

Meeting Minutes

NORCOM Governing Board

City of Bellevue, Room 1E-120

January 14, 2011—9:00 a.m.

Governing Board Reps Present: Brad Miyake, Bill Archer, Kurt Triplett, Donna Hanson, Rich Conrad, Bob Larson, John Lambert, Lee Soptich, Chris Connor, Tom Weathers, Mark Bunje, and Mario Acosta.

1. Call to Order

The NORCOM Governing Board was called to order by Rich Conrad, Governing Board Chair, at 9:05 a.m. on January 14, 2011.

2. Roll Call

Roll was called and a quorum established.

3. Action Items

A. Consent Calendar

Bill Archer made a motion to approve the items on the Consent Calendar. Items included on the Consent Calendar were: Minutes from the 12/10/10 meeting and Voucher Approval for December 1 through December 31, 2010.

Accounts Payable check numbers 2437-2498	\$ 191,919.55;
Payroll	\$ 457,050.70;
Electronic Payments	\$ 123,565.56

Motion carried.

4. New Business

A. New World Change Order

Mark Nelson distributed an Agenda Summary explaining the history behind a proposed New World Systems Contract Amendment for Mercer Island Police Training. The summary proposed authorizing NORCOM's Executive Director to execute an agreement for additional services with New World Systems authorizing New World to provide training to Mercer Island Police at a cost of \$1,440. NORCOM will then invoice Mercer Island Police for \$1,440, which will result in no change in cost for any NORCOM Participants or Subscribers. Chris Connor made a motion to authorize NORCOM's Executive Director to execute an additional services agreement with New World Systems to provide training to Mercer Island Police at a cost not to exceed \$1,440 and to invoice Mercer Island Police for the amount invoiced by New World Systems. Motion carried.

5. Cost Distribution Between Police and Fire

Kevin Bostrom reported that the Zone 1 Fire Chiefs discussed at a recent meeting, ways in which to more equitably distribute costs between NORCOM police and fire agencies than the current 50/50 split. Discussion followed.

Chris Connor made a motion to request that NORCOM's Executive Director and NORCOM staff conduct a work study to analyze how hours of labor and other significant costs are actually now used, and how the costs provide benefit for police users, fire users, and equally for both police and fire users. Additionally, it is requested that a review be done as to how other combined communications centers apportion cost, with the results of both efforts to be reported back to the Governing Board for review and future discussion. Rich Conrad requested that initial findings be reported back by the June meeting and NORCOM staff agreed to this date. Motion carried.

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6. Staff Reports

A. Report from Operations Manager

Kevin Bostrom explained that Executive Director Chris Fischer was not in attendance as she was representing NORCOM and NORCOM's agencies on the interview panel for a new King County EMS Director. Kevin provided updates from Chris as well as operations updates:

- NORCOM finished the 4th quarter of 2010 with the highest call answering standard for all of the large communications centers in King County
- Snoqualmie Fire Insurance rating – WSRB (*Washington Surveying and Rating Bureau*) assessed the communications center as part of Snoqualmie's insurance rating review. Snoqualmie received a 45 point reduction in their discrepancy points in part due to NORCOM.
- NORCOM staff continue to attend and participate in the discussions and resolution of radio audio issues. These include weekly meetings with radio system managers, users, and Motorola.
- CAD.net upgraded to version 3.1
- Participated in a conference call with representatives from Douglas County Colorado at the request of New World Systems to assist in their regional CAD replacement project
- State Budget – the Governor has proposed taking 6 million dollars from the State E911 fund and moving it into the State Disaster Fund. King County E911 and the APCO lobbyist are working with State legislature on this issue.
- Conversations with Snohomish County and NWS continue for planning and implementation of a CAD-to-CAD interface
- New schedule and minimum staffing levels implemented for 2011 based on lessons learned from 2010
- To date, call answering performance for the quarter is at 97%

B. Report from Human Resources Manager

Susan Beisheim provided updates on labor and staffing/recruitment:

- Mediation last took place on December 21st and the bargaining team for the NORCOM Associated Guild accepted NORCOM's proposal and agreed to take it to the membership for a vote. The guild's attorney expects to be able to provide an outcome sometime in mid-January.
- Final stages of recruitment for a small class to begin January 31st
- Employee turnover rate for last month was 2.2% (Susan provided a handout regarding staffing gains and losses)
- Next Call Receiving Academy is tentatively scheduled for April

C. Report from Finance Manager

Gwen Pilo reviewed the Financial Summary as of December 30, 2010 which includes the final payroll for 2010 and anticipated deposits into NORCOM's E911 account. Gwen reported that the numbers for salaries, wages, and personnel benefits are final; there are still a few incoming invoices expected for operating services and supplies. Gwen also provided updates on the following:

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- MEBT Audit
- Closing 2010 budget
- 2012 budget policies meeting

D. Technology Report

Mark Nelson presented a technology report to the Board, including updates and information on the following:

- Bellevue Police New World Systems Software
- New World Mobile 9 Software
- New World CAD.Net
- New World Fire Project Master File Training for records
- New World Project Plan

E. Report from Professional Standards & Development Manager

Sheryl Mullen provided an updated report on training status and vacant positions. In the future, this report will take the place of the information currently on page two of the Performance Measurement report that is distributed prior to meetings. NORCOM is working on pulling response time information for all fire agencies and will bring that data forward once it is completed. Sheryl announced that solicitation for NORCOM Semi Annual Excellence Awards was sent out and NORCOM employees are in the process of nominating peers to be recognized at the Principals Assembly in April.

7. Committee Reports

A. Joint Operations Board

Jeff Griffin, NORCOM Joint Operations Vice-Chair, provided a report from the December Joint Operations Board meeting. Jeff provided information on unscheduled backup provided by NORCOM for Washington State Patrol in December. Jeff also provided information on a training proposal, requested by Bellevue PD, for additional training on RMS Field Reporting.

B. Finance Committee

No report from the Finance Reporting.

Rich Conrad introduced new Board Member Kurt Triplett, City Manager of Kirkland.

Rich Conrad adjourned the meeting at 10:21 a.m.

Approved by:



V. Co. Chair

Chair

Attest: 

Secretary

