Meeting Minutes
NORCOM Governing Board
City of Bellevue, room 1E-108
November 13, 2015


1. Call to Order
   The NORCOM Governing Board was called to order by Jim Torpin, Governing Board Chair, at 9:04 a.m. on November 13, 2015.

2. Roll Call
   Chief Torpin requested a roll call of present Governing Board members. A quorum was established.

3. Open Communications from the Public
   There were no requests to address the board.

4. Recognition – NORCOM Employees of the Quarter
   Director Thomas Orr recognized four NORCOM employees this month. Orr recognized team supervisor Josh Baker, who was nominated due to his willingness to work overtime and also for his contributions to the TriTech upgrade. Telecommunicator Becky McCracken was nominated for her work with the tactical dispatch team, especially with preparation of go bags. Karen Furuya was nominated for her contributions during the TriTech upgrade process. Orr stated that Karen’s leadership during TriTech upgrade resulted in a seamless transition.

   Sheryl Mullen was given a director’s coin in recognition of her many contributions since the inception of NORCOM. She just completed APCO’s year-long Public-Safety Leader certification. Additionally, Sheryl is now the regional APCO rep and been asked to serve as an alternate on the state 911 advisory committee.

   Lastly, Orr recognized the retirement of Eastside Fire Chief Lee Soptich.

Action Items
A. Consent Calendar
   A motion was made to approve the items on the consent agenda. The motion was seconded. The items included on the consent calendar were: minutes from the October 9, 2015 Governing Board Meeting and Accounts Payable Approval Report for October 1 through October 31, 2015 (Accounts Payable Total: $ 1,095,900.91).

   Motion carried
5. Old Business
   A. Fire Project Update
   IT Director Dee Hathaway said he’s very happy to report that the TriTech fire CAD upgrade is complete. Mobile CAD is complete. Fix of the modems is complete. Moving off end-of-life servers is complete as of last week with no issues. eCBD interface in process. TriTech patch tested and was better than a full install. Expect this to be implemented November 30, 2015.

   B. Police Projects Update
   Hathaway reported New World deployment currently has one priority 1 issues and six priority 2 issues outstanding. Received first patch from New World last month but we needed .dll file as well. Received patches November 9, 2015. Mike Prill has put patches into test environment this week.

   Kirkland 2-Factor Authentication is complete.

   Regarding the LlnX Replacement Interface, we are currently working with Northup Grumman to get the configuration of the extraction utility in, so that they can start getting data in for that system.

   C. E911 Financial Stability Discussion
   We are getting close to a new chapter. The ordinance has been adopted by King County Council and signed by executives so it is in force. Nominations for two groups are due November 14, 2015. NORCOM has submitted its nominations. Nominations will be screened by the emergency management committee on December 8, 2015. Council will forward a motion for do pass on December 14, 2015. Attorney Laura Hitchcock has been appointed as the project coordinator. Director Orr noted that there is some disarray currently due to recent election outcome uncertainty.

6. New Business
   A. Resolution 101 – Logging Recorder
   Finance Manager Gwen Pilo stated that WesTek has been selected as logging recording provider. While WesTek will be managing the project, NORCOM is waiting for statement of work from VPI, who will assist WesTek. Orr noted that the project is within budget and finalized and NORCOM is seeking authority to sign a contract once the VPI paperwork arrives. A motion was made to pass resolution 101. The motion was seconded. Motion carried

   B. Resolution 102 – Kirkland 2-Factor Authentication
Orr states resolution 102 is memorializing the project that is complete. It was billed through NORCOM and Kirkland is reimbursing NORCOM, as it was a New World project with specific services for Kirkland. This resolution executes that payment method. A motion was made to pass resolution 102. The motion was seconded. Motion carried

7. Staff Reports
   Individual staff reports were included in the board packet. Orr noted Washington Utilities and Transportation Commission (UTC) is suing Qwest over the April 10, 2014 outage. Orr has been asked to testify to the impact of the outage on NORCOM. While the formal testimony will take place in January 2016, a copy of Orr’s testimony is included in the board packet starting on page 71. Chair Torpin asked if there were any questions. There were no questions or discussion.

8. Committee Reports
   A. Joint Operating Board
      Mike Johnson has retired. It is believed that Bothell’s deputy chief Jim Roepke will replace Mike Johnson.
   B. Finance Committee
      No discussion
   C. Strategic Planning Committee
      No discussion

9. Executive Session
   Torpin requested an executive session pursuant to RCW 42.30.110(1)(g) to discuss the performance of a public employee. The session began at 09:28 a.m. and was expected to last 20 minutes. It was extended at 9:38 a.m. for 10 minutes. It was again extended at 9:58 a.m. for 5 minutes. Deanna Gregory, attorney for Pacifica Law Group, attended the executive session. The executive session concluded at 10:03 a.m. and the Governing Board meeting resumed at 10:05 a.m.
Board Retreat / Special Session – User Fee Discussion
Orr introduced the user fee discussion. At the onset of NORCOM, fees were set up to be split 50%/50% between fire and police. In 2014, Governing Board agreed to table any user fee discussion until 2015. Orr stated that the intent is to target February 2016 as final Governing Board meeting for discussion with a plan to implement the new user fee structure in 2017.

Finance Manager Gwen Pilo explained the components of a user fee. Pilo reviewed definition of unfunded budget and showed that current user fee calculation determines unfunded budget, applies alternative cost allocation with a smoothing rebate and applies workload metric based on dispatched calls for service.

ADCOMM Engineering completed their study of user fee approaches and their final report was presented in June 2014. ACDCCM analyzed three user fee structures: calls for service (CFS), functional distribution and service metric. The service metric was determined to be far too complicated to entertain. ACDCCM recommended the functional distribution user fee structure. ACDCCM also recommended to keep the current “call for service” definition unchanged and to also leave the 6% subscriber fee unchanged. ACDCCM also recommended implementing clear service level agreements between NORCOM and the agencies it serves.

Pilo gave a breakdown of the impact of the different user fee approaches. The current model: 50% of fees paid by police and 50% of fees paid by fire. The CFS model: 66% of fees paid by police and 34% paid by fire. The functional distribution model: 58% of fees paid by police and 42% paid by fire.

Pilo defined two types of calls. Active calls for service are defined as a call generated for the purpose of officer involvement, uses an Originating Agency Identifier (ORI), has an incident number generated and is currently counted as a billable call for service.

The second type of call is a data call for service. Data calls for service are defined as those calls that are not associated with an active call, are generated by a law officer or an agency, require data involvement only, and include records services needed during off hours. Pilo stated over 4,500 calls per year are data calls and are currently not counted as a billable call for service.

IT Director Dee Hathaway spoke of the need for service level agreements (SLAs) with NORCOM agencies. Hathaway noted the 12 categories of technology services NORCOM provides: help desk, application support, mobile data computer (MDC) support, fire alerting, paging, radio, training, GIS services, minor projects, major projects, infrastructure and data reporting.

Marilynne Beard asked about timing of SLAs. Orr clarified that the implementation of SLAs was tabled since they will impact the way fees are charged and NORCOM wanted to establish user fee structure first. Hathaway clarified that SLAs are here to stay as both NORCOM and agencies need to have clearly
defined expectations on exactly who does what. Hathaway said he has met with Kirkland and Mercer Island and pointed out that each agency is different, so each SLA will be different.

Beard expressed concern with knowing the bottom line cost impact and Orr explained that once we get service level agreements in place with each agency, there will be clarity.

Orr shared data he compiled comparing the price structure of NORCOM to the price structure of ValleyCom.

Orr introduced Rhonda Hilyer of Agreement Dynamics to facilitate a discussion of the user fee information presented thus far. Hilyer felt it best to open the floor for discussion and questions after a ten-minute break. The meeting resumed at 11:08 a.m.

Bill Archer said he was appreciative of the amount of work NORCOM has put into the user fee issue. Archer felt it was good to have the NORCOM / ValleyCom pricing data and thanked Orr for his efforts. He agreed with the current definition of call for service. In terms of data calls and IT support, Archer said he was confident they didn’t see either of those add-ons as an issue.

Beard asked if the slides presented showed all factors and Pilo confirmed that this was the case. Beard expressed concern that she wasn’t sure of how the proposed user fees compare to what she is currently paying NORCOM. Pilo noted that on page 43 of the power point, the far right column labeled “2016 full cost model” is what each agency would be paying now if smoothing were not applied. An the percentage increase or decrease is a pretty close representation of the impacts of the new user fee structure.

Beard said the new user fee structure looks more complicated but probably will be more equitable. She also said it seemed as though she wouldn’t know the bottom line until she has agreed to the SLA. Orr clarified that the billing will function separately and the SLA will simply memorialize what services Beard expects of NORCOM.

Archer and Beard wanted clarity on how much fluctuation there would be in the user fees. Hathaway said fees will fluctuate but it’ll be based on a rolling two-year average. Archer said this would be impactful if NORCOM shifts to a 2-year budget. Pilo stated the 2-year budget has been delayed as it would be difficult to try and do a new budgeting timeframe in addition to a new user fee structure.

Hilyer asked Beard if she was in agreement with the call for service definition and Beard said she was.

Archer also agreed with the call for service definition.

Jim Jolliffe said he’d like to discuss data calls at another meeting. Jolliffe said he agreed with the current definition of call for service.
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Torpin said he agreed with the current definition of call for service. He supported the proposed functional user fee structure and said it is in keeping with the goal to achieve fairness and equity between police and fire. Torpin also stated that he believed today’s user fee discussion went much better than prior user fee discussions.

Jon Parkinson, new deputy chief of Eastside Fire & Rescue said that, yes, he agrees with the definition of call for service. And, yes, the current recommendation of functional user fee structure makes sense as well. He is still trying to process the data calls and SLAs.

Matt Cowan said that while NORCOM and ValleyCom costs are apples to oranges, he’s glad to see the cost comparison data. PSAP cost is becoming the biggest percentage of Cowan’s budget and he does have concerns about where the costs are going. However, Cowan said he’s very happy and proud to be part of NORCOM.

Noel Treat said he appreciated the presentation and the work that went into it. Fully supports the current definition of call for service.

Greg Bawden said he’s glad the complicated service user fee model is off the table. Yes, he supports the current definition of call for service. Yes, he supports the idea of billing for extra services. However, over time, he might look at other providers for IT services if they are priced more competitively than NORCOM. He shares Cowan’s concern about rising costs. He’s also pleased to be part of NORCOM.

Greg Ahearn said he appreciated the presentation and supports the current definition of call for service.

Bob Van Horne supports the definition of call for service. He supports the proposed functional user fee structure. Definitely wants basic IT services and is interested in adding on to the basic user fee package. New user fee structure is a huge step in the right direction.

Greg Tyron stated he is in favor of technology allocation smoothing to temper the highs and lows. He is okay with current call for service definition. Proposed user fee structure seemed like it isn’t too bad, though Tyron explained that he’s a small agency and concerned with overall costs.

Lee Sopitch agreed with call for service definition. He said he’s in full agreement with what Torpin and Parkinson said.

Treat said he appreciated the work that has gone into this.

Archer said because of all the work that NORCOM has done on this issue, we are able to do what we just did... agree.

Hilyer asked if there was any need for further discussion. Orr said he would send out the power point presentations to everyone. He also said while comparing costs to ValleyCom may be apples and oranges, it is a good starting point.
Cowan said there are fixed costs but that NORCOM’s level of service is higher than ValleyCom’s.

Torpin noted that issues like demographics and call volume are unpredictable and he doesn’t see any place where NORCOM could trim the fat.

Hilyer concluded the board user fee discussion by saying that working with NORCOM through these issues and through labor negotiations, she couldn’t ask for a more professional, efficient, diligent group.

Approved by:

[Signature]
Chair

Attest:

[Signature]
Secretary