1. Call to Order

2. Roll Call

3. Open Communications from the Public

4. Action Items
   A. Consent Calendar
      1) Minutes from June 9, 2017 Governing Board meeting
      2) June 2017 Accounts Payable Report

5. New Business
   A. E-911 Office Briefing and Discussion
   B. Resolution 129: Approval of Animal Tracking Module MOU & Sixth Amendment to Tyler Agreement

6. Old Business
   A. Fire Projects Update
   B. Police Projects Update
   C. E-911 Financial Stability Discussion

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

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

9. Executive Session¹

¹ The Governing Board may hold an Executive Session pursuant to one or more of the following:
   • RCW 42.30.110(1)(f) 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 August 11, 2017
MEMBERS

Mark Risen  City of Bellevue
Jim Roepke  City of Bothell
Bill Archer  City of Clyde Hill
Marilynne Beard City of Kirkland
Ed Holmes  Mercer Island Police
Bob Larson  City of Snoqualmie
Joel Kuhnhen  Duvall Fire District #45
Jeff Clark  Eastside Fire & Rescue
Chris Connor  Fire District #27
Jim Torpin  Northshore Fire
Tim Dahl  Shoreline Fire
Greg Ahearn  Woodinville Fire

ABSENT

Steve Burns  Medina Police
Tommy Smith  Redmond Fire
James Knisley  Skykomish Fire District #50

VISITORS

Ginny Ratliff  Agreement Dynamics
Elizabeth Thomas  Former NORCOM Telecommunicator
Kyle Thomas  Bellevue Police
Chad Barnes  City of Bellevue
Michael Olson  City of Kirkland
Michele Plorde  King County EMS
Deanna Gregory  Pacifica Law Firm

NORCOM STAFF

Thomas Orr  Executive Director
Josh Baker  Fire Liaison
Jessica Cannon  Telecommunicator
Tracey Croisier  Executive Assistant & PIO
Jami Hoppen  Training Coordinator
J.R. Lieuallen  Finance Manager
Mike Mandella  Deputy Director
Becky McCracken  Acting Police Liaison
Ron Tiedeman  IT Director
1. **Call to Order**
The NORCOM Governing Board was called to order by Ed Holmes, Governing Board Chair, at 9:01 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 – Elizabeth “EJ” Thomas**
Director Orr noted that Elizabeth Thomas was a founding member of NORCOM and spoke to her contributions in training, TERT, and tactical dispatch.

5. **Action Items**
   A. **Consent Calendar**
   Chair Holmes called for a motion to approve the items on the consent agenda: minutes from the May 12, 2017 Governing Board meeting and the May 2017 accounts payable (accounts payable total: $888,275.07).

   Jim Torpin made a motion to approve the consent calendar. Bob Larson seconded the motion.

   Motion carried.

6. **New Business**
   A. **Report on Employee Survey – Agreement Dynamics**
   Ginny Ratliff from Agreement Dynamics reviewed the results of the 2017 NORCOM employee survey.

7. **Old Business**
   A. **Fire Projects Update**
   - **Locution PCs Replacement**
     Ron Tiedeman said there’s been a delay in installing the new Locution PCs due to a hardware issue.

   - **TriTech 5.7 Release Upgrade Planning**
     Ron Tiedeman said the upgrade is tentatively slated for October 2017. He noted the upgrade to 5.7 would enhance compatibility to Windows 8.1 and Windows 10.
Meeting Minutes  
NORCOM Governing Board  
City of Bellevue, room 1E-108  
June 9, 2017

→ **Electronic Personnel Accountability & Safety Systems (ePass)**
Ron Tiedeman said the installation will provide additional mapping functionality and help track both personnel and equipment.

**B. Police Projects Update**

→ **Tyler / NWS Upgrade 10.2 to 2017.1** (formerly known as 11.7)

Schedule
- June: Tyler/ NWS configuration management, software setup began 6/5
- July - October: NORCOM IT and stakeholder testing
- November: Go live

→ **Animal Tracking Module – Kirkland**
Ron Tiedeman said currently negotiating the add-on with Tyler. He is drafting the MOU to present to both Kirkland and to the Governing Board for approval.

→ **NORCOM / King County Update**
Ron Tiedeman said King County is currently working on the text-to-911 interim solution. He said the county is hoping to have ESInet II rolled out between the 4th quarter of 2017 and the 2nd quarter of 2018.

Ron Tiedeman spoke to recent ransomware targeting PSAPs. He noted that it appears virus protection and security has protected NORCOM against the ransomware attacks.

→ **Update Tyler 2017.1 (11.7) SNOPAC**
SNOPAC did not reject 2017.1 11.7 as previously thought. Ron Tiedeman said he had an on-site visit at SNOPAC; they confirmed they are moving forward with the upgrade with an August cutover date.

→ **RAADAR Update**
Ron Tiedeman noted that RAADAR has received interest from both SNOPAC and from Madison County, IL. Both have both indicated an interest on making a deal to utilize the NORCOM-developed RAADAR at their agencies.

→ **Satellite Site Update**
Ron Tiedeman said that they had done preventative maintenance test of the satellite site in Redmond. UPS batteries will be replaced in the next several weeks.
C. E-911 Financial Stability Discussion

➔ Governance Task Force
Director Orr introduced Chad Barnes, Assistant City Attorney for the City of Bellevue.

Chad Barnes is currently a member of both the King County Governing Task Force and the Planning Group. Chad Barnes spoke to the decision ahead in terms of who makes decisions regarding PSAPs. Currently, there are two options: PSAPs have an advisory role and the county makes the final decisions or PSAPs make decisions that are central to both PSAPs and the program office?

Chad Barnes said that he is currently in the minority, he is the only one of the twelve members that is currently advocating for PSAPs to have substantive say and believes that PSAPs need to have final decision-making authority.

Chad Barnes noted that by giving decision-making authority to King County, this would simply recreate the system that had been in place prior. Chad Barnes said he believes that you plan governance not for when things are going well, but you plan governance for future challenges.

➔ Interim Advisory Group
Director Orr reported that the IAG meets next week with the intent of setting a new escrow distribution method based on call volume; this new method would be detrimental to NORCOM and Redmond. The Director said he is currently in favor of the model that Kansas PSAPs adopted.

➔ Leadership Group
Director Orr said the Leadership Group is being asked to make three decisions: decision-making matrix, vision and mission, and core services.

➔ Financial Task Force
Marilynne Beard noted that the IAG’s role is advisory in nature and said that the Financial Task Force is reviewing the escrow distribution formula.
8. Staff Reports
Director Orr noted both Governing Board and Joint Ops will begin meeting in new locations starting in July.

Governing Board meetings will be held at Kirkland PD’s Totem Lake Room in Kirkland.

Joint Operations Board meetings will be held at Eastside Fire & Rescue HQ in Issaquah.

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

10. Adjournment
Governing Board meeting adjourned at 10:48 a.m.

Approved by:

_________________________________________________
Chair

Attest:_____________________________________________
Secretary
Resolution 129

A RESOLUTION OF THE GOVERNING BOARD OF NORCOM
APPROVING AGREEMENTS RELATED TO ANIMAL TRACKING
SOFTWARE AND SERVICES MODULE

WHEREAS, the City of Kirkland, Washington ("Kirkland") is a party to the Northeast King County Regional Public Safety Communications Agency Interlocal Agreement (the “NORCOM Agreement”) and is a Principal of NORCOM (as defined in the NORCOM Agreement); and

WHEREAS, NORCOM and Tyler Technologies, Inc. ("Tyler"), the successor to New World Systems Corporation, are parties to the Licensed Products and Services Agreement dated December 12, 2008 (collectively with all amendments, the “License Agreement”), and NORCOM currently licenses applications, software and services from Tyler; and

WHEREAS, pursuant to the NORCOM Agreement, Kirkland has requested certain additional animal tracking software and services from NORCOM; and

WHEREAS, in order to provide the requested services, NORCOM has agreed to enter into a Sixth Amendment to Licensed Products and Services Agreement with Tyler pursuant to which Tyler will provide NORCOM with animal tracking software and services module (collectively, the “Module”); and

WHEREAS, NORCOM has agreed to acquire the Module and Kirkland has agreed to fund costs related to the installation, configuration, implementation, and maintenance of the Module and to have such costs included in its user fee allocation; and

WHEREAS, the NORCOM Governing Board (the “Board”) now desires to approve the necessary agreements to acquire the Module and to provide such services to Kirkland as provided herein;

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

Section 1. Authorization. The Board hereby approves the following agreements substantially in the forms attached hereto as Exhibits A and B, respectively, and incorporated herein by this reference (together, the “Agreements”):

A. Animal Tracking Software Agreement by and between the City of Kirkland, Washington and NORCOM

B. Sixth Amendment to Licensed Products and Services Agreement between Tyler and NORCOM

Resolution 129
Approving Agreements Related to Animal Tracking Module
The Executive Director of NORCOM is hereby authorized to execute the Agreements with such modifications and revisions as determined to be necessary by the Executive Director 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 public meeting on this 14th day of July, 2017.

Signed in authentication thereof on this 14th day of July, 2017.

________________________________________
Chair

Attest: ________________________________
Exhibit A

Animal Tracking Software Agreement by and between the City of Kirkland, Washington and NORCOM

(see attached)
Exhibit B

Sixth Amendment to Licensed Products and Services Agreement

(See attached)
Sixth Amendment to License Agreement

SIXTH AMENDMENT TO
LICENSED PRODUCTS AND SERVICES AGREEMENT

1. AMENDED AGREEMENT

This “Sixth Amendment” to the Licensed Products and Services Agreement dated December 12, 2008, and most recently amended by the Fifth Amendment to Licensed Products and Services Agreement, dated January 13, 2017 (collectively with all amendments, “License Agreement”), is entered into on the Effective Date by and between Tyler Technologies, Inc., a Delaware corporation (“Tyler”) and North East King County Regional Public Safety Communication Agency, a Washington not for profit corporation and instrumentality of its member governments (“NORCOM”). Tyler and NORCOM are each a “Party” and collectively the “Parties” to this Sixth Amendment. The Parties agree as follows.

2. LICENSE AGREEMENT AMENDED

The License Agreement is amended as set forth in this Sixth Amendment. Capitalized terms used in this Sixth Amendment and not defined in this Sixth Amendment have the meanings given to them in the License Agreement.

3. LICENSES AND SERVICES ADDED

3.1 The applications, licensed software and services in Exhibit 1 to this Sixth Amendment are added to the License Agreement.

3.2 The following payment terms apply to the Exhibit 1 applications, licensed software and services added under this Sixth Amendment Section 3:

3.2.1 The one-time fee for the addition of “New World Software for Law Enforcement Records—animal tracking” will be invoiced (100%) on the Sixth Amendment Effective Date.

3.2.2 The one-time fee for the addition of “Professional Services—up to 4 hours of implementation and training services” will be invoiced (100%) on the Sixth Amendment Effective Date.

3.2.3 Associated maintenance and support fees are added to the Standard Software Maintenance Agreement (at License Agreement Exhibit C, “SSMA”) and will be invoiced on a pro rata basis beginning on the first day of the month following the Sixth Amendment Effective Date, and thereafter in a lump sum amount together with NORCOM’s existing schedule for SSMA payments. Travel expenses mutually agreed upon by the Parties will be invoiced as incurred, if applicable.

3.3 In the event NORCOM requests or requires additional services beyond those set forth in Exhibit 1, Tyler will provide a quote for those services to NORCOM at Tyler’s then-current rates. The rates set forth in the quote will be valid for thirty (30) days. If NORCOM desires to procure the quoted services, Tyler will provide them according to a mutually agreeable addendum or Tyler purchase order.
4. NO OTHER CHANGES

Except as expressly provided by this Sixth Amendment, all terms and conditions of the License Agreement shall remain unchanged and in full force and effect. To the extent any of the terms or conditions of the License Agreement conflict with any of the terms or conditions of this Sixth Amendment, this Sixth Amendment shall control.

5. MISCELLANEOUS

There are no oral or side agreements between Tyler and NORCOM affecting this Sixth Amendment; and this Sixth Amendment contains the entire agreement of the parties with respect to the subject matter herein contained. This Sixth Amendment may not be modified or amended except by a writing executed by Tyler and NORCOM. This Sixth Amendment may be executed in counterparts, all of which shall constitute one and the same agreement. This Sixth Amendment shall be governed by and construed according to the laws of the State of Washington.

6. EFFECTIVE DATE

This Sixth Amendment shall take effect and be in force (“Effective Date”) on the date of the last signature, below.

ACKNOWLEDGED AND AGREED TO BY:

TYLER TECHNOLOGIES, INC. (Tyler) NORTH EAST KING COUNTY REGIONAL PUBLIC SAFETY COMMUNICATION AGENCY (NORCOM)

By: ____________________________  By: ____________________________
Greg Sebastian, President  Tom Orr, Executive Director
Public Safety Division

Date: ____________________________  Date: ____________________________
EXHIBIT 1

A. LICENSE FEES

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DESCRIPTION</th>
<th>INVESTMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>LAW ENFORCEMENT RECORDS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. Additional New World Software for Law Enforcement Records</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Animal Tracking</td>
<td>21,000</td>
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</tbody>
</table>

TOTAL TYLER SOFTWARE LICENSE FEES DUE: $21,000

B. PROFESSIONAL SERVICES

<table>
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<tr>
<th>ITEM</th>
<th>DESCRIPTION</th>
<th>INVESTMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>PROFESSIONAL SERVICES</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. Up to 4 hours of Implementation and Training Services are included for:</td>
<td>580</td>
</tr>
<tr>
<td></td>
<td>- Software Tailoring and Set Up</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- User Education and Training</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Other Technical Support</td>
<td></td>
</tr>
<tr>
<td></td>
<td>* Assumes train-the-trainer approach</td>
<td></td>
</tr>
</tbody>
</table>

TOTAL IMPLEMENTATION SERVICES: $580

TOTAL ONE TIME COST: $21,580

C. MAINTENANCE AND SUPPORT FEES

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DESCRIPTION</th>
<th>INVESTMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. MAINTENANCE AND SUPPORT AGREEMENT (Year 1 Cost):</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Associated Maintenance and Support fees will be added to the Client’s current Maintenance and Support Agreement and will be invoiced on a pro rata basis beginning on the first day of the month following Amendment Effective Date, and thereafter in a lump sum amount together with Client’s then-current maintenance and support fees for previously licensed software.</td>
<td></td>
</tr>
</tbody>
</table>

Year 1 Maintenance: $4,410


Pricing Assumptions

Personal Computers must meet the minimum hardware requirements for New World products. Microsoft Windows 7/8 or later is required for all client machines. Windows 2008/2012 Server and SQL Server 2008/2012 are required for the Application and Database Server(s).

New World product requires Microsoft Windows 2008/2012 Server and SQL Server 2008/2012 including required Client Access Licenses (CALs) for applicable Microsoft products. Servers must meet minimum hardware requirements provided by Tyler.

New World product requires Microsoft Excel or Windows Search 4.0 for document searching functionality. Microsoft Word is required on the application server for report formatting.

Tyler recommends a 100/1000MB (GB) Ethernet network for the local area network. Wide area network requirements vary based on system configuration. Tyler will provide further consultation for this environment.

Does not include any required 3rd party hardware or software.

Sixth Amendment to License Agreement

Exhibit 1
ANIMAL TRACKING SOFTWARE AGREEMENT
by and between
THE CITY OF KIRKLAND, WASHINGTON
and NORCOM

1. PARTIES AND AGREEMENT

This ANIMAL TRACKING SOFTWARE AGREEMENT ("Agreement") is entered into as of the date of the last signature below ("Effective Date") by and between the City of Kirkland ("Kirkland") and the Northeast King County Regional Public Safety Communication Agency ("NORCOM"). Kirkland and NORCOM are each a "Party" and collectively the "Parties" to this Agreement. The Parties agree as follows.

2. RECITALS

2.1 Kirkland is a party to the Northeast King County Regional Public Safety Communications Agency Interlocal Agreement effective November 1, 2007 ("NORCOM Agreement") and is a Principal of NORCOM (as defined in the NORCOM Agreement).

2.2 NORCOM and Tyler Technologies, Inc. ("Tyler"), the successor to New World Systems Corporation, are parties to the Licensed Products and Services Agreement dated December 12, 2008 (collectively with all amendments, "License Agreement"). NORCOM currently licenses applications, software and services from Tyler.

2.3 Under Section 15.e of the NORCOM Agreement, Kirkland has made application to NORCOM for certain additional animal tracking software and services. Consistent with Kirkland’s application, NORCOM will enter into the Sixth Amendment to Licensed Products and Services Agreement, dated [July __], 2017 ("Sixth Amendment"). Under the Sixth Amendment, Tyler will provide NORCOM the following additional animal tracking software and services module (collectively, "Module"):  
   • "New World Software for Law Enforcement Records—animal tracking"
   • "Professional Services—up to 4 hours of implementation and training services"
   • Associated maintenance and support
   • Additional items may include without limitation: server / application services installation, including potential licensing for an internal server; Windows Mobile Device Center / Handheld hardware and installation; additional requirements for installation specified by Tyler

2.4 In consideration for the mutual promises contained in this Agreement, NORCOM has agreed to acquire the Module and Kirkland has agreed to fund costs related to the installation, configuration, implementation, and maintenance of the Module and to have such costs included in its user fee allocation.

3. ANIMAL TRACKING MODULE

3.1 Access. Kirkland may access and use the Module for the Term of this Agreement.
3.2 **Costs.** Consistent with the NORCOM Agreement, NORCOM allocates and adds the costs of providing the Module, including all direct costs and all reasonably attributable indirect costs incurred by NORCOM as provided in the NORCOM Agreement (collectively, “Costs”) to Kirkland. NORCOM may separately invoice Kirkland for Costs, or may include Costs as an addition to Kirkland’s payment of User Fees under the NORCOM Agreement. An estimate of Costs (based on 2017 rates), which are subject to annual adjustment, are shown on Exhibit 1 are attached and incorporated by this reference.

4. **REPRESENTATIVES; NOTICES**

The following individuals are designated as Party representatives. The representatives are responsible for administering this Agreement and for coordinating and monitoring performance under this Agreement. In the event a Party’s representative changes, the Party making the change must notify the other Party. Any notice or other communication given under this Agreement are effective only if in writing and delivered personally to the addressee, or sent by certified or registered mail, return receipt requested, addressed as follows, or to such other address as may be designated by the addressee by written notice to the other party:

To NORCOM: NORCOM
Attention: Finance Manager
PO Box 50911
Bellevue, WA 98015-0911

To Kirkland: City of Kirkland
123 5th Avenue
Kirkland, WA 98033

and to:

Kirkland Police Department
11750 NE 118th Street
Kirkland, WA 98034-7114

5. **TERM; TERMINATION**

The “**Term**” of this Agreement begins on the Effective Date and continues until terminated by either Party. Either Party may terminate this Agreement at any time without cause upon delivery of written notice consistent with Agreement Section 4 (Notices) no later than 60 days prior to the date an annual Standard Software Main tenance Agreement payment is due from NORCOM to Tyler under License Agreement Exhibit C (currently February 28).

6. **GENERAL**

6.1 **No Representation or Warranty.** NORCOM does not make any representation or warranty, express or implied, of any kind regarding the usability, adequacy or functionality of the Module. NORCOM provides Kirkland access to the Module “as is” in all respects, and Kirkland assumes all risk with respect to the usability, adequacy and functionality of the Module. As against
NORCOM, Kirkland’s sole remedy for any defect in the Module is limited to the termination right provided in Agreement Section 5. The Parties do not waive any claims as against third parties that may arise with respect to the Module.

6.2 Entire Agreement. This Agreement contains the entire understanding between the Parties and supersedes any prior understandings regarding the Module. No amendment of or supplement to this Agreement is valid or effective unless made in writing and executed by the Parties.

6.3 NORCOM Agreement Controls. This Agreement does not modify, amend or alter the NORCOM Agreement. To the extent any provision of this Agreement conflicts with the NORCOM Agreement, the NORCOM Agreement controls in all respects.

6.4 Severability. The provisions of this Agreement are separate and severable. If a court of competent jurisdiction, all appeals having been exhausted or all appeal periods having run, holds any provision of this Agreement invalid or unenforceable as to any person or circumstance, the offending provision, if feasible, is modified to be within the limits of enforceability or validity. If the offending provision cannot be modified, it is null and void with respect to the particular person or circumstance. All other provisions of this Agreement in all other respects, and the offending provision with respect to all other persons and all other circumstances, remain valid and enforceable.

6.5 No Third Party Rights. This Agreement is solely for the benefit of the Parties and does not grant any right to any other party or person.

6.6 Jurisdiction and Venue. This Agreement is governed by and construed according to the laws of the State of Washington. As against the other Party, each Party may file suit to enforce this Agreement only in the Superior Court of King County, Washington.

6.7 Captions. Captions given to the various provisions of this Agreement are for convenience only and are not intended to modify or affect the meaning of any provision.

6.8 Counterparts. This Agreement may be executed and delivered in counterparts, each of which is considered an original and all of which together constitute one and the same agreement.

This Agreement is executed by each Party as set forth below:

NORCOM

By: _______________________________
   Thomas R. Orr, Executive Director

Date: ______________________________

CITY OF KIRKLAND

By: _______________________________
   Kurt Triplett, City Manager

Date: ______________________________
## EXHIBIT 1

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Estimated Cost (2017 Rate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional New World Software for Law Enforcement Record</td>
<td>Animal Tracking</td>
<td>$21,000.00 (one-time)</td>
</tr>
<tr>
<td>Professional Services</td>
<td>Up to 4 hours of implementation services and training</td>
<td>$580.00 (one-time)</td>
</tr>
<tr>
<td>Standard Software Maintenance Agreement</td>
<td>Animal Tracking</td>
<td>$4,410.00</td>
</tr>
</tbody>
</table>
MEMORANDUM

To: Governing Board
From: Tom Orr, Executive Director
Date: July 5, 2017
Subject: General Update – Governing Board Meeting – July 14, 2017

1. **King County E-911 Ordinance**

   NORCOM invited the E-911 Office and King County representatives to brief the Governing Board at the July meeting on current IAG discussions regarding funding distribution and the work of the Strategic Planning process. The County will have a prepared presentation but is also willing to answer questions and discuss issues of interest to the Governing Board.

2. **Bellevue IT Lease**

   NORCOM has had productive and collegial discussions with Bellevue staff on the IT lease and is coordinating with Bellevue on the strategic planning process. Further research and involvement of other entities using the IT room at NORCOM is required. During these discussions, Bellevue has generously agreed to continue the current IT room lease rates adjusted for CPI. NORCOM will be adjusting its proposed 2018 budget downward accordingly.

3. **Police Liaison**

   The pilot project that established the Police and Fire Liaison positions is up for permanent funding in the 2018 budget. Until the Board makes a final decision on the pilot project, NORCOM plans to rotate personnel interested in competing for appointment to the current vacant police liaison position through interim temporary assignments to that position. This will help candidates decide on whether the position may be a fit for them and for NORCOM to assess their fit as well.
MEMORANDUM

To: Governing Board
From: Mike Mandella, Deputy Director
Date: July 14, 2017
Subject: General Update – Governing Board Meeting – July 14, 2017

• Current/Ongoing Events

Puget Sound Emergency Radio Network (PSERN) – Operations Board Update

The PSERN Operations Board, formed in spring 2016 for the purpose of advising the PSERN Joint Board relative to operational issues during the new 800 MHz radio implementation project, has identified radio reception inside buildings as a potential problem. To further review this issue, the Joint Board authorized the formation of a small Task Force and charged it with the responsibility to assess in-building radio coverage and to report back to the Joint Board by summers’ end. The Task Force consists of four (4) Operations Board members and five (5) Technical Committee members. This group has met three (3) times to review the detailed coverage maps provided by Motorola which depict areas on a map projected to have reduced in-building radio coverage.

At least one of the challenges with regard to in-building coverage is the fact that the radio project is required to manage the overall project in accordance with the contract that resulted from the awarding of the RFP to Motorola. The RFP, and resultant contract, did not specify radio coverage beyond 97% “on the street”, assuming a portable radio worn on the hip. Although good, this same 97% coverage may not necessarily provide enough signal strength to penetrate buildings constructed on high density materials.

Since many of the areas that appear to be at risk of experiencing lower in-building radio coverage appear to be in densely populated downtown cores, the Task Force and the Joint Board are focusing on what the desired coverage should be and what solutions and options may be available to “boost” the signal inside these buildings.

Sound Transit Light Rail Construction Noise Impact

NORCOM staff have been working with the City of Bellevue, Sound Transit and others to estimate the level of construction noise that may be generated by the light rail project.

Of paramount concern is the noise that will be generated during the demolition phase of the public parking garage concrete lid. Sound Transit’s sound engineer estimated decibel levels may reach as high as 80 Db at certain times during this demolition phase as well as during other phases of construction.
The city’s project management staff, as well as those from facilities, have been helpful in assisting NORCOM staff identify noise mitigation strategies and window coverings that could be installed to reduce noise impact. The primary concern is that noise could reach levels that interfere with hearing callers reporting emergencies or hearing responders on the radio.

- **Upcoming Activities**

  **Contract Negotiations**

  The labor agreement with the Public Safety Employees Union Local 519, representing NORCOM’s six (6) Team Supervisors and one (1) Training Coordinator expires in November 2017. It is anticipated that the principal negotiators and their small teams will receive training in the Interest Based Bargaining method prior to the start of negotiations. This same training was conducted prior to the start of negotiations with the NORCOM Associated Guild and proved to be of value.
MEMORANDUM

To: NORCOM Governing Board & Joint Operations Board
From: Becky McCracken, Acting Police Liaison
Date: July 1, 2017
Re: Staff Update for July 9th, 2017

- **Current projects**
  - Phase 2 E911 call type and priority trial February 01 – May 01, 2017
    - Phase 2 E911 hang up/open line calls with no indication of an emergency will be dispatched with the new call type “E911 Phase 2” and given a P4 priority. Call statistics and information have been gathered and are being reviewed as the trial basis for this has ended.
  - Police Emergency reduced response plan proposal and discussion
    - Discussion was started at Police Ops about developing a police emergency reduced response plan during wind storms or other high call volume events.
  - Priority call to MDC procedure development
    - A procedure for routing priority calls to MDC without airing sensitive information over the radio. Examples are the “Rock Smash Burglaries” where the suspects are known to listen to scanner apps, and convert tracking operations.
  - Radio Interoperability channel training and information
    - Developing additional training and information on the new radio channels for both police and dispatch communication.
  - Summer events
    - Coordinating summer events with each agency to ensure everything runs smoothly.
  - Communications streamline project for internal and external notifications
    - BLVPD automatic page to command staff for high risk calls
    - NORCOM ADMIN page to notify all NORCOM administration when there is a problem that could affect the dispatchers, Police and Fire personnel such as radio and internet outages.
    - Police Admin page to quickly notify specific command staff personnel when there is an issue such as radio outages, internet offline, evacuation of the communications center, etc.
NORCOM Performance Measurement Data
July 1, 2017

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
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 1  |  Quarter 2  |  Quarter 3  |  Quarter 4
99.13%  |  99.26%  |  99.32%  |  99.31%

4th Quarter shows year to quarter to date
Performance Measurement Data July 1, 2017
Prepared by: Becky McCracken, Acting Police Liaison
bmccracken@norcom.org 425-577-5586

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

2017 911 Call Answer Statistics compared with Number of 911 Calls Received

Performance Measurement Data July 1, 2017
Prepared by: Becky McCracken, Acting Police Liaison
bmccracken@norcom.org 425-577-5586
## NORCOM Phone Actions

<table>
<thead>
<tr>
<th>Month</th>
<th>911 Calls</th>
<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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<tbody>
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<td>January</td>
<td>13,496</td>
<td>98.60%</td>
<td>8,169</td>
<td>1,987</td>
<td>1,368</td>
<td>8,396</td>
<td>2,773</td>
<td>334</td>
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<td>February</td>
<td>12,411</td>
<td>98.65%</td>
<td>7,909</td>
<td>519</td>
<td>1,040</td>
<td>7,388</td>
<td>1,769</td>
<td>261</td>
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<td>March</td>
<td>12,911</td>
<td>98.75%</td>
<td>8,535</td>
<td>541</td>
<td>1,271</td>
<td>8,445</td>
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<td>April</td>
<td>11,992</td>
<td>99.00%</td>
<td>8,115</td>
<td>617</td>
<td>1,015</td>
<td>7,970</td>
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<td>8,541</td>
<td>2,148</td>
<td>1,308</td>
<td>9,567</td>
<td>1,972</td>
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<td>June</td>
<td>12,409</td>
<td>98.34%</td>
<td>7,164</td>
<td>2,236</td>
<td>981</td>
<td>9,918</td>
<td>1,713</td>
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<td>November</td>
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<td>December</td>
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<tr>
<td>Totals</td>
<td>77,607</td>
<td>98.64%</td>
<td>48,433</td>
<td>8,048</td>
<td>6,983</td>
<td>51,684</td>
<td>12,647</td>
<td>1,643</td>
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</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 DPd** = 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)**
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.
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>J</th>
<th>F</th>
<th>M</th>
<th>A</th>
<th>M</th>
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<tr>
<td>2011</td>
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<td>2:00</td>
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<td>1:47</td>
<td>1:57</td>
<td>1:47</td>
<td>1:55</td>
<td>1:55</td>
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<td>1:33</td>
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<td>2012</td>
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<td>1:17</td>
<td>2:05</td>
<td>2:06</td>
<td>2:21</td>
<td>2:06</td>
<td>2:05</td>
<td>2:13</td>
<td>1:57</td>
<td>2:05</td>
<td>2:00</td>
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<td>2013</td>
<td>2:09</td>
<td>1:55</td>
<td>1:50</td>
<td>2:00</td>
<td>1:53</td>
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<td>1:51</td>
<td>1:51</td>
<td>2:16</td>
<td>1:54</td>
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<td>1:38</td>
<td>1:41</td>
<td>2:04</td>
<td>1:59</td>
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</tbody>
</table>
NORCOM is easily meeting the expectation of non-emergency calls being dispatched in 60 minutes or less from the time of the call.
MEMORANDUM

To: Governing Board
From: Josh Baker, Fire Liaison
Date: July 3, 2017
Subject: Staff Report – Governing Board Meeting – July 14th 2017

1. **ePASS UPDATE** (Electronic Personnel Accountability and Safety System)

   A taskforce assigned by the Zone 1 Ops Tech Committee (subgroup of Zone 1 Operations) met via webinar on June 29th to kick the ePASS project into high gear. A questionnaire was sent out to the members of the subcommittee (with a 2 week due date) to help us all: 1) understand the similarities and differences between Zone 1’s use of passports and the personnel accountability system; 2) define the Zone 1 functional requirements; 3) define the scope of the project; and 4) define the core critical tasks and show stoppers. A small group of us are visiting two neighboring PSAPs on July 5th to view their current personnel accountability systems end to end.

2. **TRITECH v5.7** (Upgrade path and Mobile ME)

   We will be reserving the last available vacancy on TriTech’s project calendar as a placeholder for our upgrade (early October ‘17). Though 5.7 appears to look and feel very similar to 5.5 (present-day versions of cad/mobile), we will need to test it comprehensively. The changes are seemingly insignificant on the dispatch side, however, our Fire partners will notice some impressive improvements. 5.7 has considerably better looking maps, allegedly more responsive routing and the ability to use tablets (if we purchase the Mobile ME companion product). In addition, we all will benefit from an operating system that is current and universally supported (transitioning away from end of life Windows 7). While an October date provides plenty of time to go through our extensive testing process, our green light is largely contingent on the testing, progress, and timelines associated with Tyler (New World’s) scheduled upgrade this November. We will be analyzing both cads simultaneously within our respective work groups, to identify the impacts and risks associated with information oversaturation, our training department’s capacity to facilitate two back to back education campaigns, cad workflow changes relative to Telecommunicator bandwidth and any other unforeseen pitfalls before any informed predictions can be made surrounding TriTech’s official go live date.

3. **CURRENT EVENTS**

   We are: (1) Formatting Fire SOPs to match the recently approved KC Fire Chief Model Procedures; (2) Finalizing assigned task lists for Working Fire. This is still slated for zone wide deployment (on or before 8/15); (3) Emailing your department’s radio designator lists for semiannual review; (4) Developing a proposal that will allow your departments to use the Reduced Response level for preplanned events and unique needs in addition to AFA’s.

   Lastly, I know I speak for all of us here at NORCOM when I say “THANK YOU!” We appreciate you incorporating our talented staff into your recent MCO’s, drills and other training opportunities. The ability to participate at this level has been eye opening and awe inspiring. Understanding what is important to you, is important to us. When we are able to grasp your distinctive needs, we can develop compatible solutions.
The following performance data is included with this report:

May / June Call to Dispatch Times

May / June ALS Call Counts

2017 All Fire / EMS Calls YTD
**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.

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

| % of Fire/EMS Calls under 60 Seconds Call Received to Call Dispatched (Goal = 90%) |
|-------------------|---|---|---|---|---|---|---|---|---|
| Jan | 90% | 78% | 78% | 85% | 85% | 88% | 89% | 91% | 84% | 86% |
| Feb | 90% | 81% | 77% | 83% | 86% | 87% | 88% | 91% | 84% | 87% |
| Mar | 90% | 79% | 80% | 85% | 85% | 88% | 90% | 90% | 85% | 86% |
| Apr | 90% | 79% | 81% | 87% | 83% | 87% | 89% | 90% | 83% | 86% |
| May | 90% | 80% | 80% | 86% | 83% | 87% | 88% | 90% | 84% | 81% |
| Jun | 90% | 77% | 83% | 85% | 87% | 86% | 87% | 88% | 83% | 83% |
| Jul | 90% | 70% | 85% | 85% | 86% | 87% | 87% | 89% | 83% | 83% |
| Aug | 90% | 74% | 83% | 86% | 86% | 88% | 88% | 85% | 86% | 86% |
| Sep | 90% | 80% | 86% | 84% | 87% | 88% | 89% | 89% | 87% | 87% |
| Oct | 90% | 82% | 86% | 80% | 84% | 87% | 88% | 86% | 87% | 87% |
| Nov | 90% | 79% | 86% | 81% | 87% | 88% | 90% | 87% | 87% | 87% |
| Dec | 90% | 79% | 84% | 83% | 88% | 89% | 89% | 86% | 87% | 87% |
| AVG | 78% | 82% | 84% | 86% | 88% | 89% | 88% | 85% | 85% | 85% |

On May 5th, a new call receiving academy joined the floor to begin their next phase of training, taking live 911 calls. Coupled with two brand new fire dispatchers, training that same month, our call to dispatch statistics took an understandable dip. As of June, you can already see the rebound in June’s stats, as newer telecommunicators become more efficient.
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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<tr>
<td>AVG</td>
<td>92%</td>
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</table>

2010 NFPA 1221 - NORCOM'S CURRENT STANDARD

% of Fire/EMS Calls under 90 Seconds Call Received to Call Dispatched (Goal = 99%)
2017 1/2 ALS Calls Outside Jurisdiction

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<tr>
<th></th>
<th>May</th>
<th>Jun</th>
<th>Total</th>
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<tr>
<td>BEFD</td>
<td>5.0</td>
<td>7.0</td>
<td>12.0</td>
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<tr>
<td>BOFD</td>
<td>57.0</td>
<td>51.0</td>
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<td>DUF D</td>
<td>4.5</td>
<td>8.5</td>
<td>13.0</td>
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<tr>
<td>ESFD</td>
<td>73.0</td>
<td>66.0</td>
<td>139.0</td>
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<tr>
<td>FCFD</td>
<td>5.0</td>
<td>4.5</td>
<td>9.5</td>
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<tr>
<td>KIFD</td>
<td>54.5</td>
<td>66.0</td>
<td>120.5</td>
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<td>MIFD</td>
<td>10.5</td>
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<td>22.0</td>
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<td>8.0</td>
</tr>
<tr>
<td>SQFD</td>
<td>4.5</td>
<td>3.5</td>
<td>8.0</td>
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<tr>
<td>WOFD</td>
<td>18.0</td>
<td>25.5</td>
<td>43.5</td>
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<tr>
<td>Total</td>
<td>268.5</td>
<td>277.0</td>
<td>545.5</td>
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## 2017 All Fire/EMS Calls (Year to Date)

<table>
<thead>
<tr>
<th>Fire Department</th>
<th>Priority 0-4</th>
<th>Still Alarms</th>
<th>Priority 5</th>
<th>Total CAD Incidents</th>
<th>% of Total CAD Incidents</th>
<th>Billable Calls for Service</th>
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<tbody>
<tr>
<td>Bellevue Fire</td>
<td>6,958</td>
<td>7</td>
<td>750</td>
<td>7,715</td>
<td>25.34%</td>
<td>6,423.0</td>
</tr>
<tr>
<td>Bothell Fire</td>
<td>2,701</td>
<td>4</td>
<td>128</td>
<td>2,833</td>
<td>9.30%</td>
<td>2,141.5</td>
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<tr>
<td>Duvall Fire</td>
<td>406</td>
<td>3</td>
<td>33</td>
<td>442</td>
<td>1.45%</td>
<td>342.0</td>
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<tr>
<td>ESFR</td>
<td>4,666</td>
<td>4</td>
<td>338</td>
<td>5,008</td>
<td>16.45%</td>
<td>4,002.5</td>
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<td>Fall City Fire</td>
<td>199</td>
<td>0</td>
<td>52</td>
<td>502</td>
<td>1.65%</td>
<td>200.5</td>
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<tr>
<td>Kirkland Fire</td>
<td>3,449</td>
<td>0</td>
<td>220</td>
<td>3,669</td>
<td>12.05%</td>
<td>2,895.0</td>
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<tr>
<td>Mercer Island Fire</td>
<td>1,101</td>
<td>1</td>
<td>154</td>
<td>1,256</td>
<td>4.12%</td>
<td>1,069.5</td>
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<td>Northshore Fire</td>
<td>1,359</td>
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<td>81</td>
<td>1,442</td>
<td>4.74%</td>
<td>1,069.0</td>
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<td>Redmond Fire</td>
<td>4,666</td>
<td>4</td>
<td>338</td>
<td>5,008</td>
<td>16.45%</td>
<td>4,002.5</td>
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<td>Shoreline Fire</td>
<td>199</td>
<td>0</td>
<td>52</td>
<td>502</td>
<td>1.65%</td>
<td>200.5</td>
</tr>
<tr>
<td>Skykomish Fire</td>
<td>155</td>
<td>1</td>
<td>8</td>
<td>164</td>
<td>0.54%</td>
<td>108.0</td>
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<tr>
<td>Snoqualmie Fire</td>
<td>347</td>
<td>0</td>
<td>20</td>
<td>367</td>
<td>1.21%</td>
<td>294.0</td>
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<tr>
<td>Snoqualmie Pass Fire</td>
<td>152</td>
<td>1</td>
<td>1</td>
<td>154</td>
<td>0.51%</td>
<td>134.5</td>
</tr>
<tr>
<td>Woodinville Fire</td>
<td>1,263</td>
<td>1</td>
<td>124</td>
<td>1,388</td>
<td>4.56%</td>
<td>1,100.5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>27,621</strong></td>
<td><strong>28</strong></td>
<td><strong>2,299</strong></td>
<td><strong>30,450</strong></td>
<td><strong>100.00%</strong></td>
<td><strong>23,983.0</strong></td>
</tr>
</tbody>
</table>

*Priority 0-4 = Emergency Responses*

*Priority 5 = Non-Emergency Responses*

*Billable Call for Service Numbers obtained from Finance - including ALS Call Splits*
MEMORANDUM

To: Governing Board
From: Roky Louie, Human Resources Coordinator
Date: July 5, 2017
Subject: Staff Update

Telecommunicator Recruitment

NORCOM continues to hire for this entry level position. A lower than normal applicant count continues to be a trend during this hiring period. NORCOM currently has 52 applicants in various stages of the hiring process, which is less than half the figure during the same month in each of the previous two years. Several avenues are being explored to help identify the cause of the lower applicant pool. These avenues could be a requirement for more advertising, better contact with the various postings for the position including Public Safety Testing and other sources, better presence during new hire testing events, and making agency profiles appear more up to date.

At present NORCOM currently has five (5) vacant positions in the Telecommunicator work group. Historical time tables still show that the earliest reasonable date of hire would be in early September, and current projections show that vacancies are likely to increase to seven (7) or eight (8) by then. The 52 applicants in process, plus what more will be generated in the next month, are not likely to produce enough candidates to fill all projected vacancies by the September time frame with a figure like four (4) or five (5) being more likely at this point.

Shoreline Support Specialist Recruitment

NORCOM has had over 100 applicants for this Information Technology position. 17 of those applicants have been moved onto the testing process and one (1) candidate is currently in backgrounding. It is estimated that NORCOM will be able to fill this position in late August or early September.

Tactical Dispatch Recruitment

On Wednesday, June 7th, NORCOM had a panel interview for vacancies on its Tactical Dispatch Team. The panel interview was conducted by Deputy Chief Greg Tryon, Eastside Fire; Lieutenant Todd Akisdal, Kirkland Police; and Sergeant Jim Robarge, Mercer Island Police. Based on the recommendations of the panel, the Executive Director selected six (6) of the nine (9) applicants to join the Tactical Dispatch Team.

Team Supervisor Eligibility List

While currently relegated to a lower priority, NORCOM still intends to establish a Team Supervisor eligibility list to fill future vacancies in this critical front line supervisor position. The Human Resources Coordinator and the Deputy Director will continue to review options to build a recommendation for the Executive Director on this front.
MEMORANDUM

To: NORCOM Governing Board

From: J.R. Lieuallen, Finance Manager

Date: July 6, 2017

Re: Staff Update

- 2018 Budget
  o Finance Committee reviewed the initially proposed budget and provided review.
  o Preliminary budget was presented to the Joint Ops in June.
  o The Finance Committee will review the budget with all proposed changes on the morning of July 13th.
  o Based on the July 13th meeting with the Committee the Board will be given an opportunity to look at the most recent changes on the July 14th meeting and provide comment.
  o Joint Operations will review and make recommendation at the July 27th meeting.
  o Governing Board will be distributed the budget upon recommendation of the Joint Ops and be given time to review in order to proceed at the August 11th meeting.

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

- 2016 MEBT Audit – Clark Nuber is conducting the audit with no follow up items from NORCOM remaining at this time.

- Working with ADP to schedule a demo opportunity to review their payroll product(s).
MEMORANDUM

To:          NORCOM Governing Board  
From:        Ron Tiedeman, IT Director  
Date:        July 14, 2017  
Re:          Staff Update – Information Technology

IT has completed a draft of NORCOM 2017-2018 prioritized IT stakeholder priority list, 2018 budget, capital projects and equipment replacement rotation. A draft two-year IT project plan has been developed and is currently being prepared for Executive Director review. A formalized list of stakeholder project priorities will be presented at the next joint operations meeting for review.

**E911 Technology & Operations Taskforce**

The task force continues to meet with more frequency. NORCOM has been intimately involved in the strategic plan which has identified two platforms and PSAP phone/ network discussion and evaluation of pros and cons. The two-platform discussion revolves around compliance with NG911 and the state’s new ESInet II compliance with NENA i3 standards and various technical needs not capable under our current 911 phone system platforms. Ultimately, part of the decision revolves around cost which has not been identified resulting in further discussions until some fiscal impact can be identified.

**“Interim” Text to 911**

NORCOM has been pro-actively preparing for text to 911. The E911 program office has submitted RFP requirements in June, and have begun to receive responses. A “draft” plan has been established to use “stand-alone laptops” to process text 911 messages with the E911 program office providing up to three laptops. NORCOM IT Director will be involved in this RFP process. Below is an anticipated timeline:

* RFP proposals due – July 11, 2017
* Proposals to be sent to evaluation team – July 12, 2017
* Cumulative scoring exercise – July 26, 2017; 1PM – 3PM (team event)
* Demonstrations/vendor Interview – July 31, 2017; All Day (team event)

**Transit Project**

NORCOM is fully engaged in Bellevue City Hal Transit project and continues to work with Sound Transit, City of Bellevue, KC E911, and Century Link to establish timelines, and backup plans for service and operations.
**NORCOM RAADAR**

NORCOM IT continues to discuss “RAADAR” software distribution with Madison County, IL who is interested in achieving the innovative solutions RAADAR provides for emergency services agencies. We are currently scheduling an agency webinar in late July so NORCOM may provide a “visual demonstration” of how RAADAR works for the 22 agencies involved.

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

- **TriTech Upgrade Planning – Tentative October 3 pending operations**.
  
  **Project Research**
  - **Inform ME** - Demo scheduled 7/6 to evaluate the Tri-Tech product which allows use of tablets
  - **Tablet Command (Discovery)**
    - Incident Managements system also allowing for 2-way communication with CAD (status changes). NORCOM may be looking at this system if it satisfies any Fire projects. KIFD is currently looking to use this for Incident Management.
  - **Electronic Passport (EPASS)**
    - Requirement working group formed and reviewing other agency options.

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

- **Tyler/New World Systems Upgrade (On Schedule)**

- **Tyler Animal Tracking Module – Kirkland**
  Memo of Understanding for Animal Control model as well as Tyler Amendment 6 attached for Governing board review and approval.

**Infrastructure Projects** (Senior Systems Engineer – Nathan Way)

- Configuring and setting up fiber connections to Metro Ring, providing redundant path for network.
- Patching and Updates continue with more ransomware and security threat emphasis
- Server and host preparation for Tyler NWS testing and go-live preparations.
- Preparation for Tri-Tech upgrade and planning