

Meeting Minutes

NORCOM Governing Board

City of Bellevue, Room 1E-112

September 13, 2013

Governing Board Reps Present: Linda Pillo, Jim Roepke, Kurt Triplett, Rich Conrad, Bob Larson, Lee Soptich, Chris Connor, Jim Torpin, Dave Jones, and Greg Ahearn.

1. Call to Order

The NORCOM Governing Board was called to order by Chris Connor, Governing Board Chair, at 9:00 a.m. on August 9, 2013.

2. Roll Call

Roll was called and a quorum established.

3. Open Communications from the Public

None.

5. Action Items

A. Consent Agenda

Kurt Triplett made a motion to approve the items on the Consent Agenda. Items included on the Consent Agenda were: Minutes from the August 9th, 2013 Governing Board Meeting, and Voucher Approval for August 1st through August 31st, 2013;

Accounts Payable total:	\$1,109,152.41
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Motion carried.

5. Old Business

A. ICRM & ASA Update

Jerry Holcombe discussed: Tom Orr and Steve DiJulio will cover the dispute resolution update in the Executive Session. Pending the Fire Stakeholder group meeting to prioritize fire related projects; it is likely that fire mobile is the first priority. There will be demonstrations of mobile products from Interact, TriTech and NWS. Zoll's mobile product is RMS based and unlikely to meet our current needs. The vendors have strict guidelines to follow in their presentations, to allow for an objective comparison of software functionality. Discussion ensued regarding how these vendors were selected and what would be needed for an RFP.

Tom Orr discussed: Zoll RMS is used by 12 of our fire agencies and an upgrade is due soon. Most agencies support Zoll themselves, but NORCOM may host this system in the future. It would be a four to five day project for NORCOM to take this over. Some agencies are having difficulty with Zoll needing specific SQL servers to function properly. Discussion ensued regarding how to determine the priority of this project.

Jerry Holcombe discussed: SP2.4 will go into production next week and SP2.5 will have a target production date in early November. There are near daily occurrences of CAD slowdowns, but not a lot of white screen issues since SP 2.3. An important logging capability was disabled when that went into production. This does not allow us to provide a lot of information when providing issues to NWS. Discussion ensued regarding the number of P1 and P2 issues remaining, and how to regain logging capabilities. Resolving P3 and P4 issues will likely require a larger build such as 10.1 or 10.2. We were not able to obtain early adopter for either of those builds, but we will continue trying and will install 10.1 when it goes to general availability release. SNOCOM found over 50

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go-live issues with 10.1, and are targeting a June 2014 release. Discussion ensued regarding testing and what parts of the software contain the most issues. The Joint Operating Board adopted the new organization chart for the ICRM program and defined the make-up of the stakeholder groups, and will organize the project priorities that come out of those groups. The representatives from finance, technology and King County will be advisory members on the Stakeholder groups. Non-ICRM technology projects will also be considered by the Stakeholder groups. Discussion ensued regarding the roles of the technology and finance committees within these groups, and how Zone 1 and other groups influence project decisions. There was also discussion on making the program manager position permanent by the end of 2014. The fire stakeholder group includes: David Burke, Wes Collins, Mike Eisner, Joe Sanford, Tom Orr, Karen Furuya, Steve Eastham, Stacie Martyn and Michelle Plorde, or their designates. The police stakeholder group includes Linda Pillo, Bill Archer, Eric Olson, Mark Thomas, Ed Holmes, Tom Orr, Karen Furuya, Dave Kelly and Hiedi Popochok, or their designates. Next steps include considering removal of the 'provisional' designation of the approval of the ICRM structure; expand the scope of the stakeholder groups to include prioritization of non-ICRM projects; schedule initial meetings; preparing prioritized lists to present at the Joint Operating Board, who will merge the lists and present the final version, targeting the November Governing Board meeting. Neville Wallace may facilitate the first stakeholder meetings.

B. Next Steps Cost Analysis Phase 1 Report

Rob Martin discussed: an overview of the Alternative Strategies Analysis next steps cost analysis. The ICRM program has transitioned from a unified to a composite solution, which makes it more complex. A tool is being developed to help analyze the various options to optimize cost and effort. This tool is a spreadsheet that can be updated as the project progresses with new information and options, and will help to show timing of projects and each potential project's cost over time. Victor Lohr has been gathering collecting and analyzing relevant information to start filling in the tool. The spreadsheet includes a cost catalogue and activity catalogue to minimize repetition. The baseline projection is the defined budget and resources that is common across all the projections. It has room to document confidence level and varying assumptions. It can be applied to non-ICRM projects as well. Discussion ensued regarding who would be primarily using the tool, and the index rate. Priorities constrain what needs to be analyzed and planning constraints will impact potential implementations. Good interoperability and interfaces between many solutions have been found so far. The next steps include engaging with stakeholder groups and to continue to estimate and develop projections.

C. Resolution 60 – PSAP Consolidation – Designation of Representative

Chris Connor discussed: King County may change the way they distribute funding, and conducted a study with GeoComm. Most were unhappy with the resulting report and committees were formed to discuss next steps. A governance committee will create a new document with a recommendation to King County in regards to PSAP consolidation.

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Kurt Triplett was named as a good candidate to join this committee. Discussion ensued regarding the overlap with projects involving EPSCA and the next generation radio system. Linda Pillo made a motion to approve Resolution 60 and recommend Kurt Triplett as the representative for the King County governance committee. Motion passed.

6. New Business

A. Resolution 58 – Community Connectivity Consortium Application

Tom Orr discussed: Lora Ueland from Valley Com and George McBride from the Consortium gave an overview of the initiative to build a fiber optic network around Lake Washington, which would also connect PSAPS in King County. Bellevue, Redmond and Kirkland are all partners in the Consortium. All groups pay what they can to join and NORCOM's first payment would be \$1,000, due in 2014. This network will help support next gen 911. Rich Conrad made a motion to approve Resolution 58 and join the Community Connectivity Consortium. Motion passed.

B. Resolution 59 – OBS Contract Extension for Alternative Strategies Assessment

Tom Orr discussed: This contract amendment extends the Online Business Systems contract through 2014 and includes the extra expense for Rob Martin's services. The costs in 2014 were already approved through the budget process and the extra expense for 2013 is covered by found money from the operating fund. Discussion ensued regarding where the extra funding was found. Kurt Triplett made a motion to approve Resolution 59 and extend the OBS contract. Motion approved.

7. Staff Reports

Individual staff reports from NORCOM staff were included in the Board packet. Chair Connor asked if Board members had any questions regarding the reports or if NORCOM staff had anything further to contribute. Tom Orr discussed: some agencies have requested an upgrade to the pagers to include lat/long. This project will go through the new process involving the fire stakeholder group for prioritization. Discussion ensued regarding the improvements in staffing.

8. Committee Reports:

A. Joint Operating Board

No update.

B. Finance Committee

Tracey Dunlap discussed: an overview of the direction of the user fee policy discussion, resulting from the Advance. The Governing Board needs to look at policies relating to user fees and how they are calculated and use that information to scope questions for an RFP for a rate study. The original model, according to number of positions was split 60/40, to fire and police. The current model is a 50/50 rate split between police and fire. Currently fire receives a slight benefit to this arrangement, with smoothing. Smoothing runs out in 2016 and staffing levels have changed. Any changes to the user fees need to be approved by a supermajority, which includes a majority vote and a weighted vote based on the proportion of the total user fees paid by each agency. Things to consider

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include: the critical success factors for the fee structure, sustainability, predictability, understandability, equity, and administrative ease. Discussion ensued regarding avoiding large variances in user fees between quarters and years, and sustainability over the next five to seven years. There also need to be considerations to the various costs including: operations, call taking, dispatching, service specific costs, technology support, legal, administrative, and capital costs. The call for service definition may need to be revisited. The potential impacts of agencies joining and leaving must also be considered as well as NORCOM's physical and operational capacity. Most of this data can be provided by NORCOM and the consultant can assess and recommend objective policies. An RFP will be developed and a draft ready for the next Governing Board meeting. Discussion ensued regarding the board's general agreement for Tracey's report. Kurt Triplett made a motion to authorize an RFP to evaluate rate alternatives based on Tracey's presentation. Motion passed.

C. Strategic Planning Committee

No discussion.

D. IT Committee

No discussion.

9. Executive Session – Litigation & Personnel

An Executive Session was held to discuss litigation pursuant to RCW 42.30.110(1)(i) and to discuss personnel pursuant to RCW 42.30.110(1)(g).

The one hour session began at 11:08 am after a three minute recess and concluded at 12:08, at which point the meeting adjourned.

Approved by:

 10-11-13

Chair

Attest: 

Secretary