

## **Meeting Minutes**

### **NORCOM Governing Board**

Bellevue City Hall, Room 1E-108

March 13, 2015

Governing Board Reps Present: Mark Risen, Jim Roepke, Bill Archer, Kurt Triplett, Ed Holmes, Mark Correira, David Burke, Bud Backer, Jim Torpin, and Greg Ahearn.

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

The NORCOM Governing Board was called to order by Kurt Triplett, Governing Board Chair, at 0902 a.m. on March 13, 2015.

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

Roll was called and a quorum was established.

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

None

#### **4. Action Items**

##### **A. Consent Agenda**

Bud Backer made a motion to approve the items on the Consent Agenda. Items included on the Consent Agenda were: Minutes from the February 13, 2015 Governing Board Meeting and Voucher Approval for February 1 through February 28, 2015.

Accounts payable total: \$847,661.78

Motion Carried.

#### **5. Old Business**

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

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

NORCOM has received a fix from TriTech for the internal gobi modem connectivity issue. Extensive testing with Bellevue Fire Medic 1 indicates the issue is resolved. A limited deployment to five additional units has been conducted with the purpose of further testing through next week. If all goes well, NORCOM will accept and push out to the remaining units.

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

The Fire Stakeholders met yesterday to discuss and confirm moving forward with TriTech version 5.5. The next steps include detailed project planning. TriTech will be onsite at the end of March to begin environment build. Time is reserved in June with TriTech to work towards go-live. July is dedicated to system stabilization.

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

To date, the deployment of 10.2 has gone well. There have only been three priority two issues discovered since deployment (in contrast to the 20-30 last deployment). A total of 87 issues have presented since the deployment three weeks ago. Overall, the stability has proven to be consistent. The three remaining older issues continue to be a memory leak, alerts not showing, and the Medina/Clyde Hill reporting. Of note of the new issues are two additional white screens. Collaboration with New World Systems continues in an attempt to resolve these issues.

A Police Stakeholders meeting will be scheduled shortly to remove an item, prioritize four new items, discuss the existing list, and to submit recommendations to joint ops.

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

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Orr advised there has been a lot of development over the past few weeks. Yesterday the bi-monthly PSAP Committee meeting was held. At this meeting, the KCE911 response to the PSAP Director Joint Letter was distributed. The response letter rejects every request made by the PSAP Directors, which includes accurate routing of wireless calls, text-to-911 being accountable to the super governance, and a well-developed end-to-end plan for testing of interim text-to-911. KCE911 advised their reasoning behind moving forward with their plan for Text-to-911 was due to a commitment they made to the deaf-community to provide this service; none of the PSAPs were involved in this commitment. KCE911 cited response for their refusal to address the wireless routing issue was convoluted and misleading. Despite the \$30million price tag for NG911, the current routing technology is 20 years old.

The Participation Agreement with KCE911 expires in April 2015. In February, the PSAP Directors attempted to engage KCE911 in agreement discussions. KCE911 advised the contact doesn't expire until 2016 and refused to engage in the discussions. At the PSAP Committee meeting yesterday, KCE911 acknowledged they were incorrect, stating the contract does expire in April 2015. They presented a completed, 2-year amendment to the current agreement with a directive to have it signed by April 26<sup>th</sup>. There was no discussion or negotiation in regards to terms. The new agreement was presented as an extension to the current contract, with no changes to the terms of the agreement. In actuality, there are significant changes, which include language not presently in the contract surrounding Smart911 and text-to-911. Additionally, it incorporates a new contract with Century Link.

Triplett questioned what happens if the contract is allowed to expire. Orr advised the only method for the PSAPs to gain E911 funding is through this agreement. The agreement established performance standards as well as a formula for doling out E911 funds. Unfortunately, the PSAPs reside at the bottom of that formulated list. If the PSAPs refuse to sign the presented amendment, there is a risk they will lose funding.

KCE911 has advised they will not fix the wireless routing until PSAPs are consolidated. Specifically, they stated that King County has committed to reviewing the routing of wireless calls once the future of the PSAP configuration has been determined. This indicates they plan to move forward with the configuration process as previously stated. KCE911 has publicly stated that they view the super governance as the basis for mandating and moving forward with consolidation. Additionally, they stated the Geocomm study as the foundation for which they intend to plan consolidation.

NORCOM does not have a recommendation about the contract. There are many more necessary, in-depth discussions to be held. NORCOM is currently working with Scott Sotebeer and King County Councilmembers. Pacifica Law will strategize about negotiation standing and potential. State law appoints King County as the agent for collecting 911 revenue, which may pose some difficulty.

Triplett inquired if there was any potential that the PSAPs will agree to a 1-year extension "as is"? Orr advised that may be an option, however, if the presented amendment is signed, it will in essence take away all power from the super governance. Through Sotebeer, NORCOM is making aware King County Councilmembers about this conflict of interest. Of note, Caroline Whalen is the signing party of the new Century Link agreement.

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Torpin enquired if there was a method to target the hearing impaired community on a small scale, so that KCE911 can meet their commitments? Orr confirmed that was not possible. Once text-to-911 is turned on, even for testing, the system remains live. There is no way to separate registered users (hearing impaired community) from general public. All PSAPs, with exception to Seattle, support a regional deployment.

The technical audit is underway. Interviews have been conducted with all PSAPs and the auditors, Mission Critical, appear to understand the issues presented. The general consensus is disbelief that King County has spent so much money without a plan and lack of management. Particularly, Mission Critical pointed to lack of security and lack of planning for security. The lead project manager knows Marlys Davis, has prior communication center director experience, and is known nationally for NG911. It was confirmed that an analysis will dip into text-to-911, although it is unknown how thorough that will be. Mission Critical has expressed an understanding for the need of project management, collaboration and regional governance. Additionally, prior to PSAP interviews, they reviewed the Geocomm study and minutes. The completion date for the technical audit is unknown. Originally scheduled for March, that was an expedited deadline and it's believed that has been pushed back.

Triplett advised it would be interesting to think about a letter from the PSAPs proposing to shift risk to KCE911; assuring KCE911 would be responsible for any potentially bad outcomes of prematurely deploying text-to-911.

Solicitation for interested parties for the super governance is currently underway. The other PSAP directors are very concerned that there is not a PSAP representative slated to be on the super governance. As it stands, the wording for the super governance states there would be one fire or police representative. There is cause to believe that may be changed to include one member from each fire and police, as well as one member from a PSAP.

Discussion ensued surrounding consolidation and the misconception that it would financially benefit KCE911. It is generally believed that high level discussions are not precious enough, nor do they disclose that the cost of operations would more or less remain the same for KCE911 through consolidation, as the call volume, response levels, and number of consoles would remain the same.

#### **6. New Business**

##### **A. Finalization of HIPAA MOU**

NORCOM recapped the 2014 security breach and the finding of the Office of Civil Rights final report. The last step of compliance is to final a HIPAA MOU with all of NORCOM's fire/EMS agencies. A draft was distributed for review. As a resolution is necessary to approve, this topic will be readdressed at the April meeting.

##### **B. 2016 Budget Policies**

The 2016 budget policy, along with a letter of recommendation from Joint Operations Chair, Mike Johnson was provided for review. This will be presented to the Principals Assembly for review and comment in April. Approval will be requested at the May Governing Board meeting.

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A brief overview of the policies included discussion surround the risks/impacts and opportunities. The risks and impacts to be considered are State and Local E911 revenue, NG911 technology, regional radio replacement initiative, E911 phone upgrade, and negotiations with the NORCOM Associated Guild. Opportunities to consider include earning the AWC Well City Award to receive 2% discount on medical costs in 2017, reviewing the workload analysis study as well as revisit the staffing model and service level expectations, phone reconfiguration, long-term strategic planning, NORCOM facility requirements, E911 regional governance participation, user fee analysis, technology service level agreements, and the consideration of moving to a biennial budget.

Negotiations with the NORCOM Associated Guild are currently underway. The target completion date is the end of May, to coincide with presentation of the final budget.

Discussion ensued about reviewing the User Fee Analysis. The final budget will try to incorporate a snapshot of the user fees as if they were in place now. NORCOM will attempt to present various options for the user fee, rather than assuming one option over the other. Dunlap confirmed the finance committee has a preferred alternative. Interest was expressed for the agencies to be prepared for what it looks like after smoothing evaporates in 2017. It was recalled that there was a thorough discussion about this at the Governing Board level, but that no action took place.

Burke advised the topic of service level agreements was broached at the Fire Stakeholders meeting yesterday. That sparked a further discussion on expectation of fees, service levels, and NORCOM resources. An interest was expressed to hold this discussion in May or June, when an honest capacity of NORCOM resources can be assessed.

Orr confirmed that in regards to the Joint Prioritized list, NORCOM has been receiving feedback that they are not as responsive as could be. The need to have a technology summit to discuss this process and speed to execution was broached. Orr advised he is willing to make business case about increasing staffing. Listen to tape. This may be a separate, special meeting – SLA and Financial Fee Structure.

#### **C. Resolution 87 – Redmond Satellite Center Lease**

NORCOM seeks approval to sign a lease with the City of Redmond for the NORCOM Satellite Center Lease. NORCOM is currently in the midst of disaster planning. The lease cost is approximately \$13K, with an 18 month term. The only risk is Redmond has to retrofit their public safety building for earthquakes, which could displace our satellite center for an undetermined amount of time.

Holmes inquired as to Redmond's backup center? It was confirmed they use both NORCOM and Issaquah. However, Redmond does not pay NORCOM anything, as they use the training room, which is not a dedicated for them. The difference is that NORCOM's space in Redmond is dedicated to NORCOM only.

Motion carried.

#### **D. Resolution 88 – Conflict of Interest Policy**

This is a result of the most recent State Auditor's review. Specifically, it was requested that NORCOM add language to the existing policy to address what a conflict of interest is in greater

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detail, requirements to be followed should there be a conflict, and a sign off for employees to confirm they've reviewed and understand the policy.

Motion Carried.

#### **E. Resolution 89 – Fifth Amendment to the OBS Agreement**

NORCOM seeks approval to combine the two services and expenditures into one bucket. They are not requesting additional funding and have no intention to.

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 has anything further to contribute.

Orr noted that the Principals Assembly will be held on April 10<sup>th</sup>. Invitations will be sent out to be forwarded to interested parties. Under section 8 of the interlocal, it is incumbent on the legislative body of each of the principals to designate a representative to attend the meeting.

Mandella spoke to Telecommunicator Week. He recently discovered that the most cherished aspect of the celebration to the dispatchers is visits from NORCOM's agency first responders.

#### **8. Committee Reports**

##### **A. Joint Operating Board**

No discussion

##### **B. Finance Committee**

The committee pulled for volunteers to take the Treasurer's spot. Michael Olson, Deputy Director of Finance for Kirkland, volunteered. The Finance committee supports this and will bring this for approval to the April Governing Board meeting.

##### **C. Strategic Planning Committee**

No discussion.

##### **D. IT Committee**

IT Director is still in backgrounding.

Meeting adjourned at 1003 hours.

Approved by:

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Chair

Attest: \_\_\_\_\_

Secretary