

Meeting Minutes

NORCOM Governing Board

City of Bellevue, Room 1E-108

April 13, 2012

Governing Board Reps Present: Brad Miyake, Bob Van Horne, Bill Archer, Kurt Triplett, Donna Hanson, Rich Conrad, Bob Larson, David Burke, Lee Soptich, Wes Collins, Chris Connor, Jim Torpin, Mark Bunje, and Mark Chubb.

1. Call to Order

The NORCOM Governing Board was called to order by Brad Miyake, Governing Board Chair, at 10:27 a.m. on April 13, 2012.

2. Roll Call

Roll was called and a quorum established.

3. Open Communications from the Public

Becky McCracken and Erin Kronberg, NORCOM Guild representatives, introduced themselves to the Governing Board. They thanked NORCOM Management for working with them in negotiations. Furthermore, they explained NORCOM's current Medical plan and the differences that exist in the levels of coverage between employees.

4. Action Items

A. Consent Agenda

Rich Conrad made a motion to approve the items on the Consent Agenda.

Items included on the Consent Agenda were: Minutes from the 3/09/12 Governing Board Meeting and Voucher Approval for March 1 through March 31, 2012.

Accounts Payable check numbers 3212-3261	\$ 190,095.39;
Payroll	\$ 292,118.32;
Electronic Payments	\$ 191,374.12

Motion carried.

5. Old Business

A. Operations Staffing Model

Gwen Pilo discussed the following items:

- Positions vs. FTE's
 - Original business services plan defined original Console Configuration
 - In 2010, NORCOM increased police position by .5 position for data service
 - In 2011 and in 2012, NORCOM added 1 FTE to the Call Receiver pool for the Kirkland Annexation
 - 9.83 consoles are manned at any one time
- How FTE's are determined
 - Currently we have 70 FTE's in the budget
 - Formula for determining FTE's = (Number of position) x (FTE's required per position) x (turnover rate)

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- Original Business and Service Plan included 29 Call Receiving Positions, 22 Fire Positions, and 15 Police Positions for a total of 66 FTE's
- In 2009, a 20% turnover ratio was calculated in the formula along with breaks as well as the Police Data Service Position, which increased the overall FTE's to 69. However, turnover and breaks were already originally accounted for in the APCO Retains formula, so this resulted in double dipping.
- In the newly proposed model, NORCOM has accounted for a 20% turnover ratio for Call Receivers and decreased that ratio over time once employees are moved into fire and police positions which will result in a total of 65 FTES
- 65 FTES are required to cover 9.83 positions.
- Impacts to the Staffing Model
 - Adding an additional .16 position for Fire if needed
 - Increase in Call Volumes
 - Increased time off of the floor
- 4 Methods for Developing a Staffing Model:
 - Erlang Formula, which is based on Call Volume
 - Actual and Overtime Hours Works
 - APCO Retains Formula
 - NORCOM has selected the APCO Retains formula and has also taken into account Actual and Overtime Hours worked to determine the total number of 65 FTE's

Discussion followed regarding the number of NORCOM employees who are fully trained. Discussion followed regarding a pre-determined set overtime budget. Discussion followed regarding the total number of 65 FTE's for NORCOM's Telecommunicator department.

6. Staff Reports

Individual staff reports from NORCOM staff were included in the Board packet. Chair Miyake asked if Board members had any questions regarding the reports or if NORCOM staff had anything to add to their reports. Discussion followed regarding New World Commercial Software release.

7. Committee Reports

A. Joint Operations Board

Wes Collins reported out on the progress that had been made on SLA's and the Project Manager Opening.

B. Finance Committee

Tracey Dunlap reported out on NORCOM's total number of FTE's determined.

C. Strategic Planning Committee

Donna Hanson discussed the following items:

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- Recruitment Flow Chart for Executive Director Recruitment
- It was decided that the salary for the Executive Director position was left off of the recruitment brochure.
- Extension of Pam Bissonnette's Contract until a new Executive Director is on board. Rich Conrad made a motion to allow the Chair and Vice Chair of the Governing Board the authority to enter into an Executive Director contract on behalf of the Board. Motion Carried.
- Kurt Triplett made a motion to select Tracey Dunlap as the Interim Executive Director for NORCOM for the month of May 2012. Motion Carried.

D. IT Committee

Mike Kaser reported out on the progress of the SLA's.

E. REPC Update

Rich Conrad was appointed by EPSCA for the REPC Governance Summit Process. Rich reported out on long range Interoperability between jurisdictions, the governance structures, and financial plan. Rich discussed the Levy on the 2013 King County Ballot for \$300 million.

8. Executive Session – Personnel

An Executive Session was held to discuss personnel pursuant to RCW 42.30.110(g). Brad Miyake announced that the Executive Session would last twenty minutes at which time, regular session would adjourn. The Executive Session began at 11:29 a.m. and was extended for an additional 40 minutes ending at 12:29pm.

Meeting adjourned at 12:29 p.m.

Approved by:



Chair

Attest:



Secretary