

Meeting Minutes

NORCOM Governing Board

Bellevue City Hall, Room 1E-108

July 11, 2014

Governing Board Reps Present: Jim Montgomery, Wes Collins, Greg Bawden, Chris Connor, Ed Holmes, Kurt Triplett, Jim Torpin, Greg Ahearn, Bob Van Horne, Bob Larson, and Tim Dahl.

1. Call to Order

The NORCOM Governing Board was called to order by Kurt Triplett, Governing Board Chair, at 9:01 a.m. July 11, 2014.

2. Roll Call

Roll was called and a quorum established.

3. Open Communications from the Public

None.

4. Employee Recognition

A. Tom Orr presented Khai Tran, Amanda Kolling, Deanna Carkeek, Ashley Grannis, Melissa Crawford, Paula Burns, Christie Garcia, Traci Caligiuri, Josh Randall, Dan Castiglione, and Billy Marshaleck with certificates for Five Years of Service to NORCOM.

B. Tom Orr presented Paula Burns with a CPR save coin from King County.

5. Action Items

A. Consent Agenda

Chris Connor made a motion to approve the items on the Consent Agenda, with an edit to the minutes: Chris Connor did not call the meeting to order in June, Kurt Triplett did. Items included on the Consent Agenda were: Minutes from the June 13 2014 Governing Board Meeting, and Voucher Approval for June 1 through June 30, 2014;

Accounts Payable total:	\$875,629.35
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Motion carried.

6. Old Business

A. ICRM & Project Prioritization Update

Jerry Holcombe discussed: Karen Furuya and Mike Prill are doing very well with their developing project management duties. The fire mobile CAD implementation is on track. Configuration is complete and ready for testing. Train the trainer begins July 24. Ed Whitford continues work on the map quality. The fire stakeholders will decide how to handle this issue. Discussion ensued regarding potential fixes for the map quality issue. NWS delivered 10.x software in June. There is some confusion as to when the sixty day testing window began. The timeline for remediation of the issues in that software version is unknown at this time. Agency testing begins July 14.

Tom Orr discussed: the \$850,000 settlement payment is due to us on July 17. They may hold it ten days later, due to the disagreement regarding the testing window. Discussion ensued regarding why NWS may withhold payment.

Jerry Holcombe discussed: NORCOM requested NWS add ESO service to the original contract, which was signed in 2011.

Gwen Pilo discussed: a motion was never brought to the boards regarding this third party contract within the NWS contract.

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Jerry Holcombe discussed: some agencies continued to use ESO with manual entry after the NWS was pulled back. A TriTech to ESO interface was developed after it was apparent NWS would not be used for fire. The original one year contract through NWS is assumed to be expired and the understanding is that each agency using ESO is being billed separately, per record. There is no annual maintenance fee. Discussion ensued regarding the per-record charge and how that was supposed to be billed to the agencies. The original \$64,000 subscriber fee was not going to be billed to the agencies, but any charges going forward should have been forwarded to those agencies. Many agencies are not seeing bills; ESO could be getting reimbursement from King County. Agencies are concerned ESO could bill them in the future for past use.

Jerry Holcombe discussed: the NWS interface is complete. The TriTech to ESO interface is complete, one-way. The interface to fire RMS is pending discussion of a potential new fire RMS system.

B. E-911 Financial Stability Discussion

Tom Orr discussed: the PSAP directors are taking a closer look at the many options King County is exploring to resolve their budget crisis. Approximately one million of NORCOM's eleven million dollar budget comes from King County, so if that funding was cut, there could be significant impact to the agency. Meetings with individual Council Members continue and they seem to show support for the PSAPs and share a concern regarding the number and pace of E-911 technology projects. The E-911 needs to develop a strategic plan and provide a detailed financial audit.

Kurt Triplett discussed: the Recommendation Committee does not want to see any budget cuts to PSAPs until there is a complete understanding of the E-911 budget. Discussion ensued regarding the budget impact of an increase in King County administrative staff.

Tom Orr discussed: the return on investment for some projects funded by King County E-911 does not seem to be worth the cost.

7. New Business

A. Resolution 75 – 2015 Proposed Budget

Gwen Pilo discussed: The budget policies were approved in May and the user fee study was completed in June. That study recommended we wait until 2017 to implement any changes to the user fees, continue work on a technology SLA and move away from in-kind agreements. The prioritized ongoing new program requests include: funding two telecommunicator FTE's; the Redmond satellite lease; Public Safety Testing; Outside Coaching; Outside Investigations; Chair replacement; Repairs and maintenance for Com Room consoles; the Employee Recognition Program; and Public Education. One time projects include: 10gBpsbackbone upgrade (which may be reimbursed by King County); a new antenna at Rattlesnake Mountain; remodel work; Just Culture training; and a one time employee recognition project. Salaries and benefits increase .75%; ongoing new programs increase .5%; one time projects increase .3%; and equipment replacement reserve increase 1.95%. The larger increase is due to a reduction in the contribution to that fund in the prior budget year. The total increase in new programs is 3.5%. The

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Finance Committee recommended all new programs except the remodel work. They determined they did not have enough information about that program. The zero based budget includes a 1.1% increase from the 2014 budget. When the new programs are added to that, the increase is 4.8%. Discussion ensued regarding the movement in the HR department and potential increases in PERS contributions. There is no change in calculating the formula for the operating expense reserve, so no extra contribution is necessary. Discussion ensued regarding the CAD portion of the SSMA agreements, which is now being reflected in the Com Room line items in the budget. Discussion ensued regarding overtime and calculating those costs in relation to the cost of hiring another FTE. The revenue summary includes the Redmond subscriber fees, parking reimbursements, King County EMS performance standards, and the King County escrow account. There is 1.5 million in the escrow account currently. The estimated increase in revenue for 2015 is 2.2%. 2014 is the last year for ALS smoothing. Overall Calls for Service decreased in the last year. Actual calls increased, but billing calls decreased, due to a change in definitions. The budget compared to the ten year forecast is favorable. 2015 participant allocations increase 5.25%. Approximately half of the increase is due to equipment replacement, the other half is salaries and benefits. Discussion ensued regarding call origin in relation to calls for service and the difference between ALS and BLS calls. Discussion ensued regarding Bellevue Smoothing, which ends in 2016. The Capital Projects budget includes legal services in maintenance mode; one quarter of OBS project management services; intrusion detection and prevention system; GIS consulting; and the NWS user acceptance interface for the testing environment. Discussion ensued regarding what is included in the intrusion detection system. Discussion ensued regarding NORCOM's insurance policy, which does not require the intrusion detection system. The total capital projects budget, including the \$850,000 and ending fund balance, should be complete without extra assessments. Discussion ensued regarding the potential for future litigation and legal fees in regards to the NWS contract. The equipment replacement reserve includes replacing computers and UPCs in 2015. In 2017, there could be a major withdrawal from this fund to pay for radio console replacements. This could be covered by a King County levy or possibly partially covered by EPSCA. The Finance Committee will review the equipment replacement policy soon. Discussion ensued regarding the need to replace equipment at the Redmond satellite center. Distribution of budget cost is split 50-50 between police and fire. Smoothing costs are split 70 to fire, 30 to police. Direct staffing is 48% fire and 52% police. Next steps include the Joint Operating Board making a recommendation at their July meeting and user fees are published by September 5th. No discussion.

8. Staff Reports

Individual staff reports from NORCOM staff were included in the Board packet. Chair Triplett asked if Board members had any questions regarding the reports or if NORCOM staff had anything further to contribute. Tom Orr discussed: we received notice from DRS regarding Pam Bissonnette and Chris Fischer's contracts. NORCOM entered into a

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joint defense agreement with Kirkland. This issue was submitted to our insurance carrier and the claim was denied.

Kurt Triplett discussed: agencies and cities across the state are experiencing the same difficulties with the DRS.

Tom Orr discussed: Susan Beisheim resigned and the Human Resources department will consolidate into one HR Administrator position.

9. Committee Reports:

A. Joint Operating Board

No discussion.

B. Finance Committee

No discussion.

C. Strategic Planning Committee

No discussion.

D. IT Committee

No discussion.

Meeting adjourned at 10:28 am.

Approved by:



Chair

Attest:



Secretary