

Meeting Minutes

NORCOM Governing Board

City of Bellevue, Room 1E-112

November 13, 2009—8:30 a.m.

1. **Governing Board Reps:** Linda Pillo (as alternate for Brad Miyake), Bill Archer, David Ramsay, Donna Hanson, Rich Conrad, John Lambert, David Burke, Lee Soptich, Chris Connor, Tom Weathers, Marcus Kragness, and Bud Backer.
2. **Call to Order**

The NORCOM Governing Board was called to order by Marcus Kragness, Governing Board Chair, at 8:33 a.m. on November 13, 2009. Roll was called and a quorum established.
3. **Approval of Minutes**

Bud Backer made a motion to approve the minutes from the September 11, 2009 meeting. Motion carried.
4. **Resolutions**
 - A. **Resolution 20**

Gwen Pilo presented Resolution 20, a Cooperative Purchasing Agreement with King County, to the Board for approval. Tom weathers made a motion to approve the Cooperative Purchasing Agreement with King County for equipment and supplies and authorize the Executive Director of NORCOM to execute the agreement on behalf of NORCOM. Motion carried.
 - B. **Resolution 21**

Mark Nelson presented Resolution 21, an Agreement with City of Bellevue Radio Shop to provide support services for various radio systems, to the Board for approval. Bellevue has been providing this service to NORCOM through a Bridge Agreement since NORCOM's startup and this Resolution formalizes the relationship. Tom Weathers made a motion to approve Resolution 21, a resolution authorizing NORCOM's Board Chair to execute an agreement with the City of Bellevue to provide technology maintenance and operations support. Motion carried.
5. **New Business**

No new business.
6. **Action Items**
 - A. **Claims Approval**

Gwen Pilo presented the Claims Approval report for September 1, 2009 through September 30, 2009 to the Board for approval. Accounts Payable totaled \$292,369.74, Payroll totaled \$286,877.48, and total for Electronic Payments was \$172,616.48. Rich Conrad made a motion to approve the claims for these dates. Motion carried.

Gwen Pilo presented the Claims Approval report for October 1, 2009 through October 31, 2009 to the Board for approval. Accounts Payable totaled \$999,495.24, Payroll totaled \$272,371.97, and the total for Electronics Payments was \$131,509.88. Lee Soptich made a motion to approve the claims for these dates. Motion carried.
 - B. **NORCOM Registered Agent**

Gwen Pilo reported that when NORCOM was formed the State of Washington required a Registered Agent be selected. The purpose of a Registered Agent is to have a permanent address registered with the State for legal notifications and paperwork to be sent to. A

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company called National Registered Agents, Inc. was selected and NORCOM proceeded to pay them a yearly fee for their services. It has since come to NORCOM's attention that it is not necessary to pay an agency for their services. To be a Registered Agent a person must be 18 years of age or older and provide an address where documents can be mailed. Gwen proposed a motion to appoint the Accounting and Benefits Specialist as NORCOM's Registered Agent. Bud Backer made a motion to approve the appointment of the Accounting and Benefits Specialist as NORCOM's Registered Agent and the filing of this change with the Secretary of State. Motion carried.

C. State of Washington WSCA Program

Gwen Pilo presented a request to join the Washington State Purchasing Card Program through the Washington State Purchasing Cooperative. Donna Hanson made a motion to authorize the Executive Director to sign the Political Subdivision Addendum and submit the Request to Participate Form for the State of Washington WSCA Program. Motion carried.

D. Donation of Leave Policy

Susan Beisheim presented a new NORCOM policy, *Donation of Leave*, to the Board for approval. The policy provides employees an opportunity to give and receive donated leave time under certain circumstances. Bud Backer made a motion to approve the policy. Motion carried.

E. Salary & Benefits Policy

Susan Beisheim presented a new NORCOM policy, *Salary and Benefits*, to the Board for approval. This was created to establish policy identifying and regulating the salary and benefits earned by Administrative employees, who are defined as non-represented personnel who work in Technology, Administrative Services, or Management. Discussion followed. Tom Weathers made a motion to approve the policy. Motion carried.

F. Internet and Email Usage Policy

Susan Beisheim presented a modification to a previously approved policy, *Internet and Email Usage*, to the Board for approval. The modification consists of an addition to the end of the document stating that all communication by NORCOM employees is to remain professional. Tom Weathers made a motion to approve the modification to the policy. Motion carried.

G. Media Relations Policy

Sheryl Mullen presented a new policy, *Media Relations*, to the Board for approval. This policy has been in development since NORCOM's go-live and has been through the Joint Operations Board for discussion and was approved. Rich Conrad made a motion to approve the policy. Motion carried.

H. Public Disclosure Policy

Sheryl Mullen presented a modification to a previously approved policy, *Public Disclosure*, to the Board for approval. The modification to the policy is in regards to charges for public disclosure requests. John Lambert made a motion to approve the modification to the policy. Motion carried.

I. Performance Measurement Policy

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Sheryl Mullen presented a modification to a previously approved policy, *Performance Measurement*, to the Board for approval. After a discussion at Police Operations, it was decided to request a modification to the performance standard regarding level 3 police incidents. Donna Hanson made a motion to approve the modification to the policy. Motion carried.

J. Subscriber Agreement with Redmond for Fire Dispatch

Chris Fischer reported that it is the desire of City of Redmond's Council to extend their Subscriber Agreement for fire dispatch through 2013. Chris presented an Addendum to the original Agreement to extend fire dispatch for the City of Redmond through 2013. This Addendum has been approved by the City of Redmond and by NORCOM's attorney. Tom Weathers made a motion to approve the Addendum. Motion carried.

K. Approval of Extended Payment Terms with New World Systems

Mark Nelson presented an Amendment to the New World Systems contract regarding an extension of payment terms. Mark explained that NORCOM's contract with New World Systems provides for payment of invoices 45 days after NORCOM's receipt of invoices. A provision of the pending draft agreement with the City of Bellevue for administration of the 2008 Urban Areas Security Initiative (UASI) Grant is that payment to NORCOM's vendors must include payment terms of at least 60 days. Mark's proposal is to execute a Letter of Understanding with New World to extend the interval when interest will be due to New World to 75 days when funds from the UASI 2008 Grant are used for payment. Donna Hanson made a motion to authorize NORCOM's Executive Director to execute a Letter of Understanding with New World Systems to extend the interval when interest payments to New World will be due to 75 days after receipt of an undisputed Invoice by NORCOM.

L. Approval of Conversion of Additional Law Enforcement Records to New World Systems

Mark Nelson reported that NORCOM's contract with New World Systems provides for the conversion of law enforcement records from several existing systems used by Bellevue and Clyde Hill police. During New World's detailed review of the existing records management systems it was determined that the cost estimate in the contract is insufficient to completely convert all of the existing records systems to New World. Mark proposed executing a change order with New World to convert all of the existing law enforcement records management systems to New World. NORCOM's Joint Operations Board has reviewed this proposal and recommends to the Governing Board that the change order be approved. Rich Conrad made a motion to authorize NORCOM's Executive Director to execute a change order with New World Systems in the amount of \$86,125 to cover the cost of additional law enforcement records management conversion. Motion carried.

M. Meeting Schedule for 2010

Chris Fischer asked for direction from Board members regarding scheduling Governing Board meetings for 2010, and if the Board wished to continue to meet on a monthly basis. It was decided that the NORCOM Governing Board would continue to meet on the second Friday of every month, beginning at the December 2009 meeting, but that the start time would be changed to 9:00am.

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7. Staff Reports

Before beginning staff reports, Marcus Kragness informed the Board that NORCOM's Executive Director, Chris Fischer, has been appointed Chair of an FCC committee – the Communications, Security, Reliability, Interoperability Council. The Board members congratulated Chris on this appointment.

Marcus Kragness reported that Chris Fischer's two year contract with NORCOM is up. Because Chris has indicated a desire to continue on with NORCOM, Marcus and Vice Chair Rich Conrad will discuss this with Chris and bring a recommendation back to the Board at the next Board meeting.

A. Report of Executive Director

Chris Fischer presented an Executive Director report to the Board. Chris reported that the NORCOM Open House would begin directly following the Governing Board meeting on the 7th floor of the building.

Chris reported that all of the Work Plans established prior to go-live have been completed with the exception of some SOPs that were not critical to go-live. Recently the NORCOM Management Team has been focusing on stabilizing operations as will be reported by each individual Manager.

B. Report from Operations Manager

Kevin Bostrom presented an Operations report to the Board. Kevin reported that the Police Operations Board is currently working on some missed SOPs and continuing to watch overall performance and addressing any issues as they arise. Fire Operations is also continuing to monitor overall performance and taking internal steps to better dispatch performance standards. Kevin's report also included information on 2010 Staffing and pandemic flu planning.

C. Report from Human Resources Manager

Susan Beisheim provided updates on Labor and Recruitment. Possible dates for negotiations have been provided to Jim Cline, and Susan is waiting to hear back from him regarding when they will meet to begin discussing union negotiations. Susan reported that the open Team Supervisor position was filled by internal candidate Megan Mill-Turner.

D. Report from Finance Manager

Gwen Pilo presented a finance report to the Board. Her report included updates and information on the following:

- Budget to Actual Report including the Backup Center Detail and the Technology Detail
- 2010 Budget to be approved in December
- 2009 Estimated Ending Fund Balance
- Pros and Cons of EMS Calls for Service options coming to the Board next month

Chris Fischer acknowledged Mark Nelson and Kevin Bostrom for staying well under budget, with \$115,000 remaining, when getting the backup center setup and functioning. Rich Conrad pointed out that in the year of go-live, NORCOM came in under the adopted 2009 budget and

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is projecting a budget for 2010 that is also consistent with, or below, what was predicted for the 2010 budget.

E. Report from Technology Manager

Mark Nelson presented a Technology report to the Board. This report provided information and updates on the following:

- Law Enforcement Records Management for Bellevue Police
- Records Conversion – As of the end of the first quarter of 2010, all of the agencies with NORCOM will be on the New World system
- NORCOM and New World have agreed, in concept, on the initial plan for Fire
- Fire mobile development
- Technology Support
- SNOCOM has signed a contract with New World Systems
- Plan for getting off of Kirkland's server

F. Report from Professional Standards & Development Manager

Sheryl Mullen provided an overview of the NORCOM Telecommunicators and where they're at in regards to training. Sheryl also reported that one of the performance measurements that is critical to NORCOM, because it is tied to funding, is the 9-1-1 Call Answering standard that was not initially met after go-live, but has now improved and is consistently at a much higher level. Sheryl went on to provide updates on performance measurements for police and fire.

Marcus Kragness adjourned the meeting at 10:09 a.m.