

**NORTHEAST ARIZONA REGIONAL DISPATCH  
CENTER GOVERNING BOARD MINUTES  
March 14, 2016, 2:00 p.m.**

**PRESENT:** Paul Watson, Vice-Chairman; Ed Muder, Member; and Evie Racette, Member were present. Jim Morgan, Chairman; and Randy Sullivan, Member were absent.

**ALSO PRESENT:** Ken Dewitt, IT Director, Navajo County; Joe Shelley, Show Low Police Chief; and Ryan Montgomery, Spillman were present. Troy Archer, Spillman, was present telephonically.

**2:06 p.m. Call to Order**

**CALL TO THE PUBLIC:** Scotty Douglas introduced himself to the Board and indicated that he has been in the 9-1-1 business for 20 years and outlined his areas of experience.

**Approval of Minutes:** February 29, 2016. Ms. Racette made a motion to approve the February 29, 2016 minutes; motion seconded by Mr. Muder. Vote unanimous approving the motion.

**Presentation by Spillman representatives regarding proposals, when monies are due, and urgency to execute:** Mr. Montgomery spoke about the project as a whole and indicated that Snowflake and Taylor each passed to go to Spillman on their respective agendas but not to join the NARDC Board. Mr. Montgomery stated that Snowflake/Taylor will keep their dispatch center and that they are requesting that NARDC allow them to use their server. Mr. Montgomery stated that Spillman provided some preliminary costs to Snowflake/Taylor for storage fees on the server. Vice-Chairman Watson provided a background of the Northern Arizona Regional Dispatch Center. He stated that there is concern whether NARDC should make an offer to Snowflake/Taylor until NARDC's plan is in place. Mr. Archer advised the Board regarding a scenario of a typical implementation of what would happen on Snowflake/Taylor's end and NARDC regarding training practices and on-site visits and provided a generic project plan with and without Snowflake/Taylor. Mr. Archer stated that after implementation, Snowflake/Taylor can be added on at any time. Mr. Archer outlined the timeline for getting Spillman implemented, beginning with a project kick-off call, followed by an on-site pre-implementation meeting, and that NARDC would have an assigned systems engineer who would work directly with the project manager to make sure that everything that was agreed upon and included in the contract gets fulfilled. He stated administration training would follow and that throughout the process, the project team would have weekly conference calls with the project manager. Mr. Archer recommended that NARDC have a project manager to make sure that the things for which Spillman cannot be responsible is done. Vice-Chairman Watson inquired as to whether there would be some crossover in the code tables for those agencies that are currently using something other than Spillman. Mr. Archer stated that there would likely be some crossover and any data converted over would be data mapped, noting that some codes are already standardized and some are specific to agencies. Mr. Archer stated that he would not recommend trying to fit old code tables into Spillman, but use them as a template. Mr. Montgomery stated that the codes which go for statistical reasons will be the way UCR forces you to put them in and that city codes are brought over, as well. Mr. Montgomery indicated that code tables can only be entered one way so that searches can be conducted uniformly. Vice-Chairman Watson stated that NARDC does not have a project manager or a consultant yet. Mr. Archer stated that the project can move forward without a project manager on NARDC's end, but NARDC does need somebody dedicated to this project. Vice-Chairman Watson inquired as to the urgency to execute and when monies are due. Mr. Montgomery advised that Spillman is very flexible with the NARDC timeline. He recommended that NARDC have around five

people who would be considered Spillman system administrators, IT support, and maybe someone outside to set up mapping. He stated that the first payment is to get on the training schedule and that Spillman will hold everything in place until NARDC gets a project manager and/or consultant; and as soon as NARDC knows when they would be ready to start, money would be due at the kick-off meeting, at which point Spillman can get a date from their training department for go live. Mr. Montgomery recommended that the consultant be someone within the county. The members discussed the scope of work of a consultant. Vice-Chairman Watson stated that he believes that NARDC needs both a consultant and project manager in place. Mr. Dewitt agreed that an overall project manager is needed to manage the different pieces and communicate back to the Board about the timeline, along with a director of dispatch to make decisions about how Spillman will be integrated. Mr. Montgomery stated that when they have the first on-site kick-off meeting, Spillman will go over the project and implementation plan with the committee, which would include a couple from each jurisdiction. Vice-Chairman Watson stated that there are technical and operational subcommittees. Mr. Archer stated that he will match the 25% down as to the \$191,000.00 for the upgrade in Holbrook. Mr. Montgomery stated that in 32 years, Spillman has never failed a project, has never been sued, and has never been in arbitration with any customer. Mr. Montgomery stated that the remainder of the amount due would be paid as services are provided, 30% at the end of the installation process and final payment due at go live.

**Discussion and possible approval to issue/expend money for Spillman:** No action.

**Discussion and possible action regarding publishing a request for pricing for Server equipment for both NARDC dispatch centers:** Mr. Dewitt asked that he officially request information from hardware vendors to be able to gather information to share with future staff members. Mr. Muder made a motion to allow Mr. Dewitt to request information from hardware vendors with no commitment; motion seconded by Ms. Racette. Vote unanimous approving the motion.

**Discussion and possible action regarding publishing a request for pricing for fiber connections from the Holbrook dispatch center to the Holbrook County complex and from the Holbrook County complex to the Show Low complex:** Mr. Muder made a motion to allow Mr. Dewitt to publish a request for pricing for fiber connections from the Holbrook Dispatch Center to the Holbrook County complex and from the Holbrook County complex to the Show Low complex and other connections necessary; motion seconded by Ms. Racette. Vote unanimous approving the motion. Ms. Racette stated that she does not believe the Board needs to approve requests for gathering information.

**Discussion and possible action regarding request by Snowflake/Taylor to host their data:** Vice-Chairman Watson stated that if NARDC is sure that NARDC is more than covering any cost associated with hosting Snowflake/Taylor's data, he believes that it would be a good thing to do from the standpoint of public safety and a step in the right direction if at some point Snowflake/Taylor becomes a partner, they would already be using the same system. Mr. Muder stated that he agreed, as long as Snowflake/Taylor is paying their fair share. Mr. Montgomery advised regarding the cost to host the data and that there would be a higher cost to Snowflake if NARDC does not host their data. Ms. Racette stated that this Board would make the decision on the amount Snowflake/Taylor would pay and that this Board needs to set the terms. Mr. Brown inquired as to whether Snowflake/Taylor's data would be historical or running forward. Mr. Montgomery advised that Snowflake/Taylor opted to not do data migration, but information regarding sex offenders and frequent fliers would be manually brought over. Ms. Racette spoke about Snowflake/Taylor migrating their old data as a condition. Vice-Chairman Watson stated that the next step is to get an overall project manager/consultant in place and get a

dispatch director in place, which he believes could be accomplished over the next two to three months. Mr. Montgomery advised that not giving Snowflake/Taylor an answer right away would not be detrimental to them. He further discussed expectations in data conversation. Chief Shelley stated that he would like to have all of Snowflake/Taylor's data available. Mr. Muder stated that NARDC needs to move forward and then talk about Snowflake/Taylor. Ms. Racette stated that she believes that this issue can wait until the Board hires a consultant/project manager. Vice-Chairman Watson stated that hosting Snowflake/Taylor's data was only a suggestion by staff and has not been approved by the NARDC Board and provided a copy of the proposal to members. Vice-Chairman Watson made a motion to get word back to Snowflake/Taylor that the NARDC Board feels that at this point for the NARDC Board to make a final determination whether or not NARDC will share information with Snowflake/Taylor and what the cost would ultimately be is premature until NARDC has a consultant and/or dispatch director on board to help navigate the total project, including that possibility; motion seconded by Mr. Muder. Vote unanimous approving the motion.

**Discussion and possible action regarding insurance needs for NARDC:** Mr. Brown stated that Jason Moore spoke with the risk pool for the County, and they will insure NARDC for purposes of general liability insurance; however, the risk pool will not insure the NARDC Board for directors and officer's liability insurance, E & O; property insurance to cover any furniture equipment owned by NARDC; general liability insurance for premises, liability and fire, legal liability. Mr. Brown recommended that a request for bids be done on the insurance. Vice-Chairman Watson stated that officer's E & O would need to be the first thing to get in place. Mr. Muder made a motion to ask the County Attorney and the City of Show Low Attorney to put together a request for bid, specifically to the carriers within Holbrook, Pinetop/Lakeside, and Show Low and others as appropriate; motion seconded by Ms. Racette. Vote unanimous approving the motion.

**Discussion and consideration of draft bylaws by the NARDC Governing Board:** Ms. Racette made a motion to approve the bylaws as presented; motion seconded by Mr. Muder. Vote unanimous approving the motion.

**Discussion and consideration of hiring a manager before hiring a consultant:** Vice-Chairman Watson stated that the Board has agreed that there is a need to move forward with both. Ms. Racette stated that she will work with Chairman Morgan and put together an RFQ before the next meeting. The members agreed to schedule another board meeting on March 24, 2016, at 3:00 p.m., at the City of Show Low. Mr. Dewitt stated that he will work on draft job descriptions for the dispatch director and IT.

**New Business:** Ms. Racette stated that Winslow might be looking at the same thing that Snowflake/Taylor is considering. Mr. Dewitt stated that there are technical differences between Winslow and Snowflake/Taylor as far as connectivity. Vice-Chairman Watson stated that this issue is premature. Mr. Montgomery stated that Winslow is comfortable with connecting through the Internet to the server.

**ADJOURNED: 3:54 p.m.**

**DATED: March 14, 2016**

**APPROVED:**

**Jim Morgan, Chairman  
Northeast Arizona Regional Dispatch Center (NARDC)**

**ATTEST:**

A handwritten signature in black ink, appearing to be 'Donna Hurstrom', written in a cursive style.

**Donna Hurstrom, Clerk  
Northeast Arizona Regional Dispatch Center (NARDC)**

A handwritten signature in black ink, appearing to be 'Jim Morgan', written in a cursive style.