

**NORTHEAST ARIZONA REGIONAL DISPATCH CENTER GOVERNING BOARD'S  
MINUTES  
September 12, 2016, 2:00 p.m.**

**Present:** Jim Morgan, Chairman; Keith Johnson, member; Pat Nichols, member; Ed Muder, member; and Paul Watson, Vice-chairman, were present.

**Also Present:** Nick Patton, NARDC Attorney; Ken Dewitt, Navajo County IT Director; Joe Shelley, Chief of Police City of Show Low; Clint Batson, Navajo County IT; Jenny Hansen, NARDC Dispatch Director; F. Morgan Brown, City of Show Low Attorney; Ken Arend, Winslow PD; and Chris Vasquez, Winslow PD, were present.

**2:01 p.m. Call to Order**

**Call to the Public:** There were no comments from the public.

**Approval of Minutes:** August 8, 2016: **Chairman Morgan made a motion** to approve the August 8, 2016 minutes; motion seconded by **Mr. Johnson**. Vote unanimous approving the motion.

**Executive Session:** At 3:44 p.m., **Mr. Muder made a motion** to enter into executive session; motion seconded by **Vice-Chairman Watson**. Vote unanimous approving the motion. Pursuant to A.R.S. § 38-431.03(A)(1) the Board may adjourn into executive session to discuss the background check for Jenny Hansen.

At 4:04 p.m. **Vice-Chairman Watson** made a motion to return to regular session; motion seconded by **Mr. Johnson**. Vote unanimous approving the motion.

**Discussion and possible action regarding the background check for Jenny Hansen:** At 4:04 p.m., **Vice-Chairman Watson made a motion** to approve an unconditional employment agreement subject to medical coming back satisfactory; motion seconded by **Mr. Muder**. Vote unanimous approving the motion.

**Discussion and possible action regarding vehicle stipend to be paid to Jenny Hansen:** At 2:10 p.m., **Chairman Morgan** stated that when the NARDC approved offering the position to the director, it approved a vehicle for that position. **Mr. Muder** inquired as to which vehicle it was. **Chairman Morgan** stated that it was part of the conditional offer, which included moving expenses, salary, laptop/monitor, and vehicle contingent upon passing a background check. **Vice-Chairman Watson** indicated the preference is to provide a vehicle and that he believes a vehicle would either be purchased by NARDC or would be a County vehicle. Ms. Hansen stated that she is okay with mileage in the meantime. **Vice-Chairman Watson** requested that Ms. Hurstrom check with County Purchasing to see what we can do to help that process along of getting a vehicle. **Mr. Muder** stated that we need to pay the mileage in the meantime. He stated the City of Show Low may have a vehicle going into surplus. **Vice-Chairman Watson** stated that the only thing not reimbursable is commute to and from work. **Mr. Muder made a motion**

to follow the County's mileage reimbursement policy until a vehicle can be procured; motion seconded by **Mr. Johnson**. Vote unanimous approving the motion.

**Discussion and possible approval of Spillman Contract changing the name from Sheriff's Office to NARDC:** **Chairman Morgan** indicated that this was done at a prior board meeting and the only purpose for it to be on the agenda was to obtain the signatures of **Chairman Morgan**, which was done today.

**Financial Update:** Prior to the meeting, Mr. Menlove provided an updated income and balance sheet for review. **Chairman Morgan** indicated there were some significant changes due to the County dispatch employees and that there will be a cash transfer to cover those salaries when August is closed by the County.

**Report from the County regarding City of Holbrook:** Pat Nichols indicated that the City of Holbrook is still in transition due to the retirement of the City Manager and that Randy Sullivan, the interim City Manager, asked Mr. Nichols to attend today's NARDC meeting and bring back information to the City of Holbrook. **Chairman Morgan** indicated that he will provide the business plan and bylaws to Mr. Nichols.

**Discussion and possible approval of going out to bid for the networking equipment pursuant to Navajo County procurement policies:** Ken Dewitt indicated that there was a protest on the award of the Holbrook 9-1-1 dispatch center upgrade, and it was decided to uphold that, and the item went out for bid again. Mr. Dewitt indicated that the bid was simplified by taking the networking out, consolidated and defined better. He indicated that there is a pre-bid meeting on Thursday and that the bid should be awarded in the next three or four weeks. He advised that the intent is to now use County policies to go out and purchase the networking equipment which is budgeted for. He stated that he also has out the dispatch bid and request for qualifications for the networking equipment itself. **Mr. Muder** expressed concerns regarding moving forward without a concrete budget in place. **Vice-Chairman Watson** indicated that the CDBG equipment is for Holbrook. He indicated that we are now talking about spending money to make networking work between the various sites. Mr. Dewitt stated that the networking is necessary so that the sites can communicate. **Vice-Chairman Watson** inquired if we can hold off on the networking equipment until we know what the overall budget is. Mr. Dewitt stated that networking is essential for all other components to work. **Chairman Morgan** indicated that he thought the NARDC Board already approved the networking equipment as a combined package. Mr. Dewitt stated that an estimate on the networking equipment is approximately \$100,000.00, and he believes there will be a savings of approximately \$30,000.00 by buying networking equipment ourselves. Mr. Dewitt advised the NARDC Board that he will obtain bids and will bring them back to the NARDC Board with supporting documentation and a request for purchase.

**Reports from Staff:** Mr. Dewitt indicated that there are three or four items on the procurement page at the County and that they will be selecting qualified bidders for networking equipment and will go out for RFP with those qualified bidders to actually purchase the equipment. As to

the IT position, Mr. Dewitt stated that they are accepting applications and interviewing candidates and intend to hire by the end of the week and move forward. **Mr. Muder** indicated that there must be a budget in place before spending money. **Chairman Morgan** indicated that it was okay to go through the selection process, but directed that an offer of employment not be made until we have more solidified information on review of the budget. Ms. Hansen presented a Power Point presentation which provided a two-week end report. She stated that she is requesting to have dispatch staff attend at future meetings to give presentations from their perspective on progress reports. She spoke about the NARDC program areas and gave an NARDC overview, including people, processes and technology. She gave an NARDC 9-1-1 communications overview and spoke about 9-1-1 components and infrastructure. She indicated that she has participated in Sit-alongs, will be participating in Ride-alongs and has meetings set up with Frontier, Durham and Creative. She spoke about radio communications architectural components and computer aided dispatch and indicated that she believes that radio communications are a number one priority. She spoke about the following issues: #1 Definition Statement- a project charter and concept of operations manual; #2 Resource Allocation, #3 Staffing and Workload and indicated that there is a staffing analysis underway; #4 Limitations In Supporting Workflow/Volume/Staff; and #5, Sheriff's Office Aged Facility and Proposed new Building Current Facilities Design and Console Equipment. **Vice-Chairman Watson** inquired as to whether the shortfalls will equal an increase in the budget and that there needs to be a determination whether items are a need as opposed to a want. He expressed concern that we don't come up with so much upfront that it kills the project before it gets started. Ms. Hansen spoke about the ultimate goal, where are we today in the as-is, short-term, mid-term, and long-term processes to meet the ultimate goal. She spoke about going for minimum standard of care based on standardized public safety communications technologies, processes, training and practices as we manage day to day and move into the future. **Vice-Chairman Watson** indicated the goal is better interagency communications, better service to the public, with the cost being attainable by consolidating. **Mr. Johnson** inquired as to why entities are not at the table that should be here. **Chairman Morgan** spoke about recent turnover and the political reasons why others are not present. Ms. Hansen spoke about the underlying considerations and roadmap recommendations. She spoke about the next steps, including fully developing the NARDC vision road map, conducting a formal staffing and workload analysis, establish a 9-1-1, GIS and radio network analysis and migration strategy, technology, analyze internal processes, and the Show Low and Holbrook centers. **Vice-Chairman Watson** inquired as to whether Ms. Hansen believes some things are being done prematurely. Ms. Hansen stated that networking needs to be done regardless, whether now or six months from now. **Chairman Morgan** indicated that the staffing study is key for him as it will give a little more evidence on how sound the budget is. Ms. Hansen indicated that she would not recommend more than one or two additional personnel per year and that APCO looks at role based, position based, and volume based. She stated that she will provide a draft charter to the NARDC Board, results of the staffing study and the outline of a concept of operations. **Chairman Morgan** stated that he supports the drafting of a charter. **Mr. Muder** requested that Ms. Hansen look at the budget prepared by finance personnel and provide her take on it. **Vice-Chairman Watson** recommended providing reports out to the board in advance for their review and that they be attached with the agenda item.

**New Business:** There was no new business.

At 3:38 p.m. a recess was taken.

**Adjourn:** At 4:06 p.m.

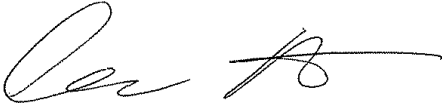
**APPROVED:**

**DATED: October 10, 2016**

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

**Jim Morgan, Chairman**  
**Northeast Arizona Regional Dispatch Center**

**ATTEST:**

A handwritten signature in black ink, featuring a large, stylized initial 'D' followed by a horizontal line and a small flourish.

**Donna Hurstrom, Clerk**  
**Northeast Arizona Regional Dispatch Center**