

## Meeting Minutes

### NORCOM Governing Board

City of Bellevue, Room 1E-112

February 11, 2011—9:00 a.m.

**Governing Board Reps Present:** Linda Pillo, Bob Van Horne, Bill Archer, Kurt Triplett, Donna Hanson, Bob Larson, John Lambert, Lee Soptich, Tom Weathers, and Mark Bunje.

#### 1. Call to Order

The NORCOM Governing Board was called to order by Tom Weathers, Governing Board Vice-Chair, at 9:02 a.m. on February 11, 2011.

#### 2. Roll Call

Roll was called and a quorum established.

#### 3. Action Items

##### A. Consent Calendar

Bob Larson made a motion to approve the items on the Consent Calendar. Items included on the Consent Calendar were: Minutes from the 1/14/11 meeting; revised SOPs 01-001 Organizational Structure, 06-007 Miscellaneous Police Services, 06-008 Motor Vehicle Accidents, and 06-014 Police Automatic & Mutual Aid; and Voucher Approval for January 1 through January 31, 2011.

Accounts Payable check numbers 2499-2538	\$ 267,822.67;
Payroll	\$ 285,682.31;
Electronic Payments	\$ 206,534.30

Motion carried.

##### B. Miscellaneous SOPs

Kevin Bostrom presented several new SOPs to the Board for approval: 03-040 Calls of Missing, Abducted, & Sexually Exploited Children; 03-041 ACCESS Missing Person Entry; 03-042 ACCESS Protection Order Entry; 03-043 ACCESS Vehicle Entry; 03-044 ACCESS Warrant Entry; and 06-034 LinX. Kurt Triplett made a motion to approve all presented SOPs. Motion carried.

#### 4. New Business

##### A. Resolution 36

Mark Nelson distributed an Agenda Summary explaining the history behind a proposed Interlocal Agreement with Jefferson County for Computer-Aided Dispatch Technology. JEFFCOM, the Public Safety Communications Agency serving in Jefferson County, intend to acquire New World Systems Computer-Aided Dispatch (CAD) Technology by utilizing the provisions of the Washington State Interlocal Cooperation Act, RCW39.34.

When NORCOM released its Request for Proposal (RFP) for integrated technology in November 2007, it included notice to respondents that other agencies wishing to procure technology from the successful supplier could do so.

Execution of an Interlocal Agreement by NORCOM and JEFFCOM is consistent with the RFP and provides a way for JEFFCOM to benefit from NORCOM's competitive procurement process.

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Bob Larson made a motion to approve Resolution 36, a resolution authorizing the NORCOM Board Chair to execute the Interlocal Agreement with JEFFCOM for the acquisition of CAD Technology. Motion carried.

#### 5. Staff Reports

##### A. Report from Executive Director

Chris Fischer provided information and updates on the following:

- Process Improvements
  - NORCOM finished the 4<sup>th</sup> quarter of 2010 with the highest call answering standard (97.6%) for all comparable sized communications centers in King County
- CAD.net Implementation
- NORCOM staff continues to attend and participate in the discussions and resolution of radio audio issues. These include weekly meetings with radio system managers, users, and Motorola. Motorola issued a draft report regarding this issue on February 10<sup>th</sup>; next meeting is March 17<sup>th</sup>. Discussion followed.

##### B. Report from Operations Manager

Kevin Bostrom provided information and updates on the following:

- January 25<sup>th</sup> phone system upgrade – initially went well, eventually led to the necessity for NORCOM telecommunicators to occupy the backup center while the system was restarted
- CAD upgrade on February 7<sup>th</sup>
- CAD.net testing, development, and demonstrations
- Preparing for Operations State Patrol Audit in March

##### C. Report from Human Resources Manager

Susan Beisheim provided updates on labor and staffing/recruitment:

- Labor contract submitted to the NORCOM Guild in December was voted down by a vote of 41-0 the previous week, NORCOM staff learned via an unofficial report. Susan is in contact with NORCOM's labor attorney regarding next steps.
- Four new employees hired for next Call Receiving Academy; one additional candidate in final stages of hiring process
- Currently recruiting for the next Call Receiving Academy to start in April or May
  - 56 applicants in process
- "Serve and Protect" Job Fair at University of Washington
- Susan provided an Employee Retention Report to Board Members prior to the meeting

Bob Larson requested an Executive Session be held at the next meeting regarding labor negotiations.

Susan introduced Heather Facer, NORCOM's HR Administrative Clerk.

##### D. Report from Finance Manager

Gwen Pilo reported that the first Financial Summary for 2011 would be available in March, and expects to have 2010 books closed by the end of February.

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Tom Weathers provided an update regarding NORCOM progress towards initial findings on the cost module for the 50/50 financial split between NORCOM Fire and Police agencies.

**E. Technology Report**

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

- Clyde Hill and Bellevue Police Records Conversion
- Major New World Software Upgrade occurred on February 7<sup>th</sup>
- Bellevue Police New World Systems Software
- New World Mobile 9 Software – installation and configuration much more complicated than anticipated. The complexity of installing Mobile 9 places the next portion of the project schedule at risk.
- New World CAD.Net
- Fire GIS maps
- New World Fire Project Master File Training
- Snohomish County implementation of New World Systems

Discussion regarding New World Mobile 9 Software followed.

**F. Report from Professional Standards & Development Manager**

Sheryl Mullen provided an update on work towards comparisons of fire response times. The Fire Operations group is discussing ways in which to make this data more uniform between NORCOM fire agencies. Discussion followed. Sheryl provided a Performance Measurement document to Board members prior to the meeting.

**6. Committee Reports**

**A. Joint Operations Board**

Linda Pillo, NORCOM Joint Operations Chair, requested NORCOM's Technology Manager, Mark Nelson, provide an update on NORCOM's backup server. Mark reported that he expects the backup server to be installed at Redmond City Hall by the end of February.

**B. Finance Committee**

Tracey Dunlap reported that the Finance Committee is conducting quarterly reviews of internal controls; the first report will be presented at the March Governing Board meeting.

Tom Weathers adjourned the meeting at 10:26 a.m.

Approved by:



Chair

Attest:



Secretary

