

**NORTHEAST ARIZONA REGIONAL DISPATCH CENTER GOVERNING BOARD MINUTES**  
**October 9, 2017, 2:00 p.m.**

**PRESENT:** Jim Morgan, Chairman; Paul Watson, Vice-Chairman; Keith Johnson, Member; and F. Morgan Brown, Designee for Ed Muder, were present in person.

**ALSO PRESENT:** Ron McArthur, CEO Summit; Joe Shelley, City of Show Low Chief of Police; and Ken Dewitt, Navajo County IT Director, were present in person. Jack Pleiter, Red Rock Communications, was present telephonically.

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

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

**CONSENT AGENDA:**

- a. Approval of Minutes: September 11, 2017; September 25, 2017: **Vice-Chairman Watson** made a motion to approve the items in the consent agenda; motion seconded by **Mr. Johnson**. Vote unanimous approving the motion.

**Update on progress of Red Rock Communication grant proposal:** Jack Pleiter indicated that he put the numbers together with the exception of a last minute addition and reviewed the numbers received by Mr. Dewitt. Mr. Dewitt indicated that these are the numbers provided from the different agencies. He stated that he made a couple of assumptions to include Snowflake-Taylor, Winslow and Apache County, just in case. He further stated that the equipment is for P-25. Mr. Pleiter indicated that he will have Susan Bitter Smith write the grant application, and the next step would be to receive a letter from police, fire and emergency services which would indicate that they would like to switch from Frontier and include that in with the application. **Vice-Chairman Watson** inquired regarding whether it is necessary to name Frontier in the letter. Mr. McArthur stated that he would prefer to leave the name out. Mr. Pleiter indicated that a letter supporting the alternative 911 carrier in the County is sufficient. **Vice-Chairman Watson** inquired whether a separate letter from all of the agencies is necessary or one letter, and Mr. Pleiter indicated that one letter that they all sign or NARDC as a group signs listing which agencies are a part of which group is sufficient. **Vice-Chairman Watson** stated that he believes it would be easier to do separate letters that say the same thing. He requested that someone draft the bullet points indicating what should be in the letter. Mr. Pleiter stated that he will draft an example of the letter and requested that letters be submitted within the next week or two, then the package can be submitted into the State. **Chairman Morgan** inquired regarding the timeline for feedback from the agency reviewing the request once the application is submitted. Mr. Pleiter stated that he is expecting he will hear something from them in November, and this will get funded in January. **Vice-Chairman Watson** inquired whether Mr. Pleiter has been made aware of any others who are applying, and Mr. Pleiter indicated that nobody else has applied, although Ms. Bitter Smith had a conversation with 911 coordinator, Karen Ziegler, and Ms. Ziegler is aware that Apache and Navajo Counties are moving towards taking advantage of this. **Chairman Morgan** inquired whether Mr. Pleiter anticipates any funding requests to be stripped out of the request, and Mr. Pleiter indicated that it's possible. He stated that they are going to go heavy on the fiber equipment, fiber deployment and state in the application that any surplus funds would be used to enhance infrastructure as directed by the police and fire and emergency services. He indicated that if we don't use the surcharge, it will not stay in the state. **Vice-**

**Chairman Watson** inquired whether any more detail as far as the equipment is necessary, or are the estimates good enough, and Mr. Pleiter indicated that the estimates are fine. Mr. McArthur inquired regarding the probability of getting this grant, and Mr. Pleiter indicated that there is a 75% to 80% probability that we will get all of it, but he believes that by the end of the year, we will get all of it.

**Chairman Morgan** inquired how quick a letter can be drafted. Mr. Pleiter stated that he will see Ms. Bitter Smith Wednesday, so he'll ask her then to draft a letter and will send the letter to Mr. Dewitt for distribution. Mr. Dewitt stated that Red Rock has to apply for the grant with our letters of support.

**Discussion and possible action regarding the NARDC budget:** **Vice-Chairman Watson** stated that there is nothing new regarding the budget at this point. He indicated that if the grant goes through, that would impact the budget by removing capital expenditures. Mr. Dewitt indicated that our ask was \$5.6 million, and it is premature to run a new budget until we get the grant. **Vice-Chairman Watson** stated that he has played with those numbers and can show everyone at the next meeting.

**Discussion and possible action regarding a proposed action plan:** **Vice-Chairman Watson** distributed and reviewed the proposed action plan (attached). Chief Shelley indicated that Show Low has five consoles, and a sixth console is being ordered. Mr. Brown stated that other potential subscribers would include Show Low EMS, Holbrook EMS and US Forest Service/Petrified Forest EMS. A discussion was held regarding Pinetop-Lakeside's options, which would include converting to Spillman at the same time as Show Low and be a part of Show Low, convert earlier and be a part of this organization through the County, and/or could be similar to Snowflake-Taylor and Winslow and be hosted for a while. He stated that our ultimate goal, which was agreed to by everyone in the IGA, is that this would be a two-center model. Mr. Brown inquired whether the hosting agreement would be Navajo County or NARDC. **Vice-Chairman Watson** stated that, ultimately, the hosting agreement would be NARDC. Mr. Brown inquired regarding what the agencies will be charged for hosting. Mr. Dewitt stated that for us to host an agency, there would be an upfront cost of \$8500 which allows us to buy equipment, the first year would be \$6500 for hosting, and that would be reviewed every year. He indicated that when things flip to NARDC is when it becomes NARDC's equipment, and the hosting agreement will flip over to NARDC at that point. Mr. Brown inquired what would occur if we don't get the servers, and **Vice-Chairman Watson** stated that we would then go back to the budget we've been working on, and he will present both of those budgets at the next meeting. He stated that, ultimately, the goal continues to be that everyone jumps on board with this regional dispatch model because Snowflake-Taylor, even though we will be hosting their data, will not be operating as one dispatch center, and they will keep their old system for a period of time. He indicated that before the next meeting, he will try and put some numbers to it, as well as the two budgets. Mr. McArthur inquired whether Show Low is planning to transition to Spillman from Sun Ridge. Chief Shelley indicated that that is the long-term goal, but it will take a lot of training. He stated that he disagrees about the number of people who we have in our system that are at County because the only people who go to County are felonies, which is a very small number of the people that they deal with on a daily basis. He indicated that traffic does not get transferred over. He stated that he wants the legacy data included. He stated that he was initially told that 97% of the data would transfer over, and now he's being told 60%, and he wants to make sure that that's not going to happen. Mr. Brown stated that we need to have that conversation with Spillman to see how it's going to work. **Chairman Morgan** indicated that Spillman is using a third party person to do that data conversion.

Mr. Johnson thanked Show Low, Navajo County and Pinetop Fire for being at the shooting last night. He stated that they are trying to work out the issues involving prisoner transport. He stated that the

County is not available in the middle of the night for backup, and they would be depending on Show Low to help during those prisoner transport times. He indicated that they need to have those conversations with NCSO and DPS. **Vice-Chairman Watson** stated that it sounds like an operational thing that the chiefs and the sheriff need to get together and talk about. There was a discussion regarding Show Low and Pinetop-Lakeside employees becoming county employees, and **Vice-Chairman Watson** indicated that that is still on the table and can be discussed. **Chairman Morgan** stated that they can be NARDC employees, and the pay plan could be NARDC. Mr. Brown stated that the County was listed as the fiscal agent and HR because, otherwise, NARDC would then have to be set up differently. Mr. Johnson stated that they need to deal with leave behind costs, and if the savings are significant enough, then they can afford to pay the leave behind costs, including a records clerk. Chief Shelley stated that the warrants position was in the budget. Mr. Brown indicated that if fire districts go to the County, and Show Low is only dispatching for Show Low and Pinetop-Lakeside, then Show Low would not need as many dispatchers. Mr. Dewitt stated that it may be a good idea to throw a few more things in the application and bump up the conversion costs. The NARDC Board authorized Mr. Dewitt to speak to Mr. Pleiter regarding conversion costs.

**Reports from Staff:** Chief Shelley stated that they are working on making sure the backup at the center is working properly. He stated that they had a second test which went through fine with very little disruption, but it took a tool out of the system before it came back online. He indicated that overall, it is doing well.

**New Business:** **Vice-Chairman Watson** indicated that, at a minimum, we will need a meeting to discuss a letter from NARDC, and the regular meeting in November will be for an update. **Chairman Morgan** spoke about the SHSGP radio plan grant and that he reached out to Coconino Sheriff regarding vendors they used for their plan, and Deputy Musselman is supposed to provide Chairman Morgan with that information. He stated that he will also reach out to Maricopa County so we have multiple vendors to look at for an RFP to evaluate a radio plan for our region. Chief Shelley stated that 12-15 years ago, a group was consolidated to do a radio plan throughout the entire valley, and that conglomeration went on to do stuff for the state, as well. **Chairman Morgan** stated that he is looking at the vendor to help us identify a scope of work and giving us an RFP and that he would like to have something within the next 60 days. **Vice-Chairman Watson** stated that it would be nice to have that information if the grant comes through. **Chairman Morgan** stated that it became obvious while collecting data on the resources here that the sheriff has towers, Show Low has towers, all of the fire districts have towers, but we are not talking about how we can share some of those towers to save money and maximize radio coverage.

**Adjourn:** 3:14

**APPROVED:**



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

**DATED: November 13, 2017**

**ATTEST:**



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

**Northeast Arizona Regional Dispatch Center  
ACTION PLAN  
10/9/17**

**GOAL:** Northeast Arizona Regional Dispatch Center was formed to bring together the various dispatch service providers to improve emergency service response times and coordination of responses by the various emergency service providers including law enforcement, fire & emergency medical services. It was determined that this could best be accomplished through a consolidation of dispatch services with a two-center model. This consolidation of dispatch services will better meet the needs of our citizens by providing faster response times and coordination of the appropriate agencies.

**TWO-CENTER MODEL:** The two-center model will include Navajo County Dispatch Center located in Holbrook and Show Low Dispatch Center located in Show Low.

Navajo County Dispatch Center has already upgraded the center with \_\_ dispatch consoles and increased licensing for Spillman software to accommodate fire and other emergency services.

Show Low Dispatch Center has upgraded their center with \_\_ consoles and will upgrade their software system to Spillman software to accommodate fire and other emergency services.

**PRINCIPALS:** The following are current participants as per the IGA dated January 26, 2015 and signed in early 2016.

Navajo County  
City of Show Low  
Town of Pinetop-Lakeside  
City of Holbrook  
Timber Mesa Fire & Medical District  
Pinetop Fire District  
White Mountain Fire District  
Pinedale-Clay Springs Fire District  
Joseph City Fire District  
Sun Valley Fire District  
Heber-Overgaard Fire District

**SUBSCRIBERS:** The following are current subscribers as per the IGA.

**HOSTING AGREEMENTS (pending):**

Snowflake-Taylor  
Winslow

**PHASE III:** NARDC Director becomes the manager of both dispatch centers.  
Funding flows through NARDC. Dispatch employees come under one entity in the County.