

## **Meeting Minutes**

### **NORCOM Governing Board**

Bellevue City Hall, Room 1E-108

January 9, 2015

Governing Board Reps Present: Bob Van Horne, Bill Archer, Kurt Triplett, Steve Burns, Ed Holmes, Bob Larson, Joel Kuhnenn, Bud Backer, Chris Connor, Jim Torpin, and Tim Dahl.

#### **1. Call to order**

The NORCOM Governing Board was called to order by Kurt Triplett, Governing Board Chair, at 0904 a.m. on January 9, 2015.

#### **2. Roll Call**

Roll was called and a quorum was established.

#### **3. Open Communications from the Public**

None

#### **4. Employee Recognition**

Tom Orr presented Josh Baker with a certificate and coin for Five Years of Service to NORCOM.

#### **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 December 19, 2014 Governing Board Meeting and Voucher Approval for December 1 through December 31, 2014.

Accounts payable total: \$1,158,251.53

Motion Carried.

#### **6. Old Business**

##### **A. ICRM and Project Prioritization Update**

###### **Fire Mobile**

The official software acceptance period was targeted for December 23, 2014. NORCOM has not accepted the product due to two issues; one was found the day before the acceptance date, the second was found a few days later. The GPS modem loses connection to the port, which results in the last known AVL (automatic vehicle location) continually being sent to CAD. To date, this has only presented with Bellevue Fire MDCs. A modification has been identified, and NORCOM is currently monitoring this issue. Additionally, the mobile server crashed. The root cause is still unknown. NORCOM will not accept the product until the root cause is identified.

###### **TriTech System Upgrade**

Planning is underway for the TriTech system upgrade. The first step is conducting a feature analysis between the two versions – 5.5 and 5.6 – to determine which version to select. Version 5.6 is only in production at TriTech's beta site. Although it was previously reported that 5.6 had already been released to the general public, it has been confirmed that this version is not yet available. A work group has been established to look at, and balance the risk of, the different features. Orr advised he would not like NORCOM to be the first PSAP to go-live with 5.6. Should that be the direction the fire stakeholders decide, NORCOM will work with Microsoft to extend support for server 2003, which expires mid-2015. This approach will incur further support fees. This will allow version 5.6 to come online, so NORCOM can see it in production. Orr confirmed 5.5 is a large upgrade from version 4.5, which is what NORCOM is currently running.

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The question was asked if NORCOM has any experience with major TriTech upgrades. Fuyura confirmed NORCOM performed an upgrade in 2013. There were some small hitches, but in the current project management environment, those type of issues are not anticipated.

#### **10.X Upgrade**

The remediation build was delivered on December 21, 2014. Testing began that day and has been ongoing. A couple replacement CAD builds have been provided to fix issues found in the remediation build. The most recent CAD build was provided on January 7, 2015. Overall, the testing is going well. The remediation build contains fixes for 71 different items. So far, there are approximately 39 issues that are passing, two are failing, and the remainders are yet to be determined. Of the Priority 2 issues, there are 16 passing, two that were failing until last night, and the remainders are yet to be determined. Agency testing is still on track for January 12<sup>th</sup> through the 23<sup>rd</sup>. Performance testing is slated for January 15<sup>th</sup> through the 19<sup>th</sup>, the results of which will be presented to the stakeholders. Training will be finalized late January, early February. There are not too many different features for mobile and LERMS. Only two of the issues that affect mobile and LERMS are failing; one is cosmetic and the other currently has a workaround. Deployment to production is targeted for February 24, 2015.

Orr advised he attended the joint SNOCOM and SNOBAC Governing Board meeting. There was a discussion about their future direction with New World Systems. SNOCOM is not prepared to make a decision on their go-live date. SNOBAC, who has controlling interest for Snohomish County, has decided they want to go live with version 10.4 on June 9<sup>th</sup>. Presently, SNOBAC is testing 10.3 and a service pack, but they do not have 10.4. Once SNOCOM goes live, they intend to do so with police, fire, and all modules at the same time. They have requested assistance from NORCOM. This is beneficial, as it will allow NORCOM to get eyes on 10.4.

#### **B. E911 Financial Stability Discussion**

Orr advised the King County Auditor meetings are almost wrapped up. The PSAP Directors are in the process of putting together a joint-letter to emphasize the key points. Individually, NORCOM is scheduling a second meeting with the Auditors to discuss solutions more in-depth.

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

None.

#### **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 discussed the following items:

#### **DRS Dispute**

The DRS dispute is close to being finalized. The resolution to authorize payment will be produced at the February Governing Board meeting.

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#### **Overtime**

Orr discussed the reductions in overtime since 2012. In terms of total hours, overtime has been reduced by over 50% each year. The net savings in 2014 is approximately \$212,000.00 savings. Of particular note, a few years ago, Mandatory Overtime on a Day Off (MODO) was a point of contention among the telecommunicators. In 2014, the total number of MODO hours was 4. This reduction is the product of an intense process lead by Team Supervisor, Melissa Crawford. Mandella explained this was obtained by paying particular attention to gaps in the schedule, timing of training, placement of trainees, and being fully staffed for the majority of the year.

#### **Viper Phone System Upgrade**

Orr advised the root cause of the Viper issues is still unknown. NORCOM successfully installed recording software at the trunk level, which has been beneficial in directing focus towards finding the root cause, as it documents the probability that the issues arise prior to entering City Hall. The two main issues are the caller's inability to hear the call receiver and severe echo. As of yesterday, recording will begin at the T1 level. The process has begun to update the switch software, but is not yet complete. The Quality of Service (QoS) feature is currently being testing at the King County E911 PSAP. NORCOM is still awaiting an answer from the E911 Officer regarding splitting the voice and data into two different wires. Conference calls are still ongoing. Overall, the trend line is promising, as the initial high level issues have scaled down. However, issues still remain that must be resolved. NORCOM telecommunicators report approximately 60 issues each day. A team from NORCOM listens to every one of those calls, and on average, forwards two daily to Century Link.

#### **Interim Text-to-911**

Orr advised that eight of the twelve King County PSAP Directors are currently working on a joint letter to the E911 Office which would express interest in testing participation, but also asking for a solid end-to-end testing plan that would include everything in advance of testing. NORCOM has already purchased iphones and androids on each of the four major phone carriers, and will be seeking reimbursement from the E911 Office. This is to assure that NORCOM will be testing all functions of interim-text-to-911, including any roaming issues.

#### **Radio System Upgrade**

In 2021, when the new radio system is slated for go-live, NORCOM will begin to start paying lease costs. The overall lease costs will decrease, but those savings will be offset by a hefty per console fee. For example, in year three, the charge per radio would be \$24.00 per radio per month, as opposed to the current charge of \$33.00. However, the charge per console in year three will be \$982.00 per console. Triplett advised that EPSCA was able to mitigate the console fees by initiating a three year phase in approach for the console costs.

Triplett advised that an interlocal agreement (ILA) and memorandum of understanding (MOU) have been reached for a potential governing structure. Those are currently being vetting through those that must sign off. Most have approved the ILA and will attempt to get the MOU approved this month. The Executive has transmitted a ballot measure to the King County Council for them to stand the schedule of an April ballot measure. This must be adopted by the end of February. If this moves forward, there would be an April major for approximately \$225 million that would include new towers, a brand new radio system, and new radios for every police and fire agency. There would be no cost to the agencies for the initial replacement of the radios. After that, radio replacement would become the responsibility of the agencies, as those radios will be owned by the agencies, not the new radio system.

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**Law Enforcement Appreciation Day**

Orr announced that today is Law Enforcement Appreciation Day and requested a round of applause for NORCOM's police agencies.

Bob Larson expressed his gratitude to the NORCOM employees for adopting the families.

**9. Committee Reports**

**A. Joint Operating Board**

No discussion

**B. Finance Committee**

Dunlap advised they are gearing up for the budget process. There have been some discussion about user fees in 2017 and potentially moving to a biennial budget.

**C. Strategic Planning Committee**

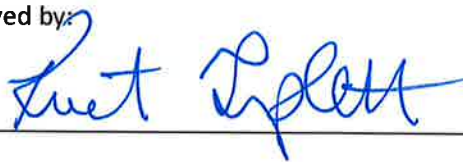
No discussion.

**D. IT Committee**

Orr advised there have been 13 recent applicants for the IT Director position. Interviews with a handful of them are slated for January 26, 2015.

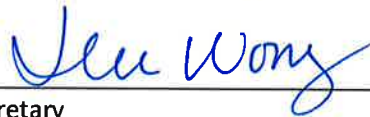
Meeting adjourned at 0945 hours.

Approved by:



Chair

Attest:



Secretary