

**Meeting Minutes**  
**NORCOM Governing Board**  
Bellevue City Hall, Room 1E-108  
September 12, 2014

Governing Board Reps Present: Jim Montgomery, Bob Van Horne, Kurt Triplett, Steve Burns, Ed Holmes, Mark Correira, David Burke, Lee Soptich, Chris Connor, Jim Torpin, Matt Cowan, Greg Ahern.

**1. Call to Order**

The NORCOM Governing Board was called to order by Kurt Triplett, Governing Board Chair, at 09:02 a.m. September 12, 2014.

**2. Roll Call**

Roll was called and a quorum established.

Newly appointed Medina Police Chief, Steve Burns, gave a brief introduction.

**3. Open Communications from the Public**

None.

**4. Employee Recognition**

- A. Tom Orr presented Mike Prill with a certificate and coin for Five Years of Service to NORCOM.
- B. Tom Orr presented Amanda Kolling with a certificate for supervisor of the second quarter.
- C. Tom Orr presented Tammie Oien with a certificate and stork pin for successfully assisting in the delivery of a baby boy.
- D. Tom Orr presented Ken Knott with a certificate, letter, and a director's coin for his exemplary participation as an ICRM Fire SME.

**5. Action Items**

**A. Consent Agenda**

Bob Van Horne made a motion to approve the items on the Consent Agenda. Items included on the Consent Agenda were: Minutes from the July 11, 2014 Governing Board meeting and Voucher Approval for July 1 through July 31, 2014;  
Accounts Payable total:           \$ 997,421.45

Motion carried.

**6. Old Business**

**A. ICRM & Project Prioritization Update**

**Fire mobile CAD implementation**

Jerry Holcombe advised the configuration is still on track and Go-live is still on schedule. Eastside Fire and Rescue has a few stations currently in pilot. There was a meeting on September 11, 2014 to begin detailed planning for Go-live. The target roll out date for production is the end of October. Shoreline Fire publicly appraised the ICRM project team for exceeding standards in the handling of the stumbling blocks. A few open risks remain. As most of the configuration is

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complete, there should not be any further policy decisions. However, the TriTech Business Analyst availability continues to be a high risk, as his lack of availability strictly inhibits planning and Go-live. NORCOM and TriTech are actively working towards reaching a solution.

**10.x Upgrade**

Jerry Holcombe recapped the 11 blocking issues that occurred last month. Some of the issues, such as the performance of calls moving from CAD to Mobile and the 'white screens', are not able to be reproduced, which is concerning in regards to stability. These issues are being left as "unable to reproduce" so that the tickets are not closed on either NORCOM or New World's end. The team testing is complete, performance testing has begun, and agency testing has started with Bellevue, to be followed shortly by Kirkland. All agencies are encouraged to perform detailed testing, as if they were using the system daily, to avoid preventable errors in the future.

Tom Orr spoke to the importance of 10/10 deadline for the 60 day calendar, as per the settlement agreement. Questions arose surrounding the potential of further blocking issues after the 10/10 deadline. It was confirmed that if any priority issues are not resolved within the established timeframes, (Priority 1 – 1 day, Priority 2 – 5 days), NORCOM can hold the SSMA payment, through 2015/2016. Mention was made that the relationship between NORCOM and New World has seen a positive shift since Mike Aloe, the new representative came onboard. It was advised that SNOPAC and SNOCOM have moved their target production date from December 2014 to Fall of 2015 due to significant defects in 10.3 platform.

The Bellevue Reporting project has been marked as complete.

Kurt Triplett inquired about the two additional corrections modules that Kirkland will be launching; Web Inmate Inquiry and Inmate Moving Tracking. Tom Orr advised he is waiting for consent to execute the agreements, which should be received next week. Kurt Triplett advised he would like to have a report on this for the October 10, 2014 meeting.

**B. E-911 Financial Stability Discussion**

The King County E911 office is responsible for collecting and dispersing the 911 taxes that each citizen pays on their phone bill. PSAP funding is one of the six categories these monies are dispersed to. 13% of NORCOM's annual budget is received through these funds. At the August technical committee meeting the King County E911 office announced there would be a \$2.3 million reduction in PSAP funds for the 2015/16 budget; a direct contradiction to Marlys Davis' statement that the budget would remain the same. That statement was based on an agreement reached in April 2014 that the earliest possible financial crisis would not hit until 2017.

The basis for the proposed reduction is a forecasted revenue loss of 911 taxes through 2017. Tom Orr presented a copy of the slides that were shown at the August technical committee meeting, which only highlights revenue forecasts through 2017. This leaves a myriad of

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questions surrounding the years of 2018-2020. Marlys Davis advised that the Office of Economic Forecasting had performed forecasting through 2020, but those documents have yet to be provided and are not available on the County's website, as are the other forecasts. Including interest, the total reduction revenue forecast for 2014-2020 is \$8.1 million. On top of the forecasted \$8.1 million revenue loss, the County advised they are dealing with an \$8.2 million deficit for 2015/16. Under current policy, the first step to rectifying the deficit is to reduce PSAP revenue distribution (\$2.3 million).

The County proposed means to address the \$8.2 million deficit by reducing "rainy day" reserve funds, postponing NG911 updates, and reducing the PSAP revenue distribution by 10.07%. Based on these means, questions were posed for clarification on the basis for the \$5 million reduction 2018-2020, which NG911 technology would be delayed and for how long, and why, given the declining revenue, the King County E911 office was still proposing to add two FTEs in both 2015 and 2016, and 1 FTE every other year afterwards. On September 10<sup>th</sup>, the King County E911 Office attempted to address those questions. They explained the cause of the deficit was a \$2.2 million forecasted drop in revenue through Q4 2017, plus four decision package items; an addition of four FTEs to the E911 office, a technical adjustment for cost of maintaining the current NG911 technology, an addition of a \$1.6 million system security package, and an incomplete and/or incorrect assessment of technology expenditures. This explanation only muddied the waters, as it was confirmed that the decision package items were included in the original July budget, before the revenue forecast had been changed.

On September 12<sup>th</sup>, Tom Orr received an email attempting to further clarify the \$5.8 million discrepancy by detailing the decision package costs. This email confirmed that, although the PSAPS were advised the deficit was \$8.1 million, the County was reporting an updated shortfall of \$11 million in the 2015/16 budget cycle. The explanation for the updated shortfall was that, in addition to the four existing decision packages, further items were added, to include additional technical support for NG911 and other technical adjustments. This confirmed that the majority of the budget changes, to include reductions, stem from a result of technology spending at a heavy rate, with no technological plan.

Tom Orr, Kurt Triplett, and Jim Torpin are actively engaged with King County Councilmembers regarding this proposed fund reduction and the lack of technology strategic planning. This newest update will be provided to the King County PSAP directors on September 18<sup>th</sup>, so all are armed with the same information as they also meet with King County Councilmembers. King County Council plans to take this issue up on September 22<sup>nd</sup>. Councilmember Jane Hague is spearheading this issue.. The lack of strategic planning and spending on technology is current on Councilmembers radar. Chiefly, their concerns rest in the fact that the County mandated technology approval process has not been utilized or followed by the E911 office. Kurt Triplett advised that the message being delivered to the King County council is that all the technological spending for unapproved projects that may not even be utilized should not trump funds to active, functioning PSAPS.

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Kurt Triplett advised the brief, encapsulated recap of the financial situation is that if the King County Council is not convinced to look at this issue differently, NORCOM membership dues will increase due to the County's spending money on technology without a plan. Tom Orr confirmed that King County is willing to defer hitting NORCOM with a reduction until 2016. Additionally, the finance committee is already creating alternative solutions to raising fees, such as readdressing the rate stabilization fund. NORCOM confirmed that the 2015 numbers will not change for user agencies. Tracy Dunlap reminded the Governing Board that smoothing ends mid-2016.

Lee Soptich requested that the board hold a discussion prior to NORCOM cementing the confirmation that there will be no membership fee increases in 2015, to potentially avoid a large fee increase in 2016. Kurt Triplett advised that as it stands, there are not currently any changes to the 2015 NORCOM budget, as the budget has already been approved and the King County fund reductions have not yet been applied.

#### **C. Resolution 77 – second amendment to 2014 budget**

This resolution recognizes the settlement from New World, reduces the amount of the New World contract to \$714,000.00, and reduces the transfers in from the rate stabilization fund to the capital projects fund, which will leave an end balance of \$421,000.00. Jim Montgomery made a motion to approve Resolution 77.

A discussion ensued surrounding the plan for rate stabilization. A request was made to discuss rate stabilization at the October meeting, at which point NORCOM will present the adopted policy.

Motion carried.

#### **7. New Business:**

##### **A. Resolution 78 – AWC ILA for Joint Insurance**

NORCOM recently joined the AWC Trust for medical benefits. In January 2001, the trust became self-insured, which requires all participants to sign an ILA for the joint self-insured program. Mark Correira made a motion to approve Resolution 78.

Motion carried.

##### **B. Resolution 79 – Redmond Subscriber Agreement**

This resolution is the amendment to extend Redmond's subscriber agreement to December 31, 2015, with the option through December 31, 2016. Jim Montgomery made a motion to approval Resolution 79.

Motion carried.

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**C. Transfer of “clerk to the board” duties**

Tom Orr announced that Heather Wong is now officially serving as “clerk to the board”.

**6. Staff Reports**

Individual staff reports from NORCOM staff were included in the Board packet. Kurt Triplett asked if Board members had any questions regarding the reports or if NORCOM staff had anything further to contribute.

Tom Orr initiated a discussion about an erroneous, high-profile incident that NORCOM processed. A synopsis of the chain of events was presented, which highlighted the most egregious errors. The incident was run through Just Culture and while it was deemed to be primarily caused by human error, there were a few system errors that came to light. Mike Mandella briefed the Board on the steps taken to address the incident with the individual call receiver. Steps were put into place immediately to broach errors of this magnitude on a more global basis as well. A CTO strike-team was created, nine training bulletins were issued, and discussions have ensued about low-frequency, high-risk training. The system issues will be addressed by looking for a solution for smart, predictive text in CAD. Additionally, a threshold for real-time notifications of delayed dispatches is being explored. Operational issues, such as the process of logging into the phone and CAD systems, as well as shift change, are currently being discussed, and will need to include the Guild.

Tom Orr advised that NORCOM is presently delving into alternatives to the current statistical reporting on response times. Historically, although continually increasing, NORCOM has not met the current NFPA standard of dispatching 90% of all fire/EMS calls within 60 seconds from time of call receipt. It was discussed that a portion of these statistics are skewed by the fact that NORCOM is reporting on calls where the response times are out of the control of the call receiver, i.e. the incident begins as a police only response but later engages EMS. It was noted that the NFPA standard will be shifting to 99% of all calls dispatched within 90 seconds from time of call receipt.

No other comments on staff reports.

**7. Committee Reports:**

**A. Joint Operating Board**

No discussion.

**B. Finance Committee**

A general reminder was made that each jurisdiction’s governing body must approve the NORCOM budget prior to, and present supporting documentation of, at the December 2014 meeting.

**C. Strategic Planning Committee**

No discussion.

**D. IT Committee**

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There are some concerns surrounding the background of the current IT director candidate that have yet to be resolved. The investigator has been tasked with obtaining further clarification.


Kurt Triplett advised he and Jim Torpin will begin discussions about the NORCOM Executive Director annual review. Follow-up will be presented in either the October or November meetings.

Meeting adjourned at 1031.

Approved by:

  
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Chair

Attest:   
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Secretary