

Meeting Minutes

NORCOM Governing Board

City of Kirkland, Peter Kirk Room

May 8, 2009—8:30 a.m.

Governing Board Reps: Brad Miyake, Bill Archer, Erin Leonhart, Donna Hanson, Rich Conrad, Ed Holmes, Bob Larson, John Lambert, Jeff Griffin, Ron Zsigmondovics, and Bud Backer. Quorum established.

Call to Order

The NORCOM Governing Board was called to order by Rich Conrad, Governing Board Vice Chair, at 8:34 a.m. on April 10, 2009.

1. Approval of Minutes from April 10, 2009.

Bill Archer made a motion to approve the minutes from the April meeting. Motion carried.

2. Resolution 14 – Adoption of MEBT Plan Document

Gwen Pilo presented the plan document (*see* attached Resolution 14) to the Governing Board. On May 1, 2009, the Joint Operating Board reviewed and recommended the plan document for Governing Board approval. There have been no changes from the plan summary that was approved by the Governing Board in January. Brad Miyake made a motion to approve the document. Motion carried.

3. Skykomish Inquiry to Join NORCOM

Gwen Pilo presented a summary document (*see* attached Skykomish Fire NORCOM Participation) and informed the Governing Board that Skykomish Fire has requested Principal membership with NORCOM and requested that NORCOM extend the smoothing allowance. Gwen explained that the Governing Board may wish to consider this a special circumstance and went on to explain two possibilities in which the Board may decide to proceed. Discussion followed. The Board decided to entertain the possibility of allowing Skykomish to join following further documentation to be presented at a future Board meeting.

4. Action Items

➤ NORCOM Investment Policy

Gwen Pilo presented an Investment Policy document (*see* attached Agenda Summary and Investment Policy) to the Governing Board. Gwen explained that the Finance Committee assisted in the creation of this policy and recommended it to the Joint Operations Board. On April 18, 2009, the Joint Operation Board reviewed the policy and approved it for recommendation to the Governing Board for adoption. One minor revision was made to the wording of the document and Bob Larson made a motion to approve the policy. Motion carried.

➤ Supervisor Hire Dates

Gwen Pilo presented a proposal from NORCOM to hire the Team Supervisors prior to the “go live” date. The proposal (*see* attached Supervisor Hire Date Proposal) is to hire three Team Supervisors on May 4, 2009 to attend a training academy and hire the remaining three Team Supervisors on June 24, 2009 in order to familiarize themselves with the people and technology. This proposal was vetted through the Finance Committee and Joint Operations Board. Bob Larson made a motion to retroactively approve the hiring of three Team Supervisors on May 4, 2009, and approve the hiring of the additional three Team Supervisors on June 24,

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2009 for training to be funded from operational savings in the Transition Period. Motion carried.

➤ **Approval of Fire SOP's**

Kevin Bostrom presented nine Fire Standard Operating Procedures to the Board for approval – Recording Equipment; Radio Frequency Talk Group Use; MDC Use; Code Structure and Terminology; Fire Ground Emergency Communication; Fire Definition/Procedural Response; Message Broadcast; Dispatch Procedures; and Resource Emergency. These procedures have been vetted through Fire Operations Board and Joint Operations Board. Ron Zsigmondovics made a motion to approve the Fire SOP's. Motion carried.

➤ **Approval of Police SOP's**

Kevin Bostrom presented five Police Standard Operating Procedures to the Board for approval – Broadcasts and Notifications; Police Department Volunteers; Police Electronic Emergency Alerts; Amber Alert; and Radio Communications. These procedures have been vetted through Police Operations Board and Joint Operations Board. Bob Larson made a motion to approve the SOP's. Motion carried.

➤ **Bellevue Reimbursement for New World Training**

Sheryl Mullen presented a proposal to reimburse up to \$18,000 to Bellevue Police Department from the NORCOM Technology Budget to offset costs associated with required New World CAD End User Training. Sheryl reported that Bellevue has agreed to allow existing Bellevue PD Communication Personnel to attend 20 hours of training per employee to be conducted by New World trainers between June 15th and June 26th, 2009. Bellevue PD has provided NORCOM with estimated costs related to this required training for future NOCOM Telecommunicators. The final reimbursement request will be submitted to NORCOM from Bellevue with supporting documentation showing employee schedules and New World Class attendance rosters. Bill Archer made a motion to approve the proposal. Motion carried.

➤ **Claims Approval**

Gwen Pilo presented the Accounts Payable for the month of April to the Board for approval. Bob Larson made a motion to approve the AP. Motion carried.

➤ **Professional Standards and Development SOP's**

Sheryl Mullen presented seven SOP's to the Board for approval – Training; CTO Policy; New Hire Training; Performance Measurement; Public Disclosure Policy; Quality Assurance Program; and Retention Schedule. These procedures have been approved by the Joint Operating Board and have not budget implications. Bud Backer made a motion to approve the SOP's. Motion carried.

5. Staff Reports

➤ **Report of Executive Director**

Gwen Pilo presented an Executive Director briefing on behalf of Chris Fischer, NORCOM's Executive Director. The briefing included the following:

- Space Issues – Lease Agreement signed and approved by Bellevue City Council
- In final stages of finalizing ILA with Redmond for backup issues

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- In the process of finalizing the formal agreements for NORCOM to serve as backup for Bothell, Issaquah and Washington State Patrol

➤ **Report from Operations Manager**

Kevin Bostrom presented an Operations report to the Governing Board. Kevin reported that the Police Operations Board is on track with developing Operations Procedures and should have them completed soon. Fire SOP development is also on track and should be completed next month. Kevin also provided updates on the following:

- Space planning for 7th floor improvements
- Redmond Backup Center
- CAD System setup – New World will be in town on May 18th to review the work that has been done on the test server
- Operations SOP's have been drafted and reviewed internally and will be ready by "go live"
- Dispatcher scheduling will be complete by June 1 and Team Supervisor schedules have been assigned

➤ **Report from Human Resources Manager**

Susan Beisheim presented a Human Resources report to the Governing Board. Her report covered the following:

Labor – Jim Cline, representing the NORCOM Associated Guild, has ceased communications with NORCOM regarding contract negotiations. Because of this, NORCOM has sent out job offer letters to current dispatchers at the City of Kirkland and Eastside Communications.

Recruitment –

- NORCOM's first Training Academy began on May 8th with eleven new NORCOM employees. NORCOM is currently recruiting for the next academy in July.
- Records position and will begin work for NORCOM on July 1.
- An Accounting and Benefits position will be posted soon
- ClearPoint, NORCOM's benefits broker, will provide several informational presentations for future NORCOM employees to provide information on medical benefit options.

➤ **Report from Finance Manager**

Gwen Pilo presented a Finance report to the Governing Board. This report included:

- April 2009 Budget to Actual Comparison
- MEBT – Still on track to submit contributions for the first payroll in July
- Asset Transfer – List was sent to Kirkland last month and Bellevue's list will be finalized soon

➤ **Report from Technology Manager**

Mark Nelson presented a technology report to the Governing Board. His report covered the following:

- New World CAD Configuration – NORCOM continues to configure Kirkland's CAD system to add Bellevue and Clyde Hill police. New World returns to Kirkland the week of May 11

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to provide support with the development and testing of various forms and during the week of May 17 to support NORCOM with the testing and configuration of the system in its go-live configuration.

- GIS Upgrade – Dry-run was on Thursday May 7. NORCOM will provide to New World the Bellevue and Clyde Hill police GIS data Monday May 11. New World will review the data in preparation for loading it on Kirkland's test and production system. After this data is loaded, the Kirkland System will have all of the GIS data required to verify addresses in Bellevue and Clyde Hill.
- Bellevue and Clyde Hill Records Conversion – New World met with BPD and CHPD records representatives and decided on the records that will be converted and the records that will be entered manually. Bellevue is engaged with its records systems suppliers to provide New World with the required non-disclosure agreement from one supplier and support to provide New World with a data base from a second supplier.
- Network Connectivity design has been reviewed again by Bellevue and Kirkland and a revised design has been agreed to. NORCOM's network equipment has been configured to support the new design and will be installed the week of May 11 to provide connectivity between NORCOM and Bellevue, Kirkland and the NORCOM back-up facility at Redmond.
- Transition Operations from Bellevue and Kirkland to NORCOM on July 1st.

➤ **Report from Professional Standards & Development Manager**

Sheryl Mullen presented a report on Professional Standards and Development. Sheryl's report included updates on the following:

- Continued work on accreditation, public records, quality assurance, and performance measurement
- NORCOM's first Training Academy – Includes Team Supervisors, entry level dispatchers and lateral dispatchers

7. Committee Reports

➤ **Finance Committee**

Tracey Dunlap reported on behalf of the Finance Committee. Tracey reported that the committee is still seeking two additional members. She also reported that the committee is working their way through Finance Policies one at a time.

Rich Conrad adjourned the meeting at 9:50 a.m.