

Meeting Minutes

NORCOM Governing Board

City of Bellevue, Room 1E-112

March 12, 2010—9:00 a.m.

Governing Board Reps: Brad Miyake, Bill Archer, David Ramsay, Rich Conrad, Bob Larson, John Lambert, Lee Soptich, Chris Connor, Tom Weathers, Donna Hanson, Marcus Kragness, and David Daniels.

1. Call to Order

The NORCOM Governing Board was called to order by Marcus Kragness, Governing Board Chair, at 9:03 a.m. on March 12, 2010.

2. Roll Call

Roll was called and a quorum established.

Marcus Kragness announced that this would be the last Governing Board meeting for NORCOM founding Chair Dave Ramsay. Chief Kragness thanked Dave for his many contributions during the formation of NORCOM.

3. Action Items

A. Consent Calendar

Dave Ramsay made a motion to approve the items on the Consent Agenda. Items included on this agenda were: Minutes from the 02/12/10 meeting; Voucher Approval for February 1 through February 28, 2010 (Accounts Payable totaled \$ 223,735.03, Payroll totaled \$ 297,952.39, and Electronic Payments totaled \$ 182,673.45); revision to Salary Administration Policy; and revision to Fire Definitions Procedural Response Policy. Motion carried.

B. Resolutions

a. Resolution 27 – Fire and EMS Project GIS Development

Mark Nelson presented Resolution 27 to procure geographic information system data development services. Mark explained that implementation of the New World Systems Fire and EMS project requires that geographic information in NORCOM's existing TriTech system be verified, enhanced, tested and implemented in to the New World Systems integrated technology. Geographic information is a critical element of accurate address verification, proximity dispatching and routing using mobile computer systems. NORCOM requested qualifications from firms experienced supporting public safety GIS technology. SharedProcurementPortal.com (a service of eCityGov.net) was used to solicit firms, the request for qualifications (RFQ) was posted on NORCOM's web-site, and the opportunity was advertised in the Seattle Times on February 1 and 4, 2010. Two firms responded to the RFQ prior to the deadline. Mark went on to provide background information on each firm. Brad Miyake made a motion to approve Resolution 27 as resolution of the Governing Board of NORCOM, relating to procurement of geographic information system data development services and authorize NORCOM's Executive Director to execute an agreement with Port Madison GIS to develop geographic information required to support NORCOM's development and operation of New World Systems Fire and EMS technology. Motion carried.

C. Standard Operating Procedures

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a. Criminal History

Kevin Bostrom presented two new police procedures to the Board for approval. The first policy, Criminal History, is a procedure required by the state and directs personnel on how to correctly process criminal history information and rules associated with providing that information to customer agencies. The second policy, Marine Patrol, is to support police agencies, clarifying which agencies contract with which agencies for marine patrol services. Dave Ramsay made a motion to approve the Criminal History and Marine Patrol SOPs. Motion carried.

4. Unfinished Business

A. Calls for Service

Marcus Kragness explained that at the February 12, 2010 meeting the Governing Board agreed that it would be in NORCOM's best interest to convene a group of finance experts with the intention of conducting a review of the ALS Smoothing Model, identifying flaws and explain the model to their respective Board member. All finance contacts in the agencies NORCOM serves were invited to a meeting on February 25th.

Tracey Dunlap reported that there were six agencies represented at the February 25th meeting. One suggested change that was agreed to by all was that a five year smoothing model be used in the calculations. Gwen Pilo presented five year and six year smoothing models to the Board to discuss and come to a consensus on how many years of smoothing should be used. Discussion followed. The Board decided by consensus to use the six year smoothing model and directed staff to put the model into a revision for the ILA to be presented to the Board following review by NORCOM's attorney.

5. New Business

No new business to discuss.

6. Staff Reports

A. Report from Executive Director

Chris Fischer provided information/updates on the following:

- 2011 Budget Principles to be discussed and approved at the Principals Assembly in April
- King County 9-1-1 to provide approximately \$100,000 more for reimbursement of start up costs and the NORCOM backup center
- Next Generation 9-1-1 – Marlys Davis, King County E9-1-1 Program Manager, to come to Principals Assembly in April to discuss what "Next Generation" means and what the implications are to PSAPS in King County
- NG 9-1-1 Specialist Position
- First UASI Grant deposit of \$350,000
- Six month performance reviews underway for fully trained staff
- Telecommunicator Week celebration following the Principals Assembly on April 9th

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B. Report from Human Resources Manager

Susan Beisheim presented a human resources report to the Board. Her report included updates and information on the following:

- Two upcoming negotiations meetings scheduled for March
- As of March 13th there are eleven Telecommunicator vacancies
- Recently hired Heather Facer as part time Administrative Clerk for Human Resources
- Currently recruiting for May 10th Academy

C. Report from Technology Manager

Mark Nelson presented a technology report to the Board. His report included updates and information on the following:

- Police Automatic Vehicle Location – Technology has been completed for Bellevue and Clyde Hill Police and Kirkland patrol cars. Bellevue Police has equipped its patrol cars with defibrillators and using AVL will allow police dispatchers to assign the nearest defibrillator-equipped patrol car to an incident requiring a defibrillator. Mercer Island police implementation is pending availability of the IT resources at Mercer Island. Validation of the software configuration for Kirkland motorcycle and other special computers continues. Medina police has changed GPS and wireless carriers and the new configurations are being evaluated by New World and NORCOM. AVL was not included in the original agreement with New World. New World has prepared a draft change order which will be presented for approval at the April Governing Board meeting.
- New World Field Reporting – Testing continues by members of the Bellevue Police pilot group. Problems with the merge function from field reporting to records are being found and corrected. Formal merge testing starts Monday, March 15 and is expected to continue for two weeks. Bellevue has also identified several modifications that will be vetted with all of the police agencies and considered for implementation. As testing continues by Bellevue Police, further deployment has been paused.
- New World Fire Implementation – Prior to implementing New World NextGen CAD at NORCOM, the new technology will be deployed at Lake Forest Illinois and Poughkeepsie New York. NORCOM's specialized proximity dispatching requirements are not included in these early deployments, but having the technology deployed elsewhere will increase the amount of testing prior to NORCOM's implementation. NORCOM intends to contact New World's early-user sites and learn about the quality of the software.
- Server Storage Hardware – Installed at NORCOM. Training will take place during the week of March 22, followed by installation of New World software. This is a critical element to transition from the servers at Kirkland.

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The New World Message Switch at NORCOM is successfully operating. The switch at Kirkland will be decommissioned and relocated to NORCOM to serve as backup.

- Telephone System Upgrade – Delayed until late March 23rd and early March 24th. The upgrade will bring the telephone system to the most current software levels. While the telephone system is being upgraded, NORCOM will utilize its back-up center at Redmond for call receiving.
- Mobile Data Computer Replacement
- Bellevue Radio Shop Service
- NOTIS (NORCOM Technology Issue System) has been launched and is being used to report and track issues with NORCOM's technology.

D. Report from Professional Standards and Development Manager

Sheryl Mullen provided the Board with an update on NORCOM Performance Measurement Data. This update included information on: Training; King County 9-1-1 Call Answering Standards; NORCOM Fire/EMS Call Received to Call Dispatch Statistics; and NORCOM Police Call Received to Call Dispatch Statistics. Sheryl also reported that NORCOM's third Call Receiving Academy would be graduating that afternoon.

7. Committee Reports

A. Finance Committee

No report

B. Joint Operations Board

Chris Tubbs, Joint Operations Chair, presented a 2011 Budget Principles Transmittal Letter, recommending that the Governing Board approve and adopt the Proposed 2011 Budget Policy as set forth by NORCOM, and subsequently approved by the Joint Operations Board.

Marcus Kragness adjourned the meeting at 10:28 a.m.