Meeting of the NORCOM Governing Board
Bellevue City Hall, 450 110th Ave NE, Bellevue, WA 98004
Friday, February 13, 2015 • 9:00 a.m.
Room 1E-108

Agenda

1. Call to Order

2. Roll Call

3. Open Communications from the Public

4. Employee Recognition
   A. KCEMS Life Saver Awards
   B. Employees of the Quarter – Q4 2014

5. Action Items
   A. Consent Calendar
      1) Minutes from 01/09/2015 Governing Board meeting
      2) January Accounts Payable Approval Report

6. Old Business
   A. ICRM & Project Prioritization Update
   B. E-911 Financial Stability Discussion

7. New Business
   A. Resolution 84 – Health and Wellness Committee
   B. Resolution 85 – Resolving DRS Pension Contribution Issues
   C. Resolution 86 – Second Extension of Sotebeer Management Ventures, LLC

8. Staff Reports
   A. Executive Director (Tom Orr)
   B. Deputy Director (Mike Mandella)
   C. Accreditation, Facilities & Continuity of Operations (Sheryl Mullen)
   D. Human Resources (Marla Smithhisler)
   E. Finance (Gwen Pilo)
   F. Interim Technology (Karen Furuya)
   G. ICRM Program Manager (Jerry Holcombe)

9. Committee Reports
   A. Joint Operating Board (Mike Johnson)
   B. Finance Committee (Tracey Dunlap)
   C. Strategic Planning Committee (Future Meetings Pending completion of ICRM, E911 Review)
   D. IT Committee (Future Meetings Pending Retention of IT Director)

10. Executive Session
    The Governing Board will hold an Executive Session pursuant to 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.

    The Executive Session is expected to last one hour.
Meeting Minutes  
NORCOM Governing Board  
Bellevue City Hall, Room 1E-108  
January 9, 2015


1. Call to order
   The NORCOM Governing Board was called to order by Kurt Triplett, Governing Board Chair, at 0904 a.m. on January 9, 2015.

2. Roll Call
   Roll was called and a quorum was established.

3. Open Communications from the Public
   None

4. Employee Recognition
   Tom Orr presented Josh Baker with a certificate and coin for Five Years of Service to NORCOM.

5. Action Items
   A. Consent Agenda
      Bob Van Horne made a motion to approve the items on the Consent Agenda. Items included on the Consent Agenda were: Minutes from the December 19, 2014 Governing Board Meeting and Voucher Approval for December 1 through December 31, 2014. Accounts payable total: $1,158,251.53
      Motion Carried.

6. Old Business
   A. ICRM and Project Prioritization Update
      Fire Mobile
      The official software acceptance period was targeted for December 23, 2014. NORCOM has not accepted the product due to two issues; one was found the day before the acceptance date, the second was found a few days later. The GPS modem loses connection to the port, which results in the last known AVL (automatic vehicle location) continually being sent to CAD. To date, this has only presented with Bellevue Fire MDCs. A modification has been identified, and NORCOM is currently monitoring this issue. Additionally, the mobile server crashed. The root cause is still unknown. NORCOM will not accept the product until the root cause is identified.

      TriTech System Upgrade
      Planning is underway for the TriTech system upgrade. The first step is conducting a feature analysis between the two versions – 5.5 and 5.6 – to determine which version to select. Version 5.6 is only in production at TriTech’s beta site. Although it was previously reported that 5.6 had already been released to the general public, it has been confirmed that this version is not yet available. A work group has been established to look at, and balance the risk of, the different features. Orr advised he would not like NORCOM to be the first PSAP to go-live with 5.6. Should that be the direction the fire stakeholders decide, NORCOM will work with Microsoft to extend support for server 2003, which expires mid-2015. This approach will incur further support fees. This will allow version 5.6 to come online, so NORCOM can see it in production. Orr confirmed 5.5 is a large upgrade from version 4.5, which is what NORCOM is currently running.
The question was asked if NORCOM has any experience with major TriTech upgrades. Fuyura confirmed NORCOM performed an upgrade in 2013. There were some small hitches, but in the current project management environment, those type of issues are not anticipated.

10.0 Upgrade
The remediation build was delivered on December 21, 2014. Testing began that day and has been ongoing. A couple replacement CAD builds have been provided to fix issues found in the remediation build. The most recent CAD build was provided on January 7, 2015. Overall, the testing is going well. The remediation build contains fixes for 71 different items. So far, there are approximately 39 issues that are passing, two are failing, and the remainders are yet to be determined. Of the Priority 2 issues, there are 16 passing, two that were failing until last night, and the remainders are yet to be determined. Agency testing is still on track for January 12\textsuperscript{th} through the 23\textsuperscript{rd}. Performance testing is slated for January 15\textsuperscript{th} through the 19\textsuperscript{th}, the results of which will be presented to the stakeholders. Training will be finalized late January, early February. There are not too many different features for mobile and LERMS. Only two of the issues that affect mobile and LERMS are failing; one is cosmetic and the other currently has a workaround. Deployment to production is targeted for February 24, 2015.

Orr advised he attended the joint SNOCOM and SNOPAC Governing Board meeting. There was a discussion about their future direction with New World Systems. SNOCOM is not prepared to make a decision on their go-live date. SNOPAC, who has controlling interest for Snohomish County, has decided they want to go live with version 10.4 on June 9\textsuperscript{th}. Presently, SNOPAC is testing 10.3 and a service pack, but they do not have 10.4. Once SNOCOM goes live, they intend to do so with police, fire, and all modules at the same time. They have requested assistance from NORCOM. This is beneficial, as it will allow NORCOM to get eyes on 10.4.

B. E911 Financial Stability Discussion
Orr advised the King County Auditor meetings are almost wrapped up. The PSAP Directors are in the process of putting together a joint-letter to emphasis the key points. Individually, NORCOM is scheduling a second meeting with the Auditors to discuss solutions more in-depth.

7. New Business
None.

8. Staff reports:
Individual staff reports from NORCOM staff were included in the Board packet. Kurt Triplett asked if Board members had any questions regarding the reports or if NORCOM staff has anything further to contribute.

Tom Orr discussed the following items:

DRS Dispute
The DRS dispute is close to being finalized. The resolution to authorize payment will be produced at the February Governing Board meeting.
Meeting Minutes
NORCOM Governing Board
Bellevue City Hall, Room 1E-108
January 9, 2015

Overtime
Orr discussed the reductions in overtime since 2012. In terms of total hours, overtime has been reduced by over 50% each year. The net savings in 2014 is approximately $212,000.00 savings. Of particular note, a few years ago, Mandatory Overtime on a Day Off (MODO) was a point of contention among the telecommunicators. In 2014, the total number of MODO hours was 4. This reduction is the product of an intense process lead byTeam Supervisor, Melissa Crawford. Mandella explained this was obtained by paying particular attention to gaps in the schedule, timing of training, placement of trainees, and being fully staffed for the majority of the year.

Viper Phone System Upgrade
Orr advised the root cause of the Viper issues is still unknown. NORCOM successfully installed recording software at the trunk level, which has been beneficial in directing focus towards finding the root cause, as it documents the probability that the issues arise prior to entering City Hall. The two main issues are the caller’s inability to hear the call receiver and severe echo. As of yesterday, recording will begin at the T1 level. The process has begun to update the switch software, but is not yet complete. The Quality of Service (QoS) feature is currently being testing at the King County E911 PSAP. NORCOM is still awaiting an answer from the E911 Officer regarding splitting the voice and data into two different wires. Conference calls are still ongoing. Overall, the trend line is promising, as the initial high level issues have scaled down. However, issues still remain that must be resolved. NORCOM telecommunicators report approximately 60 issues each day. A team from NORCOM listens to every one of those calls, and on average, forwards two daily to Century Link.

Interim Text-to-911
Orr advised that eight of the twelve King County PSAP Directors are currently working on a joint letter to the E911 Office which would express interest in testing participation, but also asking for a solid end-to-end testing plan that would include everything in advance of testing. NORCOM has already purchased iphones and androids on each of the four major phone carriers, and will be seeking reimbursement from the E911 Office. This is to assure that NORCOM will be testing all functions of interim-text-to-911, including any roaming issues.

Radio System Upgrade
In 2021, when the new radio system is slated for go-live, NORCOM will begin to start paying lease costs. The overall lease costs will decrease, but those savings will be offset by a hefty per console fee. For example, in year three, the charge per radio would be $24.00 per radio per month, as opposed to the current charge of $33.00. However, the charge per console in year three will be $982.00 per console. Triplett advised that EPSCA was able to mitigate the console fees by initiating a three year phase in approach for the console costs. Triplett advised that an interlocal agreement (ILA) and memorandum of understanding (MOU) have been reached for a potential governing structure. Those are currently being vetting through those that must sign off. Most have approved the ILA and will attempt to get the MOU approved this month. The Executive has transmitted a ballot measure to the King County Council for them to stand the schedule of an April ballot measure. This must be adopted by the end of February. If this moves forward, there would be an April major for approximately $225 million that would include new towers, a brand new radio system, and new radios for every police and fire agency. There would be no cost to the agencies for the initial replacement of the radios. After that, radio replacement would become the responsibility of the agencies, as those radios will be owned by the agencies, not the new radio system.
Law Enforcement Appreciation Day
Orr announced that today is Law Enforcement Appreciation Day and requested a round of applause for NORCOM’s police agencies.

Bob Larson expressed his gratitude to the NORCOM employees for adopting the families.

9. Committee Reports
A. Joint Operating Board
   No discussion
B. Finance Committee
   Dunlap advised they are gearing up for the budget process. There have been some discussion about user fees in 2017 and potentially moving to a biennial budget.
C. Strategic Planning Committee
   No discussion.
D. IT Committee
   Orr advised there have been 13 recent applicants for the IT Director position. Interviews with a handful of them are slated for January 26, 2015.

Meeting adjourned at 0945 hours.

Approved by:

_________________________________________________
Chair

Attest: ___________________________________________
Secretary
NORCOM
ACTIVITY JANUARY 1, 2015 THROUGH JANUARY 31, 2015

Accounts Payable, Payroll, Electronic and Manual Payments Totalling: $ 851,718.81
Checks by Date - Detail by Check Date Report attached

Voided Checks #15152 & #15162 5306.15

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 and that the claim is a just, due and unpaid obligation against NORCOM, and that I am authorized to authenticate and certify said claim.

Tracey Dunlap, Treasurer

Date

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

Date

Date

Date
## Accounts Payable

### Checks by Date - Summary by Check Date

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|          |           |                            |            |             | **Report Total (57 checks):** | 5,306.15 | 851,718.81 |
MEETING DATE: February 13, 2015

SUBJECT: Resolution 84

FROM: The NORCOM Health & Wellness Committee

Reviewed by: __X_ Ex Dir   __Ops Mgr   __Tech Mgr   ___Fin Mgr   __PS&D Mgr        Team Sups   _Attorney   ___NAG

HISTORY:
The NORCOM Governing Board approved Resolution 71 in April 2014 authorizing an application to join the Association of Washington Cities Trust (AWC) for medical benefits. Joining AWC significantly lowered health insurance costs for NORCOM and will help slow increases in medical insurance costs in future years. Besides the immediate cost savings, joining AWC provides NORCOM with the opportunity to increase health and wellness in the workplace and the potential to save 2% off of health insurance premiums in future years by implementing a structured health and wellness committee. This committee provides NORCOM’s workforce with programs, activities and information to improve employee wellness in all aspects: social, physical, intellectual, emotional and spiritual. A healthy work place sees higher productivity, reduced absenteeism and improved morale.

PROPOSAL:
Resolution 84 memorializes the Governing Board’s support for the NORCOM Health & Wellness Committee. Support from the top down is crucial in the success of a wellness program. It is important for employees to know there is support for this program from every level of management, beginning with the Governing Board of the agency.

FISCAL IMPACT:
An annual budget of $1,000 for the Health and Wellness Committee will be a new ongoing program request beginning in 2016. Should the committee be successful in creating a Health & Wellness program that meets AWC’s standards for a Well City Award, there will be a 2% savings in medical insurance premiums, beginning in 2017.

ADVANTAGES:
A structured and robust health and wellness program reduces health care costs and absenteeism, and increases employee knowledge, support and morale.

DISADVANTAGES:
None.
Resolution 84

A RESOLUTION OF THE GOVERNING BOARD OF NORCOM
EXPRESSING SUPPORT OF THE HEALTH AND WELLNESS COMMITTEE.

WHEREAS, NORCOM has initiated a Health and Wellness Committee to promote employee wellbeing through structured programs, information and other services; and

WHEREAS, this program increases participants knowledge of healthier options, the skills to make positive lifestyle changes and the motivation to achieve and maintain healthy habits; and

WHEREAS, the benefits of a health and wellness program include lower health care costs, absenteeism and stress and increased employee satisfaction, morale and wellbeing; and

WHEREAS, the improved health and wellness of NORCOM employees benefits our callers and agencies by being more responsive and productive;

NOW, THEREFORE, BE IT RESOLVED by the Governing Board of NORCOM as follows:

The NORCOM Governing Board hereby expresses their support of NORCOM’s health and wellness program, and provides the program continue indefinitely, unless cancelled by future action of the Governing Board.

Passed by a majority vote of the Governing Board in an open meeting on this 13th day of February, 2015.

Signed in authentication thereof on this 13th day of February, 2015.

_____________________________________
Chair

Attest: __________________________________
Secretary
Resolution 85

A RESOLUTION OF THE GOVERNING BOARD OF NORCOM
APPROVING THE RESOLUTION OF A DISPUTE WITH THE
WASHINGTON STATE DEPARTMENT OF RETIREMENT SYSTEMS
OVER PENSION CONTRIBUTION ISSUES.

WHEREAS, NORCOM, a consolidated, regional public safety communications
center serving police, fire, and emergency medical service providers in northeast King
County, entered into Professional Services Agreements with Chris Fischer (“Fischer”) in
the period from 2008 to 2011 to obtain consulting services such as those that would be
provided by an Interim Executive Director; and

WHEREAS, NORCOM entered into a Professional Services Agreement with
Bissonnette Environmental Solutions LLC in the period 2011-2012 to have its member
Pam Bissonnette (collectively “Bissonnette”) provide consulting services such as those
that would be provided by an Interim Executive Director (Fischer and Bissonnette are
collectively referred to below as “Consultants”); and

WHEREAS, the Professional Services Agreements with the Consultants
expressly provided that the Consultants were independent contractors and not employees
of NORCOM; and

WHEREAS, the Washington State Department of Retirement Systems (“DRS”)
has notified NORCOM that as the result of a compliance audit, DRS determined that
NORCOM incorrectly characterized the Consultants as independent contractors and that
NORCOM should have reported the Consultants to DRS as employees, with the failure to
do so giving rise to a claim by DRS against NORCOM for the recovery of purported
excess pension payments by DRS and the PERS retirement system to the Consultants;
and

WHEREAS, NORCOM disagrees with DRS’s assertions, but wishes to resolve
the dispute and has negotiated with DRS over the amount to be paid; and

WHEREAS, DRS has agreed that payment by NORCOM of the amount
specified in its Invoice No(s). 1086510 and 1086512 (the “Invoices”) will resolve the
dispute;

NOW, THEREFORE, BE IT RESOLVED by the Governing Board of
NORCOM as follows:

Section 1. Payment Approved. NORCOM agrees to pay to DRS the amount
specified in the Invoices in satisfaction of the claims relating to the alleged overpayment
of pension benefits to the Consultants. Such payment is authorized to be made on or
before February 15, 2015.
Section 2. **Further Authority; Prior Acts.** All NORCOM officials, their agents, and representatives are hereby authorized and directed to undertake all action necessary or desirable from time to time to carry out the terms of, and complete the transactions contemplated by, this resolution. All acts taken pursuant to the authority of this resolution but prior to its effective date are hereby ratified and confirmed.

Section 3. **Effective Date.** This resolution shall take effect immediately upon its passage and adoption.

Passed by a majority vote of the Governing Board in an open meeting on this 13th day of February, 2015.

Signed in authentication thereof on this 13th day of February, 2015.

_______________________________
Chair

Attest: _____________________________
Secretary
MEETING DATE: February 13, 2015

SUBJECT: Resolution 86 - Professional Services Contract - Sotebeer Management Ventures, LLC – Second Amendment

FROM: Tom Orr, Executive Director

Reviewed by:   ___X__ Director   ___X__ Finance Manager   ___X__ Attorney

HISTORY: In March of 2014 a Professional Services agreement was entered into with Scott Sotebeer, Sotebeer Management Ventures, LLC, to represent NORCOM during PSAP E-911 Fund Financial Stability Discussions (formerly known as the PSAP Future Configuration discussions), including the preparation for and attendance at meetings, and other related activities as requested by the NORCOM Executive Director, up to 90 hours plus expenses ($16,750). In October 2014 the first amendment to the agreement was approved (Resolution 80) for an additional 200 hours ($26,000) plus expenses ($5,000).

Scott was selected for this consulting role based on his long-term experience working within King County government as well as in advising agencies navigating through complex intergovernmental discussions. Scott Sotebeer served as the Chief Staff Officer for the King County Sheriff’s office for 16 years and holds a PhD and MBA. At present he operates Sotebeer Management Ventures and is a founding member of USA Strategics. The Executive Director was very familiar with Scott’s expertise and knowledge particularly with respect to King County processes and having previously worked with Scott Sotebeer at the King County Sheriff’s Office and as a member of the USA Strategics team prior to his appointment as the NORCOM Executive Director.

Scott has brought great value not only to NORCOM but to the other King County PSAPs in providing timely and relevant advice as well as in facilitating communications at all levels of local government. The scope of the initial contract was for Scott to represent and advise NORCOM throughout the Discussions. With the recent County Budget Proposal to cut PSAP funding by $2.3 million, the scope, nature and tenor of the Discussions has expanded and continues to expand requiring advice and assistance throughout the County budget process. At the end of December there were 49 billable hours remaining on the contract. Scott’s continued involvement is critical and important to assuring a successfully outcome.

PROPOSAL: Amend the Professional Services agreement for up to 380 hours ($49,500) plus expenses ($10,000). The incremental increase is $11,750 to be funded from 2014 Ending Fund Balance.
FISCAL IMPACT: NORCOM has significant medical benefit savings in 2014 now classified as Ending Fund Balance that can be used to fund these services.

RECOMMENDED MOTION: I MOVE TO APPROVE RESOLUTION NUMBER 86 APPROVING A SECOND AMENDMENT TO AGREEMENT FOR PROFESSIONAL SERVICES BETWEEN NORCOM AND SOTEbeer MANAGEMENT VENTURES, LLC.

Ayes_________   Nays_________
Resolution 86

A RESOLUTION OF THE GOVERNING BOARD OF NORCOM
APPROVING A SECOND AMENDMENT TO AGREEMENT FOR
PROFESSIONAL SERVICES BETWEEN NORCOM AND SOTEBEER
MANAGEMENT VENTURES, LLC.

WHEREAS, NORCOM and Sotebeer Management Ventures, LLC (the
“Consultant”) previously entered into an Agreement for Professional Services, as
amended (the “Agreement”), pursuant to which the Consultant has agreed to represent
NORCOM during PSAP Future Configuration discussions, including the preparation for
and attendance at meetings and other related activities as requested by the NORCOM
Executive Director, up to 290 hours plus expenses; and

WHEREAS, the Governing Board now desires to amend the Agreement to
include an additional 90 hours plus expenses as provided herein:

NOW, THEREFORE, BE IT RESOLVED by the Governing Board of
NORCOM as follows:

Section 1. Authorization of Second Amendment. The Governing Board
hereby approves the Second Amendment to Agreement for Professional Services,
substantially in the form attached hereto as Exhibit A (the “Second Amendment”),
between NORCOM and the Consultant. The Executive Director is hereby authorized to
execute the Second Amendment with such modifications and revisions as determined to
be necessary by him and legal counsel to NORCOM.

Section 2. Further Authority; Prior Acts. All NORCOM officials, their
agents, and representatives are hereby authorized and directed to undertake all action
necessary or desirable from time to time to carry out the terms of, and complete the
transactions contemplated by, this resolution. All acts taken pursuant to the authority of
this resolution but prior to its effective date are hereby ratified and confirmed.
Section 3. **Effective Date.** This resolution shall take effect immediately upon its passage and adoption.

Passed by a majority vote of the Governing Board in an open meeting on this 13th day of February, 2015.

Signed in authentication thereof on this 13th day of February, 2015.

________________________________________
Chair

Attest: ________________________________
Exhibit A

Form of Second Amendment
(attached)
SECOND AMENDMENT TO AGREEMENT FOR PROFESSIONAL SERVICES

THIS SECOND AMENDMENT TO AGREEMENT FOR PROFESSIONAL SERVICES (this “Amendment”) is entered into as of the date below written between the North East King County Regional Public Safety Communications Agency (“NORCOM”) and Sotebeer Management Ventures, LLC (“Consultant” and together with NORCOM, the “Parties”). This Amendment is intended to amend that certain Agreement for Professional Services between the Parties dated March 24, 2014, as amended (the “Original Agreement”).

SECTION I. AMENDMENT TO ORIGINAL AGREEMENT

A. Section 2 (PAYMENT); Attachment B. Section 2 of the Original Agreement and Attachment B are hereby replaced in their entirety with the following:

2. PAYMENT

A. NORCOM shall pay Consultant for such services: (check one)

[ ] Hourly, plus actual expenses, but not more than a total of $0.00 for consulting services and $0.00 for actual, reasonable and substantiated expenses as indicated on Attachment B;

[✓] Fixed Sum: a total amount of $49,500 for up to 380 hours of services provided for in Section 1 and up to $10,000 for actual, reasonable, and substantiated expenses, all as indicated in Attachment B.

[ ] At the hourly rate shown in Attachment B, when authorized by a Task Order from NORCOM, for all services performed and expenses incurred under this Agreement.

B. Consultant shall submit invoices each month for services performed in a previous calendar month in a format acceptable to NORCOM. Each activity and each task within a project shall be referenced on the invoice. Consultant shall maintain time and expense records and provide such records to NORCOM upon request.

C. All approved invoices shall be paid by NORCOM within forty-five (45) days of receipt of a proper invoice.

D. Consultant shall keep cost records and accounts pertaining to this Agreement available for inspection by NORCOM representatives for...
three (3) years after final payment. Copies shall be made available on request.

E. If the services rendered do not meet the requirements of this Agreement, Consultant shall correct or modify the work to comply with this Agreement. NORCOM may withhold payment for such work until it meets the requirements of this Agreement.

B. Section 4 (TERM AND TERMINATION OF AGREEMENT). Section 4 of the Original Agreement is hereby replaced in its entirety with the following:

4. TERM AND TERMINATION OF AGREEMENT

A. Unless extended by the Parties, this Agreement shall remain in effect until September 30, 2015, or until final payment for the services is made by NORCOM, whichever comes later.

B. This Agreement may be terminated by either Party without cause upon 30 days' written notice, in which event all finished or unfinished documents, reports, or other material or work of Consultant pursuant to this Agreement shall be submitted to NORCOM, and Consultant shall be entitled to just and equitable compensation at the rate set forth in Paragraph 2 for any satisfactory work completed prior to the date of termination.

SECTION II. RATIFICATION AND CONFIRMATION

All other terms and conditions of the Original Agreement are hereby ratified and confirmed.

SECTION III. EFFECTIVE DATE.

This First Amendment shall be effective as of the date written below.
IN WITNESS WHEREOF, the Parties have executed this First Amendment as of ________________, 2015.

CONSULTANT

By: __________________________

Name: M. Scott Sotebeer

Title:

Sotebeer Management Ventures, LLC
2604-1/2 Third Avenue
Seattle, WA 98121

WA UBI # 603-255-900
EIN: 46-1537726

NORCOM

By: __________________________

Name: Thomas R. Orr

Title: Executive Director

NORCOM
PO Box 50911
Bellevue, WA 98015-0911

Approved as to Form Only:

By: __________________________

Pacifica Law Group LLP
Attachment B
Consultant Rates & Reimbursable Expenses

The following language shall replace the language in Attachment B of the Original Agreement in its entirety:

Work provided by Consultant to NORCOM shall be compensated at a flat fixed price of $49,500 for up to 380 hours of services under this Agreement, including travel time. Hourly work shall be billed in .25 hour increments. Payment for any work performed in excess of 380 hours of services shall be provided for by an amendment to this Agreement or pursuant to a separate professional services agreement between the Parties.

Consultant shall be reimbursed by NORCOM for the following expenses which are incurred to complete the work described above, but not more than a total of $10,000.00. To receive reimbursement, Consultant shall provide evidence of the expenses to NORCOM.

Reimbursable expenses may include: reasonable (1) travel expenses, including but not limited to mileage and meals; and (2) other expenses, including but not limited to copies, printing, and postage.

Consultant shall submit invoices to NORCOM for payment of fixed price plus the actual expenses as provided in Section 2 of the Agreement.
MEMORANDUM

To: Governing Board
From: Tom Orr, Executive Director
Date: February 6, 2015
Subject: General Update – Governing Board Meeting – February 13, 2014

1. Interest Based Bargaining (IBB) Training:

   The Collective Bargaining Agreement with the Guild expires on 12-31-2015. The Guild and NORCOM have agreed to conduct Interest Based Bargaining with the goal of reaching agreement on a contract prior to expiration of the current contract. NORCOM retained Rhonda Hilyer from Agreement Dynamics to conduct a joint three (3) day training in Interest Based Bargaining with labor and management. Agreement Dynamics is well known and respected throughout the country in enhancing labor/management relationships. Agreement Dynamics has more than 40 years of experience in bargaining and communication styles. NORCOM management and labor completed initial Interest Based Bargaining training during the week of February 2. In all, five (5) Guild Executive Board members, NORCOM’s management team and three (3) supervisors completed the training. Agreement Dynamics will facilitate the interest-based negotiations which are slated to begin in late February or early March. We anticipate the training will enable a shorter negotiation time frame concluding with an agreement satisfactory to all parties with an added benefit of enhanced and long-lasting positive relationships.

2. E-911 Financial Stability Discussions (formerly PSAP Future Configuration Committee)

   The King County Auditor has completed its meetings with all the King County PSAPs and has issued contracts for both the Technical Audit and Financial Audit. The Auditor is targeting March for the completion of the report.

3. IT Director Search

   Following an initial round of screening and interviews, NORCOM has developed a targeted list of five highly qualified individuals who will complete a second round of interviews the week of February 9.
MEMORANDUM

To: NORCOM Governing Board
From: Mike Mandella, Deputy Director
Date: February 13, 2015
Re: General Update – Governing Board Meeting – February 13, 2015

- **Current/Ongoing Events**
  - **911 Phone System Upgrade:**
    As previously reported, NORCOM began experiencing call receiving/telephone issues shortly after the installation of a new VIPER 911 phone system. To date, 51 problem issues with the new phone system have been identified, and 11 remain in an “open” status, requiring additional monitoring of the solution/s put in place, or are in a “pending” status, requiring either an engineered solution of follow-up efforts for resolution with others. Other involved parties include “off-brand” VOIP carriers and certain cellular carriers. The State E-911 Program Office has taken responsibility to follow-up with carriers found to be delivering voice services over phone or cell lines where sub-standard T-1 lines or cellular signal is determined as a cause for ineffective 911 calling and reception.

    In addition to the 11 open items, there are three (4) open issues with respect to the engineered system itself. These items include the correct application of “Quality of Service (QoS) when voice is on the same circuit as other data; separation of voice from other data via installation of a second set of computers and circuits; software updates to the CISCO switches to assure the most up-to-date software is in place, and the merging of previous phone data bases into a single data base (the MIS).

    NORCOM continues to advocate for the discovery of all root cause issues and permanent and tested solutions. As the open issues are resolved, we will enter into a period of monitoring for stability before we begin the process of acceptance of the system.

    NORCOM continues to be diligent and assertive with respect to the integrity of the 911 phone system.

- **Alpha Paging System Site Work:**
  All preventive maintenance work planned for 2014 at the previously identified Alpha Paging sites was completed. This work also included replacing the antenna at Harborview Medical Center.
Upcoming Activities

- Recruitment Committee:
  Given the fact that the private sector is now hiring in ample numbers again as a result of an up-tick in the economy, we are predicting that the candidate pool for the position of telecommunicator will be reduced. To proactively address this, we will solicit for and form a Recruiting Committee to brainstorm recruitment activities and solutions. Similar to the Cross Teams that were formed to address specific issues identified in the original employee survey (Spring 2012), we will leverage the experience of our in-house staff for this purpose.

Of Note

- Congratulations:
  Congratulations to Melissa Crawford, NORCOM’s TAC and Lead Supervisor for becoming certified as an Emergency Number Professional. This certification requires a good deal of study and the passing of a test for completion. We are proud of Melissa’s accomplishment.
MEMORANDUM

To: NORCOM Governing Board Report
From: Sheryl Mullen - Accreditation, Facilities, and Continuity of Operations Manager
Date: February 6, 2015
Re: Staff Update as of February 6, 2015

Performance Measurement Data through January is included in packet.

1. Activity Since Last Report
   a. Facilities
      i. Soundproofing work in Executive Director & Deputy Director Offices – Project on hold. Contractors discovered planned improvements were already done and we are now looking at other alternatives.
      ii. NORCOM is continuing to work with the City of Bellevue on the construction of a second men’s restroom in an existing shower facility (scheduled for early 2015). Drain work for an ice machine in the kitchen will also be completed at this time in support of the City of Bellevue Refrigerator and Freezer replacement project. Architects are working on the design and the project will be scheduled once those drawings are approved. No Update on this project.
      iii. NORCOM is continuing to work with City of Bellevue on the construction plan for the new Deputy Director’s Office. Architect drawings have been received and are being reviewed/approved. Project will be scheduled after approval. Estimated completion: March 2015.
      iv. NORCOM has converted a storage room to a file room to allow for increasing need for secure paper files. 4 used file cabinets were purchased in December and delivered in early January. In addition, new (to NORCOM) file cabinets were installed in the copy room. These file cabinets should allow NORCOM sufficient space for on site storage for several years.
      v. Additional chairs have been ordered for the communications center and sample chairs have been obtained for admin/tech personnel as well as operations personnel.
      vi. New copiers/printers delivered by Copiers Northwest.
      vii. Console Cleaning Services spent two nights at NORCOM cleaning in the communications center. This work is performed twice a year and is funded by King County E9-1-1 Office. IT Member Nathan Way remained on site during the work to troubleshoot equipment problems as needed (monitors coming unplugged, etc). THANK YOU, NATHAN!
      viii. Worked with City of Bellevue on new paper towel installation, drywall replacement in bathrooms, and a leaking coffee pot.
   b. Accreditation
      i. Working to assist Kirkland Fire Department with their accreditation process.
      ii. Continued monitoring of NORCOM practices and procedures for CALEA compliance in anticipation of NORCOM’s beginning of the self-assessment portion of the CALEA accreditation process.
c. Miscellaneous
   i. Continued involvement with Employee Recognition Committee, Health & Wellness Committee, and Safety Committee.
   ii. Assisted Professor Hendrika Meischke by facilitate a letter of support from NORCOM for her proposed study “Reducing Disparities in Pre-hospital Emergency Care for Limited English Proficient (LEP) Populations – The Case of Cardiac Arrest”.
   iii. Attended WA APCO-NENA Telecommunicator Certification Meeting (WANT) – the task force is preparing a document for wider distribution outlining the recommendation and asking for letters of support from PSAP Directors, Police/Fire Chiefs, and other stakeholders.
   iv. Participated in the WA APCO-NENA Public/Government Affairs Committee – this group is drafting a response to the Governor’s proposed state budget.
   v. Participated in 3 day “Interest Based Bargaining: RESOLVE” training in preparation for upcoming contract negotiations between the NORCOM Associated Guild and NORCOM.
   vi. Continued attendance at City of Bellevue Emergency Management Committee meetings.

d. Recognition
   Team Supervisor Josh Baker (and his son Wyatt) receiving Josh’s 5 Years of Service Coin
The following performance data is included with this report:

911 Call Answer Standards

2013 Answer Time, Process Time, Agent Occupancy Rate

CAD Calls by Year

Fire CAD Incidents to Date AND Call to Dispatch Times

Police CAD Incidents to Date AND Call to Dispatch Times
King County 911 Call Answering Standard

Standard: 90% of 9-1-1 telephone calls will be answered within 10 seconds or less during each hour of a calendar quarter. This graph represents the % of incoming 911 calls that were answered within the 10 second threshold for each quarter.

Quarter 4 shown through October 2014

Monthly 911 Calls

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>588</td>
<td>Most 911 Calls received in a day (January 19, 2015)</td>
</tr>
<tr>
<td>336</td>
<td>Fewest 911 Calls received in a day (January 4, 2015)</td>
</tr>
<tr>
<td>444</td>
<td>Average Number of 911 Calls received per day in January 2015</td>
</tr>
<tr>
<td>802</td>
<td>Average Number of all calls per day in January 2015 (includes 911 calls)</td>
</tr>
<tr>
<td>13775</td>
<td>Total number of 911 calls received in January 2015</td>
</tr>
<tr>
<td>24,852</td>
<td>Total number of all calls received in January 2015 (includes 911 calls)</td>
</tr>
<tr>
<td></td>
<td>NORCOM Phone Actions</td>
</tr>
<tr>
<td>----------------</td>
<td>----------------------</td>
</tr>
<tr>
<td></td>
<td>911 Calls</td>
</tr>
<tr>
<td>January</td>
<td>13775</td>
</tr>
<tr>
<td>February</td>
<td></td>
</tr>
<tr>
<td>March</td>
<td></td>
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<td>October</td>
<td></td>
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<tr>
<td>November</td>
<td></td>
</tr>
<tr>
<td>December</td>
<td></td>
</tr>
<tr>
<td>Totals</td>
<td>13775</td>
</tr>
</tbody>
</table>

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)

Fire Calls Dp = Priority 0-5 calls with a unit assigned

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)
### CAD Calls by Year Updated 2/1/2015

This chart includes all calls entered into the CAD system with a unit dispatched on them (NOT calls for service by budget definition) **Police Calls include only calls with a unit dispatched on them (2014 data updated June 2014 to show only calls with unit assigned)**

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2011*</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>Total Calls (3 years)</th>
<th>3 Year Average of Police Calls</th>
<th>3 Year Average of All Calls (P/F)</th>
<th>2015</th>
<th>2015 % of police calls to date</th>
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</thead>
<tbody>
<tr>
<td>Bellevue PD</td>
<td>64425</td>
<td>73673</td>
<td>54113</td>
<td>53057</td>
<td>58889</td>
<td>166059</td>
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<td>Clyde Hill PD</td>
<td>3073</td>
<td>2880</td>
<td>2829</td>
<td>2746</td>
<td>2514</td>
<td>8089</td>
<td>2.05%</td>
<td>1.57%</td>
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<td>Kirkland PD</td>
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<td>62925</td>
<td>63787</td>
<td>53499</td>
<td>54993</td>
<td>172279</td>
<td>43.57%</td>
<td>33.48%</td>
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<td>Medina PD</td>
<td>2434</td>
<td>2034</td>
<td>3670</td>
<td>4218</td>
<td>3093</td>
<td>10981</td>
<td>2.78%</td>
<td>2.13%</td>
<td>363</td>
<td>3.02%</td>
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<tr>
<td>Mercer Island PD</td>
<td>11705</td>
<td>13035</td>
<td>12745</td>
<td>10830</td>
<td>14428</td>
<td>38003</td>
<td>9.61%</td>
<td>7.39%</td>
<td>1201</td>
<td>9.99%</td>
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<tr>
<td><strong>Police Totals</strong></td>
<td><strong>126500</strong></td>
<td><strong>154547</strong></td>
<td><strong>137144</strong></td>
<td><strong>124350</strong></td>
<td><strong>139117</strong></td>
<td><strong>395411</strong></td>
<td><strong>100.00%</strong></td>
<td><strong>76.85%</strong></td>
<td><strong>12022</strong></td>
<td><strong>100.00%</strong></td>
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<table>
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<tr>
<th></th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>Total Calls (3 years)</th>
<th>3 Year Average of Fire Calls</th>
<th>3 Year Average of All Calls (P/F)</th>
<th>2015</th>
<th>2014 % of fire calls to date</th>
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<tr>
<td>Bellevue Fire</td>
<td>13141</td>
<td>12652</td>
<td>13357</td>
<td>13487</td>
<td>1176</td>
<td>28020</td>
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<td>22.57%</td>
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<td>Bothell Fire</td>
<td>4456</td>
<td>4243</td>
<td>4513</td>
<td>4747</td>
<td>530</td>
<td>9790</td>
<td>8.22%</td>
<td>1.90%</td>
<td>530</td>
<td>10.17%</td>
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<tr>
<td>Duvall Fire</td>
<td>801</td>
<td>739</td>
<td>776</td>
<td>772</td>
<td>56</td>
<td>1604</td>
<td>1.35%</td>
<td>0.31%</td>
<td>56</td>
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</tr>
<tr>
<td>Eastside Fire</td>
<td>7943</td>
<td>7661</td>
<td>8127</td>
<td>8286</td>
<td>658</td>
<td>17071</td>
<td>14.33%</td>
<td>3.32%</td>
<td>658</td>
<td>12.63%</td>
</tr>
<tr>
<td>Fall City Fire</td>
<td>480</td>
<td>416</td>
<td>505</td>
<td>457</td>
<td>39</td>
<td>1001</td>
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<td>0.19%</td>
<td>39</td>
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<tr>
<td>Kirkland Fire</td>
<td>6323</td>
<td>6510</td>
<td>6998</td>
<td>6854</td>
<td>624</td>
<td>14476</td>
<td>12.16%</td>
<td>2.81%</td>
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<td>11.97%</td>
</tr>
<tr>
<td>Mercer Island Fire</td>
<td>2242</td>
<td>2120</td>
<td>2153</td>
<td>2104</td>
<td>214</td>
<td>4471</td>
<td>3.75%</td>
<td>0.87%</td>
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<td>Northshore Fire</td>
<td>2866</td>
<td>2514</td>
<td>2802</td>
<td>2831</td>
<td>247</td>
<td>5880</td>
<td>4.94%</td>
<td>1.14%</td>
<td>247</td>
<td>4.74%</td>
</tr>
<tr>
<td>Redmond Fire</td>
<td>6598</td>
<td>6150</td>
<td>6342</td>
<td>6318</td>
<td>603</td>
<td>13263</td>
<td>11.14%</td>
<td>2.58%</td>
<td>603</td>
<td>11.57%</td>
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<tr>
<td>Shoreline Fire</td>
<td>6730</td>
<td>6355</td>
<td>6769</td>
<td>6837</td>
<td>706</td>
<td>14312</td>
<td>12.02%</td>
<td>2.78%</td>
<td>706</td>
<td>13.55%</td>
</tr>
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<td>Skykomish Fire</td>
<td>323</td>
<td>280</td>
<td>295</td>
<td>274</td>
<td>32</td>
<td>601</td>
<td>0.50%</td>
<td>0.12%</td>
<td>32</td>
<td>0.61%</td>
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<tr>
<td>Snoqualmie Pass</td>
<td>236</td>
<td>278</td>
<td>311</td>
<td>305</td>
<td>32</td>
<td>648</td>
<td>0.54%</td>
<td>0.13%</td>
<td>32</td>
<td>0.61%</td>
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<tr>
<td>Snoqualmie Fire</td>
<td>801</td>
<td>778</td>
<td>802</td>
<td>906</td>
<td>75</td>
<td>1783</td>
<td>1.50%</td>
<td>0.35%</td>
<td>75</td>
<td>1.44%</td>
</tr>
<tr>
<td>Woodinville Fire</td>
<td>3285</td>
<td>3019</td>
<td>2963</td>
<td>2990</td>
<td>219</td>
<td>6172</td>
<td>5.18%</td>
<td>1.20%</td>
<td>219</td>
<td>4.20%</td>
</tr>
<tr>
<td><strong>Fire Totals</strong></td>
<td><strong>56225</strong></td>
<td><strong>53715</strong></td>
<td><strong>56713</strong></td>
<td><strong>57168</strong></td>
<td><strong>5211</strong></td>
<td><strong>119092</strong></td>
<td><strong>100.00%</strong></td>
<td><strong>23.15%</strong></td>
<td><strong>5211</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

**Fire Calls include only calls with a unit dispatched on them**

* 2011 includes calls entered into New World & TriTech - some overlap exists.
NORCOM Fire/EMS Call Received to Call Dispatch Statistics & Incident Counts

This report includes all priority 0, 1, 2, 3, and 4 fire/EMS 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.

% of Fire/EMS Calls under 60 Seconds Call Received to Call Dispatched (Goal = 90%)

![Graph of % of Fire/EMS Calls under 60 Seconds Call Received to Call Dispatched (Goal = 90%)]

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

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

# of Priority 0-4 Calls Dispatched in December, 2015 = 4619

<table>
<thead>
<tr>
<th></th>
<th>J</th>
<th>F</th>
<th>M</th>
<th>A</th>
<th>M</th>
<th>J</th>
<th>J</th>
<th>A</th>
<th>S</th>
<th>O</th>
<th>N</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>85%</td>
<td>86%</td>
<td>85%</td>
<td>83%</td>
<td>83%</td>
<td>87%</td>
<td>86%</td>
<td>86%</td>
<td>87%</td>
<td>84%</td>
<td>87%</td>
<td>88%</td>
</tr>
<tr>
<td>2013</td>
<td>88%</td>
<td>87%</td>
<td>88%</td>
<td>87%</td>
<td>87%</td>
<td>86%</td>
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<td>88%</td>
<td>88%</td>
<td>87%</td>
<td>88%</td>
<td>89%</td>
</tr>
<tr>
<td>2014</td>
<td>89%</td>
<td>88%</td>
<td>90%</td>
<td>89%</td>
<td>88%</td>
<td>87%</td>
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<td>88%</td>
<td>89%</td>
<td>88%</td>
<td>90%</td>
<td>89%</td>
</tr>
<tr>
<td>2015</td>
<td>91%</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>J</th>
<th>F</th>
<th>M</th>
<th>A</th>
<th>M</th>
<th>J</th>
<th>J</th>
<th>A</th>
<th>S</th>
<th>O</th>
<th>N</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>94%</td>
<td>95%</td>
<td>95%</td>
<td>93%</td>
<td>94%</td>
<td>96%</td>
<td>95%</td>
<td>95%</td>
<td>96%</td>
<td>94%</td>
<td>97%</td>
<td>96%</td>
</tr>
<tr>
<td>2013</td>
<td>96%</td>
<td>95%</td>
<td>96%</td>
<td>96%</td>
<td>95%</td>
<td>95%</td>
<td>95%</td>
<td>96%</td>
<td>96%</td>
<td>95%</td>
<td>96%</td>
<td>97%</td>
</tr>
<tr>
<td>2014</td>
<td>97%</td>
<td>97%</td>
<td>97%</td>
<td>97%</td>
<td>96%</td>
<td>96%</td>
<td>96%</td>
<td>96%</td>
<td>96%</td>
<td>97%</td>
<td>97%</td>
<td>97%</td>
</tr>
<tr>
<td>2015</td>
<td>97%</td>
<td></td>
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<td></td>
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<td></td>
<td></td>
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</tr>
</tbody>
</table>

Performance Measurement Data – February 1, 2015
Prepared by: Sheryl Mullen, Accreditation, Facility, & Continuity of Operations Manager
smullen@norcom.org  425-577-5676
NORCOM Police Call Received to Call Dispatch Statistics & Call Counts

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.

12 Incidents

<table>
<thead>
<tr>
<th></th>
<th>J</th>
<th>F</th>
<th>M</th>
<th>A</th>
<th>M</th>
<th>J</th>
<th>A</th>
<th>S</th>
<th>O</th>
<th>N</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>1:22</td>
<td>1:26</td>
<td>1:28</td>
<td>1:33</td>
<td>.59</td>
<td>1:08</td>
<td>1:10</td>
<td>.59</td>
<td>1:27</td>
<td>1:11</td>
<td>.54</td>
</tr>
<tr>
<td>2012</td>
<td>.54</td>
<td>1:05</td>
<td>.58</td>
<td>1:05</td>
<td>1:08</td>
<td>1:12</td>
<td>1:05</td>
<td>.54</td>
<td>.55</td>
<td>.57</td>
<td>1:03</td>
</tr>
<tr>
<td>2013</td>
<td>1:00</td>
<td>.52</td>
<td>.57</td>
<td>1:05</td>
<td>1:06</td>
<td>.53</td>
<td>.42</td>
<td>.51</td>
<td>.58</td>
<td>.60</td>
<td>.59</td>
</tr>
<tr>
<td>2014</td>
<td>.57</td>
<td>.53</td>
<td>.50</td>
<td>.52</td>
<td>.55</td>
<td>.50</td>
<td>.65</td>
<td>.51</td>
<td>.58</td>
<td>1:02</td>
<td>1:04</td>
</tr>
<tr>
<td>2015</td>
<td>.52</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Year</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>1:57</td>
<td>2:02</td>
<td>2:00</td>
<td>1:51</td>
<td>1:47</td>
<td>1:57</td>
<td>1:47</td>
<td>1:55</td>
<td>1:55</td>
<td>2:32</td>
<td>1:33</td>
<td>1:44</td>
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<td>2012</td>
<td>1:43</td>
<td>1:17</td>
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<td>2:21</td>
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<td>2:13</td>
<td>1:57</td>
<td>2:05</td>
<td>2:00</td>
<td>2:08</td>
</tr>
<tr>
<td>2013</td>
<td>2:09</td>
<td>1:55</td>
<td>1:50</td>
<td>2:00</td>
<td>1:53</td>
<td>2:10</td>
<td>1:51</td>
<td>1:51</td>
<td>2:16</td>
<td>1:54</td>
<td>2:05</td>
<td>1:56</td>
</tr>
<tr>
<td>2015</td>
<td>1:49</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

2161 Incidents
**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.

<table>
<thead>
<tr>
<th>Year</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>18:47</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
MEMORANDUM

To: Governing Board

From: Marla Smithhisler, HR Administrator

Date: Current as of February 6, 2015

Re: Staff Update

1. Current/Ongoing Events
   • Recruitment
     o Telecommunicator
       ▪ 1 applicant scheduled for polygraph
       ▪ 1 applicant in backgrounding.
       ▪ 21 applicants ready for Split-Ear testing.
       ▪ New applicants are contacted and moving through the testing and recruitment process as soon as their scores are delivered through Public Safety Testing.

     o IT Director – Open Until Filled
       ▪ The job description and job announcement were posted mid-December. We received twenty three applications. Eleven candidates were selected for preliminary interviews. Four of those candidates were selected for final interviews, scheduled for Monday, February 9.

     o MTS – System Administrator
       ▪ The job description, announcement and selection process are currently under review. This process will be open by mid-February.

   • Investigations
     o One active investigation.

   • Personnel management
     o Approximately 20 -25% of time is spent addressing personnel issues, questions, and/or concerns via email, telephone, and in person.
2. HR Metrics:

### Retention Report-2014

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration (Authorized 8 FTE's)</td>
<td>8</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td>0</td>
</tr>
<tr>
<td>Supervisors Authorized 7 FTE's)</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Technology (Authorized 10 FTE's)</td>
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<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Telecommunicator (*Authorized 60 FTE's)</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.75</td>
</tr>
</tbody>
</table>

### Summary of Authorized Telecommunicators

<table>
<thead>
<tr>
<th>Year</th>
<th>Average Staffing Level</th>
<th>Authorized FTE's</th>
<th>% of Authorized FTE's</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>55.66</td>
<td>66</td>
<td>84.34%</td>
</tr>
<tr>
<td>2010</td>
<td>58.16</td>
<td>69</td>
<td>84.29%</td>
</tr>
<tr>
<td>2011</td>
<td>59</td>
<td>72</td>
<td>81.94%</td>
</tr>
<tr>
<td>2012</td>
<td>58.39</td>
<td>72 (Jan-Mar)→ 70 (Apr-Dec)</td>
<td>81.09% → 83.41%</td>
</tr>
<tr>
<td>2013</td>
<td>58.5</td>
<td>60</td>
<td>97.50%</td>
</tr>
<tr>
<td>2014</td>
<td>60.42</td>
<td>60</td>
<td>100.69%</td>
</tr>
<tr>
<td>2015</td>
<td>56.25</td>
<td>60</td>
<td>93.75</td>
</tr>
<tr>
<td>Overall Average</td>
<td>58.05</td>
<td>N/A</td>
<td>88.38%</td>
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</table>
Turnover Statistics

### Telecommunicator Workgroup

<table>
<thead>
<tr>
<th>Calculating the Average Turnover Rate</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>A total number of employees at the highest staffing level for that year</td>
<td>62</td>
</tr>
<tr>
<td>B Number of new hires that failed to complete the probationary period</td>
<td>5</td>
</tr>
<tr>
<td>C Number of experienced employees who left for any reason</td>
<td>4</td>
</tr>
<tr>
<td>D Turnover Rate (Turnover = B + C / A)</td>
<td>14.52%</td>
</tr>
<tr>
<td>E Retention Rate (Retention = 1 - Turnover) x 100</td>
<td>85.48%</td>
</tr>
</tbody>
</table>

*Notes: Includes Employees who were promoted as well as department transfers.*

### Telecommunicator-Monthly Turnover Rate

<table>
<thead>
<tr>
<th>Calculating the Average Turnover Rate</th>
<th>January 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Total number of employees at the highest staffing level for that month</td>
<td>58</td>
</tr>
<tr>
<td>B Number of new hires that failed to complete the probationary period</td>
<td>0</td>
</tr>
<tr>
<td>C Number of experienced employees who left for any reason</td>
<td>0</td>
</tr>
<tr>
<td>D Turnover Rate (Turnover = B + C/A)</td>
<td>0%</td>
</tr>
<tr>
<td>E Retention Rate (Retention = 1 - Turnover) x 100</td>
<td>100%</td>
</tr>
</tbody>
</table>
### Organizational-Turnover

<table>
<thead>
<tr>
<th>Calculating the Average Turnover Rate</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>A total number of employees at the highest staffing level for that year</td>
<td>81</td>
</tr>
<tr>
<td>B Number of new hires that failed to complete the probationary period</td>
<td>5</td>
</tr>
<tr>
<td>C Number of experienced employees who left for any reason</td>
<td>4</td>
</tr>
<tr>
<td>D Turnover Rate (Turnover= B + C / A)</td>
<td>11.11%</td>
</tr>
<tr>
<td>E Retention Rate (Retention = 1-Turnover) x 100</td>
<td>88.89%</td>
</tr>
</tbody>
</table>
### Exit Interview Data – All Personnel

<table>
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</tr>
</thead>
<tbody>
<tr>
<td>*Pursue School</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>*Pursue Another Field</td>
<td>0</td>
<td>4</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>*Pursue Another Communications Center</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>*Working Conditions</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>*Stay at Home</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>*Moving</td>
<td>0</td>
<td>6</td>
<td>0</td>
<td>3</td>
<td>0</td>
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<td>0</td>
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<td>*Retired</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
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<td>0</td>
</tr>
<tr>
<td>*Family/Personal</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Voluntary Quits</td>
<td>4</td>
<td>18</td>
<td>5</td>
<td>19</td>
<td>4</td>
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<td>Termination</td>
<td>5</td>
<td>11</td>
<td>17</td>
<td>4</td>
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<td>Discontinuation of Training</td>
<td>0</td>
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<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>0</td>
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<tr>
<td>Promotions</td>
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<td>3</td>
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### Personnel Allegations (2015 to date)

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<tr>
<th>Allegation</th>
<th>Number</th>
<th>Unfounded</th>
<th>Exonerated</th>
<th>Sustained</th>
<th>Disposition Pending</th>
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<tr>
<td>Violation of Rules &amp; Regulations</td>
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<td></td>
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<tr>
<td>Unsatisfactory Job Performance</td>
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<tr>
<td>Total</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Details:

- **Rules and Regulations:**
  - 1 pending investigation

- **Job Performance:**
MEMORANDUM

To:       NORCOM Governing Board
From:     Gwen Pilo, Finance Manager
Date:     Current as of February 5, 2015
Re:       Staff Update

- **Current/Ongoing Events**
  - **DRS Audit of Executive Director Contracts** – Hours worked have been reported to DRS and we have received the invoice. Resolution 85 will be presented for approval at the February meeting.

- **Activity Since Last Report**
  - **End of Year** – Closing Journal entries and final payments for 2014 are being prepared. Ending Fund Balance is estimated at $874,000 in the Operating Fund and $750,000 in the Capital Projects Fund. Once the year is closed and these numbers are finalized a Budget Adjustment will be brought forward for approval.
  - **Joint Integrated Prioritized Task List** – Updated information is being provided and entered into the list for presentation to the Joint Operating Board at their February meeting.
  - **Financial Code of Ethics Policy** – The policy has been presented to Director Orr in first draft format. Once it is approved by him the Finance Committee will review and make a recommendation to the Governing Board for approval.
  - **City of Redmond Lease Agreement** – The final copy has been approved and Redmond is circulating for signatures. Once it is complete it will be brought to the Governing Board for approval.

- **Upcoming Activities**
  - **2016 Budget** – Budget Principles were presented to the Joint Operating Board in January for discussion. They will make their recommendation for approval at their February meeting.

- **Highlights**
  - The Recognition Committee is preparing for the selection of the Employee of the Year, Edison Award for Innovation and the Team Award. If you are aware of someone you would like to nominate please let us know at recognition@norcom.org.
  - APCO International is also accepting nominations for Telecommunicator of the Year, Communications Center Director of the Year, Line Supervisor of the Year, Radio Frequency
(RF) Technologist of the Year, Information Technologist of the Year, Trainer of the Year, and Team of the Year and the Technology Leadership Award which is designed to recognize communications centers in two categories based on the size of the agency for their use of technological advancements and demonstrated benefit to their employees and the citizens they serve. If you are aware of someone you would like to nominate please let us know at recognition@norcom.org.
<table>
<thead>
<tr>
<th>Description</th>
<th>Date Acquired</th>
<th>Maturity</th>
<th>Call Dates</th>
<th>Interest</th>
<th>Original Face</th>
<th>Principle Cost</th>
<th>Market Value</th>
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<tr>
<td>FHLMC</td>
<td>12/18/2012</td>
<td>12/5/2016</td>
<td>12/5/2013</td>
<td>0.625%</td>
<td>$250,000.00</td>
<td>$250,535.75</td>
<td>$249,434.00</td>
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<td>FNMA, GMA</td>
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<td>2/6/2017</td>
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<td>0.90%</td>
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<td>$275,695.64</td>
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<td>2/13/2017</td>
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<td>11/15/2017</td>
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<td>1.00%</td>
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<td></td>
<td>$1,137,000.00</td>
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<td>$1,127,080.92</td>
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</table>

Current Year Unrealized gain (loss) $2,166.53
### NORCOM
Bank Accounts - by Depository, Summary
December 31, 2014

<table>
<thead>
<tr>
<th>Description</th>
<th>Rate</th>
<th>for Month Ending</th>
<th>Interest YTD</th>
<th>Balance</th>
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<tbody>
<tr>
<td>Local Gov't Investment Pool</td>
<td>0.10410%</td>
<td>12/31/2014</td>
<td>$600.70</td>
<td>$602,157.20</td>
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<tr>
<td>E-9-1-1 Escrow Account</td>
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<td>11/30/2014</td>
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<td>0.00429%</td>
<td>12/31/2014</td>
<td>$0.93</td>
<td>$13,832.93</td>
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$1,720,155.65
MEMORANDUM

To: NORCOM Governing Board
From: Karen Furuya, Interim Technology Manager
Date: Current as of February 3, 2015
Re: Staff Update - Technology

Activity Since Last Report

• **King County Phone System Replacement Project – VIPER NG911**

  NORCOM IT continues to work closely with the King County E911 office, Century Link and Intrado Engineers as well as state representatives in Olympia to resolve the remaining issues with the phone system. At this time, the one-way audio where the caller can’t hear us seems to have been resolved. We have gone several weeks without a recurrence of this issue. Currently we are reporting approximately one issue per day most of which are outside of NORCOM’s equipment and reside within the Century Link or Intrado networks or with the end user. We have identified several VoIP carriers who have quality issues and King County E911 will be following up with those carriers to improve their systems when they call 911.

  *(The phone system replacement is part of King County’s initiative to upgrade the Enhanced 911 (E-911) systems to Next Generation 911 (NG911) technology. The Phone System Replacement project will be replacing the VIPER NG911 system and CISCO UCM for the Administrative and Business lines. The new phone system is required for use of NG911 technologies such as Text to 911, Voice of Internet Protocol (VoIP) and Automatic Collision Notification Systems i.e. OnStar.)*

• **TriTech Fire Mobile**

  There are three issues we are working with TriTech to resolve before acceptance of the Mobile product. The first issue is where the Mobile server application unexpectedly shutdown. A change was made to a configuration and monitoring tools have been put in place. We are now in a monitoring state; the system has been up for a month without a recurrence. The second issue has been identified to occur on MDCs using Gobi modems. The mobile clients lose connection to the GPS port so CAD does not receive updated data; instead, it is receiving the last known AVL location. NORCOM will be sending an MDC to TriTech engineering for further troubleshooting. The third issue is a latency in displaying the unit position on the MDC map; it is not in real-time which makes following the route difficult. These issues have been escalated to the next tier of TriTech support. NORCOM IT will continue to work closely with TriTech to resolve these issues.

  *(#96 TriTech Fire Mobile. This project will implement a new Fire Mobile solution with the TriTech Mobile product called Inform.)*

• **ICRM – New World Systems**

  See ICRM report for project details.
• **Storage Area Network Equipment Replacement.**
  The new Storage Area Network (SAN) has been installed and is running well. All of the NORCOM production VMWare virtual machines have been migrated to the new SAN. NORCOM IT is scheduling a move of the production New World database on the morning of February 11\textsuperscript{th}.

  (#102 - Storage Area Network (SAN) Equipment Replacement. NORCOM’s current SAN is at end-of-life. The vendor will not support this product after January 2015.)

• **Fire CAD Preplans for CAD and Mobile & Premise Updates**
  The project kickoff meeting was held on February 3\textsuperscript{rd} where NORCOM IT, Operations and agency representatives reviewed the work required, deployment plans and processes required for premise updates and pre-plan deployment. Agencies are ready to start reviewing/updating their premise information, caution notes and comments.

  Operations will be completing the work for premise updates in CAD and NORCOM IT will responsible for deploying the pre-plans to mobiles. The successful completion of a Pre-plan PILOT and the resulting refinements to the deployment process will green light moving other agencies into production.

  Because agencies will be working on their pre-plans, the question was brought up as to the interest this group had in standardizing pre-plans. This is especially relevant now that every agency will have access to every other agency’s pre-plan in mobile. The agency representatives at the meeting support starting the discussion to standardize. Chief Dahl of Shoreline will lead this work. The standardization work is not a dependency of the pre-plan project and can be worked independently and in parallel.

  (NORCOM and agencies will validate, update and load premise information with corresponding pre-plans in TriTech CAD. The completion of this work will provide the ability for pre-plans to be available in mobile.)

• **TriTech System Upgrade 5.x**
  This project is in the planning stages both internally and with TriTech. A software version selection of v.5.5 or v.5.6 will be required to proceed. The largest feature and user interface changes occur in Operations. A team of IT, users and trainers will compare and contrast between the two versions so they may provide a recommendation to the Fire Stakeholder Group who will be making the final selection. TriTech has provided v.5.6 documentation and agency references to assist in our selection process. NORCOM is in contact with the four “limited availability” agencies using version 5.6 to gather information, setup demos and discuss their experiences.

  (A major version upgrade to the TriTech system. The upgrade will require new servers, operating systems and user training and will be applied to NORCOM’s three environments: Production, Test and Training. There are other dependent projects tied to this upgrade, i.e. Dispatch workstation replacements.)
• **Advanced Authentication – Kirkland Police**
  This project will be presented to the Joint Ops board in February as part of Police project prioritization. More discussion is required with Kirkland IT on network requirements, service level support and to develop protocols.

  *(The FBI’s updated CJIS Policy 5.2 requires that Advanced Authentication be used for all computers and MDCs accessing CJI data from an unsecure location. NORCOM will be hosting an Advanced Authentication server for its police agencies that opt for a hosted solution.)*

**Upcoming Activities**

• **King County Phone System Replacement Project – CISCO UCM**
  This project will replace our Administrative Nortel telephones and Nortel PBX with a Cisco Unified Call Manager (UCM) solution. This project is currently on-hold pending acceptance of the VIPER phone system project.

  *(The phone system replacement is part of King County’s initiative to upgrade the Enhanced 911 (E-911) systems to Next Generation 911 (NG911) technology. The Phone System Replacement project will be replacing the VIPER NG911 system and CISCO UCM for the Administrative and Business lines. The new phone system is required for use of NG911 technologies such as Text to 911, Voice of Internet Protocol (VoIP) and Automatic Collision Notification Systems i.e. OnStar.)*

**Highlights**

• **Kirkland Corrections – New World Inmate Tracking**
  The two outstanding issues for this project were fixed by New World. Although this project completed, NORCOM IT will stand by to assist with further configuration for Events, Safety Checks and more.

  *(#116 Kirkland Police Corrections – Inmate Tracking. This project will implement an add-on module to the existing New World Corrections program. This add-on will track inmate data; e.g., safety checks, medications and inmate movement.)*
MEMORANDUM

To: Governing Board
From: Jerry Holcombe, Integrated Communications & Records Management (ICRM) Program Manager
Date: February 6, 2015
Subject: ICRM Program Update – Governing Board Meeting February 2, 2015

- Fire Projects (Project Manager – Karen Furuya with oversight by Victor Lohr)
  - Fire Mobile-CAD Implementation Project
    o The project is now complete.
    o Official Software Acceptance (targeted for December 23) has been delayed due to three system issues:
      - MDC loses connection to GPS port. (first occurred December 22)
      - TriTech Mobile server problem – Application shutdown for unknown reason. (occurred December 27)
      - Latency in displaying the unit position on the MDC Map.
  - Software will not be officially accepted until these issues are resolved.

- Fire CAD (TriTech) Major Upgrade Project
  o Planning continues.
  o Complex upgrade with a large number of dependencies, constraints, and risks across technology, resources, and business processes.
  o Team is conducting an analysis of the software versions (V5.5 and V5.6) with the goal of upgrading to a version that balances software risk (i.e. bleeding edge) with shelf-life.
    - V5.6 is currently only in Production at the TriTech Limited Availability (LA) agencies.
    - NORCOM Dispatch Operations and Fire Agencies are being consulted.
    - Target timeline for decision on software versions is February 20.
  o Projected timeline is complete by early Q3 2015.

- Police Projects (Project Manager – Mike Prill with oversight by Jerry Holcombe)
  - 10.x Upgrade Project
    - Delivery & Install:
      - NWS delivered the Remediation Build on December 21 (originally targeted for December 16).
      - Received replacement CAD build on Dec 23 to fix a failing item.
      - Received another replacement CAD build January 5 which fixed two remaining failing items.
- Received another replacement build on January 30 which fixed one remaining P2.
  - Smoke & Issue Testing: December 18 – January 6
    - The remediation build had 71 overall issue fixes:
      - Priority 2: 31
      - Priority 3: 27
      - Priority 4: 13
    - Of the Priority 2 items:
      - 18 are passing; a number pose difficulties in confirming they have been resolved as there is no defined workflow to reproduce the issue.
      - According to New World, most of these items are fixed due to the installation of a newer underpinning code framework (.NET).
      - We have not seen the issues in Testing so far.
      - We will likely not know for sure if they are fixed until we put it into production.
  - SME Testing: December 23 – January 14
    - CAD SME testing is complete.
    - Mobile SME testing is complete.
    - LERMS SME testing (Not as high priority due to no changes in MSP, still required for regression purposes) still in progress.
  - Agency Testing is complete.
  - Performance Testing is complete.
  - Deployment Planning & Preparation*: January 19 – February 13
  - Deploy to Production*: February 24
    *Pending positive test results, approval to proceed, and confirmation of timeline viability from agencies and NWS.

Should you have questions or suggestions, please contact me at phone 503.505.1469, or email jholcombe@obsglobal.com.