

## **Meeting Minutes**

### **NORCOM Governing Board**

Bellevue City Hall, Room 1E-108

February 13, 2015

Governing Board Reps Present: Pam Bissonnette, Bob Van Horne, Bill Archer, Kurt Triplett, Steve Burns, Mark Correia, David Burke, Bud Backer, Chris Connor, Jim Torpin, and Greg Ahern.

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

The NORCOM Governing Board was called to order by Kurt Triplett, Governing Board Chair, at 0900 a.m. on February 13, 2015.

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

Roll was called and a quorum was established.

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

None

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

##### **A. KCEMS Life Saver Awards.**

Tom Orr presented Ethan Trimble, Jeremy Henshaw, Traci Caligiuri, and Tephra Brune with KCEMS Life Saver coins.

##### **B. Employees of the Quarter – Q4 2014**

Tom Orr presented Katy Gilbert, Charlene Inman, and Nathan Way with certificates for employees of the quarter.

#### **5. Action Items**

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

Chris Connor made a motion to approve the items on the Consent Agenda. Items included on the Consent Agenda were: Minutes from the January 9, 2015 Governing Board Meeting and Voucher Approval for January 1 through January 31, 2015.

Accounts payable total: \$851,718.81

Motion Carried.

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

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

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

The software has not yet been accepted, as there are three outstanding issues yet to be resolved. A docking station and MDC was sent to TriTech so they could look at the hardware. The server going down has not happened again. There is a latency issue with AVL drag, which is believed to be a hardware issue across all NORCOM agencies.

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

A full analysis of risks, dependencies, and constraints is underway. Technology and Operations held a workshop to start the version analysis. From this workshop, it was determined that Operations wants to retain the classic view, which would reduce the amount of change and training. The map quality for CAD and mobile is equal between versions 5.5 and 5.6. The greatest concern is the stability of the product. Trittech has 4 agencies using 5.6 in production – NORCOM has had contact with three of these agencies. Overall, these agencies agree that classic view is the better option. As for stability, none of the agencies contacted have had any priority issues.

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Mitigating risk is the most important factor to consider in version consideration. Those risks include stability, impact to operations, and Trittech's acquisition of Tiburon (it is unknown how this will impact NORCOM support). Orr advised over the past few years, Trittech has acquired five different CAD vendors. This project is encompassing of the larger ICRM project. The timelines needs to consider operational impacts. Dependencies include server and PC shelf life and compatibility, infrastructure, strategy, and available resources. Cost considerations include Microsoft support extension, which is \$450K, plus an additional \$50K per upgrade.

Triplett asked why 5.6 is a consideration. Fuyura advised 5.6 falls under the infrastructure strategy as 5.5 has a shorter life span; Microsoft extended support for the 5.5 platform ends in 2020, as opposed to the 5.6 platform, which is projected through 2021/22. Additionally, 5.6 has different features, such as mobile maps, that agencies may want to take advantage of. However, one of the risks of 5.6 is that it is still not available for general release, and TriTech is unable to provide a date, which could affect the deployment timeline. The upgrade from 5.5 to 5.6 is significantly less impact than from 4.5 to 5.5. To date, NORCOM technology and operations is leaning towards 5.5. The final decision should be made in March – this will be vetted through Fire Stakeholders and Joint Operations prior to being presented to the Governing Board.

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

All priority two issues have been fixed, with the exception of the few that are not able to be reproduced. Subject matter expert and agency testing has been completed with no major issues found. NORCOM pushed out a polished version of the existing deployment plan to the agencies, which has been signed off by the police points. As part of the deployment plan, NORCOM would like to give agency personnel access to the NORCOM wiki for training and information on 10.2; such as general info, tips/tricks/training, video walk-throughs. This site is secure and only accessible through agency computers with a username and password.

Resourcing for deployment day will include NORCOM technology members and New World Systems personnel. Additionally, New World Systems will maintain a presence at NORCOM for post-deployment support, as it is expected that issues will arise. There is an established rollback plan should it be necessary. The target date for deployment is February 24, 2015. Orr advised the final review and approval is dependent on feedback and/or direction from the Governing Board.

Orr mentioned that Spokane signed a \$2.4 million contract for their police dispatch.

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

Orr advised that King County Councilmember Hague has requested that the PSAPS keep her regularly updated as they move through the audit process. Per that request, Orr, Scairpon, Ueland, Carr, and Sotebeer (or a combination thereof) met with Councilmembers McDermott, Hague, Lambert, and Dembowski at the end of January. Those meetings were used to express gratitude, as well as bring awareness to the following concerns: Smart 911, Interim Text-to-911, (testing is slated to begin this month), the NORCOM Viper upgrade issue (from a fundamental, infrastructure decision point of view), and the overall concern that many of the technical projects that should fall under the soon to be established super governance are still moving ahead. The fact that technical projects are still deploying with no plan, in addition to the magnitude and multitude of these projects happening at the

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same time really resonates with the Councilmembers. Additionally, the Councilmembers appear to support a county-wide deployment for text-to-911.

It was discovered this week that the RFP for the technical audit was awarded to Mission Critical Partners, who in turn has hired the lead Geocomm consultant, Nancy Pollock. Once notified of this conflict of interest, Councilmember Lambert got involved. There was some initial push-back from the Auditor's office, but eventually it was made clear that Nancy Pollock would have no role in the technical audit process. This is tantamount, as Nancy Pollock was rude, both written and verbally, to the majority of the PSAP Directors. The PSAP Directors are working on authoring a joint letter to the Councilmembers and Auditor to recap issues and concerns – specifically to thwart the Auditor's belief that the Geocomm and Triangle are good, solid foundations in which to work from. The Auditor expressed a felt pressure to complete this process quickly. The Councilmembers and PSAP Directors are trying to slow the process down in order to get it done right.

#### 7. New Business

##### A. Resolution 84 – Health and Wellness

Consistent with the new health plan, NORCOM qualifies for further reductions in benefits costs as long as the Governing Board formally recognizes the already established Health and Wellness Committee. Van Horne made a motion to approve.

Motion Carried.

##### B. Resolution 85 – Resolving DRS Pension Contribution Issues

Bissonnette recused herself for this discussion. NORCOM Attorney, Tim Filer of Foster Pepper, advised that a settlement has been reached towards resolving the DRS pension contributions. The settlement amount is approximately \$75K, which is a \$15K reduction from the original invoice. NORCOM is requesting authorization to pay the settlement invoices. Back made a motion to approve.

Motion Carried.

##### C. Resolution 86 – Second Extension of Sotebeer Management Ventures, LLC

Orr recapped Sotebeer's vital role in the complex process of the E911 Financial discussions. Due to the escalation of issues surround the King County Auditor processes, it is estimated that the funds within the current Sotebeer contract will be depleted sooner than anticipated. As Sotebeer is ultimately assisting all King County PSAPS, Orr spoke to the other PSAP Directors about participating in cost sharing for this contract. They are taking this into consideration. Overall, one of the clear and direct benefits of the Sotebeer contract was the avoidance of funding reduction from E911. Orr requested the board's approval to extend the Sotebeer contract. Triplett clarified that NORCOM was only seeking an additional \$11K. Torpin made a motion to approve. During discussion, Van Horne asked for clarification on the estimated life span of the Sotebeer contract. Orr confirmed, based on the work with the auditors, it will probably extend through the end of 2015. Once the super governance is established, the need for Sotebeer should diminish, however it is possible that another extension may be necessary. Triplett advised he believes Sotebeer has been mission critical.

Motion Carried.

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**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.

Orr advised NORCOM has finished the IT Director interview process. This week four top notch candidates were interviewed by four panels. Orr has made an offer that has been accepted. The background process will begin shortly.

**9. Committee Reports**

**A. Joint Operating Board**

No discussion

**B. Finance Committee**

Triplett announced that Tracy Dunlap has accepted the position of Second Deputy Manager with the City of Kirkland. This means she will no longer be the treasurer once the transition occurs. The treasurer is appointed by the board. If there are none appointees, the responsibility falls to the Vice Chair.

**C. Strategic Planning Committee**

A facility needs assessment is in the beginning phase. The Strategic Planning Committee is hopeful to start again after the April Principal's assembly.

**D. IT Committee**

This committee should resume once the new IT Director is on board.

**10. Executive Session**

Under RCW 42.30.110(1)(g), the Governing Board went into executive session at 0951 hours to review the performance of a public employee. The executive session came to an end at 1006 hours.

Triplett would like to discuss different options in the Executive Director's contract surrounding merit increase versus cost of living options. With the Governing Boards permission, the Chair and Vice Chair will work on different options for presentation at a future date. No objections were made.

Meeting adjourned at 1008 hours.

Approved by:



Chair

Attest:



Secretary