

Meeting Minutes
NORCOM Governing Board
Bellevue City Hall, Room 1E-108
December 19, 2014

Governing Board Reps Present: Pam Bissonnette, Bob Van Horne, Kurt Triplett, Steve Burns, Ed Holmes, David Burke, Lee Soptich, Jim Torpin, Tim Dahl, Greg Ahern, and Mark Correira.

1. Call to order

The NORCOM Governing Board was called to order by Kurt Triplett, Governing Board Chair, at 0902 a.m. on December 19, 2014.

2. Roll Call

Roll was called and a quorum was established.

3. Open Communications from the Public

None

4. Executive Session – Part One

At 0903 hours the Governing Board went into a 10-minute executive session pursuant to RCW 42.30.110(1)(g). The executive session was extended twice for a total of 10 minutes. The executive session came to an end at 0923 a.m.

5. Action Items

A. Consent Agenda

Tim Dahl made a motion to approve the items on the Consent Agenda. Items included on the Consent Agenda were: Minutes from the November 14, 2014 Governing Board Meeting and Voucher Approval for November 1 through November 30, 2014.
Accounts payable total: \$895,561.88

Motion Carried.

6. Old Business

A. ICRM and Project Prioritization Update

Fire Mobile

The fire mobile project is complete. The acceptance period runs through December 23, 2014. No priority issues have been reported. Preliminary work has begun on the pre-fire plans; the premise work is complete and will be sent to the agencies for verification. A meeting will be held to create a plan to address standards.

TriTech System Upgrade (Formally TriTech CAD Upgrade)

CAD Upgrade will now be referred to the TriTech System Upgrade, as it includes mobile, RMS, and CAD. This will be a complex project with a lot of dependencies, constraints, and risks. It will require a lot of testing and agency support. The planning phase has just begun. The targeted timeframe for the actual upgrade is third quarter 2015.

10.X Upgrade

The remediation build was not delivered on December 16th due to issues discovered during quality assurance checks by New World Systems. The new target date for download is this weekend. This will skew the timelines a bit, although it's not anticipated to create too large of an impact, as New World has advised NORCOM will still have access to key support personnel.

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The current target for go-live is February. However, NORCOM met with New World Systems this week to inform them that go-live would not occur until a full test was complete on the entire suite. Orr advised that any further delay of delivery past this weekend is concerning, as it will put NORCOM in a position of trying to conduct both CAD upgrades simultaneously. If that occurs, the New World Systems upgrade may be pushed back past the TriTech System Upgrade. Dahl inquired as to contingency plans in the event that there is an overlap in deploying CAD upgrades. Orr advised that is a conversation that will be held with the Police and Fire stakeholders meetings. NORCOM intends to stick with the two-year work plan, which keeps TriTech on target for third quarter 2015.

Inmate Tracking System:

Kirkland Police is not currently using the Inmate Tracking program due to a few small issues. New World Systems support is working on those.

B. E911 Financial Stability Discussion

Scott Sotebeer advised that the King County Council unanimously supported the proposed budget provisions, which include external financial and technical audits, an internal performance audit conducted by the King County Auditor's office, which works for the King County Council, as well as a super governance at the elected level that would take the E911 Office out of the leadership role.

The audits have already started and the team is working hard to locate credible consultants for the external portions. As part of the internal process, the King County Auditors are meeting with all the PSAPS. The target date for final reports is the end of June or beginning of July 2015. The super governance will probably move quickly as well.

The King County Auditors met with NORCOM Wednesday. They spent approximately four hours on site. At the onset, the auditors announced they would be auditing all of the PSAPs as well. Orr sought clarification, to which the auditors advised they phrased it that way as they want the PSAPs to be able to see and comment on the draft reports. One of the key items presented by NORCOM was the level of scrutiny that NORCOM undergoes versus the lack of level of scrutiny at the E911 office. The other concern was the Geocomm and Triangle studies – as the auditors came in with the impression that both those studies were accepted. After the NORCOM visit, it appears the auditors understand that there is a complete lack of plan or accountability for technical and financial processes. E911 does not believe they are subject to the technology planning process; it's believed that that will come under scrutiny. The auditors are aware of, and sensitive to, the lack of risk management. There is also some concern about the capability of E911 having the skillset and background to shape, frame, lead, and execute NG911. Once the auditors have visited all the PSAPS and general themes have been determined, the PSAP Directors have discussed sending another joint letter detailing those findings.

Council and Executive Office have been having conversations with NENA in the hopes to have one of their consultants to come into King County early 2015 to have a "state of the nation" conversation about NG911.

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NORCOM will be making a preemptive move to support a collaborative capacity study, which will bring people together anonymously to visit options of what can be done with the current King County resources.

Bissonnette inquired about the consultant selection process. The PSAP directors have submitted some recommendations for the technical consultant. It is believed the financial consultant will be selected locally. The level of communication with the auditor is open and collaborative.

7. New Business

A. Resolution 81 – Transfer of Zone 1 Assets

This is a combination of efforts that began in 2012 when the Zone 1 Fire Chiefs recommended that NORCOM take control of the alerting system. This was a \$1.6 million dollar project that was headed up by the City of Bellevue that includes an interface to the TriTech CAD system, a centralized and remote radio equipment, and the equipment at 55 fire stations and all the infrastructure. The remaining \$26,000 funds from the project will be placed in equipment replacement. The 2015 budget includes the maintenance and replacement for the cost of the system. David Burke made a motion to approve Resolution 81.

Motion carried.

B. Resolution 82 – 2015 Budget Adoption

The 2015 Budget was approved at the August 8, 2014 Governing Board meeting. All agencies have provided proof of adoption in their agency budgets. Ed Holmes made a motion to approve Resolution 82.

Kurt Triplett advised the Chair's recommendation is a 2% increase for the Executive Director salary, which is already included in the 2015 budget.

Motion carried.

C. Resolution 83 – Fourth Amendment to the OBS Agreement

This resolution extends the OBS agreement. The 2015 budget continues to fund OBS for a total of \$93,000, that includes a \$14,000 carry over from 2014. The goal is not to exceed the funding or set a date certain, but rather to tie the work to the flow of the New World Systems and TriTech projects. There are four critical pieces that OBS is working on for NORCOM: ITS reorganization and self-sufficiency, TriTech and New World CAD upgrades, and program management. Pam Bissonnette made a motion to approve Resolution 83.

Motion carried.

8. 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 has anything further to contribute.

Tom Orr added two topics of discussion to his staff report: Viper Phone System Upgrade and Interim Text-to-911.

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Viper Phone System Upgrade

The Viper phone system upgrade is an E911 project. The project, as conceived in October 2013, was to deliver a dual-node system in January 2014. This date was then changed to April 2014. NORCOM was originally paired with Washington State Patrol. Washington State Patrol advised they did not want to be paired with another PSAP. NORCOM was originally slated for upgrade after both Valley Communications and the King County Sheriff's Office. However, due to two separate phone failures in 2014, NORCOM agreed to be placed in the front of the line for the Viper phone upgrade. Prior to agreeing to this upgrade, Orr received confirmation from both NORCOM personnel and the E911 office that, should it be necessary, rolling back to the old system was as simple as unplugging a wire from the new system and plugging it back into the old. With that assurance, installation of the new phone equipment began in October 2014 and NORCOM cut over to the new phone system on December 09, 2014. Four days after the install, NORCOM began experiencing significant delays and volume issues over the phone. These issues escalated quickly. By Saturday, NORCOM had a 'telephone task force' comprised of in-house technical staff, the E-911 Office, Intrado, and Century Link on site 24/7. When asked about rolling back, Orr was advised that the assurance previously given was only applicable immediately after cut over; there were no longer any viable roll back options. Per both Century Link and Intrado's advice, the voice servers were rebooted on December 13, 2014. While there has since been a decline in issues, nothing has been solved. As of today, NORCOM has dealt with a few dropped calls.

While searching for the root cause, a handful of other significant concerns were identified. A violation of best practice, by mixing voice and data on the same pipe, was discovered. At some point E911 made the decision to combine voice with the mapping/imagery data on the same wire. Neither Century Link nor Intrado supported this. This is troublesome, as bandwidth capacity could create issues in the future. E911 was granted a special variation to do this, with the understanding that Intrado would activate the QoS (quality of service) feature, which gives priority to voice over data. Despite contractually agreed upon, Intrado never provided QoS. As of Wednesday, E911 is pricing out the cost to split data and voice, which will require an additional computer at each console. The firmware on the Cisco switches had not been updated since they were originally delivered in 2012. This could potentially become a security issues, as now that all the PSAPS are connected, if one system is hacked, it exposes all PSAPS. Intrado is pushing back and does not want to update the firmware. Several days prior to go-live, a decision was made to install an untested service pack. And all testing was done with wireless headsets. The rollback plan was delivered today at 0600 hours. The plan is currently being reviewed, but there appears to be a lot of associated risk. Recording of calls is occurring at several levels, and will soon include recording where the trunking actually comes into the building. All involved parties have agreed this is a necessary step, although none of the parties are willing to accept liability. NORCOM is currently working with the recording vendor, NICE, to establish a maintenance agreement. It is unknown if E911 is willing to foot any associated costs. NORCOM has purchased mobile phones and will be using those, along with VOIP lines, to test and diagnose where calls are going.

Although there have been no direct impact to NORCOM agencies due to the phone upgrade, citizens have been impacted by delays and volume issues, and staff have been impacted by overtime and workflow issues. NORCOM will not accept the current environment as the "new normal".

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Washington State Patrol, Enumclaw, and the University of Washington have all had the viper upgrade. They were all successful. The material difference is that those agencies do not have an ACD system, as NORCOM does.

Interim Text-to-911

There was a meeting held in Snohomish County on Monday to address a regional deployment of interim text-to-911. It was later learned that the Intrado phone-based text-to-911 solution that the King County Sheriff's Office and Seattle Police were slated to go-live with had significant security issues. E911 is postponing their deployment plan by six to twelve months. E911 is now looking at web-based solutions from both Intrado and TCS. . Snohomish County is getting close to going live with the Intrado web based solution. They are willing to hold up for a few months, but the general consensus is that King County will not be ready to deploy with Snohomish County. E911 is now soliciting interest from PSAPS to test both the Intrado and TCS web based solutions. They are looking at providing desktops and/or laptops for those PSAPs that do not have internet connectivity at workstations. The hope is that King County PSAPS will test and deploy together.

Triplett expressed that, with all the other projects NORCOM is working on, text-to-911 cannot be made a priority. Orr confirmed that if NORCOM agrees to test, it will not take place during either the New World Systems go-live or TriTech system upgrade.

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

10. Executive Session – Part Two

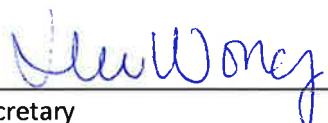
At 1035 hours the Governing Board went into executive session pursuant to RCW 42.30.110(1)(i) for 15 minutes. The executive session came to an end at 1047 a.m. No action was taken during such executive session.

Meeting adjourned at 1048 hours.

Approved by:



Chair

Attest: 

Secretary