

## Meeting Minutes

### NORCOM Governing Board

City of Bellevue, Room 1E-108

March 14th, 2014

**Governing Board Reps Present:** Linda Pillo, Bob Van Horne, Bill Archer, Kurt Triplett, Ed Holmes, Bob Larson, David Burke, Chris Connor, Jim Torpin, Jay Wiseman, and Greg Ahearn.

#### 1. Call to Order

The NORCOM Governing Board was called to order by Chris Connor, Governing Board Chair, at 9:08 a.m. on February 14th, 2014.

#### 2. Roll Call

Roll was called and a quorum established.

#### 3. Open Communications from the Public

#### 4. Employee recognition

A. Telecommunicators Josh Baker, Melissa Mullen, Dan Castiglione, and Kelsie Melton were recognized for CPR saves with coins from King County.

#### 5. Action Items

##### A. Consent Agenda

Bill Archer made a motion to approve the items on the Consent Agenda. Items included on the Consent Agenda were: Minutes from the February 14, 2014 Governing Board Meeting, and Voucher Approval for February 1 through February 28, 2014;

Accounts Payable total: \$915,648.12

Motion carried.

#### 6. Old Business

##### A. ICRM & Project Prioritization Update

Jerry Holcombe discussed: there are approximately four open issues in the TriTech mobile contract pending negotiation and legal review. One of the issues is that TriTech can stop work if payment is not made. A potential solution to this is to develop an escrow account. Another issue is that after the first year, either party can terminate the contract with ninety days notice. We would like to extend that for at least another year. We also want to assure accountability from TriTech and suggest a penalty structure to ensure this. The final issue is that clear payment schedule must be developed. The contract should be completed in approximately a week. No discussion.

##### B. PSAP Future Configuration

Kurt Triplett discussed: this topic should be re-named the E-911 financial stability group. The Recommendation Committee changed the problem statement to: the E-911 current budget is not sustainable for the future. The group needs to figure out how to stabilize the budget moving forward. The Recommendation Committee would like to develop a strategic plan for new technology and projects. The Technical Committee and Finance Sub-Committee are looking at each line item in the E-911 budget. The County has proposed a three day positioning meeting to develop the strategic plan, but the Recommendation Committee thinks it will take longer than that to accomplish. There was agreement between the Recommendation Committee and the County to use the County's consultant to scope out a strategic planning process. Discussion ensued regarding whether or not the change in the problem statement was enough to stop the

## **Meeting Minutes**

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March 14th, 2014

County's initiative to consolidate PSAPs. There are other ways for the County to save money. There is no mandate to move forward with next-gen at this time.

#### **C. Security Breach Update**

Mike Mandella discussed: NORCOM is considered a business associate of a HIPPA covered entity, because two of our agencies charge for transport. Fortunately, this was already assumed and followed the appropriate protocol. The Office of Civil Rights will follow up with an investigation. Life Lock was selected to provide credit monitoring services for the individuals potentially affected by the breach. Those costs will be covered by insurance. Firefighters covered by Local 2878 as well as volunteers will be contacted with this offer within a week. Discussion ensued, and the Board agreed that they wanted this resolved in a timely manner.

3,802 letters were mailed to patients potentially affected by the breach and approximately 1100 letters were returned, mostly due to addressing issues. Only five calls were received on the hotline and no emails. The next step is to comply with state and HIPPA requirements for alternate notification.

## **7. New Business**

#### **A. 2015 Budget Policies**

Gwen Pilo discussed: the 2015 budget policies is included in the packet and was approved by the Joint Operating Board. This is the first reading and the policies will be presented again at the Principal's Assembly in April and need to be approved at the May Governing Board meeting. The same zero based budget strategy was used again this year. The operating budget is focused on sustainable growth and we hope to receive the results of the user fee study in April and may consider an implementation timeline for new user fees. This study will also inform potential policy for the process of adding new agencies. The capital projects budget is impacted by dispute resolution and the decision to go with TriTech for fire CAD service. The equipment replacement budget includes a five year outlook for replacement contributions. The finance committee is involved in reviewing all of these policies. Discussion ensued regarding the timeline for approving the policies and budget.

#### **B. Executive Director Comp Study**

Mike Mandella discussed: a draft comp study and performance review was handed out to the board. The comp study is incomplete and more information will follow, particularly regarding centers outside of Washington State. Discussion ensued regarding where the performance review allows for addressing past goals and achieving results, and the extensive questions included in the lengthy document. The Board agreed that the Chair and Vice Chair should consolidate the review and ensure there is space to review the accomplishment of past goals. Discussion ensued regarding the calls per employee statistic on the comp study. That information will be verified at the next meeting.

The Board Chair reminded the Board that the Principals Assembly occurs before the Board meeting in April, and it is a good opportunity to bring elected officials and other

**Meeting Minutes**

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individuals involved with the cities and agencies. The meeting will likely be held at Evergreen Hospital this year. A new vice chair will be elected at that meeting.

**8. 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.

Gwen Pilo discussed: the state audit will begin next Tuesday. There was a surprise employment security audit yesterday. The MEBT audit documents are due April 1. Discussion ensued regarding the length of the state audit, it lasts approximately six weeks.

Mike Mandella discussed: NORCOM scored 100% on the FBI security audit, thanks to Nathan Way and Melissa Crawford. Two more dispatchers were fully released since the packet was sent out. National Telecommunicator Week is April 13-19; it would be much appreciated if agencies donated items for the employee raffle.

**9. Committee Reports:**

**C. Joint Operating Board**

No discussion.

**D. Finance Committee**

Tracey Dunlap discussed: the user fee study report should arrive by the end of the month so the Finance Committee can review it before the April Governing Board meeting.

**B. Strategic Planning Committee**

No discussion.

**C. IT Committee**

No discussion.

An Executive Session was held to discuss litigation pursuant to RCW 42.30.110(1)(i). The hour long session began at 9:50am and ended at 10:50 am

Meeting adjourned at 10:50am.

Approved by:

  
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Chair

Attest:   
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Secretary