

**NORTHEAST ARIZONA REGIONAL DISPATCH CENTER GOVERNING BOARD MINUTES**  
**October 10, 2016, 2:00 p.m.**

**2:03 p.m. Call to Order**

**Present:** Jim Morgan, Chairman; Paul Watson, Vice-Chairman; Ed Muder, Member; and Keith Johnson, Member; were present in person.

**Also Present:** Ron McArthur, CEO Summit Healthcare; Ken Dewitt, Navajo County IT Director; Jenny Hansen; Regional Dispatch Director; Nick Patton, NARDC Attorney; F. Morgan Brown, City of Show Low Attorney; Joe Shelley, Show Low Chief of Police; Dave Sargent, Pinetop-Lakeside Chief of Police; Kim O'Farrell, Dispatch Supervisor; Ryan Montgomery, Spillman; Lieutenant Arend, Winslow PD

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

**Approval of Minutes:** September 12, 2016; September 12, 2016, Executive Session. **Mr. Muder made a motion** to approve the September 12, 2016 regular session minutes; motion seconded by **Vice-Chairman Watson**. Vote unanimous approving the motion. Decision to approve the September 12, 2016 Executive Session Minutes was tabled.

**Discussion and possible action regarding purchase of networking equipment:** At 3:00 p.m., Mr. Dewitt indicated that regardless what happens with radios, we need networking infrastructure to run it on. He stated that the original budget proposal is \$130,000.00, and he wants to go ahead and start purchasing networking equipment following the County procurement process. He stated that it takes time to get the equipment in, installed and up and running. Ms. Hansen indicated that she is in agreement with purchasing these items for networking. **Vice-Chairman Watson** indicated that when purchases are made, the NARDC Board would want line items indicating what Mr. Dewitt wants to purchase and how much it costs. Mr. Dewitt advised the NARDC Board that he will send out the backup information in the next day or so. Mr. McArthur indicated that Summit Healthcare purchased Cisco and suggested Mr. Dewitt speak with Aaron. **Vice-Chairman Watson made a motion** to authorize up to \$130,000.00 towards networking equipment with the caveat that the NARDC Board be given backup documentation as to what's been purchased at the next meeting and what's being proposed to be purchased; motion seconded by **Mr. Johnson**. Vote unanimous approving the motion.

**Discussion and possible action regarding NARDC Insurance Coverage:** **Mr. Muder** inquired how quotes were advertised and stated that he is unsure whether any of the companies knew on what they were bidding. Mr. Patton indicated that Eric Scott called people and told them what to do. He suggested that he prepare a letter that Mr. Scott can send out which will clarify what NARDC is looking for, which he believes is DNO and maybe employment liability for Ms. Hansen. Ms. Hansen stated that she will look for any language in sample subscriber agreements and will share that information with Mr. Patton. Mr. Patton indicated that Mr. Scott reached out to companies in the area, and some of them did not respond, but the issue is that the companies did not understand on what they were bidding. **Vice-Chairman Watson** recommended that we table this item and instruct those involved to prepare a spec sheet to send out to all agencies and give them a chance to respond. **Chairman Morgan** so directed staff

**NARDC Program Update:** At 2:06 p.m., Jenny Hansen stated she has reviewed the January version of the proposed budget. She stated that she is completing the staffing study, which comprises about 85% of budget. She stated that she still needs to derive retention and turnover rates from Pinetop-Lakeside. She stated that she

will have an updated draft proposed budget within ten days. She indicated that the budget looks good by way of completion of the line items, but the number of employees may change a little bit. She spoke about the gaps in the current level of performance in radio and telephony that need immediate attention County wide. She provided a director's update to the NARDC Board and reviewed it. She spoke about the immediate focus being the radios. She spoke about the requirements of NARDC in order to support all of our agencies. **Chairman Morgan** spoke about the Homeland Security grant program and that one of the number one priorities is interoperability, and, currently, there is no continuity in northern Arizona. He stated that we need to have a cohesive standard throughout. Ms. Hansen indicated that we need to develop the requirements done and move forward with regard to the radios. She spoke about the Computer Aided Dispatch (CAD) which will be utilized by NARDC. She spoke about attending the Spillman Users Conference. She stated that during her sit alongs in Holbrook, she noted that we could be doing better with this tool. She indicated that there will be a refresher training course to improve the performance of current Spillman users now and then begin to train users in Show Low and Pinetop-Lakeside and take advantage of all of Spillman's capabilities. She stated that Winslow PD is hoping to have NARDC host their data. Ryan Montgomery indicated that Winslow PD and Snowflake/Taylor PD received permission from their city councils to go forward with Spillman and to have NARDC host their data. He stated he gave Winslow and Snowflake/Taylor an estimated price of about \$4800/year to share on the server; however, he told them that that price may change. He stated that more than 80% of Spillman customers share in an environment similar to what Navajo County is wanting to do. He advised the NARDC Board that Ms. Hansen is one of the very best in the field that he's ever seen. He thanked Mr. Dewitt for working to update Sheriff's dispatch. He spoke about how every single person will be trained on Spillman. Lieutenant Arend addressed the NARDC Board. **Chairman Morgan** indicated that NARDC does not have an official request from Winslow, so he indicated that an official request needs to be received from Winslow so that it can be put on a future agenda. **Mr. Muder** indicated that as soon as NARDC receives the formal numbers, overall budget and what it's going to cost to host, NARDC can then move forward with making decisions regarding hosting data. Ms. Hansen proposed to work with Mr. Dewitt, Mr. Montgomery, City of Winslow and Snowflake/Taylor to work out a CAD roadmap for hosting agreements. **Chairman Morgan** indicated that Mr. Patton would need to be a part of that discussion. Ms. Hanson spoke about the current issues with phones. She spoke about the dispatch meetings that she has had with all of the dispatchers in Show Low and Holbrook. She said that Eric Scott has agreed to have meetings with dispatchers regarding human resources. She spoke about having a logo contest with the dispatchers. She spoke about staffing studies. She stated that she is in the process of drafting an NARDC Charter and Concept of Operations. She spoke about priorities for the next month, including Public Safety Agency High Level Radio Requirements, Radio Status Update, draft a subscriber agreement, draft the charter, draft the concept of operations, and draft a proposed budget. Mr. Dewitt indicated that he and Ms. Hansen have communicated about the networking and computers and servers and seem to be on the same page.

**Financial Update:** **Vice-Chairman Watson** stated that he sat down with the County Finance Department to talk about NARDC finances. He provided a letter describing what the County anticipates regarding the CDBG grant, indicating the County came up with a grant for \$468,000; and in addition to the grant, there is a matching part that is \$105,000, and the anticipation is that the County puts forward the grant funding as their contribution and that the \$105,000 be allocated against the capital costs of NARDC. As to operational budget, at this point, dispatch operations as was agreed to by NARDC are the responsibility of individual organizations until such time as they convert over. In the meantime, there are certain costs mainly relating to Ms. Hansen being allocated to NARDC. As far as cash flow, the County is fronting those costs out of its operational budget. **Chairman Morgan** indicated at some point, NARDC needs to start migrating agencies under that umbrella so cash flow begins to come into the organization and funds the various aspects of NARDC. **Vice-Chairman Watson** provided a budget performance report through 10/7/16 and indicated that he will bring a month-end report each month.

**Reports from Staff:** Mr. Dewitt requested that the operational committee be organized. **Chairman Morgan** indicated that the business plan identifies who would make up the operational committee, and he directed Ms. Hansen to spearhead that and put out invitations to individual agencies. Ron McArthur requested that a balance sheet be provided, as well. Mr. Dewitt stated that an RFQ was completed for the servers he is proposing, there are eight qualified bidders, and that he will prepare an RFP in the next week or so. He stated that he and Ms. Hansen are sharing Clint Batson, who is the candidate for the IT position and inquired as to how the NARDC Board would like them to handle the hiring of personnel. **Chairman Morgan** stated hiring of personnel would need to come through NARDC for approval. Ms. Hansen indicated that it is likely she will be requiring Clint Batson full time sooner rather than later. **Vice-Chairman Watson** recommended that by the next meeting, when the budget is ready, for Ms. Hansen to bring a formal recommendation. **Chairman Morgan** reviewed members of the operational committee and technology committee, which would include chiefs of law and fire and may include individual specialty groups, as well, and that IT would fall under the technology committee. Mr. Dewitt stated that he will reach out to agencies and indicate that he needs an IT representative to discuss specific items, and the agencies can determine the appropriate person to send. Mr. Brown indicated it was anticipated that the Board would hire Ms. Hansen, and she would hire future employees based on an approved budget. Ms. Hansen indicated that she will develop a hiring process for NARDC.

**New Business:** **Vice-Chairman Watson** indicated that the County and Show Low are working on obtaining a vehicle for Ms. Hansen. Mr. McArthur stated that the Hospital applied to be a Level 3 Trauma Center in the ER with plans to go live on January 1 and that regional dispatch would be even more critical.

**Adjourn:** 3:37 p.m.

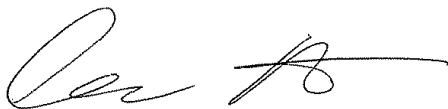
**APPROVED:**

**DATED: November 21, 2016**



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

**ATTEST:**



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