AGENDA

NORCOM

Adjournment

12.

NORCOM Governing Board Kirkland PD Totem Lake Room - August 9, 2019

1.		Call to Order
2.		Roll Call
3.		Open Communications from the Public
4.		NORCOM Recognition
5.		Consent Agenda
	A.	Minutes of July 12, 2019 Governing Board.
	B.	July 2019 Accounts Payable Report
	C.	July 2019 Financial Summary
6.		For Board Decision
	A.	Resolution 172: Approval of 2020 Proposed Budget
	B.	Resolution 173: Approval of 2019-2021 Joint Integrated Prioritized Technology List (JIPTL)
7.		For Briefing to Board
8.		Staff Updates
9.		Committee Reports
10.		Upcoming Agenda Items
11.		Executive Session The Governing Board may hold an Executive Session pursuant to one or more of the following: • RCW 42.30.110(1)(i) to discuss with legal counsel representing the agency matters relating to agency enforcement actions, or to discuss with legal counsel representing the agency litigation or potential litigation to which the agency, the governing body, or a member acting in an official capacity is, or is likely to become, a party, when public knowledge regarding the discussion is likely to result in an adverse legal or financial consequence to the agency; • RCW 42.30.110(1)(g) to review the performance of an employee; and • RCW 42.30.110(1)(f) to receive and evaluate complaints brought against an employee.

The next Governing Board meeting is scheduled for



MEMORANDUM

NA

To: From: Date: Subject:	Governing Board Tom Orr, Executi 08/02/2019 Minutes of July 1	
Executive Summ	nary:	
Background: NA		
Past Board or O	ther Related Acti	ons:
Policy and Strat	egic Implications	: :
NORCOM Staff I	Recommendatior	n:
Staff Comments NA	:	
Options NA		
Risks NA		
Finance Commi	ttee Review:	No
Legal Review: NA		No
Joint Operations	Board Review:	No

Budgeted Y/N: N Fiscal Year: 2019

Account (s): Fiscal Note: Fiscal Impact:

NA

Attachments

Minutes of July 12, 2019 Governing Board



Meeting Minutes NORCOM Governing Board Kirkland Police Totem Lake Room

July 12, 2019

MEMBERS

Bruce Kroon City of Bothell
Kyle Kolling City of Clyde Hill
Marilynne Beard City of Kirkland
Steve Burns City of Medina

Ed Holmes City of Mercer Island

Dan Yourkoski City of Normandy Park (Vice Chair)

Bob Larson City of Snoqualmie
Chris Connor Fire District #27
Matt Cowan Shoreline Fire

ABSENT

David Burke Duvall Fire District #45

Jeff Clark Eastside Fire & Rescue

Jim Torpin Northshore Fire

Jay Wiseman Snoqualmie Pass Fire
James Knisley Skykomish Fire District #50

Nathan McCommon City of Bellevue (Chair)

Tommy Smith Redmond Fire Greg Ahearn Woodinville Fire

VISITORS

Sarah Johnson Pacifica Law Group Michael Olson City of Kirkland

NORCOM STAFF

Thomas Orr Executive Director

Scott Sotebeer Deputy Director, Strategic Initiatives

Roky Louie Deputy Director, Operations

J. R. Lieuallen Finance Manager

Ron Tiedeman IT Director Chris Perez Fire Liaison

Judy Cayton Human Resources Manager

Bill Hamilton Police Liaison Freddie Moss Finance Assistant

Brionna Jordan Public Records Specialist



Meeting Minutes NORCOM Governing Board Kirkland Police Totem Lake Room

Kirkland Police Totem Lake Room July 12, 2019

Call to Order

Dan Yourkoski, Governing Board Vice Chair, called the NORCOM Governing Board to order at 9:04 a.m.

Roll Call

Chair Yourkoski requested a roll call of present Governing Board members. Freddie Moss, Finance Assistant, reported there was a quorum.

• Open Communications from the Public

There were no requests for communication from the public

NORCOM Recognition

- o **Resolution 168:** Dan Yourkoski read the resolution to the board. The resolution is to create the wall of Stuby to commemorate those who have retired from NORCOM. Dan Yourkoski motioned to approve Resolution 168. Chris Connor seconded the motion. Motion Carried. Executive Director Tom Orr presented David Stuby with a NORCOM jersey as well as a plaque. David Stuby thanked everyone, the a video tribute to Dave Stuby was presented.
- o **Resolution 169:** Dan Yourkoski read the resolution to the board. This is to signify the 10th anniversary of NORCOM. Eric Magnuson made a motion to approve Resolution 169. Jeff Magnan seconded the motion. Motion carried.

Consent Agenda

- May 2019 Governing Board Minutes
- o May 2019 Accounts Payable Report
- o June 2019 Accounts Payable Report

There was no discussion on any consent agenda items.

Kurt Triplett made a motion to approve the Consent Agenda. Steve Burns seconded the motion.

Motion carried.

For Board Decision

o Resolution 170: Paging Infrastructure

Ron Tiedeman briefed the board about the resolution including the payment plan for it as well as the 7 year replacement plan.

Michael Olson informed the board that the finance committee approves of this.

Eric Magnuson made a motion to approve Resolution 170. Kurt Triplett seconded the motion.

Motion carried

o Resolution 171: Support for University of Washington Grant Request

Executive Director Tom Orr briefed the board on what this will do for relations with UW with the potential for an intern program.



Meeting Minutes NORCOM Governing Board Kirkland Police Totem Lake Room

Kirkland Police Totem Lake Room July 12, 2019

Questions from the board over the net gain from this resolution. Scott Sotebeer and Tom Orr briefed the board on how this would benefit NORCOM.

Kurt Triplett made a motion to approve Resolution 171. Tim Dahl seconded the motion.

Motion carried.

2020 Preliminary Budget

Finance Manager JR Lieuallen briefed the 2020 Preliminary Budget.

• For Briefing to the Board

Scott Sotebeer briefed the board on the Washington D.C. trips that have happened. Scott will be making more trips to D.C..

Staff Updates

Judy Cayton briefed the board on the staffing at NORCOM. NORCOM is at its lowest level with 52 telecommunicators. The goal is to get it up to 64, with 16 potential candidates going through the hiring process right now. New marketing strategies are being used, such as career fairs and commercials.

Committee Reports

There were no committee reports.

• Upcoming Agenda Items

There were no upcoming agenda items.

• Executive Session¹

An executive session was commenced at 11:08 am and finished at 11:12 am. No action was taken.

The Governing Board meeting was adjourned at 11:13 a.m.

Approved by:			
<u> </u>			
Chair			
Attest:			
Secretary			

¹ The Governing Board may hold an Executive Session pursuant to one or more of the following:

[•] RCW 42.30.110(1)(i) to discuss with legal counsel representing the agency matters relating to agency enforcement actions, or to discuss with legal counsel representing the agency litigation or potential litigation to which the agency, the governing body, or a member acting in an official capacity is, or is likely to become, a party, when public knowledge regarding the discussion is likely to result in an adverse legal or financial consequence to the agency;

[•] RCW 42.30.110(1)(g) to review the performance of an employee; and

[•] RCW 42.30.110(1)(f) to receive and evaluate complaints brought against an employee.



MEMORANDUM

To: Governing Board

From: J.R. Lieuallen, Finance Manager

Date: 08/01/2019

Subject: July 2019 Accounts Payable Report

Executive Summary:

This item is routine in nature. All items on the report will be reviewed by the Finance Committee and have been approved by the Executive Director.

Background:

Approval of the report is routine.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends approval of the report.

Staff Comments:

None

Options

N/A

Risks

N/A

Finance Committee Review: Yes

The Finance Committee will review the report at their August 7 meeting.

Legal Review: No

Joint Operations Board Review: No

Fiscal Impact

Budgeted Y/N: Y

Fiscal Year: 2019

Account (s): Fiscal Note: Fiscal Impact:

All payments are within budget limits.

Attachments

July 2019 AP Report

NORCOM ACTIVITY JULY 1, 2019 THROUGH JULY 31, 2019

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: Checks by Date - Detail by Check Date Report attached	\$	986,493.96
I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the or the labor performed as described herein, that any advance payment is due and payable pursuant available as an option for full or partial fulfillment of a contractual obligation and that the claim is a just obligation against NORCOM, and that I am authorized to authenticate and certify said classically said classically approximately said classically said	to a co t, due	ntract or is
Michael Olson, Treasurer	Date	
We, the undersigned NORCOM Board Members, do hereby certify that claims in the amount detailed a	bove a	ire approved.
Governing Board Chair	Date	
Governing Board Vice Chair	Date	

Accounts Payable

Checks by Date - Detail by Check Date

User:

jrlieuallen

Printed:

8/1/2019 2:31 PM



Check Amount	Check Date Reference	Vendor Name Description	Vendor No Invoice No	Check No
	07/05/2019	PAYCHEX	120	ACH
207,677.36	07/03/2019	PPE Accrued Wages Payable	120	ACII
8,426.21		PPE Medicare Payable		
1,876.86		PPE Deferred Comp Payable (EE)		
1,131.71		PPE FMLA Taxes Payable		
33,936.67		PPE Federal Taxes Payable		
1,589.01		PPE Accrued Employ Security		
723.46		PPE Parking Payable		
2,103.54		PPE Union Dues Payable		
257,464.82	tal for this ACH Check for Vendor 120:	٦		
	07/05/2019	AT&T MOBILITY	3	18119
801.69	0770372017	Cell Phone Service	06272019	
801.69	Total for Check Number 18119:			
	07/05/2019	CENTURYLINK	210	18120
173.12		Snoqualmie EU Circuit	062019	
173,12	Total for Check Number 18120:	× ·		
	07/05/2019	CRISTA MINISTRIES	324	18121
488.67	07/05/2019	Crista Radio Site Lease	51933-3	10121
488.67	Total for Check Number 18121:			
	S 07/05/2019	FIRST CHOICE COFFEE SERVIC	447	18122
104.50		Ice Machine	251290	
104.50	Total for Check Number 18122:			
	07/05/2010	GLOBALSTAR	565	18123
545.62	07/05/2019			10143
343.02		10385437 Orbit Wireless Services		
545.62	Total for Check Number 18123;			
	07/05/2019	MEYDENBAUER CENTER	586	18124
1,950.00		July 2019 Contruction Employee Parkin	2019-07	
1,950.00	Total for Check Number 18124:			
	MS FU 07/05/2019	NORTHWEST MODULAR SYSTI	636	18125
1,243.52		Conference table and chairs	19-301	
1,243.52	Total for Check Number 18125			
	AUTE 07/05/2019	PUGET SOUND REGIONAL FIRE	638	18126
2,578.07		WA DC Congressional Delegation Trip	19-0567	10120
2,578.07	Total for Check Number 18126:			

Check Amount	Check Date Reference	Vendor Name Description	Vendor No Invoice No	Check No
	07/05/2019	REGINA LYONS	637	18127
1,032.50	07/03/2017	Mediation Services	062419	10127
1,032.50	Total for Check Number 18127;			
	07/05/2019	SPRINT	65	18128
200.04		Wireless Service	847357399-126	
200.04	Total for Check Number 18128:			
26.70	07/05/2019	T MOBILE Test Cell Phone Service	366 070119	18129
36.78		test cen i none gervice	070117	
36.78	Total for Check Number 18129;			
266,619.33	Total for 7/5/2019:			
	07/19/2019	PAYCHEX	120	ACH
2,355.50		PPE Payroll Processing Fee	063019	
70.00		Time and Labor Admin Fee	June19	
2,425.50	r this ACH Check for Vendor 120:	Tota		
	07/19/2019	HEALTH EQUITY	131	ACH
1,129.64		PPE HSA Contributions Payable	063019	
75.05		HSA Admin Fee	063019	
1,204.69	r this ACH Check for Vendor 131;	Tota		
35,242.81	07/19/2019	WILMINGTON TRUST PPE MEBT Contributions Payable	132 063019	ACH
35,242.81	r this ACH Check for Vendor 132	Total		
	07/19/2019	DEPT OF RETIREMENT SYSTEMS	133	ACH
112,992.54		PERS Contributions	June 2019	
112,992.54	this ACH Check for Vendor 133:	Total		
	07/19/2019	PAYCHEX	120	ACH
1,127.79		PPE FMLA Taxes Payable PPE Deferred Comp Payable (EE)		
1,843.15 8,164.96		PPE Medicare Payable		
735.32		PPE Parking Payable		
203,592.67		PPE Accrued Wages Payable		
1,355.65		PPE Accrued Employ Security		
30,129.76		PPE Federal Taxes Payable		
246,949.30	this ACH Check for Vendor 120:	Total		
6,016.00	07/19/2019	DEPT OF LABOR & INDUSTRIES 2nd Quarter 2019 L&I Taxes	146 07222019	ACH
6,016.00	this ACH Check for Vendor 146:	Total		
	07/19/2019	ACCOUNTING PRINCIPALS	591	18131
1,517.20		Temp Employee Accountant - FMoss WE 6	10605478	
606.88		Temp Employee Accountant – FMoss WE 7	10619254	
1,517.20	/1	Temp Employee Accountant ~ FMoss WE 7	10634341	

Check Amoun	Check Date Reference	Vendor Name Description	Vendor No Invoice No	Check No
3,641.2	Total for Check Number 18131:			
	07/19/2019	AMERICAN WIRELESS INC	382	18132
1,639,2		Mounting Panel for Speakers	19041	
1,639.2	Total for Check Number 18132:			
3,525.0	07/19/2019	APCO INTERNATIONAL Booth Space	2 155126	18133
3,525.0	Total for Check Number 18133;			
	07/19/2019	AT&T MOBILITY	3	18134
278.6		Cell Phone Service	062819	
278.6	Total for Check Number 18134			
	07/19/2019	CDW-GOVERNMENT INC	6	18135
480.0		Module Ethernet	SWV4209	
480.0	Total for Check Number 18135:			
	07/19/2019	CITY OF BELLEVUE	11	18136
477.00 1,832.60		Fiber Usage Rental Fee Monthly Parking Spaces	34876 34878	
42,938.13		Monthly Rent	34933	
45,247.78	Total for Check Number 18136:			
	07/19/2019	CONCENTRA	615	18137
504.00		Pre-Employment Suitability Assessments	64782182	
504.00	Total for Check Number 18137:			
	07/19/2019	CONSOLE CLEANING SPECIALISTS	17	18138
6,267.50	1(Cleaning, Maintenance and Repair of Dispate	2033m	
6,267.50	Total for Check Number 18138:	ř.		
	07/19/2019	NICK CURRY	388	18139
674.80		Employee Recognition	070719	
674.80	Total for Check Number 18139:			
	07/19/2019	EPSCA	28	18140
812.76		Redmond Satellite	9741	
812.76	Total for Check Number 18140:			
	07/19/2019	FOSTER PEPPER LLC	30	18141
255.94 157.50		Special Counsel Services RAADAR	1223130 1223131	
7,645.31		King County Participation Agreements	1223132	
4,089.75		License Agreements	1223133	
12,148.50	Total for Check Number 18141:			
	07/19/2019	FRONTIER	31	
754.22		Telephone Service	062819	
754.22	Total for Check Number 18142:			

Check Amoun	Check Date Reference	Vendor Name Description	Vendor No Invoice No	Check No
	07/19/2019	KAREN FURUYA	126	18143
2,552,00		OPS Personnel Training	071619	
2,552,00	Total for Check Number 18143:			
	07/19/2019	GARVEY SCHUBERT BARER	32	18144
4,544.95		Labor & Employment Advice	718527	
4,544.95	Total for Check Number 18144:			
600.00	07/19/2019	HOLLAND POLYGRAPH	639 071419	18145
600.00		Polygraph Examination	0/1419	
600.00	Total for Check Number 18145:			
1,163.00	07/19/2019	KING COUNTY FINANCE KCIT INET	252 11008205	18146
		KCII IIVDI	11000203	
1,163.00	Total for Check Number 18146;			
868.18	07/19/2019	LANGUAGE LINE SERVICES Over-the-Phone Interpretation	557 4585974	18147
, <u> </u>				
868.18	Total for Check Number 18147;			
293.06	07/19/2019	LIFEWORKS Integrated EAP & WL Program	267 86111	18148
<u> </u>		<u> </u>		
293.06	Total for Check Number 18148:			
7,900.00	07/19/2019	NATIONAL TESTING NETWORK Background Investigation Services	46 6055	18149
7,900.00	Total for Check Number 18149:			
	07/19/2019	THOMAS ORR	95	18150
379,51		Flags and Velcro	071819	
379.51	Total for Check Number 18150:			
	07/19/2019	PUBLIC SAFETY TESTING INC	256	18151
200.00		Agency Add-On Authorization Form	2019-0522	
200,00	Total for Check Number 18151:			
	CES 07/19/2019	RADIO COMMUNICATIONS SERV	261	18152
371.25 371.25		Infrastructure Labor Located Spare	00449545 00449564	
742.50	Total for Check Number 18152:			
742.30	07/19/2019	STATE AUDITOR'S OFFICE	555	18153
100.10	01/19/2019	Accountability Audit	L132036	10123
100.10	Total for Check Number 18153:			
10,010	07/19/2019	THOMAS C PETEK PHD	69	18154
600.00	077 C77 C77	Psychological Evaluation	10477	
600,00	Total for Check Number 18154:			
	07/19/2019	VFIS	80	18155
38,094.00		Insurance Policy	114967116	

Check Amount	Check Date Reference	Vendor Name Description	Vendor No Invoice No	Check No
38,094.00	Total for Check Number 18155:			
	07/19/2019	WA STATE PATROL	87	18156
1,767.15	Meeting	WA DC Congressional Delegation	00069851	
1,767.15	Total for Check Number 18156:			
1,351,04	LEASING 07/19/2019	WELLS FARGO FINANCIAL Copier	88 5006565855	18158
125104	T. 16 CL 1 N 1 10160			
1,351.04	Total for Check Number 18158:			
541,960,16	Total for 7/19/2019:			
	07/26/2019	PAYCHEX	120	ACH
2,340.50		PPE Payroll Processing Fee	071419	
2,340,50	Total for this ACH Check for Vendor 120:			
	07/26/2019	HEALTH EQUITY	131	ACH
1,129.64		PPE HSA Contributions Payable	071419	
1,129,64	Total for this ACH Check for Vendor 131:			
	07/26/2019	WILMINGTON TRUST	132	ACH
36,671.39		PPE MEBT Contributions Payable	071419	
36,671.39	Total for this ACH Check for Vendor 132:			
882.46	07/26/2019	COLONIAL LIFE Supplemental Ins Premiums	134 Aug2019	ACH
882.46	Total for this ACH Check for Vendor 134:			
	07/26/2019	RELIANCE STANDARD	140	ACH
1,418.50		Life/LTD Premiums	Aug2019	
1,418.50	Total for this ACH Check for Vendor 140:			
	TON CITII 07/26/2019	ASSOCIATION OF WASHING	327	ACH
7,981.48		Dental Premiums	Aug2019	
1,065.36 86,288.24		Vision Premiums Medical Premiums	Aug2019 Aug2019	
:				
95,335.08	Total for this ACH Check for Vendor 327:			404.50
1,517.20	07/26/2019 ss WE 7/21/1	ACCOUNTING PRINCIPALS Temp Employee Accountant – FMc	591 10649562	18159
1,517.20	Total for Check Number 18159:			
	07/26/2019	CONCENTRA	615	18160
252,00	nents	Pre-Employment Suitability Assess	64104752	
252.00	Total for Check Number 18160:			
	07/26/2019	THOMAS ORR	95	
47.28	S	Amazon music for NORCOM video	072319	
47.28	Total for Check Number 18161			

Check No	Vendor No	Vendor Name	Check Date	Check Amount
	Invoice No	Description	Reference	
18162	52 51391 51392	PACIFICA LAW GROUP Public records special Projects Professional Services thru 6/30/19	07/26/2019	216.00 1,950.00
			Total for Check Number 18162:	2,166.00
18163	377 PSTI19-0123	PST INVESTIGATIONS Background Investigation Services	07/26/2019	16,530.83
			Total for Check Number 18163:	16,530.83
18164	292 8127704186	SHRED-IT USA INC Shredding Service	07/26/2019	105.23
			Total for Check Number 18164:	105,23
18165	608 INV2538949	SKC COMMUNICATION PRODUCTS EncorePro Over-the-head voice tube	07/26/2019	1,059.76
			Total for Check Number 18165:	1,059.76
18166	74 0147532-0011	UNUM Long Term Care	07/26/2019	458.60
			Total for Check Number 18166:	458.60
18167	87 00069754	WA STATE PATROL Access User Fee	07/26/2019	18,000.00
			Total for Check Number 18167	18,000.00
			Total for 7/26/2019:	177,914.47
			Report Total (60 checks):	986,493.96



MEMORANDUM

To: Governing Board

From: J.R. Lieuallen, Finance Manager

Date: 08/01/2019

Subject: July 2019 Financial Summary

Executive Summary:

The Finance Committee reviews this report monthly. Historically, NORCOM staff presented quarterly reports to the Governing Board. Based on Board feedback in 2017, NORCOM discontinued quarterly updates to the Governing Board. NORCOM received a request from a Board member to again provide quarterly updates. NORCOM has added its monthly report to the Finance Committee to the Consent Agenda and proposes that this be a regular consent item for the Board going forward. NORCOM welcomes further feedback from the Board.

Background:

N/A

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends approval of the Financial Summary through the consent calendar.

Staff Comments:

N/A

Options

None

Risks

None

Finance Committee Review: Yes

The Finance Committee will review the Financial Summary at their August 7 meeting.

Legal Review: No

Joint Operations Board Review: No

Fiscal Impact

Budgeted Y/N: Y

Fiscal Year: 2019

Account (s): Fiscal Note: Fiscal Impact:

Current expenditures are below budgeted amounts.

Attachments

July 2019 Financial Summary

NORCOM Financial Summary for Period Ending July 31, 2019

	2019 Budget	Actual	Percent of Budget			2019 Budget	Actual	Percent of Budget
501 - Operating Fund					504 - Operating Expense R	<u>eserve</u>		
2019 Beginning Fund Balance	\$546,604	\$546,604			2019 Beginning Fund Balance	\$120,098	\$120,098	
Agency Revenue	10,993,542	8,393,684	76.35%		Investment Interest	-	41	0.00%
Other Revenue	531,400	204,348	38.45%		Other Revenue	-	-	0.00%
Transfers In	1,524,282	-	0.00%		Transfers In	-	-	0.00%
Revenue Collected	13,049,224	8,598,032	65.89%		Revenue Collected	-	41	0.00%
Total Resources	13,595,828	9,144,636			Total Resources	120,098	120,139	
				Target Percentage				
Personnel Expenditures	10,640,008	5,467,135	51.38%	57.69%	Personnel Expenditures	-	-	0.00%
Operating Expenditures	2,757,575	1,470,580	53.33%	58.33%	Operating Expenditures	-	-	0.00%
Transfers Out	198,245	198,245	100.00%	100.00%	Transfers Out	-	-	0.00%
Total Expenditures	13,595,828	7,135,960	52.49%	58.44%	Total Expenditures	-	-	0.00%
Available Fund Balance	\$0	\$2,008,676			Available Fund Balance	\$120,098	\$120,139	
502 - Capital Projects Fund					505 - E-911 Escrow Trust			
2019 Beginning Fund Balance	\$857,391	\$857,391			2019 Beginning Fund Balance	\$568,790	\$568,790	
Investment Interest	\$637,391		0.00%		Operating Revenue		563,055	36.94%
	-	10,217	0.00%		Investment Interest	1,524,282	9,048	0.00%
Non-Operating Revenue Transfers In	500.000	500,000	100.00%		Other Revenue	-	9,048	0.00%
Revenue Collected	500,000	510,217	100.00%		Revenue Collected	1,524,282	572,103	37.53%
-		1.367.608	102.0470		-	2.093.072	1.140.893	37.3370
Total Resources	1,357,391	1,367,608			Total Resources	2,093,072	1,140,893	
Expenditures	1,312,000	-	0.00%		Expenditures	-	-	0.00%
Transfers Out	-		0.00%		Transfers Out	1,524,282		0.00%
Total Expenditures	1,312,000	-	0.00%		Total Expenditures	1,524,282	-	0.00%
Available Fund Balance	\$45,391	\$1,367,608			Available Fund Balance	\$568,790	\$1,140,893	
503 - Equipment Replaceme	mt Dagamya				506 - Rate Stabilization Re	O O MAYO		
		¢1 405 071					¢1 227 204	
2019 Beginning Fund Balance	\$1,485,861	\$1,485,861	0.000/		2016 Beginning Fund Balance	\$1,226,294	\$1,226,294	0.000/
Investment Interest	-	7,372	0.00%		Investment Interest	-	9,624	0.00%
Non-Operating Revenue	-	-	0.00%		Non-Operating Revenue	100.245	100.245	0.00%
Transfers In	-		0.00%		Transfers In	198,245	198,245	100.00%
Revenue Collected	-	7,372	0.00%		Revenue Collected	198,245	207,869	104.85%
Total Resources	1,485,861	1,493,233			Total Resources	1,424,539	1,434,163	
Expenditures	479,500	62.094	12.95%		Expenditures	-		0.00%
Transfers Out	500,000	500,000	100.00%		Transfers Out	-		0.00%
Total Expenditures	979,500	562,094	57.39%		Total Expenditures	-	-	0.00%
Available Fund Balance	\$506,361	\$931,139			Available Fund Balance	\$1,424,539	\$1,434,163	



MEMORANDUM

To: Governing Board

From: J.R. Lieuallen, Finance Manager

Date: 07/31/2019

Subject: Resolution 172: Approval of 2020 Proposed Budget

Executive Summary:

Joint Operations, the Finance Committee and NORCOM staff submit and seek approval of the 2020 Proposed Budget. NORCOM staff and the Finance Committee have provided written and in-person briefings to the Board over the last months. Board members provided input, direction and topics for review to the Finance Committee and NORCOM staff at the June Governing Board meeting. On July 25, Joint Operations reviewed and considered input from the Finance Committee and NORCOM staff and now recommends the proposed budget detailed here. Key features of the proposed budget are:

- Establish a 3.5 FTE vacancy rate for the 62 authorized telecommunicators. This will save \$350,000. APCO Retains staffing analysis establishes that 62 to 64.9 is the correct number for telecommunicators at this time. Joint Operations and the Finance Committee fully support current NORCOM authorized staffing at 62 telecommunicators. A 3.5 vacancy rate is prudent given historical fill numbers for the telecommunicator position. NORCOM is authorized to use rate stabilization funds to fill positions once it reaches 58.5 FTEs.
- \$500,000 of the estimated \$781,000 ending fund balance is to be used to reduce the 2020 assessment. Any ending fund balance in excess of \$500,000 is to be placed in rate stabilization. If ending fund balance is less than \$500,000, the difference shall be made up by applying rate stabilization funds. NORCOM is authorized to use rate stabilization funds to fund construction of disaster recovery and backup facilities such as the main backup site planned at KCSO/RCECC, and for costs related to a new primary NORCOM facility.
- Approval of 4 new positions and a change in the title and duties of one existing that is neutral in impact to budget. Joint Operations concurs with the Finance Committee that NORCOM should immediately fill these positions upon adoption of the budget in August. This has already been accounted for in the budget submitted here and does not affect the projected ending fund balance of \$781,000.
- Total personnel costs will increase \$544,455 or 5.2%
- User Fees will increase by 1.9%

Background:

The budget process began in February with the creation of the Budget Policy. The Policy was approved by Joint Operations on March 28 and presented to the Principals Assembly on April 12. The Governing Board approved the Policy on May 10. NORCOM management and the Finance Committee began budget review in March. The Committee has reviewed several options pertaining to the budget and individual effects to User Fees. The Committee and NORCOM presented and discussed proposals and options with the Joint Operations Board on July 25. The Joint Operations Board deliberated and approved the budget proposal with modifications for submittal to the Governing Board. Per Section 12(c) the Governing Board must approve the budget by August 30 and agencies shall be notified by

Past Board or Other Related Actions:

As is standard practice, NORCOM Staff and the Finance Committee have communicated regularly with the Governing Board on preparation of the proposed 2020 budget. This includes a June 20 written communication and a full briefing and discussion at the July 12 Governing Board meeting. On July 12, Board members provided input, directions, and topics for further evaluation and discussion. The Finance Committee and NORCOM management incorporated these into a range of options for consideration by the Joint Operations Board on July 25.

Policy and Strategic Implications:

NORCOM's budget approval process is set forth in the Interlocal Agreement Section 12(c). The budget will be the financial plan of operations, capital projects and equipment replacement for the 2020 fiscal year.

There is a significant policy consideration for Board awareness related to NORCOM's revenue from 911 surcharge taxes. NORCOM received about \$1.6 million in 911 tax revenue in 2019. In 2020, NORCOM will see a \$280,000 reduction in its share of 911 taxes as a result of the 2017 split vote by the Interim Advisory Group (now the Regional Advisory Governing Board or RAGB). NORCOM is one of a few 911 centers whose share of 911 taxes is being reduced in 2020. Of the twelve 911 centers, NORCOM is one of two or three targeted for the largest reductions. Any reduction in 911 taxes means increased assessments to NORCOM agencies. For 2020, NORCOM is offsetting the impact by using ending fund balance (\$280,000 of the recommended \$500,000 in ending fund balance is for this offset). The reduction of NORCOM's pro-rata share of 911 taxes is ongoing and will impact the budgets in 2021 and beyond. There is also risk that beyond 2020, the 911 office and/or RAGB majority will vote to stop sharing 911 revenue with either all or some of the 911 centers including NORCOM. Further reductions or total reduction in 911 surcharge tax revenue in 2021 and beyond would significantly impact agency assessments. NORCOM is pursuing a variety of alternative strategies to account for this contingency.

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends approval of the 2020 NORCOM Budget. NORCOM staff thanks the Finance Committee, NORCOM Treasurer, and Joint Operations Board for their support, guidance, and wisdom in developing the proposed budget. NORCOM believes the budget proposal now before the Board represents the option that saves NORCOM's the agencies the most in terms of assessments while simultaneously providing for the staffing and facilities NORCOM needs to continue its acclaimed success over its first ten years of operations.

Staff Comments:

The Finance Committee, NORCOM Treasurer and NORCOM Staff will brief the Board fully on August 9 and stand ready to answer and respond to questions both before and during the August 9 meeting. Key highlights for the budget are:

Revenue:

- \$280,000 reduction in 911 taxes as a result of the 2017 split vote by the Interim Advisory Group (now the Regional Advisory Governing Board). NORCOM is one of a few 911 centers whose share of 911 taxes is being reduced. Of the twelve 911 centers, NORCOM is one of two targeted for the largest reductions. The net effect is to increase assessments to NORCOM agencies to make up the difference.
- The \$280,000 reduction is ongoing and will impact NORCOM in the following years. There is risk beyond 2020, that the 911 office will stop sharing 911 revenue with NORCOM and other PSAPs. NORCOM received about \$1.6 million in 911 tax revenue in 2019. With the 2020 reduction, NORCOM expects to receive about \$1.3 million in 2020. Further reductions or total reduction in

revenue in 2021 and beyond would significantly impact agency assessments. NORCOM is pursuing alternate strategies to account for this contingency.

Expenses:

- 6.4% increase in all operating expenses with the exception of personnel costs
- No use of Rate Stabilization Funds
 - The Board removed the limit on Rate Stabilization Funds in 2019
 - Current fund balance is \$1,226,294
- Transfer from Operations to Operations Reserve of \$13,743
 - This transfer is required per current policy
- Current Operating Fund ending balance projection is \$781,950

Budget Increases:

- COLA/Contractual +\$201,046 (1.83%)
- IT Maintenance +\$161,010 (1.46%)
- Programmer +\$126,141 (1.15%)
- Service Desk Analyst +\$93,978 (0.85%)
- Finance +\$88,541 (0.81%)
- Administrative Pool +\$77,784 (0.71%)

Budget Decreases:

- Insurance -\$22,500 (0.20%)
- Snoqualmie Pass -\$29,273 (0.27%)
- Attrition -\$181,180 (1.65%)
- Vacancy Contingency -\$350,000 (3.20%)
- Fund Balance Usage -\$500,000 (4.60%)

Options

The Board may choose to approve this version of the budget or approval an alternate version of this budget. The Board may also choose to not approve a budget at this time, however, budget approval must be made by August 30.

Risks

Failure to approve a budget at this meeting will force a special meeting before August 30. Per the ILA a budget must be approved by that date.

Finance Committee Review: Yes

The Finance Committee approves and recommends adoption of the Budget presented here.

Legal Review: No
Joint Operations Board Review: Yes

Joint Operations approved this proposal at tis regular meeting on July 25th.

Fiscal Impact

Budgeted Y/N: N Fiscal Year: 2020

Account (s): Fiscal Note:

Fiscal Impact:

Approval of the 2020 Proposed Budget will set the financial plan for fiscal year 2020.

Attachments

2020 Budget Presentation
Resolution 172 - Approval of Proposed 2020 Budget
NORCOM Draft User Fees
Finance Committee Recommendation for 2020 NORCOM Budget
Information on new positions
FTE Update - Historical and Comparative FTE Info









2020 Budget

2020 Budget

Both Proposals Include the following:

• Revenue:

- \$280k reduction in E-911 revenue
 - Effects to user fees are reduced as we are spending down \$280k of the \$500k fund balance
 - The schedule will be to use the remaining fund balance in 2021 as a way to "smooth" the effects of E-911 reductions

• Expenses:

- 6.4% increase in all operating expenses with the exception of personnel costs
- No use of Rate Stabilization Funds
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 - Current fund balance is \$1,226,294
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2020 Budget Line Item Affects

Budget Increases

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2020 Budget Summary



3.5 FTE vacancy rate – saves \$350K

Can still get to 62 FTES
Use Rate Stabilization past 62 if we reach 62 at any time

NORCOM supports either approach



~\$500,000 EFB to reduce 2020 assessment

~/81,000 EFB TOF 2019

Balance into rate stabilization

If EFB less than \$500K, transfer enough from rate stabilization to get to \$500K

Policy Decision for Board as to which



Includes 4 new positions and increase 1 existing – Neutral



Total personnel costs increase \$544,455 or 5.2%



User Fees increase 1.9%

2020 Budget

Vacancy Contingency of \$350,000

(3.5 FTEs – If NORCOM reaches 58, rate stabilization can get to 62)

Utilize \$500,000 of 2019 operating fund ending balance in the 2020 budget

• If ending fund balance is more than \$500,000 or less than \$500,000 then money will be transferred either to or from Rate Stabilization

Total personnel costs increase \$544,455 or 5.2%

User Fees increase 1.9%

2020 User Fees

NORCOM Option A 2020 Budget Functional Distribution by Agency

Personnel Expenditures	11,075,604
Operational Expenditures	2,676,830
Total Operating Expenses	13,752,434
Plus:	
Capital Purchases	-
Transfers Out	13,743
Minus:	
Intergovernmental & Fund Balance	528,000
Miscellaneous Revenues	341,000
Operating Transfers In	1,693,239
Distribution to Agencies	11,203,938

					2020	2019	Increase/	Percent
2020 User Fees - Budget Cost	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	Total	Total	(Decrease)	Change
Bellevue Police	1,114,755	728,542		1,680,929	3,524,226	3,509,321	14,905	0.4%
Clyde Hill Police	31,502	5,100		47,501	84,103	101,742	(17,639)	-17.3%
Kirkland Police	751,273	280,489		1,132,837	2,164,598	2,085,308	79,290	3.8%
Medina Police	25,247	3,643		38,070	66,960	80,393	(13,433)	-16.7%
Mercer Island Police	210,044	42,802		316,723	569,569	616,775	(47,206)	-7.7%
Normandy Park Police	35,683	23,678		53,806	113,167	-	113,167	0.0%
Total Police	2,168,504	1,084,252	-	3,269,866	6,522,622	6,393,539	129,083	2.0%
Bellevue Fire			790,931	414,323	1,205,255	1,172,653	32,602	2.8%
Bothell Fire			249,477	130,686	380,163	367,660	12,503	3.4%
Duvall Fire			37,385	19,584	56,969	55,188	1,781	3.4%
Eastside Fire and Rescue			423,087	221,631	644,718	639,538	5,180	0.8%
Fall City Fire			22,085	11,569	33,654	34,108	(454)	-1.3%
Kirkland Fire			327,219	171,411	498,630	489,642	8,988	1.8%
Mercer Island Fire			108,293	56,729	165,022	169,409	(4,387)	-2.6%
Northshore Fire			125,238	65,605	190,843	189,159	1,684	0.9%
Redmond Fire			399,004	209,015	608,020	590,836	17,184	2.9%
Shoreline Fire			406,289	212,831	619,120	639,501	(20,381)	-3.2%
Skykomish Fire			11,061	5,794	16,855	21,809	(4,954)	-22.7%
Snoqualmie Pass Fire			18,638	9,763	28,401	-	28,401	0.0%
Snoqualmie Fire			32,451	16,999	49,451	47,736	1,715	3.6%
Woodinville Fire			120,889	63,327	184,216	182,764	1,452	0.8%
Total Fire	-	-	3,072,048	1,609,268	4,681,316	4,600,003	81,313	1.8%
Agency Total	2,168,504	1,084,252	3,072,048	4,879,134	11,203,938	10,993,542	210,396	1.9%

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NORCOM Budget Option A 2020 Financial Summary

				Capital		Equipment		Operating		E-911		Rate		Total
Description		Operating		Projects		Replacement		Exp. Res.		Escrow		Stabilization		All Funds
2020 Estimated Beginning Fund Balance	\$	500,000	\$	45,391	\$	506,361	:	\$ 120,098	\$	568,790	\$	1,226,294	\$	2,966,934
Revenue:														
From Participating Agencies		11,203,938		-		-		-		-		-	\$	11,203,938
From Subscribing Agencies		-		-		-		-		-		-	\$	-
Grant Revenue														
State Funded		-		-		-		-		-		-	\$	-
Federal Appropriation		-		-		-		-		-		-	\$	-
E-911 Revenue		-		-		-		-		1,393,239		-	\$	1,393,239
Miscellaneous Revenues		369,000		-		-		-		-		-	\$	369,000
Interest Earnings		-		-		-		-		-		-	\$	-
Transfers-In		1,693,239		-		-		13,743		-		-	\$	1,706,982
Total Revenue		13,266,177		-		-		13,743		1,393,239		-		14,673,159
Total 2020 Resources	\$	13,766,177	\$	45,391	\$	506,361		\$ 133,841	\$	1,962,029	\$	1,226,294	\$	17,640,093
Expenditures														
Salaries & Wages		7,963,847		-		-		-						7,963,847
Personnel Benefits		3,111,757		-		-		-						3,111,757
Operating Services & Supplies		2,676,830		-		-		-						2,676,830
Capital Outlays		-		-		132,000		-						132,000
Total Expenditures	\$	13,752,434	\$	-	\$	132,000		\$ -	\$	-	\$	-	\$	13,884,434
Transfers-Out														
To Operating		-		-		-		-		-		-		-
To Capital Projects		-		-		-		-		-		-		-
To Equipment Replacement		-		-		-		-		-		-		-
To Operating Expense Reserve		13,743		-		-		-		-		-		13,743
To E-911 Escrow		-		-		-		-		-		-		-
To Rate Stabilization		-		-		-		-		1,693,239		-		1,693,239
Total Transfers-Out	\$	13,743	\$	-	\$	-		\$ -	\$	1,693,239	\$	-	\$	1,706,982
2020 Ending Fund Balance	\$	-	\$	45,391	\$	374,361		\$ 133,841	\$	268,790	\$	1,226,294	\$	2,048,677
Chausa in Found Dalamas	_	(500.000)	ć		Ļ	(422.000)		<u> </u>	ć	(200.000)	<u>,</u>		<u>^</u>	(040.357)
Change in Fund Balance	\$	(500,000)	>	-	\$	(132,000)		\$ 13,743	\$	(300,000)	Ş	-	\$	(918,257)

RESOLUTION 172

RESOLUTION OF THE GOVERNING BOARD OF NORCOM APPROVING THE 2020 BUDGET FOR DISTRIBUTION TO PARTICIPATING AGENCIES.

WHEREAS, pursuant to Section 12(c) of the North East King County Regional Public Safety Communications Agency Interlocal Agreement (the Interlocal Agreement), the NORCOM Executive Director is required to present a proposed budget to the NORCOM Governing Board for approval no later than August 30, and thereafter (and in no event later than September 5), NORCOM is to advise the Participating Agencies (as defined in the Interlocal Agreement) on the programs and objectives contained in the proposed budget; and

WHEREAS, upon approval by the legislative authorities of each Principal and Subscriber (each as defined in the Interlocal Agreement) of their respective allocation for the NORCOM budget, the Governing Board shall, after a public hearing, adopt its final budget for the following year; and

WHEREAS, the Executive Director has developed a budget for fiscal year 2020 (the 2020 NORCOM Budget) which has been reviewed and approved by the Joint Operating Board; and

WHEREAS, the Executive Director has presented the 2020 NORCOM Budget to the Governing Board; and

WHEREAS, the Governing Board now desires to approve the proposed 2020 NORCOM Budget for distribution to the Participating Agencies for review and approval as required in the Interlocal Agreement; and

WHEREAS, official adoption of the 2020 NORCOM Budget will occur at the December meeting of the Governing Board;

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

Section 1. <u>2020 NORCOM Budget</u>. The 2020 NORCOM Budget, attached hereto and incorporated as Exhibit A, is approved for distribution to the Participating Agencies as required in the Interlocal Agreement.

Section 2. <u>Summary of 2020 NORCOM Budget</u>. A summary of the 2020 Budget Resources is as follows:

Total 2020 Resources	\$18,203,993
Rate Stabilization Fund	1,226,294
E-911 Escrow Fund	1,962,029
Operating Expense Reserve Fund	133,841
Equipment Replacement Fund	506,361
Capital Projects Fund	327,341
Operating Fund	\$14,048,127

Section 3. 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. NORCOM is authorized to use rate stabilization funds to fund telecommunicator positions beyond 58.5 as well as for costs related to facilities for backup, disaster recovery and a primary facility. NORCOM is authorized to fill the additional positions and position changes immediately following adoption of this resolution. All acts taken pursuant to the authority of this resolution but prior to its effective date are hereby ratified and confirmed.

Section 4. <u>Effective Date</u>. 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 9th day of August 2019.

Signed in authentication thereof on this 9th day of August 2019.

Chair	 	
Attest:		

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Total Operating Expenses	13,752,434
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Agency Total	2,168,504	1,084,252	3,072,048	4,879,134	11,203,938	10,993,542	210,396	1.9%	



MEMORANDUM

To: NORCOM Governing Board

NORCOM Joint Operations Board Tom Orr, Executive Director

From: NORCOM Finance Committee

Beverly Ni, City of Bellevue Dean Rohla, City of Clyde Hill

Doug Honma-Crane, City of Redmond

J.R. Lieuallen, NORCOM Kate Henry, City of Bellevue

Krystal Hackmeister, City of Bellevue LaJuan Tuttle, City of Mercer Island Michael Olson, City of Kirkland

Tom Broetje, Northshore Fire Department, Woodinville Fire & Rescue

Date: July 19, 2019

Subject: NORCOM Finance Committee 2020 Budget Recommendations

RECOMMENDATION:

The NORCOM Finance Committee Recommends the following for the 2020 NORCOM Budget resulting in an Agency Fee increase of 1.9% (as calculated by NORCOM staff)

- 1. Set the vacancy contingency at \$350,000
- 2. Utilize \$500,000 of 2019 Operating Fund Ending Balance for 2020 Operating Fund Beginning Balance with the remainder transferred to the Rate Stabilization Fund
- 3. Not establish a Facility Fund at this time
- 4. Position additions no recommendation from the Finance Committee

BACKGROUND DISCUSSION:

The NORCOM Finance Committee reviewed the proposed budget during two of its regularly scheduled meetings, then a third special meeting to discuss additional proposals prepared after the July 12, 2019 Governing Board Meeting. The Committee is proposing these recommendations to provide NORCOM the resources needed to carry out its mission while providing stability and predictability to the rates of the member

agencies. The Committee is also presenting these recommendations to help NORCOM implement recognized best practices in budgeting.

Vacancy Adjustments

The Finance Committee is recommending that NORCOM set the vacancy adjustment in the 2020 budget at \$350,000. NORCOM has experienced savings in wages and benefits every year since its inception in varying amounts from \$350,000 to about \$1 million. The Committee believes setting at the lowest level realized in past years is appropriate in following budgeting best practices and provides for a more accurate budget.

In the Government Finance Officers Association (GFOA) Best Practice, Effective Budgeting of Salary and Wages, GFOA encourages every government to consider forecasting procedures that would result in more accurate expenditure projections, especially as they relate to personnel.

NORCOM's budget is monitored monthly to determine how close to budget the expenditures are trending. Although unlikely, if NORCOM was fully staffed for the entire year, requiring additional funds, the Governing Board could authorize use of reserves.

Beginning Fund Balance

The Finance Committee recommends using \$500,000 of the 2019 Operating Fund ending fund balance as a resource for the 2020 Operating Fund beginning fund balance with the remainder transferred to the Rate Stabilization Fund. It is important to note that the Governing Board removed the cap on the Rate Stabilization Fund at their April 12, 2019 meeting with the adoption of Resolution 162, amending SOP #05-003.

Member agency contributions to NORCOM for 2019 were based on the estimated expenditures and revenues at the time the budget was developed. Given the significant salary savings for 2019, the Committee believes those contributions should be rolled forward to the next budget year to help mitigate increases in member contributions.

In past years, some or all of the ending fund balance has been transferred to the Rate Stabilization Fund. As this reserve is currently at \$1.2 million, the committee believes that the best use of the 2019 ending fund balance is to help reduce increase in rates for 2020 by budgeting for a \$500,000 beginning fund balance in 2020. If the estimated ending fund balance is not realized, the Governing Board could approve the use of reserves.

Facility Fund

The Finance Committee recommends that consideration of establishing a Facility Fund is scheduled after the distribution of the Facility Study. This will help provide additional information and direction on how to meet the facility needs of the organization. The Finance Committee is aware that NORCOM is not authorized to issue debt (NORCOM Bylaws Article 8.1), therefore a strategy would need to be developed if the direction was for NORCOM to purchase a facility rather than lease. If there is a need for

August 2, 2019 Page 3

additional funds for increased lease payments, resources could be used from the Operating Expense Reserve Fund or the Rate Stabilization Fund.

Position Additions

The Finance Committee is not making a formal recommendation on the requested additional positions for 2020 at this time as the committee did not receive enough information to prepare an informed evaluation of the request. The Finance Committee discussed the need for a thoughtful and consistent review process for all new requests. The most recent request for Community Liaison Position occurred after the July 12, 2019 Governing Board meeting.

The Finance Committee would like to see the following information to accompany future proposals for position additions:

- 1. Business case describing the need for the position, including metric comparisons with other entities
- 2. Proposed job description with the expectations about the work product that the position would accomplish
- 3. Total position cost broken down between one-time expenditures and ongoing expenditures for the budget under consideration and the impact on future budgets in both total dollars and percent impact to member contribution rates.









2 New Admin/Finance Positions +Change in Existing Position

2020 Budget

PSAP Comparative Numbers

FTE Numbers	Valley Comm	South Sound	Snohomish	NORCOM
Telecommunicators	105.0	155.0	103.0	62.0
Supervisors	11.0	17.0	16.0	7.0
Administration	4.5	10.0	13.0	7.0
Finance	2.5	4.0	4.0	2.0
Human Resources	1.5	4.0	4.0	1.0
Data Channel		14.0		
Technology	10.0	21.0	20.0	11.0
Total	134.5	225.0	160.0	90.0
Comparisons	Valley Comm	South Sound	Snohomish	NORCOM
Comparisons Population	Valley Comm 750,000	South Sound 876,764	Snohomish 814,901	
· .				660,000
Population	750,000	876,764	814,901	660,000 0.094
Population Telecommunicators per 1000 population	750,000 0.140	876,764 0.177	814,901 0.126	660,000 0.094 312,038
Population Telecommunicators per 1000 population Calls	750,000 0.140 560,000	876,764 0.177 915,278	814,901 0.126 680,189	NORCOM 660,000 0.094 312,038 0.199 97.92
Population Telecommunicators per 1000 population Calls Telecommunicators per 1000 calls	750,000 0.140 560,000 0.188	876,764 0.177 915,278 0.169	814,901 0.126 680,189	660,000 0.094 312,038 0.199
Population Telecommunicators per 1000 population Calls Telecommunicators per 1000 calls Call Answering Percentage (% of calls	750,000 0.140 560,000 0.188	876,764 0.177 915,278 0.169	814,901 0.126 680,189	660,000 0.094 312,038 0.199
Population Telecommunicators per 1000 population Calls Telecommunicators per 1000 calls Call Answering Percentage (% of calls answered in 10 secs or less) - 90% is	750,000 0.140 560,000 0.188	876,764 0.177 915,278 0.169	814,901 0.126 680,189	660,000 0.094 312,038 0.199

^{*} NORCOM staffs data channel out of telecommunicators. South staff data channel with 14 radio records personnel

^{**} Snohomish does not distinguish between Finance, Human Resources and HR, so all are included in Admin at 21 - we broke out as best possible



Finance Support Position

- Create general ledger journal entries
- Process accounts receivable billings and payments
- Reconcile general ledger accounts
- Update and analyze data reports (i.e. work analysis)
- Process invoices for miscellaneous billings
- IT services, reimbursements from agencies
- Create payroll entries from payroll system to GL system – multiple step process
- Fill in for absences and create a more diversified processing system
- Ad hoc reporting and miscellaneous request processing

Administrative Pool Support Position

- Proficient word processing skills to develop and produce correspondence, reports, press releases and other documents
- Takes and transcribes minutes at a variety of meetings and disseminates to all appropriate parties in a timely manner
- Opens, sorts and distributes mail; obtains necessary signatures and copies and mails correspondence
- Schedules meetings arranges room reservations and distributes notices
- Coordinates office travel
- Provides miscellaneous, routine information to the public, customer agencies and potential applicants
- Performs varied clerical, statistical, data gathering and compilation
- Designs and develops new forms as needed
- Researches information on office supplies and equipment; orders office supplies and maintains inventory control
- Filing and maintenance of NORCOM contracts
- Performs other related duties as assigned

Agency	Title	Low End	High End	
Valley Communications	Administrative Services Assistant	\$51,002	\$65,229	
City of Redmond	City of Redmond Police Support Services SpcIst			
NORCOM	Telecommunicator	\$59,265	\$75,333	
NORCOM Public Records Specialist		\$55,304	\$72,725	
NORCOM	Administrative Assistant (proposed)	\$51,002	\$65,229	

Community Liaison Position

NOT NEW

Title Change to Existing EA/PIO/Clerk

PIO Duties

- •Work with media (print, radio and tv) proactive
- Point of contact for external agency's PIOs
- •Liaise with stakeholders such as Medic One Foundation, benevolent groups etc
- Social media and News Updates on Web Sites

Recruiting, Networking, Marketing

- Lead national Recruiter
- Network high schools, community colleges, Scouts, Explorers,
- Attend national conventions/events/regions to target
- Network with the military at JBLM, Everett, Bremerton

Public Education – Citizen Academies

- Resume citizens academies and work with our partner agencies and their citizens academies
- Facility Tours
- Public education to the community at schools, retirement homes, businesses, to city and county employees etc.
- · Education videos with specific target audiences

City Council / Fire District / Task Force Meetings

• Attend as a 911 resource on public safety matters (e.g. Menchies, budget discussions, etc.)

Collaboration with Non Profits, Special Needs, & Businesses

- Collaborate with nonprofit agencies such as Congregations for the Homeless, Sophias Way, Hopelink,
- Develop partnership opportunitiesetc
- Liaise with their PIOS for joint efforts and combined media approach









Information Technology 2 Positions

2020 Budget

PSAP Comparative Numbers

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Information Technology Tier I Service Desk Analyst

Summarized Job Responsibilities

Service	Description								
	Service Desk – Tier I								
Email / Phone Support	First point of contact for NOTIS tickets, questions, remote and on-site troubleshooting.								
Agency Support	Customer support of software, related hardware and technical services.								
Maintenance	Upgrades, maintenance and support of software and interfaces.								
Mobile Computers	On-site support of mobile data computers (MDCs).								
Fire Station Alerting	Maintain and troubleshoot Locution fire station alerting and paging.								
24 x 7 On Call	Support 24 hour on call for critical issues and after-hour support notifications.								
Inventory Tracking	Manage asset purchases and tracking.								



Information Technology Tier I Service Desk Analyst

2018 Annual Statistics

- 2,970 Support Requests were submitted 732 of those were before or after regular business hours
- These 732 tickets equate to approximately 600 hours of after-hours support.
- Over 43% of NORCOM support comes from requests before or after regular hours
- Information Technology "on-call" is not compensated, and has been considered part of "regular duties"
- Regular business for Information Technology is 24x7, however posted as 8am 5pm

Service Desk Analyst FTE Approval Means:

- Achieve extended support hours by adding additional FTE covering a 5am 7pm support window or similar
- Increased response time for outages, and less after hours calls unsupported by current classification
- Workload shift, allowing senior staff to focus on job duties ranging in Tier I, II or Project management
- Allows department to become more efficient, plan, document and proactively respond to all customers
- Lessons workload on workgroup, including adds one FTE to on-call rotation reducing after hour shifts

Information Technology Tier III/ IV

Summarized Job Responsibilities

	Infrastructure Support and Software Development – Tier III
Public Records	Data collection for IT-related searches and requests.
System Administration	Administer user information, access, email, login information and related computer policies as related to all systems.
Customer Reports	Provide detailed reporting services, create custom reports and provide historical data on request.
Telephony	Manage and support administrative phone lines and services.
Server Administration	Administer, manage, support and monitor all production equipment to ensure 24 x 7 operation.
Software Development	Develop, program and create software services and applications to meet the needs of the customer.
Network Security	Ensure highest level of security to prevent internal and external threats including network intrusion, viruses and malware.
Network Administration	Administer, support and configure network availability between agencies and connectivity to services.
	Project Management
Project Development	Create and facilitate project scope and data collection requirements.
Project Management	Manage all aspects of projects during and after implementation.
Software Planning	Manage, track and facilitate software and hardware changes.
Upgrade Planning	Manage, track and facilitate hardware and software replacement.
	Administration
Contract Management	Support all business agreements, ILAs and SLAs related to IT.
RAADAR	Manage, plan and coordinate all RAADAR software development, programming and implementation.
Strategic Planning	Plan and create five-year technology plan.
Regional Committees and Initiatives	Attend and participate in regional committees, boards and meetings related to NORCOM and emergency communications.
Administrative	Facilitate, manage and supervise all aspects of business and employees including budget, training, employee development and reporting for Executive Director, boards, agencies and customers.



Information Technology Tier III/ IV Programmer QA Analyst

2018 Annual Statistics – 1,100+ Hours Development/ Programming/ Support of

- 4 Long Term programming projects in-development (Mental Health, ePASS, CJIS, Mapping)
- Over 400 hours of programming/ documenting, development hours in RAADAR
- Over 300 hours of programming/ Development "other" projects
- Over 23 open development, programming, QA testing projects
- Over 300 hours related to Tier III/ IV support
- Currently achieved by one employee

Programmer QA Analyst FTE Approval Means:

- Achieve shift in job responsibilities and duties reducing work load
- Allows quality assurance program to proactively test, document and develop
- Adds another level of procedure in the software lifecycle
- Focuses job duties on job, emphasizing security and safety
- Allows 23 open development projects to prioritized for NORCOM
- Due to job responsibilities shift, other duties like security can be prioritized
- Provides separation of duties, ensuring quality in services and products
- Adds advanced support capabilities for current and future software projects

Issues Impacting the 2020 Budget

Future CAD & Facilities Solutions

PSERN increases ahead

E-911 governance structure and State 911 Efficiency Study

NORCOM Associated Guild contract negotiations

Industry changes
Recruiting
Shared Services





The Performance Cycle

Link Between Performance & Budget

How do we determine the right staffing levels for 911 Communications Centers?

NORCOM
APCO RETAINS
STAFFING MODEL
RESULTS:

2017 - 64.5 2018 - 64.9

- Developed by researchers at The University of Denver Research Institute for APCO International.
- The APCO Project RETAINS (40)
 Committee directed a national study of staffing and retention issues in a random sample of public safety communications centers in 2004.
- A second study was conducted in 2005 to find out if staffing and retention issues were different in large centers (using the CALEA definition, a large center has 76 or more employees).
- The tools are research-based and designed specifically for public safety communications center managers.
- Widely used by high-performing 911 centers



Staffing and Retention Tool Kit For Public Safety
Communications Center Managers

NORCOM Key Dashboard Metrics

Metrics	2014	2015	2016	2017	2018	2019	TREND
Call Answering %	98.4	99.16	98.98	98.51	97.92	97.06	1
Police Priority 1/2 Dispatch Time (< 1 min)	0:00:56	0:01:03	0:00:52	0:00:53	0:00:58	0:01:12	1
Police Priority 3 Dispatch Time (< 3 min)	0:01:55	0:02:01	0:02:07	0:01:56	0:02:06	0:02:06	1
Police Priority 4/5 Dispatch Time (<1 hour)	0:19:29	0:20:42	0:21:54	0:22:12	0:24:27	0:25:56	1
Fire NFPA 90% in 60 second Dispatch Time	89%	89%	85%	85%	85%	83%	1
Fire NFPA 99% in 90 second Dispatch Time	97%	97%	95%	95%	95%	95%	Ŷ
APCO Retain FTE as to Authorized FTE	62	62	62	62	64.5	64.9	<u>†</u>
Filled FTE	63	60.5	64	63	58	54	1
Expenditures			Under P	rojections			1
Revenues		Over Projections					1
Assessments	Under Projections						1
Culture - Grievances	0	0	0	0	0	0	1
Culture - Contract	Settled	Settled	Settled	Settled	Settled	Settled	1

2012 - 2015

FTE Reductions to Save Money for our Agencies

Based on Universitydeveloped and tested staffing models

- Since 2012, NORCOM used APCO Retains to reduce FTE's
 - 5 Telecommunicators in 2013
 - 5 Telecommunicators in 2014
 - + 2 Telecommunicators added back in 2015
 - - 1 HR Position in 2015
- NORCOM did add positions
 - Police Liaison
 - Fire Liaison
- Overtime Included in Budget beginning in 2014

Agency Cost Savings From APCO Retains Efficiencies

				201	4	2015		
	Payroll Budget increase/(decre ase)	Initial Savings in each year	OT Added	Estimated Savings from 2013	OT Added	Estimated Savings from 2013 & 2014	OT Added	Salary
Less 5 Telecommunicators in 2013	1.07%	(424,770)		(444,528)		(433,945)		53,688
Less 5 Telecommunicators in 2014	4.65%	(444,528)	215,112	(444,528)		(433,945)		57,642
Plus 2 Telecommunicators added bac	k 0.80%	173,578						58,906
Less 1 HR Position in 2015 (net saving	gs)	(150,426)				(163,764)		
Total Net Savings to NORCOM Agenci	<u>es:</u>	\$ (846,146)	\$ 215,112	\$ (889,056)	\$ -	\$ (1,031,654)	\$ -	
	Initial Net savings	\$ (631,034)						
			2014 Savings	\$ (889,056)	2015 Savings	\$ (1,031,654)		

FTE Comparison

Budgeted Full Time Position History by Business Unit													
												Currently	
Business Unit	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	Filled	<u>2020</u>
<u>Administration</u>													
Executive Director	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Deputy Director					1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00	2.00
Police Liaison						-	-	1.00	1.00	1.00	1.00	1.00	1.00
Fire Liaison					-	-	-	-	1.00	1.00	1.00	1.00	1.00
Executive Assistant	1.00	1.00	1.00	1.00	-	1.00	1.00	1.00	1.00	1.00	1.00	-	-
Administrative Pool Position					-	-	-	-	-	-	-	-	1.00
Community Liaison					-	-	-	-	-	-	-	-	1.00
QA & Records Specialist	-	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Finance													
Finance Manager	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Accounting & Finance Specialist					-	-	-	-	-	-	-	-	1.00
Payroll Specialist	-	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Human Resources													
Human Resources Manager	1.00	1.00	1.00	1.00	1.00	1.00	_	_	_	_	_	1.00	1.00
Human Resources Administrator	1.00	1.00	1.00	-	-	-	1.00	1.00	1.00	1.00	1.00	-	-
HR Specialist	_	_	_	-	1.00	1.00	1.00	1.00	1.00	1.00	1.00	_	- 1
Administrative Clerk	-	1.00	1.00	1.00	1.00	-	-	-	-	-	-	-	-
Operations													
Operations Manager	1.00	1.00	1.00	1.00	1.00	_	_	_	_	_	_	_	-
Training Coordinator	-	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Team Supervisor	-	6.00	6.00	6.00	6.00	6.00	6.00	5.00	6.00	6.00	6.00	6.00	6.00
Telecommunicator	-	66.00	69.00	72.00	65.00	60.00	62.00	62.00	62.00	62.00	62.00	51.00	62.00
Accreditation/Facilities/Continuity of Oper		4.00	4.00	4.00		4.00	4.00	4.00	4.00				
AFC Manager	1.00	1.00	1.00	1.00	-	1.00	1.00	1.00	1.00	-	-	-	-
<u>Technology</u>													
Information Technology Director	1.00	1.00	1.00	-	-	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Information Technology Manager				1.00	1.00	-	-	-	-	-	-	-	-
Technical Services Team Supervisor	-	-	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00
Technology Team Member	-	6.00	5.00	6.00	8.00	8.00	8.00	8.00	8.00	9.00	9.00	8.00	10.00
Total	7.00	89.00	92.00	96.00	91.00	86.00	87.00	87.00	89.00	89.00	90.00	77.00	94.00

Exit Interview Data	2014	2015	2016	2017	2018
# of Voluntary Quits	4	7	10	15	9
% of exit interviews conducted on VQ's	50%	71%	90%	47%	22%
Reason for Leaving	2014	2015	2016	2017	2018
Voluntary Quits*	4	7	10	15	9
*Pursue School	0	0	0	0	0
*Pursue Another Field	1	2	3	4	4
*Work at another communications center	1	0	2	0	0
*Working Conditions	0	1	1	0	0
*Stay at Home	1	0	3	2	1
*Moving	0	3	1	4	1
*Retired	0	0	0	0	1
*Family/Personal	1	1	0	5	2
Terminations	0	1	2	1	4
Discontinuation of Training	2	1	3	4	5
Promotions	3	0	2	0	2

	Telecommunicator Workgroup								
П	Calculating the Average Turnover Rate								
	Calculating the Average furnover hate		2014	2015	2016	2017	2018		
Δ	Total Number of employees at the		63	60.5	64	63	58		
Α	highest staffing level for that year		63	60.5	04	63	56		
В	Number of new hires that failed to		2		_		9		
P	complete the probationary period			Ü	,	7	,		
С	Number of experienced employees		5	9	6	5	3		
	who left for any reason		,	,	٥	,	,		
D	Turnover Rate		11.11%	14.88%	17.19%	14.29%	20.69%		
L	(Turnover = B + C/A)		11.1170	14.0070	17.13%	14.2370	20.65%		
Ε	Retention Rate		88.89%	85.12%	82.81%	85.71%	79.31%		
ئــــــــــــــــــــــــــــــــــــــ	(Retention = 1-Turnover) x 100		30.3370	03.1270	52.51%	05.71%	75.5170		



TELECOMMUNICATOR RECRUITMENT 2018											
		D	uration in Days								
	Pass Rate	Controllable	Uncontrollable	Total							
First Interview	79.07%	18.95	0.00	18.95							
Background	60.00%	0.00	15.57	15.57							
Polygraph	48.84%	3.49	38.42	41.91							
Psychological	69.23%	6.21	13.00	19.21							
Final Interview	92.86%	3.29	17.45	20.74							
CUMULATIVE	14.89%	37.49	68.87	106.36							

Budgeted Telecommunicator Positions - 62

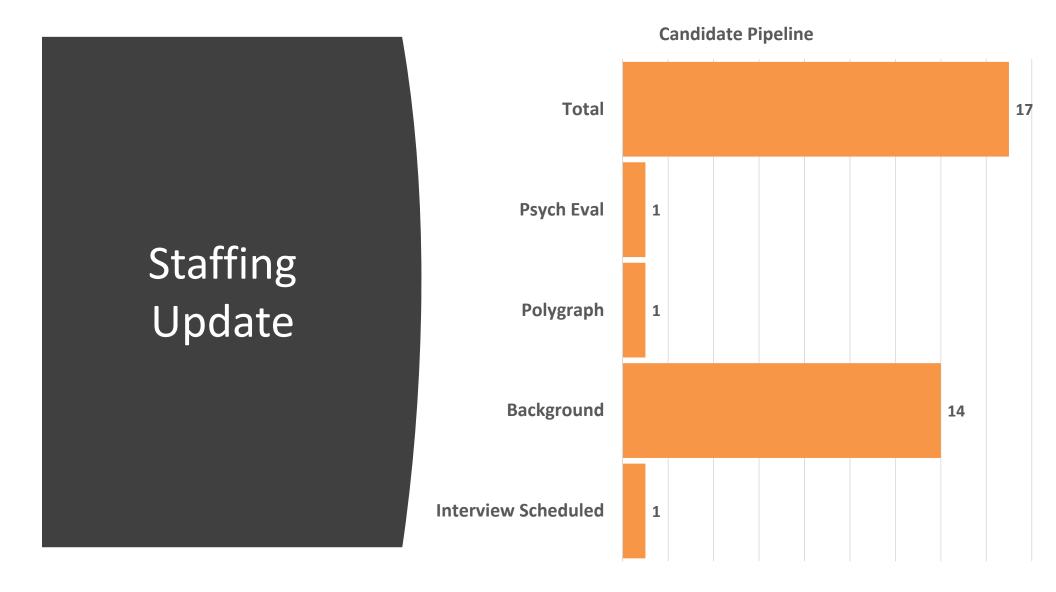
Staffing Update

Current # - 56

*includes three new hires starting in August and 1 rehire

Candidates in pipeline – 17

*includes 3 lateral candidates



Current Strategies

Recruiting booth at APCO Conference

Building presence on Glass Door through soliciting employee reviews

8 week theater ad campaign

- -Alderwood
- -Mountlake Terrace
- -Southcenter

Recruiting at PST test events

Advertising on LinkedIn, Indeed, craigslist



MEMORANDUM

To: Governing Board

From: Tom Orr, Executive Director

Date: 08/09/2019

Subject: Resolution 173: Approval of 2019-2021 Joint Integrated Prioritized Technology List (JIPTL)

Executive Summary:

Governing board approval of the 2019-2021 NORCOM capital project priorities two-year Joint Integrated Prioritized Technology List (JIPTL).

Background:

The NORCOM Governing Board and NORCOM Executive Director retained Online Business Systems to assist in developing a process for managing IT projects and priorities at NORCOM. In 2014, NORCOM established a formalized stakeholder process for development of a Joint Integrated Prioritized Technology List (JIPTL) for setting project priorities and funding. Since 2014, bi-annual or 2-year work plans have been developed beginning with Fire and Police stakeholder groups. NORCOM staff consolidates stakeholder recommendations and presents them to the Joint Operating Board for consideration and recommendation to the Governing Board. NORCOM staff has worked through this process which culminated with the Joint Operating Board recommending approval of the attached JIPTL on July 25, 2019. Resolution 173 presents the recommended JIPTL for Board approval.

Past Board or Other Related Actions:

The Governing Board has reviewed and adopted the list as part of NORCOM's capital improvement plan.

Policy and Strategic Implications:

The Joint Integrated Prioritized Technology List (JIPTL) allows NORCOM to manage not only capital expenditures, projects and staff time but also allows NORCOM to strategically plan its mission and vision. NORCOM follows standard purchasing, and technical business practices involving equipment replacement, and project management disciplines which allows NORCOM to stay organized, prepared and proactive about technology and agency needs. The process also shares the projects and purchases strategically across all member agencies giving the opportunity to prioritize projects as well as create efficiencies for similar projects. The JIPTL process also gives the Governing Board, Joint Operating Board, Finance Committee and police/fire stakeholders complete transparency on projects, priorities, timing, and funding

NORCOM Staff Recommendation:

NORCOM Staff recommends approval of the two-year Joint Integrated Prioritized Technology List as presented.

Staff Comments:

NORCOM, the Finance Committee, and all NORCOM agencies have strategically identified projects that will enable NORCOM to operate most efficiently and continue the outstanding success of the last ten years. The process is very collaborative and transparent. All levels at NORCOM agencies have an opportunity to provide input on the projects to be selected and their relative priorities.

Options

The two-year capital projects technology list is a collaborative effort to prioritize police, fire and NORCOM projects based on the direction, vision, and mission of NORCOM. Options may include approving the JIPTL in whole or in part, or in delaying approval for a later date subject to acceptance of risk associated with any delay.

Risks

Risks associated with the JIPTL are minimal. The process for the development of the JIPTL includes identifying and weighing risks, expenditures, staffing, and related considerations. The JIPTL assigns the highest priority to projects that are strategic and associated with key NORCOM technology such as NORCOM's two Computer Aided Dispatch systems. The JIPTL is a cohesive plan that assures continued viability of key strategic NORCOM systems.

Finance Committee Review: Yes

Projects requiring funding have been approved in prior budgets or accounted for in the current proposed capital projects fund.

Legal Review: No

Legal review unnecessary currently.

Joint Operations Board Review: Yes

The project priorities list was briefed in draft form in March, with subsequent final briefing in July, as well as subsequent review in Zone 1 operations and Police Operations meetings.

Fiscal Impact

Budgeted Y/N: Yes

Fiscal Year: 2019-2022 Account (s): Capital

Fiscal Note: Fiscal Impact:

The fiscal impact is currently allocated under NORCOM Capital projects budget. The two-year project plan utilizes 90% of 2008 capital projects fund. The current budget prepared by the Executive director allocates a portion of future capital projects be place in rate stabilization fund for governing board approval in future JIPTL project decision beginning 2022.

Attachments

Proposed 2019-2021 JIPTL Slides

Resolution 173: Approval of 2019-2021 Joint Integrated Prioritized Technology List (JIPTL)

NORCOM 2019-2021 Joint Integrated Prioritized Technology List (JIPTL)

JIPTL includes 4 priority projects, 6 internal and 92 "other" projects

New project requests estimated at \$336,000.00

Projects prioritized by top agency project requests

All 92 additional projects are prioritized in "Total Projects"

Joint Operations, Zone 1 Operations, Police Operations reviewed

<u>Policy topic;</u> Future capital project budget and <u>allocations</u>

JOINT INTEGRATED PRIORITIZED TECHNOLOGY LIST (JIPTL) 2019-2021						
Requested Date	Start Date	Title	Estimated Costs	ERR/ 2022/ Development	Capital Fund Placeholder	
2018	2020	Tyler CrewForce/ Mobile Application *	\$135,000.00			
2018	2019	EMER Notification (Tyler Interface - Pre CADI)	ER Notification (Tyler Interface - Pre CADI) \$36,000.00			
2018	2019	Shield Force Mobile Application *	Mobile Application * \$150,000.00			
2018	2019	Tyler Upgrade 2019.1 - Enterprise LERMS *	E LERMS * \$25,000.00			
2018	2019	Project Care Track		\$45,000.00		
2018	2019	CAD X - Automatic Aid/ Mutual Aid (Approved 9/14/18)			\$380,000.00	
2018	2019 Q1	TriTech Upgrade 5.8 / Rapid SOS Integration				
2019	2020	TriTech Routing Server - new Mobile Maps		\$35,000.00		
2019	2020	Operation Console Desk Furniture		\$300,000.00		
2019	2019	RAADAR Two-Factor Authentication Compliance		\$25,000.00		
2019	2019	Security Report/ Pen Intrusion Detection Analysis		\$30,000.00		
2019	2019	Console Indicator lights "boat Lights"		\$21,000.00		

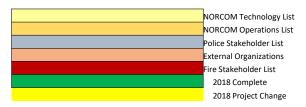
Joint Integrated Prioritized Technology List (JIPTL) 2019-2021

2017 – 2019 JIPTL Project Status Updates

JOINT INTEGRATED PRIORITIZED TECHNOLOGY LIST (JIPTL) 2017-2019						
Requested Date	Start Date	Title	Estimated Costs	Status		
2017	2017 Q2	* Sound Transit - Tunnel Impact	*	In Progress		
2016	2016	Interim Text to 911	\$0	Completed		
2016	2017 Q1	PSERN	\$0	15%		
2017	2017 Q2	* Electronic Passport System (ePASS)	*	90%		
2017	2018 **	Disaster Recovery Site Build	\$500K	70%		
2017	2018 **	*CAD New Release Environment	\$10K	In Progress		
2016	2017 Q2	Tyler Upgrade - Major upgrade to v.11x	\$220K	Completed		
2016	2017 Q3	TriTech Upgrade - 5.7.x	4100	Completed		
2016	2017 Q2	ArcGIS Server/ArcGIS Online	4500	Completed		
2017	2017 Q2	Zone 1 Locution Equipment Replacement	Equip. Repl.	Completed		
2017	2017 Q1	Apparatus Renumbering Evaluation	Completed			
2016	2017 Q2	Hydrant Map Maintenance		Completed		

^{*} Requires further discussion on budget and scope of work

^{**} Dependency on approval of the budget request



Joint Integrated Priority Technology Project List – 20172019

Requested Date	Start Date	End Date	Project#	Stakeholder Priority#	Title	Estimated Costs in 2018	Budgeted? Yes/No	Status
	↓ I	¥	▼	▼	v	▼	▼	
2017	2017 Q2	2019 Q4	211	1	* Sound Transit - Tunnel Impact	\$5,000 to \$50,000	No	In Progress
2016	2016	2018 Q1	144	1	Interim Text to 911	\$0		In Progress
2016	2017 Q2	2017 Q4	168	1	Tyler Upgrade - Major upgrade to v.11x	\$220K	Yes	In Progress
2017	2018				New Tyler Modules - available with v.11 upgrade	30k	No	Agencies reviewing new modules in TEST
2017	2017 Q2	2017 Q4	185	1	* Electronic Passport System (ePASS)	*	*	Discovery
2017	2018 **			(1)	* Tablet Command (Based on est. of 5 device licenses per agency)	\$27K -\$45K	No	2018 Budget Requested
2017	2010			·	(based on est. of 3 device licenses per agency)	\$27K-\$45K	140	2018
2017	2018 **			(1)	* Interra Situation Analyst	\$35K	No	Budget Requested
2016	2017 Q3	2017 Q4	203	2	TriTech Upgrade - Major Upgrade to v.5.7x	\$4,100	Yes	Planning
2016	2017 Q2	2017 Q4	198	2	ArcGIS Server/ArcGIS Online	\$4,500	Yes	In Progress
2017	2018 **	2019		2	Disaster Recovery Site Build	\$500K	No	2018-2019 Budget Requested
2016	2017	2018 Q2	202	3	TriTech Address Points - Pilot	\$0		Not Started
2016	2017 Q1	2021	206	3	PSERN	\$0		Planning
R Schedule	2017 Q2	2017 Q3	183	3	Zone 1 Locution Equipment Replacement	Equip. Repl.	Yes	In Progress
2017	2018 **	2018 Q3	208	4	CAD New Release Environment	\$10K	No	2018 Budget Requested
2017	2017 Q1	2017 Q1		4	Apparatus Renumbering Evaluation	\$0		Completed
2016	2017 Q2	2017 Q4	198	5	Hydrant Map Maintenance (in conjuction with ArcGIS Online project)			In Progress
2017	2018 **		207	6	TriTech Inform ME (up to 100 licenses)	\$75K	No	2018 Budget Requested

^{*} Requires further discussion on budget and scope of work

^{**} Dependancy on approval of the budget request



Resolution 173

A RESOLUTION OF THE GOVERNING BOARD OF NORCOM APPROVING THE

2019-2021 JOINT INTEGRATED PRIORITIZED TECHNOLOGY LIST (JIPTL)

WHEREAS, the Police and Fire Stakeholders groups and IT Department of NORCOM have submitted their joint prioritized integrated technology list for 2019-2021 ("JIPTL 2019-2021") for consideration by the Governing Board; and

WHEREAS, the Joint Operations Board has voted unanimously to recommend the JIPTL 2019-2021 to the Governing Board for approval; and

WHEREAS, the Finance Committee and NORCOM staff have included appropriate funding in the 2020 budget and/or funding has already been budgeted for each project; and

WHEREAS, the Governing Board now desires to approve the JPITL 2019-2021 as set forth herein:

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

- Section 1. <u>Authorization</u>. The Governing Board hereby approves the Joint Integrated Prioritized Technology List for 2019-2021 ("JIPTL 2019-2021") as provided to the Governing Board and included in Exhibit A attached hereto.
- Section 2. <u>Further Authority</u>; <u>Prior Acts.</u> 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. <u>Effective Date.</u> 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 8th day of August 2019.

Signed in authentication thereof on this 9th day of August 2019.

Chair	 	
Attest:		

EXHIBIT A JIPTL 2019 – 2021

JOINT INTEGRATED PRIORITIZED TECHNOLOGY LIST (JIPTL) 2019-2021							
Requested Date	Start Date	Title	Estimated Costs	ERR/ 2022/ Development	Capital Fund Placeholder		
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2018	2019	EMER Notification (Tyler Interface - Pre CADI)	\$36,000.00				
2018	2019	Shield Force Mobile Application *	\$150,000.00				
2018	2019	Tyler Upgrade 2019.1 - Enterprise LERMS *	\$25,000.00				
2018	2019	Project Care Track		\$45,000.00			
2018	2019	CAD X - Automatic Aid/ Mutual Aid (Approved 9/14/18)			\$380,000.00		
2018	2019 Q1	TriTech Upgrade 5.8 / Rapid SOS Integration					
2019	2020	TriTech Routing Server - new Mobile Maps		\$35,000.00			
2019	2020	Operation Console Desk Furniture \$300		\$300,000.00			
2019	2019	RAADAR Two-Factor Authentication Compliance	AR Two-Factor Authentication Compliance \$25,000.0				
2019	2019	Security Report/ Pen Intrusion Detection Analysis		\$30,000.00			
2019	2019	Console Indicator lights "boat Lights"		\$21,000.00			