** The amended and restated bylaws of the Board of the PSERN Operator, as provided as Attachment A, are adopted. Such bylaws are intended to amend and replace, in their entirety, the initial bylaws approved by the Board pursuant to Resolution No. 21-03.

**Section 2.** If any portion of this resolution is declared unconstitutional or invalid for any reason, such decision shall not affect the validity of the remaining portions of the resolution.

**Section 3.** This resolution shall take effect immediately upon its passage.

**ADOPTED** at the special meeting of the PSERN Operator Board of Directors, this 14th day of December 2023.

**PSERN OPERATOR  
KING COUNTY, WASHINGTON**

---

Harold Scoggins, Chair

**AMENDED AND RESTATED BYLAWS**

**OF THE**

**PUGET SOUND EMERGENCY RADIO NETWORK OPERATOR**

**BOARD OF DIRECTORS**

**Article I. Authority**

**Section 1.01 Creation.**

The Puget Sound Emergency Radio Network Operator (“PSERN Operator” or “Operator”) was created pursuant to the “Puget Sound Emergency Radio Network Operator Interlocal Cooperation Agreement” with an effective date of December 4, 2020 (as it may be amended and supplemented, the “Interlocal Agreement”), by and among King County and the cities of Auburn, Bellevue, Federal Way, Issaquah, Kent, Kirkland, Mercer Island, Redmond, Renton, Seattle, and Tukwila (the “Parties”) and related Articles of Incorporation (the “Articles”).

**Section 1.02 Board of Directors.**

The Interlocal Agreement and Articles provide for a Board of Directors (“Board” or “Board of Directors”) with the authority set forth in the Interlocal Agreement.

**Section 1.03 Purpose.**

The Board hereby establishes the following policies and rules for the conduct of Board meetings, proceedings and business. These Bylaws are adopted by the Board pursuant to Section 4.4(d), of the Interlocal Agreement, and shall be in effect upon adoption by resolution of the Board and until such time as they are amended or new Bylaws are adopted, which may include amending and replacing these Bylaws in their entirety.

**Section 1.04 Definitions.**

All capitalized terms used and not otherwise defined in these Bylaws shall have the meaning set forth in the Interlocal Agreement.

## **Article II. Board Membership Section**

### **2.01 Membership Generally.**

The Board is comprised of four voting members (“Voting Members”) as set forth in Section 4.2.1 of the Interlocal Agreement, and two non-voting members as set forth in Section 4.2.2 of the Interlocal Agreement (“Non-Voting Members”). Each member shall be deemed a “director” as that term is used in RCW 24.06.130.

### **Section 2.02 Notice of Board Member; Alternates.**

Prior to incorporation of the PSERN Operator, an authorized representative of King County, the City of Seattle, the Valley Com Cities and the EPSCA Cities shall provide written notice of its initial Board member and an alternate member, if any, to the Chair of the Joint Board established under the Implementation Period ILA. The King County Board member shall either be the county executive, or a designee approved by the King County council.

Notice of a change to a Party’s Board member or alternate shall be effective upon delivery of written notice to the Chair of the Board. The notice shall include the name and contact information for the new member or alternate.

Either the primary Board member or such member’s alternate may attend meetings of the Board; provided, however, if both representatives are in attendance at a meeting of the Board, only the primary Board member shall be included for purposes of establishing a quorum and voting on matters before the Board (for Voting Members only). If an alternate is serving in a meeting on behalf of a Board member, such alternate shall have all of the rights and authority of the primary Board member under the Interlocal Agreement and these Bylaws, including but not limited to establishing a quorum and voting on matters before the Board (as applicable to Voting Members only).

### **Section 2.03 Board Term.**

Members of the Board shall serve on the Board until the individual is no longer eligible to serve in such capacity (by reason of death, resignation, incapacity, no longer eligible due to no longer holding the required position for such appointment, or removal as provided in Section 11.2 of the Interlocal Agreement) or is replaced by the appointing entity and notice of the replacement is provided as provided in Section 4.2.3 of the Interlocal Agreement.

### **Section 2.04 Vacancies.**

A vacancy or vacancies on the Board shall be filled as provided in Section 4.2.4 of the Interlocal Agreement.

### **Section 2.05 Quorum.**

Four Voting Members (or their alternates) shall constitute a quorum of the Board for purposes

of doing business on any issue.

For the sake of clarity, “doing business on any issue” means taking any “action” as defined in the Open Public Meetings Act (chapter 42.30 RCW) (the “OPMA”). As of the date of these Bylaws, “action” is defined in the OPMA as “the transaction of the official business of a public agency by a governing body including but not limited to receipt of public testimony, deliberations, discussions, considerations, reviews, evaluations, and final actions. ‘Final action’ means a collective positive or negative decision, or an actual vote by a majority of the members of a governing body when sitting as a body or entity, upon a motion, proposal, resolution, order, or ordinance.”

### **Section 2.06 Voting.**

- (a) **General.** The Board shall take action by vote and each Voting Member shall be entitled to one vote. All votes shall have equal weight in the decision-making process. Any Voting Member may call for a vote on an issue.

Any Voting Member may request that a vote on a measure be deferred until the next meeting. The measure shall then be deferred for one meeting unless the other three voting members find either that there is an emergency requiring that the vote be taken at the originally scheduled meeting or that a delay would likely result in harm to the public, User Agencies or the PSERN Operator. A vote on the same measure shall not be deferred a second time without the concurrence of the majority of the Voting Members.

- (b) **Voting Requirements.** Action by the Board shall require the affirmative vote of all four Voting Members, except as provided otherwise in the Interlocal Agreement (including Section 4.3.11 of the Interlocal Agreement) or these Bylaws. In the event that a matter before the Board fails due to lack of unanimous support, the impasse resolution procedure in the Interlocal Agreement may be used.

Voting shall occur as follows:

- (i) **Abstentions.** It is the responsibility of each Voting Member to vote when requested on a matter before the full Board. However, a Voting Member may abstain from discussion and voting on a question because of a stated conflict of interest or appearance of fairness and the Board Member’s alternate shall instead participate in the discussion and vote on the matter. If the alternate also has a conflict, the full Board may by unanimous vote agree to decide the matter with a quorum of three Voting Members and approval by three affirmative votes.
- (ii) **Votes by Chair.** The Chair may vote on the same basis as any other Voting Member.

## Article III. Meetings of the Board

### Section 3.01 Board Meetings.

- (a) **General.** Regular and special meetings of the Board shall be held and noticed pursuant to the Interlocal Agreement and the OPMA. Notice of any continued meeting shall be provided in the same manner as special meetings. Meetings of the Board that fall on a holiday shall be rescheduled or cancelled by the Board. Meetings shall be conducted according to the most recent edition of Robert's Revised Rules of Order unless otherwise directed by the Board. Meetings shall occur at the PSERN Operator's administrative offices unless otherwise posted or approved by resolution of the Board.

Attendance at regular and special meetings is expected of all Board members. Any member anticipating absence from an official meeting should notify the Chair or Executive Director, or his or her designee, in advance. Any absence may be excused by the Board, even for an extended period subject to the Interlocal Agreement, including Section 4.3.11.

- (b) **Regular Meetings.** Regular meetings of the Board shall be held at least twice per year in accordance with Sections 4.3.4 and 4.3.6 of the Interlocal Agreement. The date, time and place of regular meetings for the upcoming calendar year shall be approved by resolution no later than the last regular meeting of the preceding calendar year.
- (c) **Special Meetings.** Special meetings may be called by the Chair or by at least two voting members of the Board. Emergency meetings may be called by the Chair or by at least two voting members of the Board, in accordance with RCW 42.30.070.
- (d) **Executive Sessions.** Executive sessions of the Board shall not be open to the public. Executive Sessions may be attended by Voting Members, Non-Voting Members, alternates, legal counsel to the PSERN Operator, authorized staff members and/or other individuals as authorized by the Chair presiding over the meeting so as long as the attorney client privilege will not be deemed waived by such person's participation in the executive session.

Prior to convening an executive session, the Chair shall announce the executive session to those attending the meeting by stating the purpose of the executive session (in sufficient detail to identify the purpose as falling within one of those identified in the OPMA), and the time when the executive session shall end. The executive session may be extended by announcing to the public that it will be extended to a stated time. The Board shall not reconvene open session until the time stated unless such meeting is reconvened solely for the purpose of ending the meeting without further discussion or action.

No final action shall be taken during an executive session. Everything discussed during an executive session, and all written materials reviewed during an executive session, shall be considered confidential by law and shall not be publicly disclosed by any Board member, any alternate or attendee of the executive session absent a vote of the Board on the record in a public meeting. This restriction applies to all executive session discussions and materials

regardless of whether the PSERN Operator's counsel is present. Executive and closed sessions shall not be electronically recorded.

- (e) **Cancellation of Meetings.** Meetings may be cancelled by majority vote of the Voting Members of the Board and proper notice given, or caused to be given, by the Executive Director.

### **Section 3.02 Remote Participation in Board Meetings.**

Members of the Board may participate in a regular or special meeting in person or through the use of any means of communication by which all attending Board members and members of the public participating in such meeting can hear each other during the meeting. Any Board member participating in a meeting by such means is deemed to be present in person at the meeting for all purposes including, but not limited to, establishing a quorum and voting.

For all meetings where remote participation is permitted or required, the Board must provide, at a minimum, telephone access to be provided to members of the public wishing to participate remotely. The telephone number shall be included in the meeting agenda available on the PSERN Operator's website and through other means feasible to the PSERN Operator, including on the PSERN Operator's public calendar and through social media, as applicable. The Board may supplement, but not replace, such telephone access with other electronic means for participation, such as video conferencing. The Board may establish procedures for allowing members of the general public to remotely participate in its meetings that are consistent with the Interlocal Agreement and these Bylaws.

### **Section 3.03 Conduct of Business.**

- (a) **Meeting Agendas and Minutes.** Meeting agendas will be set by the Chair in consultation with the Executive Director. The Executive Director will provide, or cause to be provided, the agenda, any prior meeting minutes, and any other meeting materials, to all Board members in advance of any regular meeting.

Regular meeting agendas will include, but are not limited to, the approval of the minutes of the previous regular meeting and any subsequent special meetings and any other items for Board consideration and approval. Any Board member can add an item to the agenda with or without notice at a regular meeting and with proper notice at a special meeting. Minutes shall be taken and recorded, whether in writing, by tape recording or by any other method deemed appropriate, for each meeting.

- (b) **Resolutions.** Resolutions of the Board shall be executed by the Chair. On resolutions and other documents to be signed on behalf of the PSERN Operator, if any, the signature of one designated officer shall be sufficient to bind the PSERN Operator.
- (c) **Study Sessions.** The Board may devote part or all of its meeting to an informational study session during which no comments from the audience will be permitted, unless the Chair presiding over the meeting or a majority of the Board from time to time



should decide otherwise.

- (d) **Public Comment and Hearings.** The Chair of the Board shall, at the opening of any hearing on a subject, state the purpose of and process for the hearing and may read aloud any pertinent written communications contained in the case file or may call for staff to provide such information.

Testimony from persons supporting or protesting proposed actions shall be addressed to the Chair. Board members shall also address their statements to the Chair and may directly question other meeting attendees only with the expressed permission of the Chair. During either the “Audience Comment” or “Public Hearings” portion of the agenda, if any, persons addressing the Board, who are not specifically scheduled on the agenda, will be requested to speak into the microphone or other recording device, give their name and place of residence for the record, and limit their remarks to three minutes, in addition to signing up on the designated speaker sign-in list. All remarks will be addressed to the Board as a whole. The Chair may make exceptions to the time restrictions of persons addressing the Board when warranted.

## **Article IV. Officers and Committees**

### **Section 4.01 Officers.**

The PSERN Operator shall have four officers: Chair, Vice Chair, Secretary, and Treasurer, each of whom shall be elected from among Voting Members of the Board. Such other officers and assistant officers, as may be deemed necessary or appropriate may be appointed by the Board. Any two or more offices with the exception of the Chair and Secretary may be held by the same person.

### **Section 4.02 Term of Officers.**

The Chair and Vice Chair shall be appointed and serve initial terms consistent with Section 4.3.5 of the Interlocal Agreement. Thereafter, the Chair and Vice Chair shall each serve two-year terms that begin on January 1 of every other year.

The Voting Members shall elect a Secretary and a Treasurer at the initial meeting of the Board. The Secretary and Treasurer shall serve terms that begin immediately upon election and extend through the remainder of that calendar year and the calendar year immediately following. Thereafter, the Voting Members of the Board shall elect a Secretary and a Treasurer at the final meeting of a year to allow each to serve a two-year term that will begin on January 1 of the following year.

In the event of a vacancy in the Chair position, the Vice Chair shall assume the Chair for the balance of the term of the departed Chair. In the event of a vacancy in the Vice Chair, Secretary or Treasurer position, the Board shall elect a new officer among its Voting Members to serve the balance of the term of the departed officer.

Officers may serve successive terms in such office and shall not be subject to term limits other than limits that may be imposed by the entity appointing a Board member.

#### **Section 4.03 Duties of Officers.**

Officers of the Board shall have the following duties:

- (a) **Chair.** The Chair shall have general supervision, direction and control of the activities of the Board. The Chair shall be responsible for order and decorum at all meetings of the Board, making sure that meetings are held, and actions are taken in accordance with all rules, resolutions, and policies of the Board, deciding all questions on order subject to appeal by any Board member, and causing the removal of any person from any meeting for disorderly conduct. After conferring with the Executive Director, the Chair shall be responsible for setting agendas for meetings of the Board.
- (b) **Vice Chair.** The Vice Chair shall perform the duties of the Chair without further authorization in the event the Chair is unable to perform the duties of the office due to absence, illness, death, or other incapacity, and shall discharge such other duties as pertain to the office as prescribed by the Board.
- (c) **Secretary.** The Secretary, in consultation with the PSERN Operator's clerk, executive, or other appropriate staff, shall keep or authorize others to keep a full and complete record of the meetings of the Board, committees, when acting on behalf of the Board, and to the extent they are separate, the meetings of the officers with appropriate minutes; shall keep the seal of the PSERN Operator (if any) and affix the same to such papers and such instruments as may be required in the regular course of business, shall make service of such notices as may be necessary or proper, shall supervise the keeping of the books and other records and ledgers and other written documents comprising the business and purpose of the PSERN Operator, and shall discharge such other duties as pertain to the office as prescribed by the Board.
- (d) **Treasurer.** The Treasurer, in consultation with the PSERN Operator's finance director/manager or other appropriate staff, shall be responsible for maintaining, or overseeing maintenance of, all financial records of the PSERN Operator, the development of the annual budget, and assuring the appropriate handling of all revenues and expenditures, and shall assist the Operating Board (referred to herein as the "Operations Committee") and the Board in preparation of the annual budget. The Treasurer in general shall perform all duties incident to the office of Treasurer and such other duties as from time to time may be assigned to the Treasurer by resolution of the Board.

#### **Section 4.04 Committees.**

The Board may, by resolution, designate one or more other committees to advise the Board.

The designation of any such committee and the delegation thereto of authority shall not operate to relieve any member of the Board of any responsibility imposed by law.

## **Article V. Code of Conduct**

### **Section 5.01 Code of Conduct; Ethics.**

All members of the Board shall conduct themselves in accordance with all applicable laws, including but not limited to, chapter 42.23 RCW (the “Code of Ethics for Municipal Officers”), the OPMA, the Interlocal Agreement, these Bylaws, the Articles and policies of the PSERN Operator.

### **Section 5.02 Attorney-Client Privilege and Work Product.**

The PSERN Operator, and not any individual member of the Board, is the holder of any attorney-client privilege with the PSERN Operator’s counsel and any attorney work product protection. No individual member of the Board shall make any disclosure or release any information which would result in the waiver of the attorney-client privilege or work product protection absent a vote of the Board majority on the record in a public meeting.

### **Section 5.03 Public Records.**

Board members understand that all letters, memoranda and electronic communications or information (including email) that relates to conduct of the PSERN Operator or the performance of any PSERN Operator function may be public records subject to disclosure under chapter 42.56 RCW (the “Washington Public Records Act”). In the event that the PSERN Operator or any Board member receives a request for such records, the Board member or other request recipient shall immediately provide the request to the Public Records Officer of the PSERN Operator and assist the Public Records Officer in responding to the request.

## **Article VI. Operations Committee**

### **Section 6.01 General.**

An Operations Committee, comprised of representatives of PSERN System User Agencies, which will include at least one member representing fire services, is hereby created to advise the Board on all operational practices, policies, and procedures governing the day-to-day operation of the PSERN Operator. The purpose and duties of the Operations Committee include:

- (a) Review and approval of operational procedures, subject to final approval by the Board.
- (b) Review and comment on significant administrative issues and policies, subject to final approval by the Board.
- (c) Advise the Board in evaluating the annual budget and budget amendments.

- (d) Assist the Board in evaluating the Executive Director's performance.
- (e) Any other duties delegated by the Board.

**Section 6.02 Organization and Conduct of Business.**

The Operations Committee's composition, responsibilities, meeting, conduct of business and other related requirements will be provided in policies and procedures approved by the Board.

**Article VII. Administrative**

**Section 7.01 Fiscal Year.**

The fiscal year of the PSERN Operator shall begin January 1 and end December 31 of each year.

**Section 7.02 Compensation and Reimbursement.**

All Board members and their alternates shall serve without compensation from the PSERN Operator. The Board may reimburse Board members, employees and others performing services for the PSERN Operator reasonable expenses actually incurred in performing their duties pursuant to policies approved by the Board.

**Article VIII. Approval of Bylaws**

These Bylaws were approved by an affirmative vote of the Board pursuant to Resolution No. 23-14, adopted on December 14, 2023.



## PSERN Board of Directors Staff Report Agenda Item #10

**Title:** Service Level Results and Performance Metrics  
**Meeting Date:** January 25, 2024  
**PSERN Staff Contact:** Michael Webb, Executive Director  
**Action:** Discussion

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### SUMMARY:

This report discusses the PSERN Operator’s plans for developing and reporting on its service level results and performance metrics for the radio network. An initial set of metrics for the 4<sup>th</sup> quarter of 2023 is provided.

### BACKGROUND

With the PSERN Operator now responsible for the ongoing operations and maintenance of the PSERN system, work is underway to establish the format and content of ongoing reporting on the service provided by the PSERN Operator and the performance and usage of the system. Requirements for this reporting can be determined from two primary sources:

- The Executive Director’s job duties.
- The End User Service Level Agreements (SLAs).

The Executive Director’s job duties state that the Executive Director shall:

- Regularly advise the Board on matters related to the operation and functions of the PSERN System and the PSERN Operator.
- Track and report on the performance of PSERN systems and services.
- Provide written monthly reports to the Board of Directors, PSERN System performance against targets.

The End User SLA’s state that the PSERN Operator shall:

- Work in partnership with the End User Agencies to develop and regularly report on performance and operating metrics indicating system performance, as well as the PSERN Operator’s ability to meet the End User Agencies service requirements; and
- Upon request by End User Agencies, provide reports of system usage and equipment inventories.

In addition, the SLAs specify response and resolution times for events that involve degradation or failure of any component of the network. Such occurrences are referred to as “Incidents”. Three Incident severity levels, with different response and resolution times, are specified.

For the purposes of tracking, managing, and reporting on service activities, the PSERN Operator acquired and implemented a Service Management (a.k.a. “ticketing”) system in the summer of 2023. This software application is known as “Jira” and is Cloud-hosted. It provides service management capabilities and processes consistent with IT industry best practices such as ITIL and DevOps.

Since late September 2023, PSERN has been using Jira to record and track various types of service transactions or tickets:

- Incidents – an unplanned disruption or degradation in service, including:
  - Outage or service interruption associated with any component or aspect of the service provided by PSERN.
  - Any failure of equipment or infrastructure, whether service impacting or not.
  - Process a subscriber radio warranty repair with Motorola.
- Service Requests – a formal request by a customer for one of the services provided by PSERN, such as:
  - Supply or activate new radios.
  - Deactivate or disable existing radios.
  - Reprogram a radio or set of radios, including develop new codeplugs.
  - Change the configuration of a radio console.
- Tasks – a discrete activity to be undertaken by PSERN Operations staff not associated with an Incident or Service request, including regular or routine maintenance activities.

Jira provides the ability to track and report on status of all types of service transactions, from the time they are initiated (including when reported/requested customers) until closed, resolved or otherwise completed. Regular reporting on what has occurred during a given operational period is referred to as “Service Level Results”.

In addition to Service Level Results, PSERN also needs to report on the performance and usage of the radio network. This includes the following measurements that define the usage of the system:

- Number of transmissions (active call and push-to-talk events) within a reporting period.
- Amount of usage of radio network resources within a reporting period.
- Number of transmissions that are blocked or queued due to resources not available (“busies”).
- Variations of the above, showing usage by talkgroup, by region/sub-system and aggregate, will be needed.

The Motorola system is able to provide the data required to develop these measurements, although it is limited in its ability to manipulate and visualize this data.

## **DISCUSSION**

### Service Level Results for the 4<sup>th</sup> Quarter of 2023

The chart below shows the tickets that were opened in October, November, and December 2023 across 4 different categories. Please note that “Subscriber Warranty” tickets are considered Incidents but are being reported separately from other Incidents that relate to the PSERN network and infrastructure. Of the 264 tickets that were opened in the 4<sup>th</sup> quarter, approximately 125 remained open at the end of December.

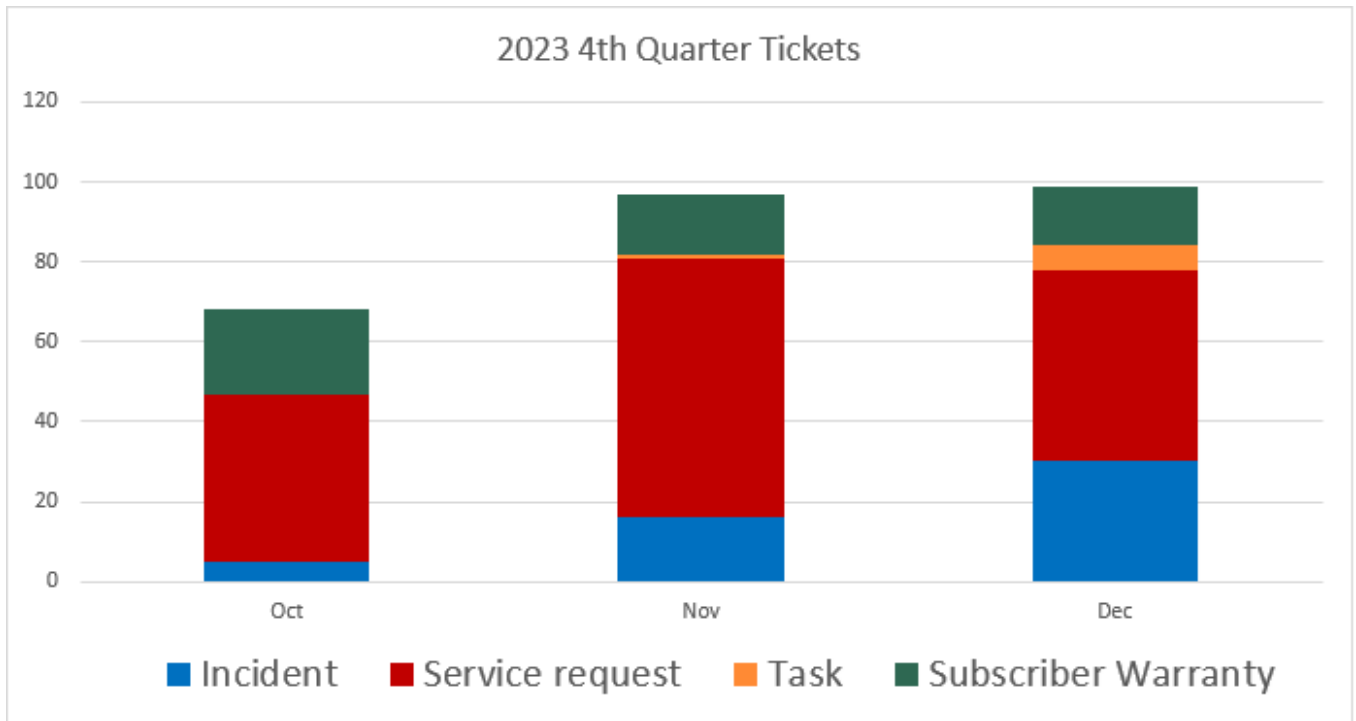


Figure 1 - 4th Quarter 2023 Service Activity

In future, PSERN will start to generate metrics that show the mean time to resolve (MTTR) for each category and will also provide more granular breakdown of ticket type, including different types of Service Requests and different severities for Incidents.

A further goal is to report on compliance with the service level targets for Incidents as defined in the SLAs, for example, X% of Incidents of Severity 1 met the Response (30 minutes enroute) and Resolution (4 hours) target. However, this will require further development of service support processes and configuration of the Jira system.

System Performance and Usage Metrics for the 4<sup>th</sup> Quarter of 2023

The table below provides a summary of PSERN system performance in the 4<sup>th</sup> quarter of 2023.

Table 1 – PSERN System Usage Metrics for 4th Quarter 2023

Subsystem	# Active Calls	Call Duration (Hours)	# Busies (%)
West Simulcast (Seattle)	3,249,231	10,213	0 (0%)
South Simulcast	2,991,115	9,212	0 (0%)
North Simulcast	3,630,757	10,930	0 (0%)
Northeast Simulcast	865,571	2,153	0 (0%)
Highway 2 Simulcast	66,402	148	0 (0%)
I-90 Simulcast	86,345	207	0 (0%)
Hwy. 410 Simulcast	17,159	39	0 (0%)
Sound Transit Tunnel	705,798	1,783	0 (0%)
McDonald Mtn.	1,263,981	3,319	0 (0%)
3 Sisters	1,438,651	3,590	0 (0%)

As this is the first time this data has been reported, there is no baseline data to compare it to. In future reporting periods, comparisons to previous quarters and previous years will be provided. In addition, PSERN will work with user agencies and dispatch centers to provide similar information at an individual talkgroup level. However, the numbers above do show that the system has ample capacity as no queuing events occurred. Average system utilization is in the 15-20% of capacity across the reporting period.

Future reporting to the Board is planned on a quarterly basis and feedback on the metrics to reported is requested.

Reporting to the Operations Committee will be done monthly and is expected to include additional metrics.

**CONCLUSION:**

This report discussed the PSERN Operator’s plans for developing and reporting on its service level results and performance metrics for the radio network. An initial set of metrics for the 4<sup>th</sup> quarter of 2023 have been provided and feedback is requested. Work by the PSERN Operator to develop service level and performance reports will continue through most of 2024, as staff gain experience operating the system.

**SUPPORTING DOCUMENTATION:**

None