

NORTHEAST ARIZONA REGIONAL DISPATCH CENTER GOVERNING BOARD MINUTES
November 21, 2016, 2:00 p.m.

PRESENT: Jim Morgan, Chairman; Paul Watson, Vice-Chairman; Ed Muder, Member; Keith Johnson, Member; and Pat Nichols, member.

ALSO PRESENT: Ken Dewitt, Navajo County IT Director; Jenny Hansen, NARDC Regional Dispatch Director; Nick Patton, NARDC Attorney; F. Morgan Brown, City of Show Low Attorney; Paige Peterson, Navajo County Interim Finance Director; Joe Shelley, Show Low Chief of Police; and Kymberle O'Farrell, Communications Manager, Show Low PD.

2:03 p.m. Call to Order

Call to the Public: Introductions were made.

Approval of Minutes: October 10, 2016: **Vice-Chairman Watson** indicated the correct spelling for Ron McArthur's last name. **Vice-Chairman Watson made a motion** to approve the October 10, 2016 minutes as amended; motion seconded by **Mr. Muder**. Vote unanimous approving the motion.

Discussion and possible action regarding Intergovernmental Agreement between City of Show Low, Navajo County and NARDC for a vehicle lease: **Vice-Chairman Watson** discussed the item. **Mr. Muder** indicated that the City of Show Low approved the Intergovernmental Agreement at their meeting. **Vice-Chairman Watson made a motion** to approve the Intergovernmental Agreement between City of Show Low, Navajo County and NARDC for a vehicle lease; motion seconded by **Mr. Johnson**. Vote unanimous approving the motion.

Discussion and possible action regarding the proposed budget for NARDC: Ms. Hansen provided the members with a director's update and indicated that she will speaking to Items 4, 5 and 8 on the Agenda. She spoke about the events which occurred on November 8, 2016, in Show Low. She indicated that the goal is to build out the capabilities and support of all agencies within NARDC to support them day to day and worst case scenario. She spoke about radio and the rough order of magnitude which was presented to look at spectrum communications and infrastructure used by law enforcement, fire and medical in the County, which ranges from analog to digital and repeated versus non-repeated which NARDC has to support. She spoke about helping facilitate the discussions to glean the radio requirements for all fire, medical, and law enforcement agencies in the County and that we likely need to have a goal for most of the agencies to support P25 traffic. She indicated that it will cost \$3 million for all agencies within Navajo County to be fully compliant with P25. Based on the observations of 11/8/16, she stated it was inexcusable what happened with regard to radios, but that we can and will do better with regard to radio traffic, including a communications plan for the County and/or agencies represented by NARDC. She spoke about grants for which she can apply with permission of the NARDC Board. **Vice-Chairman Watson** inquired as to how we best work with existing equipment and what equipment in the short term needs to be replaced. Ms. Hansen indicated that the radio console for NARDC equipment, which is the computerized radio system. She spoke about the need that both operations in Holbrook and Show Low are mirrored. She stated that she wants to bring in all system vendors to make them aware that we're setting up mirrored systems and make sure that 911 traffic can be handled by either location if need be. Ms. O'Farrell spoke about the challenges regarding 11/8/16. Ms. Hansen indicated that the challenges can be addressed in having a pre-plan. As to computer aided dispatch, she stated that the first installment for Spillman is due after the first kick-off meeting and that she is also looking for refresher training for all of the core users.

She spoke about bringing Spillman in for a three-week stint of training close to the completion of the building in Show Low. With regard to telephony, she spoke about making sure we build to the worst case and have access to it. As to staffing studies, she spoke about the data which was included in the study. She stated that the current staffing is 29, 21 was proposed in the 7th budget iteration, and she believes we'd likely be able to do this with 22, with 24 as an ideal number. She noted that in the budget, Pinetop-Lakeside staff is reflected at zero. She stated that she retrieved a list of duties and supplies from the dispatchers which needs to be a part of the budget. She spoke about the process of processing warrants. She spoke about updates on the furniture through the County CDBG grant and the furniture in Holbrook. She spoke about call flow, work flow, the layout and console furniture. She indicated that there should be six positions plus one supervisor per shift. She stated that today she received options as to the layout based on her proposal. The members discussed whether NARDC would be responsible for some of the cost for moving to the new building and the SO remodel. **Vice-Chairman Watson** indicated that NARDC has no money. Chief Shelley discussed the various options for the dispatch layout. Ms. Hansen indicated that either Option B or C may be the best option for the dispatch layout. She stated that we need to get Frontier and the radio shops in before the interior walls are put in. Mr. Dewitt indicated that he will speak to Frontier. **Mr. Johnson** inquired as to how many dispatchers work per shift. Ms. Hansen indicated that it will be six plus a supervisor in the new center. She spoke about transition planning and the need to identify the funding. She spoke about the priorities for the next month, including public safety agency high level radio requirements, drafting of subscriber agreements, draft charter, draft the CONOPS, 911 v. administrative calls, and public safety grant writing. She provided a notice she received from Juniper Ridge which directs residents to dial a seven-digit number as opposed to 911. Mr. Brown spoke about the liability being on the fire department who issued the notice. Ms. Hansen indicated that she didn't make the deadline to get the assistance to firefighters grant due to the amount of information needed. She stated that she will put questions together in a spreadsheet so that we start to collect demographic information and strategic language to allow any agency to use in support of applying for a grant. Mr. Patton inquired about ways to keep the data up to date. Ms. Hansen indicated the associations will be the keeper of the data.

Update and discussion on the cost and feasibility of converting Legacy data: **Mr. Muder** indicated that the Spillman representative indicated that through White Box, they would be able to convert 90 to 95 percent of the data, but at the Spillman conference, Show Low representatives were told that conversion accuracy would be less than 50 percent. Ms. Hansen indicated that percentages are usually dependent on the customer. She stated that White Box is a third party vendor which converts data. Ms. Hansen spoke about different options available with regard to conversion, including no conversion with a separate, searchable database; no conversion with a triple query through CAD; conversion with Show Low doing the scrubbing and then handing it off to White box; conversion with White Box doing the scrubbing and all of the conversion; or a limited conversion. She recommended that the agencies be contacted to find out what they want to convert and fill out a requirement sheet and be specific about what they want. Chief Shelley indicated that a small percentage of the people that they run a traffic stop on are arrested. He spoke about a traffic stop which was run, and they were the people who were involved in the incident involving Officer Reed, but they were not arrested in this County. He indicated that the data they need is within four or five years and that there was a representation by Spillman that they could convert 90 to 95 percent. Mr. Dewitt suggested it might be a good idea to have a discussion with White Box to have them tell us what they can do. **Chairman Morgan** spoke about the historical data which will need to be available. Mr. Dewitt indicated that information was gathered for Show Low and Pinetop-Lakeside and was sent to White Box. He also indicated that 90,000 to 120,000 was set aside for conversion, and White Box came back and said they could do it for approximately 90,000. He stated that Pinetop-Lakeside decided they were not going to convert and that Show Low wanted to convert. Chief Shelley indicated that he was told by some agencies not to do the data conversion and was told by other agencies to do a complete conversion. Ms. Hansen stated that in her experience, agencies do not convert but build an interface. **Mr. Muder** recommended having the operations group get together and make a recommendation. **Vice-Chairman**

Watson recommended that we should still move forward with White Box coming in and doing the evaluation. Ms. Hansen recommended having a Spillman representative and engineer present at the same time. **Vice-Chairman Watson** stated that if the data is not great to convert, the better option might be to have data readily available and move forward with Spillman. Mr. Dewitt indicated that at some point Spillman will assign NARDC a customer relations individual. Ms. Hansen and Mr. Dewitt will follow up with White Box and Operations and will provide an update at the next meeting. Pat Nichols indicated when City of Holbrook interfaced with the Holbrook Center, they used the interface and did not convert.

Discussion and possible action regarding hosting data for Snowflake/Taylor and Winslow: Mr. Dewitt provided a handout showing data services used and installation, with a proposed annual cost of 6500.00 for normal services; however, anything above is \$50/hour, and agencies would have to buy their own connections and support. **Mr. Muder** indicated he believes we are on the right track. Mr. Dewitt was given permission by the NARDC Board to advise Snowflake/Taylor and Winslow with the dollar amount and indicate that there was no objection by the NARDC Board to the dollar amount.

Discussion and possible action regarding hiring of IT position: This item was tabled.

NARDC Program Update: This item was discussed above.

Review of networking equipment purchase and purchase of additional networking equipment: This item was tabled.

Financial Update: Ms. Hansen provided a proposed operating budget. Paige Peterson spoke about financing for the capital equipment. She stated that the plan all along was that the County Treasurer would loan NARDC between \$1.5 and \$2 million; however, she found out that the County Treasurer does not have the statutory authority to loan money. She stated that the County Treasurer is allowed to purchase debt from any taxing organization that issues debt; but NARDC is not a taxing entity, so that option is not possible. She indicated that she looked into traditional financing from a bank, but there is no revenue in NARDC. She stated that she has been talking to bond counsel and an investment banker who have given her a few options, one of which is for each entity that makes up NARDC to issue debt for their percentage, and the County Treasurer would have the statutory authority to purchase the debt from each of the entities, although she would need to determine if the County Treasurer has \$2 million of uninvested money. **Chairman Morgan** inquired whether NARDC is eligible for COPs. Ms. Peterson stated that fire districts have more restrictions and have to have voter approval if they issue bonds. She stated that bond counsel said they would come up and present different options to NARDC. **Mr. Nichols** inquired as to if NARDC showed income, would it be a taxing entity. Ms. Peterson indicated no, because NARDC does not have the authority to tax anybody. **Chairman Morgan** inquired as to whether the agencies can just write a note. Ms. Peterson stated that there just has to be evidence of indebtedness. She stated she will follow up with Jason Moore to determine if that is a possibility. **Mr. Johnson** inquired as to if one of the agencies backed out, would they still be liable for the promissory note? **Chairman Morgan** stated that each of the signatories were tied in for 10 years. Mr. Brown indicated that it is the NARDC's indebtedness so they can sign a note, which is backed by notes by each individual agency. Mr. Patton inquired regarding shifting to a taxing agency. The members discussed the option of being a taxing agency. **Chairman Morgan** suggested that bond counsel check with Chino Valley or Yavapai who are incurring debt as a JPA. Ms. Peterson, Mr. Brown, and Mr. Patton will follow up with Jason Moore and the Treasurer regarding the possibility of each agency submitting a promissory note. **Mr. Muder** indicated that the overall budget needs to be revised to reflect the new staffing needs. **Chairman Morgan** indicated it's going to

be much easier to merge the fire districts into the system, which is provisional revenue. **Vice-Chairman Watson** indicated that we need to revise the budget and determine the existing costs we're already paying. Ms. Hansen indicated that we're keeping track and requested Ms. Peterson to begin writing performance reports. Ms. Peterson indicated that the only thing being charged to the NARDC fund is Ms. Hansen's salary, travel, the car, and work station. Ms. Hansen stated that the full budget will be prepared by this time next week. **Mr. Muder** requested a breakdown by percentage of what each agency will have to pay to the County until NARDC is funded. Ms. Peterson stated that there is also a grant match for the equipment in Holbrook. Ms. Hansen stated that she will work with Ms. Peterson on refining the capital number.

Reports from Staff: Mr. Dewitt indicated at some point we will have a kickoff meeting with Spillman at which time 25% is due, approximately \$100,000.00. Ms. Hansen stated that she will look at the budget and update the new numbers into the master spreadsheet and watch very closely to see impact to the line items that are needed and will provide it to everyone when completed.

New Business: **Chairman Morgan** forwarded to Ms. Hansen the annual Homeland Security SHSGP Grant.

Adjourned: 4:32 p.m.

APPROVED:

DATED: December 12, 2016



Jim Morgan, Chairman
Northeast Arizona Regional Dispatch Center

ATTEST:



Donna Hurstrom, Clerk
Northeast Arizona Regional Dispatch Center