AGENDA
NORCOM Governing Board  Kirkland PD Totem Lake Room
            March 9, 2018

1. Call to Order

2. Roll Call

3. Open Communications from the Public

4. Employee Recognition
   a. Stork Pin to Nicole Benson
   b. Farewell to Kathy Lombardo, King County E-911 Office Program Manager

5. Action Items
   A. Consent Calendar
      1) Minutes from February 9, 2018 Governing Board meeting
      2) February 2018 Accounts Payable Report

6. Old Business
   A. Briefing: Fire Projects Update
   B. Briefing: Police Projects Update
   C. Briefing: E-911 Regional Strategic Discussions

7. New Business
   A. Briefing: Payroll System Cross Team

8. Staff Reports
   A. Executive Director
   B. Deputy Director
   C. Police Liaison
   D. Fire Liaison
   E. Human Resources
   F. Finance
   G. Technology

9. Committee Reports
   A. Joint Operating Board
   B. Finance Committee

10. Executive Session¹
    ¹ The Governing Board may hold an Executive Session pursuant to one or more of the following:
        • RCW 42.30.110(1)(i) to discuss with legal counsel representing the agency matters relating to agency enforcement actions, or to discuss
          with legal counsel representing the agency litigation or potential litigation to which the agency, the governing body, or a member acting in
          an official capacity is, or is likely to become, a party, when public knowledge regarding the discussion is likely to result in an adverse legal or
          financial consequence to the agency;
        • RCW 42.30.110(1)(g) to review the performance of an employee; and
        • RCW 42.30.110(1)(f) to receive and evaluate complaints brought against an employee.

The next Governing Board meeting is scheduled for April 13, 2018
MEMBERS

Bill Archer  City of Clyde Hill
Kyle Kolling  City of Clyde Hill
Jim Roepke  City of Bothell
Marilynne Beard  City of Kirkland
Steve Burns  City of Medina
Daniel Yourkoski  City of Normandy Park
Bob Larson  City of Snoqualmie
David Burke  Duvall Fire District #45
Jon Parkinson  Eastside Fire & Rescue
Chris Connor  Fire District #27
Ed Holmes  Mercer Island Police
Jim Torpin  Northshore Fire
Tommy Smith  Redmond Fire
Tim Dahl  Shoreline Fire Department
Greg Ahearn  Woodinville Fire

ABSENT

Nathan McCommon  City of Bellevue
James Knisley  Skykomish Fire District #50

VISITORS

Bill Hamilton  City of Kirkland
Cherie Harris  City of Kirkland
Michael Olson  City of Kirkland
Deanna Gregory  Pacifica Law
Margaret Horner  Seattle University

NORCOM STAFF

Thomas Orr  Executive Director
Josh Baker  Fire Liaison
Tracey Croisier  EA and PIO
Nick Curry  Telecommunicator
Jami Hoppen  Training Supervisor
J.R. Lieuallen  Finance Manager
Roky Louie  Deputy Director
Scott Sotebeer  Deputy Director
Ron Tiedeman  IT Director
1. **Call to Order**
   The NORCOM Governing Board was called to order by Ed Holmes, Governing Board Chair, at 9:00 a.m.

2. **Roll Call**
   Chair Holmes requested a roll call of present Governing Board members. A quorum was established.

3. **Open Communications from the Public**
   There were no requests for communication from the public.

4. **Employee Recognition**
   Executive Director Thomas Orr noted the upcoming Telecommunicaotr Appreciation Week and said any donated swag items would be appreciated.

5. **Action Items**

   A. **Consent Calendar**
      Chair Holmes called for a motion to approve the items on the consent agenda: Minutes from the January 5, 2018 Governing Board meeting and the January 2018 accounts payable (accounts payable total: $1,034,525.05).

      Steve Burns made a motion to approve the consent calendar.

      Tommy Smith seconded the motion.

      Motion carried.

6. **Old Business**
   A. **Fire Projects Update**
      **Tri-Tech CLQ (CLICK) Project**
      IT Director Ron Tiedeman said the CLQ project is ongoing. He explained this will allow dispatcher to query cellular coordinates via text.

      **ePASS in Progress, Allows Departments to Track Firefighter Location**

      **Tri-Tech Admin Training 2/26 – 3/1**

      **New GIS Administrator, Chris Mast, hired**
B. Police Projects Update

Normandy Park Live with No Issues

Tyler Upgrade has 45 Open Projects, 5 Priority

Tyler Brazos eParking Project Underway

LiNX NW Assisting Bothell PD and Normandy Park PD

Kirkland Animal Tracking Up and Running

C. NORCOM Infrastructure Update

There was a discussion about text-to-911, delays in the project and the desire to move the project forward.

IT Director Ron Tiedeman said NORCOM received notification that the Eastlink construction would involve utilities re-routing. He met with CenturyLink and learned that both fiber and copper wire would be exposed in the roadway; wires have been re-routed in a different location.

D. Update on King County E-911 Strategic Planning Process

Deputy Director Scott Sotebeer noted there will be a vote this month; he also noted that the Council will approve the proposed strategic plan.

Executive Director Thomas Orr spoke to IT full time employees (FTE) funded by King County and noted a current plan to share the FTEs as a cost-cutting measure.

Deputy Director Scott Sotebeer spoke to changes in King County executives, namely resignation of the IT director and also the resignation of interim program office director Kathy Lombardo.

At the state level, Deputy Director Sotebeer noted there is a $7.2 million shortfall in the state 911 fund; approximately $4.2 million of that shortfall potentially impacts PSAPs. He said he’s been told this shortfall will negatively impact King County by $37,000 - $1,600,00. Deputy Director Sotebeer noted there is momentum, both in Washington state and in other states, to consolidate PSAPs.
7. New Business
   A. **Snoqualmie Pass Fire & Rescue / Kittitas Fire District 8**
      The Director spoke to Snoqualmie Pass Fire & Rescue’s desire to return to NORCOM. Currently they average approximately 500 calls per year. They have also expanded their reach into Kittitas County.

      There was a general discussion about the logistics of Snoqualmie Pass coming back to NORCOM.

      Chair Holmes spoke to the importance of being mindful of future potential growth opportunities.

   B. **Board Discussion of Governmental Efficiencies**
      Deputy Director Sotebeer introduced Margaret Horner of Seattle University. Margaret Horner said she has assembled a team to review the issues at hand with a goal of reporting findings by April.

      Chair Holmes recommended revisiting this issue once the Seattle University study is complete.

   C. **Reminder on April’s Principal Assembly**
      i. NORCOM will send invitations to appointed principals.
      ii. New Vice Chair position will need to be appointed.

      Chair Holmes noted Nathan McCommon and Steve Burns have both expressed interest in the vice chair position. There was a discussion about the current practice of rotating fire, police and city managers as board chairs.
8. Staff Reports
There were no further questions regarding the staff reports.

9. Committee Reports
There were no comments or questions regarding the committee reports.

The Governing Board meeting was adjourned at 10:12 a.m.

Approved by:

______________________________
Chair

Attest: ________________________
Secretary
NORCOM
ACTIVITY FEBRUARY 1, 2018 THROUGH FEBRUARY 28, 2018

Accounts Payable, Payroll, Electronic and Manual Payments Totalling: $ 768,398.26
Checks by Date - Detail by Check Date Report attached

I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein, that any advance payment is due and payable pursuant to a contract or is available as an option for full or partial fulfillment of a contractual obligation and that the claim is a just, due and unpaid obligation against NORCOM, and that I am authorized to authenticate and certify said claim.

Michael Olson, Treasurer

We, the undersigned NORCOM Board Members, do hereby certify that claims in the amount detailed above are approved.

Governing Board Chair

Governing Board Vice Chair
# Accounts Payable

## Checks by Date - Detail by Check Date

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**Printed:** 3/5/2018 7:39 AM

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Total for ACH Check for Vendor 120: 229,216.42

Total for 2/16/2018: 229,216.42

Report Total (19 checks): 768,398.26
MEMORANDUM

To: Governing Board
From: Tom Orr, Executive Director
Date: March 5, 2018
Subject: General Update – Governing Board Meeting – March 9, 2018

1. NORCOM Strategic Leadership Retreat

There was a temporary hiatus in the initial phase of strategic planning due to the outside consultant’s schedule. The remaining sessions are now being scheduled.

2. King County E-911 Strategic Planning Effort

The proposed legislation to establish the new 911 regional governance needs to be reviewed by the Regional Policy Committee. At present, the legislation should go to King County Council in April.

3. Snoqualmie Pass Fire & Rescue

The review process for Kittitas Fire District 7 joining NORCOM continues. As an interim measure, NORCOM will be following through with a request to the E-911 office to return all areas of King County 911 being routed to KITTCOM to the King County Sheriff’s Office. For the last year, 911 calls in the Alpental area and other smaller nearby areas were routed directly to KITCOMM. When submitted, the work order will assure that 911 callers in King County will route directly to a King County 911 PSAP.

4. NORCOM analysis of potential governance efficiencies

The Seattle University study is in underway. Surveys are being sent out to Governing Board members and phone interviews are also in progress.

5. NORCOM Facility Needs Assessment

The consultants have submitted a draft report which is being reviewed by NORCOM staff.
MEMORANDUM

To: Governing Board
From: Scott Sotebeer, Deputy Director for Strategic Initiatives
Date: March 1, 2018
Subject: General Update – March Governing Board Meeting

1. **E911 Strategic Plan**
   a. Plan is scheduled to be reviewed by Regional Policy Committee on March 7.
   b. RPC will transmit to the King County Council for scheduling a hearing either in Law Justice or the Committee of the Whole. Likely in April.
   c. Not likely to have Regional Governance meeting until May or June.

2. **County E911 Program Office**
   a. No updates on vacant County IT Director and Program Office Director hiring.

3. **Interim Advisory Group**
   a. Last meetings of group scheduled for March. However, original legislation allows it to continue until the Governance Advisory Committee and legislation is finalized. Further meetings TBD. Going away celebration for Kathy Lombardo at the March meeting.

4. **State 911**
   a. Attended February meeting. No additional information on regionalization planning. However, state reportedly uncovered $2 billion surplus and is expected to fund state 911 shortfall.

5. **King County Directors**
   a. NORCOM to do pilot project for “sharing” IT professionals (funded by county allocation to NORCOM) to support Program Office projects. Letter of concern from PSAPs was scrapped.
   b. Text-to-911 project timeline presented as a working document. All understand that there are external factors (such as completion of vendor agreements) that are beyond the control of Program Office and PSAPs. Agreement to update regularly and keep PSAPs informed of timeline changes and other issues.
   c. NORCOM (Ron) proposed that key to moving forward was open and regular issues communications with PSAP tech managers to better handle moving and changing timelines.
6. **Seattle University Efficiency Study**
   a. Online survey and phone interviews in progress through March 2.
   b. Report will be reviewed by Dr. Collins before a presentation at SU.
   c. Presentation will be recorded and written report delivered to NORCOM after SU presentation.
   d. Timeline for delivery of report to NORCOM roughly around week of March 23.
MEMORANDUM

To: Governing Board
From: Amanda Kolling, Acting Police Liaison
Date: March 1st, 2018
Subject: Staff Report – Governing Board Meeting – March 9th, 2018

1. Police Liaison

The interview process for Police Liaison will begin the week of March 12th. There are currently 17 applicants for the position. In the meantime, duties associated with the position are continuing to be divvied up between Operation Supervisors.

2. Technology

Police Ops is continuing to pursue discussions and interests for implementing an e-Parking interface through Tyler (Brazos). A meeting has been scheduled for March 14th with representatives from each interested agency as well as design engineers from Brazos to discuss the product in depth.

Police Ops are also in the infancy stages of discussing a new crime analysis software, iBase, to be shared amongst interested agencies. This software would be able to create a detailed crime map that ties suspects, articles, vehicles, locations, etc., together using exiting RMS system.

3. Telecommunicator Week

Telecommunicator Week is quickly approaching (April 8th – 14th) and we are continuing to collect swag from our user agencies to hand out as appreciation to our Telecommunicators.
Police Liaison

The following performance data is included with this report:

- 911 Call Answer Standards
- 911 Call Answer Standards by Month and by Year
- NORCOM Actions (phones, police)
- CAD Calls by Year
- Police CAD Incidents to Date AND Call to Dispatch Times
911 Call Answer Statistics 2010 – Present

The NORCOM adopted standard is 90% of 9-1-1 telephone calls will be answered within 10 seconds or less during each hour of a calendar quarter (barring major disasters or other extraordinary events)

Source: King County Enhanced 911 Participation Agreement

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Performance Measurement Data: March 1st, 2018
Prepared by: Amanda Kolling, Acting Police Liaison
PDLiaisons@norcom.org; 425-577-5586
## 2018 NORCOM Phone Actions

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<th>911 Answer %</th>
<th>7 digit EMER</th>
<th>Non Emergency (Secondary)</th>
<th>Incoming Business</th>
<th>PD Calls</th>
<th>Traffic Stops</th>
<th>Officer Initiated Incidents</th>
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<td><strong>9,287</strong></td>
<td><strong>2,136</strong></td>
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**911 Calls** = Landline, Wireless, & VoIP Calls on 911

**911 Answer %** = % of hours 911 calls were answered 90% of the time within 10 seconds

**7 digit EMER** = 425-577-5656 (alarm companies, transfers from agency phones, public safety agencies)

**Secondary Queue** = Calls have come in as 911 or 7 digit EMER, been screened, determined to be non-emergency, and transferred to the secondary queue

**Business** = 425-577-5600 (officers, family members, etc)

**PD Calls** = All calls in CAD with unit assigned excluding TS & Officer Initiated

**Traffic Stops** - field initiated, included NORCOM involvement

**Officer Initiated** = Traffic Stops via MDC (not called out & no NORCOM action needed) and all other field initiated calls

**Test calls, cancelled calls, and calls with no unit dispatched are not reflected** (not billable calls for service)

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Performance Measurement Data: March 1\(^{st}\), 2018  
Prepared by: Amanda Kolling, Acting Police Liaison  
PD Liaisons@norcom.org; 425-577-5586
This report includes all calls with a unit dispatched on them with the exception of officer initiated (mobile) and radio initiated calls. Those incidents have been pulled from the reporting numbers because they do not accurately reflect call received to call dispatch times. In most cases, the unit was immediately dispatched on the incident (traffic incidents, on-views, etc).

**Average Call to Dispatch Times (MM:SS) for Police P1 and P2 incidents (Goal = 60 Seconds)**

All Police priority 1 and 2 calls are screened through NORCOMs Quality Assurance process. In addition, all calls over the 60 second threshold are reviewed to determine the circumstances which contributed to the apparent delay.
Average Call to Dispatch Times (MM:SS) for Police P3 Incidents (Goal – 3 Mins)

Dispatch times on priority 3 police calls are frequently dependent on field units being available for dispatch. Calls of this type include traffic accidents, alarms, etc. Priority 3 calls are held until sufficient information is documented in the call to provide basic response information to field units. NORCOM continues to meet this performance standard.

![Average Call to Dispatch Times Graph]

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Performance Measurement Data: March 1st, 2018
Prepared by: Amanda Kolling, Acting Police Liaison
PDLiaisons@norcom.org; 425-577-5586
**Average Call to Dispatch Times (MM:SS) for Police P4 and P5 Incidents (Goal 60 Mins)**

NORCOM is easily meeting the expectation of non-emergency calls being dispatched in 60 minutes or less from the time of the call.

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MEMORANDUM

To: Governing Board
From: Josh Baker, Fire Liaison
Date: March 1, 2018
Subject: Staff Report – Governing Board Meeting – March 9th 2018

CURRENT EVENTS

1. NATURAL GAS INCIDENTS – Minor Revisions
   NORCOM has made two changes to the way we process Natural Gas Incidents.
   NORCOM will dispatch, without exception, a fire department response when natural gas odors or leaks are
   reported within our service area. This will happen regardless of the presence of utility workers on scene.
   Definition Change: Natural Gas - Commercial - Report of a smell of natural gas, or a natural gas leak from a
   known source, within a commercial building. This includes parking structures.

2. SNOQUALMIE PASS FIRE & RESCUE (SPFR) – Task Force Update
   NORCOM Admin has briefed Fire Operations, Joint Operations and the Governing Board regarding the request
   made by Snoqualmie Pass Fire & Rescue, King/Kittitas County Fire District 51 to join NORCOM for dispatching
   services. NORCOM has assigned a project management task force charged with producing a robust proposal based
   on best practices.

3. STRIKE TEAM / TASK FORCE
   Zone 1 continues to improve upon the Task Force/Strike Team program and training. While developing
   recommendations, some operational assumptions were made. First, all Zone 1 departments, stations and
   units will participate in Task Force/Strike Teams (TF/ST) responses and move ups. Second, non-immediate
   needs TF/ST response will have Zone One coordinator input. The committee's recommendation is not to
   split the zone as previously requested. A more workable solution is to divide out of zone responses into
   geographical areas. NORCOM IT has been asked to add in all of the existing Zone 3, Zone 5 and Snohomish
   County Fire Station addresses that will allow for generic routing and more granularity custom tailoring the
   closest available units than the present system provides. Using this model, a NORCOM Telecommunicator
   would ask the requesting PSAP to provide the closest local fire station address. Geo-verifying this location
   in NORCOM's CAD will route a better selection of units closer to the scene than ever before. Task Force
   Strike Team Leaders (TFL/STL) may provide different direction to the responding crews post-dispatch.
   Departments will need to identify non move-up/key stations. Agencies will need to be okay with multiple
   units leaving their jurisdiction, whether that is to respond to the incident or backfill a neighboring
   jurisdiction with move-ups. It has been requested that a travel channel “NORCOM Talk Group” be assigned
   to the response in addition to the IO channel units will be asked to switch to. SEE KCFCA TF/ST PROCEDURE
4. **RESPONSE PLAN TRAINING**
   
   A select group of NORCOM personnel attended the Tri-Tech Computer Aided Dispatch (CAD) Administration Training brought to NORCOM with Seattle Fire Alarm Center (SFAC). This training shed light on regional best practices allowing the group to glean from Seattle how their responses vary. Crucial to the success of auto aid across the county, and the future of response plan creation and maintenance.

5. **MUTUAL AID – East of King County**

   **NORMAL OPERATIONS** - When Zone 1 resources are requested to respond with SPFR on mutual aid calls into Kittitas County, KITTCOM sends an alphanumeric page to NORCOM requesting 1 of 4 mutual aid packages. Units are dispatched based on the existing packages’ associated response plan. This process has been in place since SPFR’s migration to KITTCOM last year and remains unchanged, with KITTCOM managing the event.

   **INTERIM PROCESS** - Recently, a need was identified to put additional procedures into place to manage non-specific requests from KITTCOM. Specifically, NORCOM worked with our stakeholders to develop a process that gives clear direction should SPFR not have volunteer or career staffing available to respond to calls in their area. The following process has been established to mitigate confusion associated with these rare requests.

   KITTCOM will contact NORCOM via phone when SPFR resources are unavailable and will ask NORCOM to assume control of the incident. KITTCOM will advise NORCOM if the call is Fire or EMS related and must relay all details of the call to NORCOM. NORCOM will dispatch:
   - The closest Engine (Fire Calls) or closest Aid Car (Medical).
   - Station alert tones for SPFR (SPFD1) and ESFR’s Battalion Commander (B71ST).
   - ESFR staff, NORCOM Supervisor, and Fire Liaison notifications will accompany the initial dispatch.
   - If B-71 is unable to respond (busy on another working incident), an ESFR Executive Chief will contact the NORCOM Supervisor 425-577-5580 to assist.
   - In the event responders request additional resources, Dispatch will change the generic type code from mutual aid to the most appropriate problem nature code matching the request e.g. Working Fire – Residential, Cardiac Arrest, MVA – Rescue, etc.
   - The call will be reconfigured and additional units will be assigned according to response plan.
NORCOM Fire Performance Measurement Data through February 2018

The following performance data is included with this report:
Call to Dispatch Times
NORCOM Fire/EMS Call Received to Call Dispatch Statistics & Incident Counts.
This report includes all priority 0, 1, 2, 3, and 4 fire/EMS Emergency incidents with a unit dispatched on them.
Data is gathered based on the time the call is picked up to the time a unit is dispatched on the incident.

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**2010 NFPA 1221 - NORCOM’S CURRENT STANDARD**

% of Fire/EMS Calls under 90 Seconds Call Received to Call Dispatched (Goal = 99%)

![Graph showing monthly percentages from 2013 to 2018 with goal line at 99%]

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MEMORANDUM

To: Governing Board
From: Roky Louie, Deputy Director for Operations and Human Resources
Date: March 9, 2018
Subject: Staff Update

OPERATIONS

Annual Evaluations and Quality Assurance

The Operations Supervisor group and the Quality Assurance and Public Records Specialist continue to work toward completing all first quarter evaluations and Quality Assurance Checks (QAs) by the end of March. Overall, the group is lagging behind in completion of this task. For quarter one, 13.21% of Call Receiving QAs, 39.62% of Fire Radio QAs, and 41.51% of Police Radio QAs have been completed with one month remaining in the quarter.

NORCOM currently provides a separate quality assurance check on Call Receiving, Fire Radio, and Police Radio for each employee every quarter. A rating of below standards requires counseling and a follow up check to ensure that any deficiencies are brought up to an appropriate level.

Leadership Training – The Results Group

To date 100% of NORCOM’s management, administration, and IT employees have completed the leadership training offered by Steve Kent. In addition, 60% of the Telecommunicator group has completed the line level training. The remaining group of Telecommunicators will receive the same training in the near future once Steve has the opportunity to schedule additional academies.

Recognition Cross Team

The Recognition Cross Team helped the Executive Director to identify and select NORCOM’s Annual Award recipients. The winners include:

- Nick Curry, Telecommunicator of the Year
- Jami Hoppen, Supervisor of the Year
- Zeb Middleton, Information Technology Employee of the Year
- Tracey Croisier, Administration Employee of the Year
- Nathan Way, Edison Award
- The Normandy Park Project Team, Team Award
**NORCOM Associated Guild Contract Negotiations**

2018 will require negotiation of a new contract with the NORCOM Associated Guild. The NORCOM Associated Guild President and the Deputy Director have had preliminary conversations about an overall plan for the negotiation process and scheduling of individual sessions. Work is being done to schedule an initial meeting.

**HUMAN RESOURCES**

**Telecommunicator Recruitment**

Telecommunicator staffing is currently at 52 out of 62 allotted positions. The Recruitment Cross Team is currently working toward hiring for CRA25. A total of 215 applicants have been processed since the beginning of 2018. One applicant is in backgrounding with 10 others awaiting results from Suitability Assessment Report testing, one of the initial assessments in the hiring process.

The Recruitment Cross Team has also begun going to Public Safety Testing sites on test days to promote our agency and encourage applicants to apply to be a Telecommunicator at NORCOM. Initial results have been positive.

**Systems Engineer**

The NORCOM IT department has posted for an additional Systems Engineer position. A number of qualified applicants have submitted for the position. Current estimates predict this position will be sometime in May.

**Police Liaison Recruitment**

The interview and assessment process for the Police Liaison will be held on March 15th. A large number of both internal and external candidates have applied for the position. After a short list of finalists are selected, a final interview will be held with the Executive Director. If an external applicant is selected for the position, there may be a delay while the backgrounding process is held. It is also a possibility that while backgrounding is ongoing, an offer can be made and employment started, contingent upon an eventual successful backgrounding process.
MEMORANDUM

To: NORCOM Governing Board

From: J.R. Lieuallen, Finance Manager

Date: March 4, 2017

Re: Staff Update

- Tyler (NWS) Settlement Agreement Payments – There is one remaining payment:
  - The Final Acceptance payment of $274,509 is still outstanding.

- 2016 Audit – SAO has completed field work.
  - They are working offsite on a couple items and will have to return for a short time to review location/possession of assets.
  - A few minor adjustments have been presented to NORCOM for our review and the SAO has suggested some presentation changes.

- 2017 Financial statements
  - The financial tie-outs are nearly done. Depending on any changes from SAO regarding 2016 statements, we are prepared to finalize.
  - For the last several years, only an internal review of the statements has been done. This year, the statements, along with back-up and tie-out will be passed along to some or all of the finance committee for their review.

- Possible payroll upgrades.
  - Received a demo from ADP, reviewing their payroll product(s). They have many options that we currently do not have with Paychex, the most important being a centralized system and the ability to minimize manual entries.
  - NORCOM is also seeking out options from other entities, such as improved Paychex options and Telestaff (our time keeping system) options.
  - We are considering a change in the spring of 2018, depending on cost and of course if a new system would be beneficial to NORCOM’s needs.
  - A more formal review will begin once Lena has returned from maternity leave – exact date TBA, but around March 2018.
  - NORCOM has also created a team to analyze our internal processes in order to evaluate ways to streamline payroll activities and mitigate mistakes.
The 2019 budget process has begun.
  - Budget Policy and Calendar documents have been given to Joint Operations for initial review. This document will be officially adopted by the Governing Board in May.
  - NORCOM management will be starting its internal focus on departmental budgets and in our March finance committee, we will ask if there can be input from the committee during our initial managers’ look at the budget.
MEMORANDUM

To: NORCOM Governing Board

From: Ron Tiedeman, IT Director

Date: February 27, 2018

Re: Staff Update – Information Technology

RAADAR Updates – Currently, we are still in active conversations with Tri-Tech regarding mutually agreed purchase of RAADAR. Tri-Tech continues to discuss internally, while I am coordinating a similar demo and discussion with Tyler. Nathan has over 17 enhancement requests for the application, including notifications and in-app messaging capabilities.

Recently, two requests have been considered within RAADAR to include Animal Tracking additions and mobile NCIC reporting. Due to the exorbitant costs identified by Tyler to make minor updates that exceed $40,000 and $17,000 annually, we have begun looking at internal development to achieve cost savings, but also achieve action must faster with more reliability.

March 14th WSP RAADAR Demo – Bellevue Office.

NORCOM Systems Engineer – Due to increased workload within IT specific to RAADAR development and enhancements, as well as the unfilled position originally slated for the Shoreline IT Agreement, and with the approval of Executive Director we have opened the Systems Engineer position. The position will be placed within the infrastructure group and will support all aspects of current Systems Engineer in Shoreline as well as Senior Systems Engineer at NORCOM. Initial application review is underway, with hopes of successful completion within April/May timeframe pending background and testing process.

Tri-Tech and Fire – Current Tri-tech CLQ (Click) in test environment and planned installation go-live late March once testing is complete. CAD-to-CAD interface configuration quote in process, which will allow one single interface to communicate between both CAD systems.

EPASS (employee accountability), Motorola application demo and PSERN radio system updates scheduled March 27th, 1 pm at Eastside Fire Headquarters in Issaquah. Due to the interest in EPASS, and the pending schedule and radio system updates I’ve combined both meetings into one where the system and the new radios can be discussed, with valid updates from King County Project Managers.

Tyler - Systems are running efficiently with minimal support tickets being triaged. Tyler Service Pack 1 release changed from February to March and is anticipated to resolve many open tickets with low priority as well as 2 priority 2 tickets. E-Brazo implementation underway, with Commander Magnan discussing at Police Ops to ensure all agency interests can be accommodated who may want e-citations now or later.
**PSERN** – Project continues to ramp up with meeting intervals expected to increase with project management scheduling for upcoming console and dispatch updates tentatively starting in June 2018 to include training and testing.

**King County 911** – NORCOM IT Director participant in E911 Project Oversight committee, which includes discussing proposed action plans and scheduling for project in 2018 – 2019. NORCOM IT Director has also been asked to participate in KC 911 Program Director interview panel scheduled March 15th – 19th.

King County 911 made an official request of all King County PSAPS, asking for technical assistance in completing three high-level projects at each of the PSAPs. These projects include text-to-911, VIPER phone, hardware and server replacements and ESInet II installs. Of all the PSAPs, NORCOM was the only agency to offer this assistance and was asked to support these three projects at not only NORCOM, but also WSP Bellevue, Bothell, Redmond and Issaquah. NORCOM has tentatively agreed to assist pending more formal details regarding time allocation, project hours, and our input into project scope and planning procedures.

**Fire Projects** *(Systems Supervisor – Karen Furuya)*

- **TriTech**
  - Fire Mobile user training 2/26 – 3/1 – NORCOM and Seattle Fire.

- **Other Fire Projects**
  - **Location** - Scheduling call with HP management to discuss replacement – 10 remain unusable.
  - **CLQ (Cellular Location Query)** – Install and test – March.
  - **Live MUM** – Fire move-up software upgrades and enhancements continue.
  - **EPASS** – Employee accountability project.
    - Vendor demo – Motorola 3/27/18.

**Police Projects** *(Systems Supervisor – Mike Prill)*

- **Tyler/New World Systems Upgrade – COMPLETE 2017.1**
  - Milestone Payment Closeout 30 days after completion of Priority 1 and 2 issues.
  - Awaiting Service Pack 1 update – March.

- **Tyler Animal Tracking Module – Kirkland**
  - Installation complete. Coordinating pet data import.

- **Tyler – Brazo’s eParking Solution**
  - Installation scheduling underway with Mercer Island Police and Bellevue Police.
**Infrastructure Projects** (Senior Systems Engineer – Nathan Way)

- BLVPD 5-year CAD and LERMS data extract request

**RAADAR**
- Tri-Tech strategic discussion
- Tyler strategic discussion and demo
- RAADAR – Bellevue Transportation log in and use
- WSP Demo – March 14th
- Custom program charges and development – Madison County - $1500 revenue to date

**RAADAR Development Enhancement Requests:**
- **Animated maps.** - Map Updates and auto refresh with no location loss.
- **Authorization Banner** – Log policy and procedure: username, and click yes to accept.
- **Animate Vehicle locations** – Live updates as vehicles are in motion.
- **Page Notification alerts** – CFS change while on map sends notification and refreshes map.
- **Call notification alerts** – Agency mutual aid, allowing audible or visual notification of call.
- **NCIC Queries** – Enable through RAADAR mask and cellular capabilities.
- **In App Messaging** - Similar to cad to cad but through RAADAR.
- **Agency Inventory Maps (EPASS)**   Agency-wide map with all apparatus and CFS located and refreshed in real-time.
- **Re-write RAADAR.** Take advantage of new technologies for real-time web applications.
- **C-Base Addition** - Issaquah PD to RAADAR. Spillman backend database.
- **Replication Server** - Adding Seattle FD to RAADAR. On hold
- **2-Factor** - Rework/upgrade the authentication module to support Madison County RAADAR

**SHFD Inventory**
- Port of our inventory software for their use. Partially implemented – currently testing by adding some of their equipment to inventory.

**Document Routing** – In development

**ePASS** - Possible RAADAR solution.

**Animal Control** - Placeholder.