

Meeting Minutes

NORCOM Governing Board

City of Kirkland, Peter Kirk Room

June 13, 2008—8:30–10:00 a.m.

Governing Board Reps: Chris Fischer, Dave Ramsay, Marcus Kragness, Brad Miyake, Mitch Wasserman, Rich Conrad, Ed Holmes, Bob Larson, John Lambert, Chris Connor, Tom Weathers, Bud Backer

Call to Order

The NORCOM Governing Board was called to order by Dave Ramsay, Governing Board Chair, at 8:30 a.m. on June 13, 2008.

1. Approval of Minutes from May 9

The Governing Board approved the minutes from May 9.

2. Report of Executive Director

Chris Fischer gave a quick overview of the last month (*see* attached Governing Board Briefing). Her briefing included the following:

- Principals Assembly meeting

Chris reported the first annual Principals Assembly meeting on May 14 was informative and well attended. Dave Ramsay inquired if there was any feedback from elected officials. Bob Larson, City of Snoqualmie, expressed that Councilmember Bob Jeans was so impressed with NORCOM operations that he toured the future NORCOM center along with the mayor and City staff.

- Budget Development

Chris reported that much of the work of the last month has been focused on development of the 2009 Transition and 2009 Operating budgets, Technology budget, and one-time costs. She will present detailed numbers at the Joint Ops meeting on June 19. Chris expressed work is being done to further refine the *Calls for Service* numbers because they drive the assessment numbers.

- Space Issues

Chris reported that a draft lease for space on the 7th floor at the City of Bellevue is being reviewed by the NORCOM attorney. A meeting with Bellevue is forthcoming.

- Miscellaneous activities

Chris reported possible opportunities for backup operations on the Microsoft campus as well as technology procurement assistance. Chris added that Bellevue Fire Station 3 and the Redmond Police Department are also potential backup alternatives.

Quotes from Watson Dispatch Furniture for office workstations are being obtained.

Report from Technology Project Manager

Mark Nelson presented a detailed technology report to the Governing Board (*see* attached Technology Update). His report covered the following:

- Technology procurement

Mark reported that the Technology Steering Committee (TSC) has reached a unanimous decision on a technology supplier and will present its recommendation to the Joint Operating Board (JOB) on June 19. If the JOB endorses the TSC recommendation, the JOB will make a recommendation to the Governing Board.

Dave Ramsay asked for a timeframe to present the recommendation. He also expressed that this is a critical decision and wants to make sure all issues are resolved. Governing Board members discussed a potential Special meeting.

- Transition of technology experts and technology from Bellevue and Kirkland to NORCOM

Mark reported that six technology candidates from Bellevue and one from Kirkland met as a group with him and Susan Beisheim to review the formation of NORCOM and begin developing plans to transition NORCOM to a stand-alone operation. Mark added the technology team candidates are enthusiastic and are committed to support the development of NORCOM.

Rich Conrad expressed he would like to use current staffing appropriate to technology. Chris Fisher offered that skills, interests, and training needs are being assessed and she has found that technology individuals are eager to expand their skills. She added that the goal is to be self contained without outsourcing.

Report from Human Resources Manager

Susan Beisheim presented her Human Resources report to the Governing Board. Her report covered the following:

- Job description for Finance Manager has been finalized and posted. The job closes on June 20.
- Hiring policy draft was sent out for comment and review. Questions have emerged regarding “backgrounding.” Susan clarified that she will do the backgrounding and this task will not be outsourced.
- Meeting with Ron Knox, Labor Attorney, Chris Fischer, Susan Beisheim, Yvonne Tate, and Bill Kenny is scheduled to discuss the ILA language “good standing” so can move forward on transitioning City of Bellevue and City of Kirkland to NORCOM via letters of interest; authorization to release information, etc.
- NORCOM NEWS is now going out weekly. A FAQ list is being included.
- Assessing if MEBT is best vehicle for NORCOM employees.
- Met with ClearPoint representative who is preparing some health and wellness packages for NORCOM Administrative staff and then the bargaining groups.

Dave Ramsay expressed that he would like the Joint Ops to review the policy on backgrounding because of sensitivity with Police and Fire records.

Rich Conrad asked that the salary/benefits cost models are followed. If benchmarks cannot be followed, he would like to know as soon as possible.

Dave Ramsay asked at what point the Governing Board will have an Executive Session before giving negotiating authority for NORCOM benefit packages. Chris Fischer responded that most likely after an initial tentative agreement has been forged between the City of Bellevue and the City of Kirkland and there are monetary implications. Chris anticipates an Executive Session will be scheduled following her meeting with HR Directors from Bellevue and Kirkland on July 1.

3. Report of the Joint Operating Board

Ed Holms presented his report to the Governing Board (*see* attached Joint Operating Board report). Chris Fischer expanded on Action Item (4.) regarding performance measures and stressed the importance of NORCOM delivering the quality of service the public is expecting. Chris expressed that defining what reports (in advance) are necessary to show operational effectiveness is crucial when choosing technology and measuring future service delivery. Chris would like to see a process in place so producing reports is routine, considered necessary, and demonstrates performance measures.

Dave Ramsay expressed he would like to see *Calls for Service* formally defined, codified, and adopted by NORCOM because *Calls for Service* fundamentally impacts the budget. Chris Fischer responded that *Calls for Service* have been defined and adopted in the ILA but the data collected has not been consistent with the definition; however, work is being done to correct that. Mark Nelson expressed that a standard operating procedure (SOP) for *Calls for Service* can be developed and used for billing purposes. Dave Ramsay agreed and reiterated that changes go through a formal process of revision and documentation.

Rich Conrad expressed that if *Calls for Service* cost estimates and cost allocations change that he is informed what the differences are and why so he can report back to his governing body.

4. Finance Committee Report

Tracey Dunlap presented her Finance Committee report to the Governing Board. Her report covered the following:

- *Calls for Service* data does not exist for 2006, 2007, and the first quarter of 2008 consistent with the ILA definition. (The ILA model uses an eight-quarter average for Operating budgets and a calendar year for Transition budgets.) It is not feasible to re-classify calls to match the ILA definition as it is written. For the 2009 budget, Tracey suggested using the 2006 business plan definition but use updated call numbers.
- January 1, 2009 is the target date for tracking *Calls for Service* data according to the ILA definition.
- 2010 Operating budget will consist of seven quarters using the 2006 definition and one quarter (2009) using the ILA definition.
- 2011 Operating budget will consist of three quarters using the 2006 definition and five quarters using the ILA definition.
- 2012 Operating budget will be fully implemented according to the ILA definition.

Dave Ramsay expressed that it is essential for all NORCOM agency Finance personnel to thoroughly evaluate the 2009 Operating and Transition budgets and be comfortable with the results. Tracey relayed that the next Finance Committee meeting is July 1 at 1:30 p.m. in the Rose Hill Room at Kirkland City Hall.

5. New Business

- Approval of Recruiting/Hiring Policy (**action item**)
The Governing Board approved “Recruiting/Hiring Policy.”
- Approval of Agreement with City of Bellevue for LTEs and Grant Administration services (**action item**)
The Governing Board approved “Agreement with City of Bellevue for LTEs and Grant Administration services.”
- Approval of Space Use Agreement with City of Kirkland (**action item**)
The Governing Board approved “Space Use Agreement with City of Kirkland.”
- Claims Approval (**action item**)
The Governing Board approved “Claims Approval.”

The next Governing Board meeting is scheduled for July 11. Several Governing Board members expressed they will be absent due to a state Chiefs Annual Conference. Dave Ramsay suggested polling the Governing Board to ensure a quorum due to crucial decisions regarding the budget and technology procurement. Governing Board members discussed moving the meeting date to accommodate schedules. Chris Fischer invited Governing Board members to attend the joint ops meeting for detailed discussion on these issues.

Dave Ramsay asked for comments and questions from the Governing Board. No comments or questions were forthcoming. Dave thanked the attendees for coming.

The meeting adjourned at 10:00 a.m.



Governing Board Briefing
Executive Director Chris Fischer
June 13, 2008

- **Principal's Assembly Meeting:**
 - The meeting was held in the Peter Kirk room of Kirkland City Hall on May 14th. It was well attended and we received favorable feedback that the meeting was informative.
- **Budget Development:**
 - Several meetings to discuss and further develop the draft 2009 Operations and Transitions budget
 - Continuing to gather cost information to identify, understand and refine operating costs especially internal services costs with Bellevue IT and the Bellevue Radio Shop
 - Have been able to reduce these costs considerably by deciding to perform many of these services with NORCOM internal staff resources
 - We have continued to work with the approved budget policy assumptions as guidance in the development of the proposed 2009 operating budget
 - Met on 6/4 with the Finance Committee to further discuss the proposed budget and more specifically the allocations for each agency
 - The budget policy assumptions were presented for review and comment at the Principal's Assembly meeting on May 14th as well as a work plan for the coming year, accomplishments to date and the many challenges ahead as we move toward live operations.
 - The detailed budget proposal for the 2009 Transition, Operations, one-time costs and technology costs will be presented to the Joint Operations Board on 6/19 for their review and approval before it is presented to the Governing Board at the July meeting.
- **Space Issues:**
 - Have received a draft lease proposal from the City of Bellevue for space on the 7th floor. It is currently being reviewed by the NORCOM attorney and a strategy session is planned for 6/19. Tracey Dunlap, Jane Christenson, Rod Kasaguma and I will be representing NORCOM throughout the negotiations.
- **Miscellaneous Activities:**
 - Mark Nelson and I met with a representative of Microsoft Public Safety Group to discuss a variety of topics. We talked with him about any opportunities for backup operations on the Microsoft campus as well as any assistance they might provide in our technology procurement process. He went away with quite a list and will contact us for a subsequent meeting in the near future.
 - Working with Watson Dispatch Furniture representative to get quotes on workstation equipment to accommodate the consoles coming over from Kirkland PD and to provide alternative space planning ideas.
 - Continuing to explore backup alternatives both at Bellevue Fire Station 3 as well as Redmond Police Department.



June 13, 2008

To: Governing Board
From: Mark B. Nelson
Re: Technology Update

This update covers two topics: Technology procurement and planning for the transition of technology experts and technology from Bellevue and Kirkland to NORCOM.

Technology Procurement Since the May update the Technology Steering Committee (TSC) met with the President / CEO and Chief Technology Officer from New World Systems, Tiburon and TriTech. The meetings provided opportunities for each supplier to describe its plan to deliver the technology elements necessary to meet NORCOM's requirements and allow NORCOM to begin operation starting July 1, 2009.

The number of participants at each meeting allowed detailed discussions on areas where each supplier has shortcomings. The shortcomings were identified based on all input provided thus far by NORCOM's participants, including evaluation of the technology demonstrations, analysis of the responses to the request for proposal, and all other information available to the TSC.

All of the vendors demonstrated an increased understanding of NORCOM's requirements. The TSC has a better appreciation of the status of each supplier's technology and the method used to plan and develop technology enhancements.

Following the meetings, each supplier provided NORCOM with a description of the technology elements which will be available for use by July 1, 2009, and which elements will be delivered later and the date for delivery. Suppliers also offered various suggestions on how NORCOM might begin its operation July 1, without all technology elements available.

The TSC continued with its evaluation of all of the requirements, and the information available from the suppliers, and has tentatively reached consensus on which supplier will be unanimously recommended to NORCOM's Joint Operations Board.

Prior to making its recommendation to the Joint Operations Board, TSC members will be contacting representatives of various NORCOM entities and checking in to determine whether there are any additional considerations. The TSC is especially seeking input on issues which have not been previously provided during earlier phases of the procurement..

Each of the technology offerings presents near-term challenges to NORCOM. The TSC is continuing to contemplate the implications to NORCOM's start-up, its long-term operation, and how best to be consistent with NORCOM's *Statement of Operating Values and Principals*.

After the TSC presents its recommendation to the Joint Operations Board (JOB), and if the JOB endorses the TSC recommendation, the JOB will make a recommendation to the Governing Board. Depending on the willingness of the JOB to quickly endorse the STC recommendation,

it is possible that there will be a request for a Special Meeting of the Governing Board to receive the recommendation prior to the meeting scheduled for July 11.

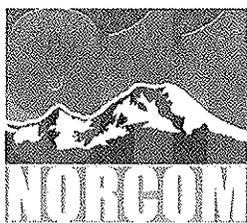
Members of the Technology Steering Committee may be contacted as follows:

Name	Phone	E-Mail
Bud Backer – Fire	425-483-7913	bbacker@wflsd.org
Kevin Bostrom – Communications	425-452-4383	kbostrom@bellevuewa.gov
Gene Markle – Police	425-587-3406	gmarkle@ci.kirkland.wa.us
Mark Nelson – Project Manager	425-576-5675	mnelson@norcom.org
Kassie Tadsen	425-587-3064	ktadsen@ci.kirkland.wa.us

Technology Team Six technology candidates from Bellevue and one from Kirkland met as a group with Mark Nelson and Susan Beisheim to review the formation of NORCOM and begin developing plans to transition NORCOM to a stand-alone operation.

The meeting ended at the scheduled time but prior to covering all of the questions and ideas which were on the agenda. Subsequent meetings will be scheduled, and the planning will continue.

The technology team candidates have committed to support the development of NORCOM. They are enthusiastic about being able to expand their responsibilities, decrease dependency on contractors and others not directly responsible for public safety technology, increase individual accountability and provide excellent service and good value. Several individuals have demonstrated initiative and are developing and providing critical information which will allow NORCOM to smoothly transition its technology from Eastside Communications.



Joint Operating Board Report

Friday, June 13, 2008

Liaison to the Governing Board: Ed Holmes

Date of last meeting: May 15, 2008

Date of next meeting: June 19, 2008

Action Items Completed

Police

1. Chris Fischer and Mark Nelson have continued their work with the Police Operations Committee regarding issues associated with time-sensitive Records work.
2. Chris Fischer is helping the group to clearly define the term "calls for service," as there appears to be some differing opinions on what constitutes a call for service.

Fire

1. The Fire Operations committee has a strong interest in selecting a technology vendor that will be able to provide a service that is consistent with their current operational model (e.g. Locution, Move-up Module, and MDC Layering/Mapping/Routing/Pre-fire access). Chiefs Backer and Tubbs will continue to work with the Technology Committee in addressing the potential challenges relating to the different vendor options.
2. Chris Fischer expressed some concern with the aggressive timeline relating to full implementation of the technology. The Fire group agreed that it may make sense to slow this process down so as to be able to get it right the first time.

Technology

1. Mark Nelson has continued his work with the Technology Committee on selecting the appropriate technology vendor.