

Meeting Minutes
NORCOM Governing Board
Bellevue City Hall, Room 1E-108
October 10, 2014

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

1. Call to Order

The NORCOM Governing Board was called to order by Jim Torpin, Governing Board Vice Chair, at 0902 a.m. on October 10, 2014.

2. Roll Call

Roll was called and a quorum established.

3. Open Communications from the Public

None.

4. 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 September 12, 2014 Governing Board meeting, Voucher Approval for September 1 through September 30, 2014, and approval of a salary increase exceeding five percent.

Accounts Payable total: \$809,108.93

Motion carried.

5. Old Business

A. ICRM & Project Prioritization Update

Fire mobile CAD implementation

Holcombe advised the extended pilot is on track. Go-live is scheduled for the last week of October. Once the pilot has concluded, approximately 35% of all units will be complete. The software deployment is going smoothly. Few issues have been reported post deployment. Go-live planning incorporates specific plans for each agency. Bellevue Fire and Northshore Fire are targeted to start October 27, 2014. The target is to complete all software deployments by mid-November. Torpin asked about mapping issues – specifically AVL and maps. No issues have been reported to NORCOM or the Fire Stakeholder group.

10.x Upgrade

The 60 day timer completes today. 12 Priority 1 and/or Priority 2 issues have been identified. Of those 12, four are Net new problems – the remaining 8 carry over from production and cannot be cleared in test at this time. New World Systems is aware, and have begun to look at the 12 issues. NORCOM is pushing for a timeline for remediation. However, New World Systems is unable to commit to a timeline yet. Orr advised SNOCOM and SNOPAC will receive 10.3 in December, with testing to immediately ensue. SNOPAC will then receive 10.4 in January with a

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slated go-live date in April. SNOCOM continues to report that New World Systems' credit report is still declining.

B. E-911 Financial Stability Discussion

Orr recapped the budget shortfall, mitigation plans, decision packages, and the collaborative letter sent to the King County E911 office from the majority of the King County PSAP directors. In that letter, four specific requests were made; A third party audit with Council involvement, a third party technical review with Council involvement, a mutually defined and agreed regional process, and a clear explanation of the \$5.8 million (then currently \$8.2 million) shortfall. The letter was sent on Friday, September 19. On Sunday, September 21, at 2115 hours, an email was received from Diane Carlson that advised an error was found in the budget, there was no longer a shortfall, and money had been found to support the decision packages. On Friday, October 3, a formal letter was received from Diane Carlson – which attempted to address the four requests set forth by the PSAP Directors. The King County E911 office advised they wanted to submit an RFP for a financial review, rather than an audit. Further, they declared they want the County auditor involved. The County auditor is performance based, not financial. They did not agree to a technical audit, but rather advised they would agree to a technical review. They did not agree to end the Technical Committee, as they expressly believe it is already a collaborative process. Finally, they explained the budget shortfall was created by confusion due to budget 'works in progress', rather than end product, being presented at the Technical Committee meetings. Additionally, the response letter indicated a plan to continue moving forward with NG911 upgrades, regardless of PSAP concerns.

Scott Sotebeer, the political consultant hired by NORCOM, was introduced. Sotebeer advised he had spoken with Jenny Giambatista earlier today, who reiterated that the PSAP issue is really important to Councilmembers. In particular, their main concern is the lack of vetting technical projects through the established technical process. Sotebeer related the observed frustration of councilmembers with regards to the lack of collaborative decisions. With this knowledge, Sotebeer believes the next step is to present a joint letter from the King County leaders and recommendations committee members to Councilmembers Philips and McDermott, as this is on their radar and will be discussed next week. There is an indication that the four requests made in the original letter to the King County E911 Office have been well accepted by councilmembers. There is a potential that the King county Council may hold funds from the E911 office until they present a plan to mitigate these issues.

Orr seeks approval to have the NORCOM Governing Board Chair sign the joint letter, which is being ran through each PSAPS command. Concern was expressed about causing rife between Councilmembers and the Executive. A discussion ensued, in which Sotebeer and Triplett both advised the collaborative process has significantly deteriorated since 2013. Additionally, with the intended support of the Councilmembers, Sotebeer supports the PSAPS taking action. Orr confirmed the PSAPS are willing to take funding cuts, as long as they are presented with logical, collaborative plans, which the four original requests broach. Holmes made a motion to approve the Governing Board's participation in presenting the joint letter.

Motion carried.

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To remain consistent with the messaging presented in the letter to the King County E911 Office, Orr seeks approval to join other PSAP Directors in discontinuing participation in the technical committee meetings. Van Horne asked how not participating would benefit the PSAPs. Orr confirmed the reason directors have gone to the meetings was the illusion that decisions are typically made at the "table". However, none of the PSAP concerns have been addressed, nor do the PSAPs have a right to comment and/or vote. Additionally, frustration with the lack of collaboration has been expressed to Councilmembers. Continued participation in the technical committee meetings sends a mixed message. All PSAPs, with exception to the Port of Seattle and the King County Sheriff's Office, support discontinued participation. It is believed that the PSAPs not attending will improve the position of the PSAPs to create a new collaborative process. Archer applauded the outstanding, diplomatic performance of Orr, Triplett, and Torpin. Ed Holmes made a motion to approve NORCOM's discontinued participation in the technical committee meetings.

Motion carried.

C. New World Additional Software – Corrections

Orr advised the board that KIRPD has now adopted the two additional software modules. As the current contract stands, New World Systems will bill NORCOM, who will in turn bill the City of Kirkland. Triplett confirmed that Kirkland is paying for these modules. Orr reminded the board that there is a fair amount of money set aside for enhancements of New World Systems modules.

D. Rate Stabilization

Pilo presented a history of the rate stabilization. In August 2011, presented with a large ending fund balance, the finance committee recommended adopting a rate stabilization policy. The policy clarified that the balance shall not exceed 10% of current year Operating Fund Reserves. Potential uses for these funds are future technology, future relocation, E911 funding reduction, and End of Smoothing mediation.

6. New Business:

A. SAN Replacement Presentation

Zeb Middleton gave a presentation on the two options available to NORCOM for SAN replacement; real time replication and scheduled intervals. Real time replication equates to no loss of data. However, it will cause a performance delay for all CAD users, has a geographical maximum of 100 fiber miles, and is only available on version 7, which is end of life 2015. Scheduled interval has no geographical restrictions, will not have a performance impact, and is available on versions 7 and 8. However, there is the potential that there could be up to 15 minutes of data lost. Connors mentioned that scheduled intervals are much better than what we have today. Torpin advised that the risk of scheduled intervals is very low. Middleton clarified that in the future SAN design, the Redmond backup center would connect to the disaster recovery site, rather than being routed back to NORCOM as is current practice.

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B. Resolution 80 – Professional Services Contract – Sotebeer Management Ventures, LLC

Orr requests an amendment to extend the current Sotebeer Management Ventures, LLC contract. Torpin made a motion to approve Resolution 80.

Motion carried.

7. 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.

Open government training for meetings and public records was broached. Deanna Gregory briefly described the training. Larson confirmed that this training should be provided by the individual agencies. Orr mentioned his intent to discuss the history of Reverse 911 and INET backup plans at the November Governing Board meeting.

8. 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 adoption, and present supporting documentation of, at the December 2014 meeting.

C. Strategic Planning Committee

No discussion.

D. IT Committee

Triplett advised the radio planning process is moving along. A discussion on EPSCA will be held at the November Governing Board meeting.

9. Executive Session

Under RCW 42.30.110(1)(g), the Governing Board went into executive session at 1035 hours to review the performance of a public employee. The executive session came to an end at 1102 hours.

Meeting adjourned at 1103 hours. .

Approved by:



Chair

Attest:



Secretary