



**MEMBERS**

Nathan McCommon	City of Bellevue
Bruce Kroon	City of Bothell
Marilynne Beard	City of Kirkland
Steve Burns	City of Medina
Ed Holmes	City of Mercer Island Police
Dan Yourkoski	City of Normandy Park
Bob Larson	City of Snoqualmie
David Burke	Duvall Fire District #45
Jeff Clark	Eastside Fire & Rescue
Chris Connor	Fire District #27
Don Horton	Redmond Fire
Matt Cowan	Shoreline Fire Department
Jim Torpin	Northshore Fire
Greg Ahearn	Woodinville Fire

**ABSENT**

Bill Archer	City of Clyde Hill
James Knisley	Skykomish Fire District #50

**VISITORS**

Julie Elsom	City of Bellevue
Mike McAuliffe	City of Bothell
Bill Hamilton	City of Kirkland
Cherie Harris	City of Kirkland
Michael Olson	City of Kirkland
Steve Heitman	City of Mercer Island
Mike Mandella	City of Mercer Island
Jared Van Kirk	Garvey Schubert
Sarah Johnson	Pacifica Law

**NORCOM STAFF**

Thomas Orr	Executive Director
Tracey Croisier	EA and PIO
Nick Curry	Telecommunicator
J.R. Lieuallen	Finance Manager
Roky Louie	Deputy Director
Scott Sotebeer	Deputy Director
Ron Tiedeman	IT Director
Nathan Way	IT



## Call to Order

The NORCOM Governing Board was called to order by Greg Ahearn, Governing Board Chair, at 9:35 a.m.

### 1. Roll Call

Chair Ahearn requested a roll call of present Governing Board members. A quorum was established.

### 2. Open Communications from the Public

There were no requests for communication from the public.

### 3. Action Items

#### A. Consent Calendar

Chair Greg Ahearn called for a motion to approve the items on the consent agenda: minutes from the April 13, 2018 Governing Board meeting and the April 2018 accounts payable (accounts payable total: \$846,812.42).

Ed Holmes made a motion to approve the consent calendar. Nathan McCommon seconded the motion. Motion carried.

### 5. Old Business

#### A. Fire Projects Update

##### TriTech CLQ (Call Location Query)

IT Director Ron Tiedeman noted KIRO 7 TV ran a story May 9th on the rollout of CLQ. CLQ is a TriTech feature that sends a text to 911 callers; when callers click on the link in the text, the PSAP receives a more accurate location of the caller based on cell phone coordinates. Go live for CLQ scheduled for May 15<sup>th</sup>.

##### Snoqualmie Pass Fire & Rescue

At the request of other stakeholders, the proposed Go live date has been pushed to July or August. NORCOM will first seek Governing Board approval prior to Go Live.

##### King County Fire Renumbering

IT Director Ron Tiedeman noted the King County fire asset renumbering planning meeting begins May 15<sup>th</sup>.

##### PSERN

IT Director Ron Tiedeman reported on the progress of the DRAFT PSERN ILA which will include a new cost related to consoles. PSERN plans to install consoles at NORCOM in July 2018.



**B. Police Projects Update**

**Tyler**

IT Director Ron Tiedeman said there are currently three priority 1 and 2 issues outstanding. Issues have been escalated numerous times.

**Database Administrator**

IT Director Ron Tiedeman said there are two candidates that NORCOM is moving forward with and hopes to have a new hire within the next two months.

**CJIS NCIC Conversion**

IT Director Ron Tiedeman said the state continues to develop necessary connectivity at the state level.

**iBase Crime Analysis Database**

IT Director Ron Tiedeman said NORCOM is currently working on iBase database.

**Pet Data**

IT Director Ron Tiedeman said NORCOM IT is working on integration and conversion of pet data.

**Coplogic Interface**

IT Director Ron Tiedeman NORCOM is currently working on the Tyler interface.

**C. IT Infrastructure**

IT Director Ron Tiedeman NORCOM is still seeking to **hire a systems engineer**. PSERN in-building coverage report is complete and presented last week. May 31<sup>st</sup> NORCOM is slated to sign the **PSERN dispatch ILA**. Director Orr noted the ILA will be presented for approval at the Governing Board in June.

**D. RAADAR.** IT Director Ron Tiedeman noted **RAADAR** has now been integrated at Redmond Police and Duvall Police. He said a fifth real-time radio talk group was added at FTAC-1. He noted there are demos scheduled with Seattle Fire and the Snohomish County Fire Chiefs Association.

**E. EPASS.** Director Tiedeman reported significant progress on **ePASS (electronic personnel accountability system)** made huge progress due in large part to the work of Shoreline Fire Assistant Chief Tim Dahl and Nathan Way.

**F. E-911 Regional Strategic Report / Seattle U Study**

Deputy Director Scott Sotebeer said he attended the inaugural meeting of the King County Regional Advisory Governing Board (RAGB). He said the group is slated to meet quarterly.



## **6. New Business**

### **A. Budget Workshop**

Finance Manager J.R. Lieuallen reviewed NORCOM's plans for the 2019 budget and his assessment of NORCOM's future funding. He said agency fees are currently projected to increase 5.8% and noted that due to the change in the distribution formula, agencies are not affected equally. He noted billable calls have increased 3.5% and total expenses have risen 3.9%. Three primary causes for the increase are: a \$76,000 increase due to hiring efforts, a projected \$299,000 increase due to costs of radio console leases, and a \$112,000 increase in personnel costs.

Finance Manager J.R. Lieuallen said he's projecting outside revenues will rise by \$142,997 due to addition of Normandy Park and Snoqualmie Pass. He said there will be no change in funding from the E-911 office in 2018. He said it is expected that there will be a reduction in funds from the E-911 office starting in 2020. It is estimated the funding will be reduced by \$250,000 - \$300,00 in 2020. He said that the 2019 budget was developed as part of NORCOM's overall approach to anticipated reductions in outside revenues. Finance Manager Lieuallen said there is currently no plan to use any of the rate stabilization funds.

Executive Director Thomas Orr reviewed NORCOM's strengths, weaknesses, opportunities and threats. He noted Steve Kent will run a strategic planning session with the Governing Board in the near future.

Executive Director Thomas Orr reviewed strengths, which include NORCOM leading from the front, high level performance that exceed national benchmarks and excellent performance with respect to the ten-year budget projections.

Executive Director Thomas Orr reviewed weaknesses, which include limited revenue sources, reduction in 911 office funds, limited facility capacity, staffing levels to meet tech demands, dual CAD systems, overtime caused by vacancies and the 911 escrow system.

Deputy Director Scott Sotebeer reviewed opportunities, which include regionalization and consolidation pressures. He noted there is a national trend within PSAPs to have states mandate consolidation. He said he believes NORCOM should plan for this in order to be proactive.

Executive Director Thomas Orr noted some new ideas in discussion nationally that could have impact on future 911 services. Those included 911 centers acting as contact centers for human trafficking, 311 non-emergency reporting, crime stoppers tip centers, real time crime centers, and automatic aid.

With respect to Automatic Aid, he noted the King County Fire Chiefs Association voted to move forward with automatic aid. He said the key element of automatic aid will require the three Fire/EMS PSAPs to share and exchange CAD data. He said



NORCOM's current internal solution to its two-CAD system would be to build a CAD interface. NORCOM has received a quote from TriTech for the CAD-X interface. With TriTech's help, NORCOM would build this interface. Cost is estimated at \$165,000. Once in-place, CAD-X would also provide the means to link the three Fire/EMS PSAPs without any of them changing their CAD system. Executive Director Orr said early estimates are that it would cost \$427,000 to develop CAD-X for a total of five agencies.

Executive Director Thomas Orr also spoke to additional lines of business as a possible means to address funding shortfalls. Those could include software development, radio support, information technology and records management.

Executive Director Thomas Orr reviewed threats, which include the \$299,000 annual increase in costs of new PSERN radio consoles, reduction in 911 surcharge taxes, and competition in hiring and retaining personnel. He also noted that the county has identified the 911 surcharge taxes as a possible means to pay for the new \$21 million phone system. If so, this could mean a reduction in the PSAP share of 911 surcharge taxes.

Deputy Director Scott Sotebeer noted that King County management has mentioned having one centralized CAD for the county.

Executive Director Thomas Orr reviewed current dispatch floor capacity, especially regarding POL capacity.

**B. Resolution 141**

Chair Greg Ahearn called for a motion to approve resolution 141, approving the 2019 budget policy.

Mike Mandella made a motion to approve resolution 141. Ed Holmes seconded the motion. Motion carried.

**C. Resolution 142**

Chair Greg Ahearn called for a motion to approve resolution 142, amending the 2018 budget.

Bob Larson made a motion to approve resolution 142. Matt Cowan seconded the motion. Motion carried.



**7. Staff Reports**

Director Orr introduced Steve Kent of The Results Group, Ltd. Steve has been working with NORCOM since November through a series of leadership and strategic retreats throughout all of NORCOM. Steve's work will continue and will include a strategic planning session with the Board as part of the process.

There were no further questions regarding the staff reports.

**8. Committee Reports**

There were no comments or questions regarding the committee reports.

**9. Executive Session**

Chair Ahearn adjourned the regular session at 10:14 a.m. The Executive Session began at 10:24 and ended at 11:09 a.m.


The Governing Board meeting was adjourned at 11:10 a.m.

Approved by:

  
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Chair

Attest:

  
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Secretary