

**NORTHEAST ARIZONA REGIONAL DISPATCH CENTER GOVERNING BOARD  
MINUTES**

September 11, 2017 at 2:00 p.m.

**PRESENT:** Jim Morgan, Chairman; Paul Watson, Vice-Chairman; Keith Johnson, Member; and Ed Muder, Member, were present. Pat Nichols, Member, was absent.

**ALSO PRESENT:** Nick Patton, NARDC Attorney; F. Morgan Brown, City of Show Low Attorney; Brandt Clark, Navajo County Deputy County Attorney; Chief Joe Shelley, Show Low Chief of Police; Commander Barnes, Pinetop/Lakeside Police; Deputy Chief Crevalier, Timber Mesa Fire; and Ken Dewitt, Navajo County IT Director were present.

**Call to Order:** At 2:02 p.m.

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

**CONSENT AGENDA:**

- a. Approval of Minutes: August 14, 2017: **Vice-Chairman Watson made a motion** to approve the consent agenda; motion seconded by **Mr. Johnson**. Vote unanimous approving the motion.

**Discussion and possible action regarding transitional plans & funding options from each agency for continuation of the NARDC:** **Vice-Chairman Watson** indicated that at the last meeting, each agency was to go back and decide if they are seriously in a position to move forward with NARDC; and, if so, then we would get into discussions about transitional budgets, etc. He stated that James Jayne, representing the County, signed the Spillman agreement and there was agreement by the NARDC Board that we were going to move forward with Spillman based on the final recommendation; however, as far as an actual approval of the Spillman contract, there was a discussion, Spillman did a follow-up presentation, but there was no official NARDC Board action to approve the Spillman agreement, which would come into play if NARDC does not move forward. He stated that if we do move forward, then it's time to put a timeline budget, transitional budget and to hone in on where we go from here. **Mr. Muder** indicated that he remembered Spillman saying that they were not in a big hurry to get approval. **Vice-Chairman Watson** stated that he believed that at that point, Spillman knew that we had agreed to go with them and that they were not in a hurry related to installation and training, but they wanted a commitment to lock in the price. Mr. Patton spoke about his discussions with Mr. Dewitt regarding Spillman. Mr. Dewitt indicated that all of the software has been installed, and some of the products are being used by the Sheriff's Office, and Spillman is billing the Sheriff's Office for maintenance of those products. Mr. Patton stated software can be shut off at will by Spillman and he therefore would not call that performance. Mr. Dewitt stated that there is a lot of training that needs to be done, and out of 25 modules, 5 to 7 are being used. Mr. Patton indicated that he is not convinced we have a contract. **Chairman Morgan** indicated that the fire districts would prefer the regional center model. He stated that they will be preparing an RFP/RFQ for all of the entities to provide services for fire district dispatching. He stated that eight years is way too long to be gambling with public safety needs. He stated that other

counties have the ability to dispatch for the fire districts, but he would prefer the requisite knowledge and relationships we have in our own county. **Mr. Johnson** stated that it's hard to watch having two dispatch centers with one pushing police and one pushing fire, so there are delays that are happening, and we need to figure out how to get to where we can eliminate those inefficiencies. **Mr. Muder** stated that he believes in regional dispatch, but we need to phase it in and slow it down so the entities can afford to do it.

Chief Shelley stated that he believes that NARDC as a board needs to exist because it keeps us on track going in the right direction. He stated that for the last two years Show Low PD has been stagnant. He spoke about things that we can work on now that will not cost a lot, including improving service and efficiency by letting the people doing the work get together and come up with working solutions, get all of the work stations online, complete needs analysis for the groups, have south county and north county each working as a one-group entity as part of NARDC and later on bridge those together. He spoke about a planning session coming up with Sun Ridge. He stated that White Mountain Apache Tribe reached out to them. He said that he is looking at training for the dispatchers so that we're on the same page, integrating Pinetop-Lakeside Police Department and Show Low Police Department, and research other needs that other agencies have for individual agencies to come together to make the south county concept work, which will combine the PSAPs. He stated that in order for this to work, we have to be on the same RMS system, and so Show Low PD will work with Pinetop-Lakeside PD in transitioning to Sun Ridge. He indicated that all of the dispatch radio equipment needs to go towards a county-wide radio program so everyone is buying the same thing, we need to update equipment and software, working groups need to meet with dispatch centers, and IT and dispatch managers and fire need to meet. He indicated that NARDC needs to determine where grant money should be spent and work on connections with Apache County for growth and redundancy. **Chairman Morgan** asked whether Show Low is proposing moving to Spillman at some point. Chief Shelley stated that they are not prepared to do that right now, but they can prepare financially and move toward Spillman or another system in the future. He spoke about his concerns with Spillman with regard to Firehouse. He stated that he believes a one-center model is the ideal thing to do, but this is a step towards the two-center model. He indicated that the number of employees and quality of dispatchers at Show Low PD is getting better. **Mr. Johnson** indicated that he will need to talk with Chief Sargent, but he thinks merging with Show Low is doable to overcome the issue, but it will need cooperation between agencies. He spoke about the need to have someone watching prisoners in the holding cell. **Vice-Chairman Watson** stated that it seemed like there was a discussion about having to have someone there anyway to take care of walk-in traffic. **Mr. Johnson** stated that would be the role of the records clerk. He further stated that merging would eliminate some inefficiencies. **Vice-Chairman Watson** indicated that from the County's perspective, based on the fact that the County was acting as the fiscal agent and working on the contracts, they have moved forward as though this was going to happen the way it has been outlined and expenditures have been made to move forward with that concept. He expressed concern about the concept of phasing this from the standpoint of improving software which is not the software that we are going to go with, as it seems like a resistance to moving towards this new software. He stated that the County has done the investing, spent training time with our dispatchers, both for fire and police services, so the County feels like they are already in that mode of moving forward with Spillman and with the

fire-related software. **Chairman Morgan** spoke about Firehouse interfaces and that Spillman has those interfaces all over the country. He provided an executive summary regarding Project 43 and indicated he can provide the full report if requested.

**Discussion and possible action regarding proposed budget and transitional budget:** **Vice-Chairman Watson** spoke about the possibility of available funding and as a result, he added another dispatch position in the proposed budget and removed any capital costs and reduced ongoing infrastructure communication costs to \$25,000.00.

At 2:54 p.m., discussion was tabled, and the Board recessed to attend the presentation from Red Rock Telecommunications at the Show Low Council Chambers.

At 4:47 p.m., the Board reconvened. The remaining agenda was tabled. A special meeting was scheduled on September 25, 2017, at 2:00 p.m., to discuss the Red Rock Telecommunications presentation.

**Discussion and possible action regarding hiring of new NARDC Regional Director:** This item was tabled.

**Presentation from Red Rock Telecommunications; please feel free to invite others within your organization to attend this Broadband presentation:** At 3:00 p.m., Show Low Council Chambers, a presentation was given by Red Rock Telecommunications.

**Reports from Staff:** This item was tabled.

**New Business:** This item was tabled.

**Adjourn:** At 4:52 p.m.

**APPROVED:**

**DATED: October 9, 2017**



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

**ATTEST:**



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