

## Meeting Minutes

### NORCOM Governing Board

City of Bellevue, Room 1E-112

August 14, 2009—8:30 a.m.

**Governing Board Reps:** Brad Miyake, Bill Archer, David Ramsay, Rich Conrad, Bob Larson, Lee Soptich, Marcus Kragness, and Joel Kuhnenn.

### Call to Order

The NORCOM Governing Board was called to order by Marcus Kragness, Governing Board Chair, at 8:39 a.m. on August 14, 2009. When the meeting was initially called to order, a quorum was not present at the meeting. Because of this, action items were deferred until a quorum was established. Quorum established at 9:04 a.m.

### 1. Staff Reports

#### ➤ Report of Executive Director

Kevin Bostrom presented the Executive Director report on behalf of Chris Fischer. Kevin acknowledged the NORCOM team for their continuing hard work as operations and technology are stabilized. Kevin then recapped several events that have taken place since go-live. These events included: the very busy 4<sup>th</sup> of July; working through the hottest day on record in the area; CAD down for 20 hours throughout Seafair weekend; working one week out of the backup operations center in Redmond; reconfiguring the 7<sup>th</sup> floor operations area; loss of one supervisor, one tenured employee, and one trainee; graduation of one academy class of 10, and the start of an additional class of 11.

Kevin reported that NORCOM is working with SnoPac and SnoCom to establish an Interlocal Agreement to allow the two agencies to purchase off of NORCOM's New World Systems contract.

#### ➤ Report from Operations Manager

Kevin Bostrom presented an Operations report to the Board. Kevin provided updates on the following: Police Operations Committee; Comm Center improvements; Admin area improvements; operational processes; and training. Kevin also reported that the Data Service position is closed until 2010 because of a lack of budgeted positions. Functionality has been moved to the primary police dispatchers and the call receivers. Having the position open was negatively affecting the ability to answer incoming emergency calls quickly.

#### ➤ Report from Human Resources Manager

Susan Beisheim began her report with an update on recruitment. Currently NORCOM is working on an internal recruitment for the position of Team Supervisor. Susan also reported that the next training academy for Telecommunicators will begin on January 4, 2010. Currently, there are 10 Telecommunicator positions to fill to reach full staffing.

Susan reported that labor relations is currently on hold while she and NORCOM attorney, Ron Knox, await word from Jim Cline regarding a date for a meeting. Discussion followed.

#### ➤ Report from Finance Manager

Gwen Pilo presented a finance report to the Board. Her report included the following:

- Financial Summary for July – Includes first 6 months of the year in addition to July. Ended the transition period with the projected \$113,000, plus an additional \$51,000.

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- Technology Budget Detail – Broken down into 3 sections: Salaries & Wages; Additional Equipment; and New World Systems contract.
- Backup Center Detail
- Audit – Entrance Conference was the previous week and Exit Conference will take place sometime in September. So far things are looking good with the audit per the auditor.
- **Report from Technology Manager**

Mark Nelson provided a Technology report to the Board. His report covered the following:

  - Comm room reconfiguration
  - Telephone System Reconfiguration
  - Changes planned with New World
  - Bud Backer has been leading development with New World for Fire and EMS. Mark stated that they would like better attendance at these meetings.
  - Agreements – There are still several formal agreements that need to be put in to place with Issaquah, Bothell, Redmond, and EPSCA.
- **Report from Professional Standards & Development Manager**

Kevin Bostrom provided a report on behalf of Sheryl Mullen. Kevin gave updates on the following:

  - Training
  - Standards – Answering of calls was below the standard in July. A glitch was found with the system and Kevin is hopeful that the numbers will go up for August and will meet the standard in August and the following months. Progress towards this goal has already been made.
  - Use of non-emergency dispatchers

### Approval of Minutes

Dave Ramsay made a motion to approve the minutes from the July 10, 2009 meeting. Motion carried.

### 1. Resolutions

Mark Nelson presented Resolution 18 – City of Bellevue Network Services and Maintenance Agreement – to the Board for approval. This agreement allows NORCOM to obtain various network services including installation of software security patches, monitoring of systems, database administration and other actives required to support NORCOM’s operation. The agreement also provides NORCOM with space for its telephone, radio, computer and other equipment in Bellevue’s electronic equipment room. The cost for use of the equipment room is in addition to the rent NORCOM pays to Bellevue for the communication center and administrative offices. The agreement begins July 1, 2009 and is for a term of seven years, making it consistent with the lease between NORCOM and the City of Bellevue. Bob Larson made a motion to approve Resolution 18. Motion carried.

### 2. Action Items

- **2010 Budget** – Gwen Pilo presented the 2010 Budget to the Board for approval. This document is based on the information provided at the last meeting of the Board. Gwen pointed out that page 17 contains the rates that should be budgeted by each agency for 2010. This budget was

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created in accordance with the guidelines set forth in the ILA, is consistent with the Business Plan projected 2010 Budget, and was recommended for approval by the Joint Operations Board. The budget will come to the Board for final approval in December after it has been approved by each agency's City Council. Brad Miyake made a motion to approve the proposed budget. Motion carried.

- **Asset Transfer Agreement with City of Kirkland** – Gwen Pilo presented the Asset Transfer Agreement with the City of Kirkland to the Board for approval. This agreement is consistent with the budget and section 14 of the ILA allows for the transfer of these assets. Rich Conrad made a motion to approve the signing of the Asset Transfer Agreement with the City of Kirkland by the Governing Board Chair of NORCOM. Motion carried.
- **Claims approval** – Gwen Pilo presented the Claims Approval report for July 1, 2009 through July 31, 2009 to the Board for approval. Accounts Payable totaled \$1,637,226.77, Payroll totaled \$304,711.48 and Electronic Payments totaled \$64,332.18. Bob Larson made a motion to approve the claims for these dates. Motion carried.

Marcus Kragness adjourned the meeting at 9:58 a.m.