



AGENDA
NORCOM Governing Board Meeting
September 11, 2020, 9:00 a.m.

1. Call to Order
2. Roll Call
3. Open Communications from the Public
4. Consent Agenda
 - A. Governing Board Minutes from the August 14, 2020 Meeting
 - B. Monthly Budget to Actuals summary and AP Report
5. For Board Decision
 - A. Request to adjust the 2020 Operating Budget through the use of rate stabilization funds.
6. For Briefing to Board
 - A. Back-Up Center Needs Update
 - B. Bothell Police Communications as a NORCOM Subscriber- update
 - C. Staffing Update
 - D. 2021 Budget process update
7. Department Reports
 - A. Information Technology Updates
8. Staff Updates

9. 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.*

10. Adjournment

The next Governing Board meeting is scheduled for October 9, 2020.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/11/2020
Subject: Governing Board Minutes from the August 14, 2020 Meeting

Executive Summary:

The August 2020 Governing Board minutes are presented to the Board for review and consideration for approval.

Background:

The Minutes are routinely reviewed by the Governing Board for approval.

Past Board or Other Related Actions:

None

Policy and Strategic Implications:

None

NORCOM Staff Recommendation:

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

Staff Comments:

None

Options

N/A

Risks

N/A

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

Attachments

Governing Board Minutes 081420



MEMBERS

Jay Hagen	City of Bellevue
Bruce Kroon	City of Bothell
Kyle Kolling	City of Clyde Hill
Tracey Dunlap	City of Kirkland
Steve Burns	City of Medina
Ed Holmes	City of Mercer Island
Dan Yourkoski	City of Normandy Park (Chair)
Rick Rudometkin	City of Snoqualmie
Mark Correia	City of Snoqualmie
David Burke	Duvall Fire District #45
Jeff Clark	Eastside Fire & Rescue (Vice-Chair)
Chris Connor	Fire District 27
Greg Ahearn	Northshore Fire Department
Matt Cowan	Shoreline Fire Department
Greg Ahearn	Woodinville Fire & Rescue
Michael Olson	City of Kirkland (Board Treasurer)

ABSENT

Don Horton	Redmond Fire Department
Jay Wiseman	Snoqualmie Pass Fire
James Knisley	Skykomish Fire District #50

VISITORS

Deanna Gregory	Pacifica Law Group
Deb Flewelling	KC E911
David Mendel	PSERN
Chief Cherie Harris	Kirkland Police Department
Brett Shavers	Community Member

NORCOM STAFF

Bill Hamilton	Executive Director
Roky Louie	Deputy Director, Operations
Katy Myers	Deputy Director, Administrative Services
Scott Sotebeer	Deputy Director, Strategic Initiatives
Judy Cayton	Human Resources Manager
Marianne Ryerson	Finance Director
Nathan Way	IT Application & Security Architect
Brittney Rhodes	Public Records Specialist
Maggie Johanson	Administrative Assistant



- **Call to Order**

Chief Dan Yourkoski, Governing Board Chair, called the Governing Board meeting to order at 9:02 a.m. The meeting was publicly posted and held via video conference due to the COVID pandemic restrictions.

- **Roll Call**

Chief Yourkoski, requested a roll call of present Governing Board members. Maggie Johanson, NORCOM Administrative Assistant, reported there was a quorum.

- **Open Communications from the Public**

There were no requests for open communication from the public by email or phone.

- **NORCOM Recognition**

Executive Director Hamilton stated that he is honored to be working with so many smart people and is proud of all the employees who are working on or have completed their master's programs. Katy Myers is the most recent to complete her master's program.

- **Consent Agenda**

- **Governing Board Minutes for July 10, 2020 Meeting**

- **July 2020 Accounts Payable Report**

City Administrator Rudometkin made a motion to approve the Consent Agenda. Chief Burns seconded the motion.

Motion carried.

- **For Board Decision**

- **Legislative Initiatives Update and Board Direction**

At the February 14, 2020, and July 10, 2020 meetings, the Governing Board was provided with an overview and update of this effort. The Board initially set a funding deadline of June 2020. At the July 10, 2020 meeting, the Board recognized the understandable delay and directed NORCOM to continue the endeavor until no later than the August 14, 2020, Governing Board Meeting. As of August 14, 2020, there is no funding confirmed, and no single stakeholder has been identified.

Executive Director, Hamilton recommended that NORCOM immediately cease all additional pursuit of federal funding related to these initiatives. Should any funding be awarded, NORCOM staff would work collaboratively with our regional and statewide partners to identify projects and opportunities consistent with the expectations of our Congressional representatives.



Chief Clark motioned to cease any additional pursuit of federal funding related to the initiatives. Chief Kroon seconded the motion.

Motion carried.

○ **Expenditure approval request to re-locate the NORCOM 911 backup center to a larger, safer location**

NORCOM has one backup center located at the Redmond Police Department. This location was very challenging prior to COVID-19, and now with the need to create greater distance for the safety of our employees, the use of this space is not feasible. The current backup center space is 365 SF with a lease of \$15,000 per year, the City of Redmond has vacated a much larger office space that is 945 SF with a lease amount of \$50,000 per year. The estimated cost to renovate this space is \$200,000, much of the cost attributed to the necessary electrical infrastructure. We recently attempted to use the current backup center space, but the attempt was quickly abandoned due to the fact we could not create safe distancing for our employees, there is also a concern that the space could be problematic for the PSERN console installation. The space issue is a concern due to the fact that if NORCOM had to evacuate we do not have a safe location to do so and in November when Bellevue City Hall does their annual Fire Testing (which Executive Hamilton has requested November instead of August) we will be required to vacate Bellevue City Hall temporarily.

The cost of renovating the larger backup center is not budgeted in the 2020 budget. NORCOM proposes the use of 2020 Capital Project funds for this emergency expenditure

The Board posed several questions and concerns.

- When does the current lease expire? Commitment of new lease? Need longer than year to year lease agreement with Redmond
- Would Redmond to offset the cost with items we are adding?
- Did we investigate other options? Seattle Fire Zone 5 Training Floor?
- \$200,000 all on NORCOM?

Director Hamilton stated the renovation is specific to NORCOM. At this time, we have not approached Redmond. The appeal of using Redmond is the ability to access the location in the event of a disaster. It is thought that the City of Redmond would not allow any changes or updates before having a lease in place.

Board Members support getting a new backup center however need clarification on a few items.

Chief Yourkoski asked for a motion to allow Executive Director Hamilton to pursue a new enhanced backup center. This includes research on negotiating a possible lease with Redmond in the larger space, clarifying the \$200,000 for renovation costs, and researching other possible options of using an existing backup center in a different jurisdiction. Director Hamilton will bring his findings back to the Board.



Chief Clark motioned for Executive Director Hamilton to move forward with researching a new backup center, City Manager Rudometkin seconded.

Motion carried.

o **For Board Briefing**

o **NORCOM 2020 Budget Update and Preliminary 2021 Budget**

The PowerPoint Presentation included three key topics:

- Review of 2019 Year-End Financial Position
- Presentation of 2020 Budget Compared to Year-End Projected Revenue and Expenditures
- Presentation of Preliminary 2021 Operating Budget (Resolution 183)

In preparing the 2021 preliminary budget, the NORCOM team researched and reconciled many budget challenges. The team identified what appears to be significant overspending of the 2019 budget, which impacted the 2020 beginning fund balance assumptions. This is impactful to the remainder of the 2020 budget and hampers NORCOM's general ability to meet its 2020 goals and obligations.

NORCOM Staff has conducted a thorough review and analysis and recommends the Board receive and review this update and provide direction as needed.

To reduce a potentially large shortfall to the 2020 budget, NORCOM has halted all discretionary spending for the remainder of 2020, including goods, services, and staffing. To mitigate any such impacts to the 2020 budget, the Board may choose to reduce impacts via a budget adjustment resolution.

In September, a 3-5 year plan will be presented to the Board.

Chief Burke requested clarification on the Duvall user fee amount. The increase is due to the rise in calls. A meeting will be scheduled to go over the user fees with Chief Burke.

Chief Yourkoski requested a motion to approve Resolution 183 – Preliminary 2021 Budget for Distribution to Participating Agencies.

Chief Holmes motioned to approve Resolution 183, Deputy City Manager Dunlap seconded.

Motion carried.

o **Staffing Updates**

o **Committee Reports**

There were no committee reports.

o **Upcoming Agenda Items**

There were no upcoming agenda items mentioned.



o **Executive Session**

No executive session was held.

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;

Chief Yourkoski requested a motioned to adjourn the meeting. Chief Holmes motioned to adjourn the meeting. Chief Burns seconded the motion.

Motion carried.

o **Adjournment**

The meeting adjourned at 10:02 a.m.

Next Governing Board meeting scheduled for September 11, 2020.

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/11/2020
Subject: Monthly Budget to Actuals summary and AP Report

Executive Summary:

NORCOM staff is asking that the Board approve this report through consent. This action is routine in nature and the Finance Manager has reviewed all charges.

Background:

This is a routine report produced monthly for Board review.

Past Board or Other Related Actions:

The Board receives and reviews this report each month.

Policy and Strategic Implications:

None

NORCOM Staff Recommendation:

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

Staff Comments:

None

Options

None

Risks

None

Finance Committee Review: Yes

N/A

Legal Review: No

N/A

Joint Operations Board Review: No

N/A

Fiscal Impact

Budgeted Y/N: Y
Fiscal Year: 2020
Account (s):
Fiscal Note:
Fiscal Impact:
N/A

Attachments

August budget to actuals and AP report

501- Operating

Revenues

	2020 Budget	Collected to Date	% collected
Subscriber Fees	11,203,938	\$ 8,402,954	75%
Agency Reimbursements	148,000	\$ 102,489	69%
KC EMS Performance Standards	180,000	\$ 69,629	39%
All Other	41,000	\$ 11,450	28%
	11,572,938	\$ 8,586,522	74%
Transfers In	1,693,239	\$ 1,069,782	63%
Revenues + Transfers	13,266,177	\$ 9,656,305	73%

Expenses

	2020 Budget	2020 Spending to Date	% used	Remaining Balance
Salaries & Wages	7,963,847	\$ 5,830,217	73%	2,133,630
Professional Development	-	\$ -	-	-
Professional Reimbursements	4,200	\$ 4,200	100%	-
Uniforms	-	\$ -	-	-
Medical	1,223,184	\$ 860,048	70%	363,136
Dental	103,003	\$ 74,944	73%	28,059
Vision	15,095	\$ 9,881	65%	5,214
Long-Term Health	7,390	\$ 5,291	72%	2,099
Medicare	120,550	\$ 79,733	66%	40,817
MEBT	515,459	\$ 399,378	77%	116,081
PERS	1,055,860	\$ 818,359	78%	237,501
Washington FMLA	14,785	\$ 8,685	59%	6,100
Unemployment	40,138	\$ 52,797	132%	(12,659)
Workers Comp	12,093	\$ 13,824	114%	(1,731)
	11,075,604	\$ 8,157,358	74%	2,918,246
Cellular/Telephone Services	124,440	\$ 81,466	65%	42,974
Human Resource Services	126,500	\$ 68,633	54%	57,867
Insurance	78,000	\$ 82,911	106%	(4,911)
Leases- Equipment	19,500	\$ 12,386	64%	7,114
Leases- Facility/Radio	541,000	\$ 350,193	65%	190,807
Leases- Parking	105,000	\$ 50,857	48%	54,143
Legal Services	100,000	\$ 171,869	172%	(71,869)
Non-capital Equipment	48,465	\$ 40,801	84%	7,664
Professional Services	326,400	\$ 165,237	51%	161,163
Repair & Maintenance - Building	7,500	\$ -	0%	7,500
Repair & Maintenance - IT	1,056,250	\$ 880,673	83%	175,577
Software/ Licensing	31,200	\$ 43,717	140%	(12,517)
Supplies	24,555	\$ 27,079	110%	(2,524)
Travel/Training	83,970	\$ 53,916	64%	30,054
All Other	4,050	\$ 4,604	114%	(554)
Fund Transfers	295,693	\$ -	0%	295,693
	2,972,523	\$ 2,034,345	68%	938,178
GRAND TOTAL	14,048,127	\$ 10,191,702	73%	3,856,425

502- Capital Projects

Beginning Fund Balance

Expenditures:	2020 Budget	2020 Spending to Date	% used	Remaining Balance
Computer Equipment		\$ 37,612		
Professional Services		\$ 1,650		
R&M - Software Maintenance		\$ 246,542		
		<u>285,804.25</u>		

503- Equipment Replacement:

	2020 Budget	2020 Spending to Date	% used	Remaining Balance
Computer Hardware-NonCapital		\$ 4,680		
Non-capital Equipment		\$ 5,701		
		<u>\$ 10,381</u>		

505- Equipment Replacement:

	2020 Budget	Collected to Date	% collected
E-911 Escrow		\$ 1,384,863	
Investment Interest	-	\$ 6,983	
		<u>\$ 1,391,846</u>	

	2020 Budget	2020 Spending to Date	% used	Remaining Balance
Transfers Out	1,693,239	<u>\$ 1,069,782</u>	63%	623,457

Accounts Payable

Checks by Date - Detail by Check Date

User: fmoss
Printed: 9/2/2020 1:04 PM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	120	ADP	08/04/2020	
	070320	PPE Payroll Processing Fee		440.81
	071720	PPE Payroll Processing Fee		8.95
Total for this ACH Check for Vendor 120:				449.76
ACH	131	HEALTH EQUITY	08/04/2020	
	071220	PPE HSA Contributions Payable		1,212.68
	JULY2020	HSA Admin Fee		90.85
Total for this ACH Check for Vendor 131:				1,303.53
ACH	132	WILMINGTON TRUST	08/04/2020	
	071220	PPE MEBT Contributions Payable		40,497.80
Total for this ACH Check for Vendor 132:				40,497.80
ACH	133	DEPT OF RETIREMENT SYSTEMS	08/04/2020	
	JUNE2020	PERS Contributions		130,838.12
Total for this ACH Check for Vendor 133:				130,838.12
ACH	134	COLONIAL LIFE	08/04/2020	
	AUG2020	Supplemental Ins Premiums		1,937.22
Total for this ACH Check for Vendor 134:				1,937.22
ACH	140	RELIANCE STANDARD	08/04/2020	
	AUG2020	Life/LTD Premiums		1,810.49
Total for this ACH Check for Vendor 140:				1,810.49
ACH	327	ASSOCIATION OF WASHINGTON CITIZENS	08/04/2020	
	Aug2020	Vision Premiums		1,196.60
	Aug2020	Medical Premiums		101,066.96
	Aug2020	Dental Premiums		9,211.37
Total for this ACH Check for Vendor 327:				111,474.93
Total for 8/4/2020:				288,311.85
ACH	679	ADP, LLC	08/14/2020	
	108142020	FMLA Taxes Payable		1,227.27
	208142020	ESD Taxes Payable		1,453.36
	308142020	Medicare Taxes Payable		8,215.45
	408142020	Federal Taxes Payable		30,098.10
	508142020	Net Pay		214,948.39
Total for this ACH Check for Vendor 679:				255,942.57

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
18822	3 07272020	AT&T MOBILITY Cell phone service	08/14/2020	257.37
		Total for Check Number 18822:		257.37
18823	253 A458062	CENTURYLINK Telephone Service	08/14/2020	1,080.62
		Total for Check Number 18823:		1,080.62
18824	9 130913492	CENTURYLINK Telephone Service	08/14/2020	142.93
		Total for Check Number 18824:		142.93
18825	11 36634 36710 36877 36878 36879 36880	CITY OF BELLEVUE Monthly Rent Bellevue CH Monthly Rent Bellevue CH Fiber Usage Rental Fee Monthly Parking Spaces Fiber Usage Rental Fee Monthly Parking Spaces	08/14/2020	44,011.64 44,011.64 477.00 1,832.60 477.00 1,832.60
		Total for Check Number 18825:		92,642.48
18826	696 101300133070 101500108022	CONCUR TECHNOLOGIES INC Concur web access for June Concur web access for May	08/14/2020	559.61 559.61
		Total for Check Number 18826:		1,119.22
18827	324 55344-1	CRISTA MINISTRIES Crista Radio Site Lease	08/14/2020	513.10
		Total for Check Number 18827:		513.10
18828	447 290618	FIRST CHOICE COFFEE SERVICES Ice Machine	08/14/2020	104.50
		Total for Check Number 18828:		104.50
18829	565 3690355	GLOBALSTAR Orbit Network Services	08/14/2020	307.78
		Total for Check Number 18829:		307.78
18830	675 072620	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Cont PE 07/26/20	08/14/2020	4,793.15
		Total for Check Number 18830:		4,793.15
18831	39 72787	ISSUETRAK Web-based Software License	08/14/2020	1,416.00
		Total for Check Number 18831:		1,416.00
18832	586 2020-08	MEYDENBAUER CENTER Aug 2020 Contruction Emp Parking	08/14/2020	1,950.00
		Total for Check Number 18832:		1,950.00
18833	700 072320	BRITTNEY RHODES Covid/Safety operating supplies	08/14/2020	68.29

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 18833:				68.29
18834	61	ROBERT HALF TECHNOLOGY	08/14/2020	
	55965187	Finance Consultant – JBartlett WE 06/19/20		1,757.40
	56102468	Finance Consultant – JBartlett WE 07/17/20		366.13
	56112000	Finance Consultant – JBartlett WE 07/24/20		512.58
Total for Check Number 18834:				2,636.11
18835	65	SPRINT	08/14/2020	
	847357399-139	Wireless Service		126.26
Total for Check Number 18835:				126.26
18836	366	T MOBILE	08/14/2020	
	072320	Test Cell Phone Service		27.42
Total for Check Number 18836:				27.42
18837	694	URBAN DAKOTA CREATIVE	08/14/2020	
	9	Edits and changes to annual report		95.00
Total for Check Number 18837:				95.00
18838	75	US BANK CORPORATE PAYMENT SYS	08/14/2020	
	152740	Postage		1.92
	18477	Picture Frames		120.98
	190441	Cleaning Bleach Wipes		220.91
	255293	Wipes & Note Pads		31.87
	326736	K. Myers Welcome Lunch		41.69
	35385	Picture Frames		36.32
	355140	Postage		11.75
	368186	Sanitizing Supplies - Alcohol Wipes		109.90
	371943	Office Supplies - Refund		-8.90
	405687	Coffee for Floor		126.06
	405687 - 2	Gloves		30.14
	429180	Sanitizer		158.40
	485945	Software/Licensing - Adobe		16.49
	514459	Cleaning Supplies - Air Fresheners		26.20
	53836	Returned Picture Frames		-181.63
	554090	Picture Frames		33.01
	626219	Postage		17.24
	629649	Parking Lease 700 Building		3,450.00
	632358	Gift Cards x10 - Employee Recognition		500.00
	641358	Cell Phone Chargers		43.97
	647906	Printing		108.89
	711335	Post its & Sticky pads		61.40
	712758	Office Supplies - Refund		-17.80
	712832	Office Supplies - Refund		-20.89
	74645	Picture Frames		60.54
	766790	Face Shields & Face Coverings		74.78
	812641	Water - Crystal Springs		229.33
	912735	Wipes & Note Pads		34.04
Total for Check Number 18838:				5,316.61
18839	699	UW- IT UNIVERSITY OF WASHINGTON	08/14/2020	
	2612	Hardware Provisioning and Service & Maintenan		46,900.91
Total for Check Number 18839:				46,900.91

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for 8/14/2020:				415,440.32
18840	696	CONCUR TECHNOLOGIES INC	08/21/2020	
	101200126055	Concur web access for Aug		559.61
	101500113755	Concur web access for July		570.61
Total for Check Number 18840:				1,130.22
18841	80	VFIS	08/21/2020	
	7177119	Insurance Policy		39,515.00
Total for Check Number 18841:				39,515.00
Total for 8/21/2020:				40,645.22
ACH	120	ADP	08/24/2020	
	072620	PPE Payroll Processing Fee		500.00
Total for this ACH Check for Vendor 120:				500.00
ACH	131	HEALTH EQUITY	08/24/2020	
	080920	PPE HSA Contributions Payable		1,140.60
	Aug 2020	HSA Admin Fee		94.80
Total for this ACH Check for Vendor 131:				1,235.40
ACH	132	WILMINGTON TRUST	08/24/2020	
	072620	PPE MEBT Contributions Payable		39,693.48
	080920	PPE MEBT Contributions Payable		37,190.00
Total for this ACH Check for Vendor 132:				76,883.48
ACH	133	DEPT OF RETIREMENT SYSTEMS	08/24/2020	
	July2020	PERS Contributions		142,422.84
Total for this ACH Check for Vendor 133:				142,422.84
Total for 8/24/2020:				221,041.72
ACH	679	ADP, LLC	08/28/2020	
	108282020	FMLA Taxes Payable		1,203.12
	208282020	ESD Taxes Payable		1,114.55
	308282020	Medicare Taxes Payable		8,045.36
	408282020	Federal Taxes Payable		28,947.53
	508282020	Net Pay		213,487.86
Total for this ACH Check for Vendor 679:				252,798.42
18842	6	CDW-GOVERNMENT INC	08/28/2020	
	ZQB2310	CISCO Smartnet Renewal		12,783.44
	ZQL1260	Extend maintenance for 5 HP Servers		22,594.00
	ZQL5266	HP EliteDisplay Monitors & Speakers		5,701.23
Total for Check Number 18842:				41,078.67
18843	253	CENTURYLINK	08/28/2020	
	A459814	Telephone Service		1,080.62

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 18843:				1,080.62
18844	8 081020	CENTURYLINK Telephone Service	08/28/2020	1,327.69
Total for Check Number 18844:				1,327.69
18845	237 2942	DECCAN INTERNATIONAL LiveMUM - Annual Maintenance	08/28/2020	21,950.00
Total for Check Number 18845:				21,950.00
18846	609 4443	DESTINY SOFTWARE AgendaQuick Hosted Services	08/28/2020	4,573.80
Total for Check Number 18846:				4,573.80
18847	28 10139	EPSCA Monthly Radio Access Fees	08/28/2020	812.76
Total for Check Number 18847:				812.76
18848	42 11009334	KING COUNTY FINANCE DEPT INET	08/28/2020	1,163.00
Total for Check Number 18848:				1,163.00
18849	557 4857181	LANGUAGE LINE SERVICES Over-the-Phone Interpretation	08/28/2020	423.41
Total for Check Number 18849:				423.41
18850	698 1227687	MORNEAU SHEPELL LIMITED Employee Assistance Program - Aug 2020	08/28/2020	293.06
Total for Check Number 18850:				293.06
18851	377 PST120-113	PST INVESTIGATIONS Background Investigation Services	08/28/2020	1,548.75
Total for Check Number 18851:				1,548.75
18852	261 444112	RADIO COMMUNICATIONS SERVICES Rattlesnake antennas	08/28/2020	16,217.89
Total for Check Number 18852:				16,217.89
18853	630 36847	SITECRAFTING INC Website Management and Maintenance- July	08/28/2020	1,650.00
Total for Check Number 18853:				1,650.00
18854	608 2650726 2651327	SKC COMMUNICATION PRODUCTS Starset top controller dispatch Encorepro	08/28/2020	78.67 477.86
Total for Check Number 18854:				556.53
18855	88 5011534195	WELLS FARGO FINANCIAL LEASING Printer/Copier	08/28/2020	1,768.72

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 18855:				1,768.72
18856	692 072820	ZIPLY FIBER Phone Services	08/28/2020	783.63
Total for Check Number 18856:				783.63
18857	146 370712	DEPT OF LABOR & INDUSTRIES Quarter 1 & 2 2020 L&I Taxes	08/28/2020	11,564.54
Total for Check Number 18857:				11,564.54
18858	675 081420	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Cont PE 08/09/20	08/28/2020	4,742.13
Total for Check Number 18858:				4,742.13
18859	569 080120	NORCOM ASSOCIATED GUILD Aug 2020 NAG Dues	08/28/2020	2,146.00
Total for Check Number 18859:				2,146.00
18860	673 080120	PUBLIC SAFETY EMPLOYEES UNION Aug 2020 PSEU Dues	08/28/2020	591.67
Total for Check Number 18860:				591.67
18861	74 081820	UNUM Long Term Care	08/28/2020	603.20
Total for Check Number 18861:				603.20
Total for 8/28/2020:				367,674.49
Report Total (53 checks):				1,333,113.60

NORCOM

ACTIVITY AUGUST 1, 2020 THROUGH AUGUST 31, 2020

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,333,113.60

Checks by Date – Detailed by Check Date Report attached

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

Michael Olson, Treasurer

Date

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

Governing Board Chair

Date

Governing Board Vice Chair

Date



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/11/2020
Subject: Request to adjust the 2020 Operating Budget through the use of rate stabilization funds.

Executive Summary:

The Governing Board is aware that 2020 budget management and 2021 budget development has been hampered by various challenges to include over expenditure issues carried forward from the 2019 budget. These issues have been previously shared with the Board and the NORCOM Finance Committee. NORCOM seeks Board approval to adjust the 2020 operating budget through the use of rate stabilization funds. Any such approval shall be in the form of a resolution.

Background:

In preparing the 2021 preliminary budget, the NORCOM team researched and reconciled many budget challenges. The team identified unfunded expenditures of the 2019 budget which impacted the 2020 beginning fund balance assumptions. The requested adjustment will allow NORCOM to balance the Operating Budget in advance of 2021.

Past Board or Other Related Actions:

The Governing Board was presented with and subsequently approved a balanced 2020 budget towards the end of 2019. The 2020 budget estimates included a beginning fund balance that did not materialize.

Policy and Strategic Implications:

Over expenditure of the 2019 budget correlated in a reduction of the 2020 budget beginning Operating fund balance. NORCOM is seeking approval to balance the 2020 Operating fund through the transfer of rate stabilization funds.

NORCOM Staff Recommendation:

NORCOM staff recommends that the Board receives this request and recommends approval of Resolution #184.

Staff Comments:

Nothing additional.

Options

The Board may approve, deny or modify this request.

Risks

The request for budget amendment allows NORCOM to balance the 2020 Operating budget.

Finance Committee Review: Yes

The Finance Committee has been briefed on the 2020 budget to include the noted request. The Committee has offered direction in this regard.

Legal Review: No

NA

Joint Operations Board Review: No

NA

Fiscal Impact

Budgeted Y/N: Y

Fiscal Year: 2020

Account (s): Rate Stabalization Fund

Fiscal Note:

Fiscal Impact:

If approved, the budget amendment will allow NORCOM to transfer \$150,498 from the Rate Stabilization Fund to the Operating Fund.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/11/2020
Subject: Back-Up Center Needs Update

Executive Summary:

At the June 14, 2020 Governing Board meeting, NORCOM shared critical safety and operational concerns regarding the current backup communications center in Redmond. The City of Redmond has a larger space available and NORCOM sought the Board's approval to negotiate a lease for this space. NORCOM also sought Board approval for the use of existing Capital Projects funding to make improvements to the electrical and connectivity infrastructure, which are unique to a communications center.

Background:

NORCOM has one backup center which is located at the Redmond Police Department. This backup location is located in a single room which is a total of 365 SF (approximately 10'x35'). NORCOM leases this room for approximately \$15,000 per year.

This space is extremely narrow and was very challenging long before COVID-19 created the need for greater distancing. Post COVID-19, the use of this space is simply not feasible.

The City of Redmond has vacated a much larger, 945 SF space in their Police Department, which formally served the agency as an EOC. Although no agreement has been negotiated, the lease cost for this larger space is estimated to be a maximum of \$50,000 per year. The City of Redmond is agreeable to exploring this possibility. The estimated cost to upgrade the dispatch specific infrastructure are approximately \$170,000 to \$200,000. It should be noted that the upgrades are only necessary to accommodate a back up center, the space is otherwise fully functional for general use. Much of this cost is attributed to necessary upgrades to the electrical and connectivity infrastructure unique to communications centers.

The Board was supportive of this need and a suggestion was made to explore the use of the Seattle Fire Alarm Center (FAC) as a possible alternative.

NORCOM has conducted an initial analysis of the FAC and will report back to the Board.

Past Board or Other Related Actions:

On June 14, 2020 the Board received a presentation from NORCOM regarding the backup center challenges.

In November of 2020, the City of Bellevue must test their Fire systems, which will require NORCOM to vacate the premises for 18-24 hours. The City of Bellevue had planned this test for August and delayed the testing at NORCOM's request so that NORCOM could pursue a suitable backup center.

Policy and Strategic Implications:

None

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends that the board receive the report and provide direction and/or approval.

Staff Comments:

None

Options

The Board may deny the funding and the exploration of a larger space.

The Board may direct NORCOM to attempt to identify other backup center alternatives that meet operational needs and at a cost that is less than the projected Redmond costs.

The Board may choose to approve the requested funding contingent upon the successful exploration of a lease with the City of Redmond, providing the Director and/or Chair with the authority to sign a lease within certain parameters.

Risks

NORCOM must quickly have a backup center that is safe for employees, cost-effective for our customers, and allows NORCOM to meet operational objectives.

Finance Committee Review: Yes

The Finance Committee has reviewed the 2021 budget to include the use of reserve funds to fund the Redmond back-up center upgrades, with no objections. NORCOM has already included the \$200,00 cost into the budget assumptions and balances provided to the Board.

Legal Review: No

None

Joint Operations Board Review: No

None



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/11/2020
Subject: Bothell Police Communications as a NORCOM Subscriber- update

Executive Summary:

The Board is aware that the Bothell Police Department had expressed interest in joining NORCOM and pursuant to this, requested fee-related information. NORCOM and the agency spent several months collaborating on data collection in support of this request. NORCOM was very recently advised that the City Of Bothell wished to continue to provide its own Police Dispatch Services.

Background:

In response to the agency's request, a NORCOM project committee spent several months collaborating with the Bothell Police Department in support of this request. NORCOM recently announced a readiness to present the agency with a preliminary analysis and was advised that the City of Bothell had decided to continue to provide their own Police Dispatch Services.

Past Board or Other Related Actions:

In response to a request, NORCOM and the Bothell Police Department have collaborated on acquiring NORCOM services during a previous budget year.

Policy and Strategic Implications:

None

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends the Board receive the information.

Staff Comments:

None

Options

None

Risks

None

Finance Committee Review: No

None

Legal Review: No

None

Joint Operations Board Review: No

NA



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/11/2020
Subject: Staffing Update

Executive Summary:

The Board is aware that the development of the 2021 budget has identified a 2020 budget shortfall, the majority of which is the by-product of unbudgeted expenditures in 2019 to include the addition of several unfunded staffing positions. To help mitigate this, NORCOM has carefully analyzed our essential staffing needs and has eliminated the Community Liaison and Deputy Director of Strategic Initiatives positions, (effective September 30th 2020). NORCOM has also increased fiscal oversight, developed new policy and procedural measures, reduced discretionary spending, and has identified an additional reduction of three staff positions prior to 2021.

Background:

The current and near-future fiscal challenges to NORCOM has necessitated a reduction in staffing.

Past Board or Other Related Actions:

The Board has been briefed on the fiscal challenges and the associated budgetary impacts.

Policy and Strategic Implications:

NORCOM must develop a balanced budget and manage said budget in a fiscally responsible and transparent measure to ensure agency sustainability in a legally compliant manner.

NORCOM Staff Recommendation:

NORCOM Staff recommends the Board receive this update and provide guidance as needed,

Staff Comments:

None

Options

The Board may support staffing reductions or provide additional funding to offset the budgetary challenges.

Risks

Staffing reductions are difficult to navigate and are often impactful to employee morale and service delivery. NORCOM will endeavor to limit such impacts.

Finance Committee Review: No

The NORCOM Finance Sub-Committee has been updated on the two 2020 staffing reductions and three additional staffing reductions prior to 2021.

Legal Review: No

None

Joint Operations Board Review: No

None

Fiscal Impact

Budgeted Y/N: N

Fiscal Year: 2020-2021

Account (s):

Fiscal Note:

Fiscal Impact:

A reduction of five positions will assist NORCOM in achieving a balanced budget.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/11/2020
Subject: 2021 Budget process update

Executive Summary:

NORCOM Finance will provide the Board with a 2021 budget forecast update, to include a reduction to the user fee estimates presented on August 14, 2020.

Background:

On August 14th, 2020 NORCOM presented the Governing Board with a preliminary "worst-case scenario," 2021 user fee estimates. NORCOM has identified and undertaken additional savings measures to reduce the user fee estimates, the majority of which are derived from staff reductions.

Past Board or Other Related Actions:

As per the ILA, the Governing Board directs the development of the budget.

Policy and Strategic Implications:

Due to many factors, the 2021 budget and user fee estimates are challenging to NORCOM and our customers. NORCOM has attempted to reduce such impacts through several means, to include staff reductions.

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends the Board receive and review this update and provide direction as needed.

Staff Comments:

none

Options

To reduce potentially large increases to 2021 user fees, NORCOM will reduce staffing by 5 positions by the end of 2020. Two reductions have already occurred.

Risks

Reduction in staffing will result in a reduction in services. NORCOM will make assignment adjustments to minimize such impacts.

Finance Committee Review: Yes

The NORCOM Finance Committee continues to be updated and provide direction to the NORCOM Finance Team in the balancing of the 2020 budget as well as the development of the 2021 budget.

Legal Review: No

No

Joint Operations Board Review: No

NA

Fiscal Impact

Budgeted Y/N: Y

Fiscal Year: 2021

Account (s):

Fiscal Note:

Fiscal Impact:

NORCOM will present the Board with the 2021 budget estimates, to include staffing reductions. The Finance Committee has provided input and direction in this process.

Attachments

Updated user fee estimates

2021 Budget Functional Distribution by Agency
Presented at September 2020 Governing Board Meeting

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2021 User Fees - Budget Cost		Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	2020	2021	Increase/	Percent
						Total	Total	(Decrease)	Change
Bellevue Police		1,155,927	747,223		1,587,956	3,524,226	3,591,106	66,880	1.9%
Clyde Hill Police		32,790	4,147		47,882	84,103	84,818	715	0.8%
Kirkland Police		817,627	310,583		1,193,949	2,164,598	2,322,158	157,560	6.8%
Medina Police		22,661	3,006		33,091	66,960	58,758	(8,202)	-14.0%
Mercer Island Police		201,446	42,192		294,164	569,569	537,802	(31,767)	-5.9%
Normandy Park Police		39,002	27,575		56,952	113,167	123,529	10,362	8.4%
Total Police		2,269,452	1,134,726	-	3,313,993	6,522,622	6,718,171	195,548	3.0%
Bellevue Fire				838,688	467,537	1,205,255	1,306,225	100,970	7.7%
Bothell Fire				265,635	148,082	380,163	413,717	33,554	8.1%
Duvall Fire				42,471	23,676	56,969	66,147	9,179	13.9%
Eastside Fire and Rescue				438,739	244,580	644,718	683,319	38,601	5.6%
Fall City Fire				21,687	12,090	33,654	33,777	122	0.4%
Kirkland Fire				340,969	190,078	498,630	531,047	32,417	6.1%
Mercer Island Fire				106,273	59,243	165,022	165,516	494	0.3%
Northshore Fire				125,929	70,201	190,843	196,130	5,287	2.7%
Redmond Fire				400,781	223,420	608,020	624,201	16,181	2.6%
Shoreline Fire				445,841	248,540	619,120	694,380	75,260	10.8%
Skykomish Fire				12,257	6,833	16,855	19,089	2,235	11.7%
Snoqualmie Pass Fire				18,837	10,501	28,401	29,337	936	3.2%
Snoqualmie Fire				33,457	18,651	49,451	52,108	2,657	5.1%
Woodinville Fire				123,494	68,843	184,216	192,338	8,122	4.2%
Total Fire		-	-	3,215,057	1,792,273	4,681,316	5,007,330	326,015	7.0%
Agency Total		2,269,452	1,134,726	3,215,057	5,106,267	11,203,938	11,725,501	521,563	4.7%

2021 Budget Functional Distribution by Agency
Presented at August 2020 Governing Board Meeting

Personnel Expenditures	11,194,552
Operational Expenditures	2,723,735
Total Operating Expenses	13,918,287
Plus:	
Capital Purchases	-
Transfers Out	-
Minus:	
Prior Year Fund Balance	-
Miscellaneous Revenues	540,918
Operating Transfers In	1,166,691
Distribution to Agencies	12,210,678

	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	2020 Total	2021 Total	Increase/ (Decrease)	Percent Change
2021 User Fees - Budget Cost								
Belleuve Police	1,203,757	778,142		1,757,800	3,524,226	3,739,698	215,473	6.1%
Clyde Hill Police	34,147	4,318		49,863	84,103	88,328	4,225	5.0%
Kirkland Police	851,458	323,434		1,243,352	2,164,598	2,418,244	253,646	11.7%
Medina Police	23,599	3,131		34,460	66,960	61,190	(5,771)	-8.6%
Mercer Island Police	209,781	43,938		306,336	569,569	560,055	(9,514)	-1.7%
Normandy Park Police	40,615	28,716		59,309	113,167	128,640	15,474	13.7%
Total Police	2,363,357	1,181,679	-	3,451,119	6,522,622	6,996,155	473,532	7.3%
Belleuve Fire			873,391	486,883	1,205,255	1,360,274	155,019	12.9%
Bothell Fire			276,627	154,209	380,163	430,835	50,672	13.3%
Duvall Fire			44,229	24,656	56,969	68,884	11,916	20.9%
Eastside Fire and Rescue			456,893	254,701	644,718	711,593	66,875	10.4%
Fall City Fire			22,584	12,590	33,654	35,174	1,520	4.5%
Kirkland Fire			355,078	197,943	498,630	553,020	54,390	10.9%
Mercer Island Fire			110,670	61,695	165,022	177,365	7,343	4.4%
Northshore Fire			131,140	73,105	190,843	204,245	13,403	7.0%
Redmond Fire			417,364	232,665	608,020	650,029	42,009	6.9%
Shoreline Fire			464,289	258,824	619,120	723,112	103,992	16.8%
Skykomish Fire			12,764	7,115	16,855	19,879	3,024	17.9%
Snoqualmie Pass Fire			19,616	10,935	28,401	30,551	2,150	7.6%
Snoqualmie Fire			34,841	19,423	49,451	54,264	4,813	9.7%
Woodinville Fire			128,604	71,692	184,216	200,296	16,081	8.7%
Total Fire	-	-	3,348,089	1,866,434	4,681,316	5,214,523	533,208	11.4%
Agency Total	2,363,357	1,181,679	3,348,089	5,317,553	11,203,938	12,210,678	1,006,740	9.0%



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/11/2020
Subject: Information Technology Updates

Executive Summary:

Background:

Past Board or Other Related Actions:

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

N/A

Staff Comments:

N/A

Options

N/A

Risks

N/A

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

Attachments

Information Technology Updates



Information Technology Updates

From: Katy Myers, DDofA

September 2020

Radio

Rattlesnake Site

New antennas have been installed and are operational.

PSERN

Connectivity from the PSERN Radio Core to the other radio system is being tested. Upcoming work:

- Complete punch list – not scheduled
- Core connection testing – 9/2, 9/3, 9/9
- Console Acceptance Testing, BUC – 9/17
- Console Acceptance Testing, Main – 9/22
- Console Cutover, 10/12 – 10/13

Outages

- Snoqualmie Pass, 8/17, 5 hours, Century Link issue
- Snoqualmie Pass, 8/18, 2.5 hours, bad card at Century Link central office
- Snoqualmie Pass, 8/27, 22.5 hours, severed line outside the old fire station

Telephone Systems

911 Outage

North Bend Central Office lost connectivity to the network on 8/18/2020. 911 calls within the impacted area were unable to make it to the network for delivery. This situation is called Condition 4 Routing. Normally during this condition, 911 calls are transferred to a ten-digit number within the central office area (usually a fire station) and then staffed by a 911 call taker.

NORCOM was made aware of the issue by Kittitas County who received notification from Century Link at 1023 hours. Test calls were made to attempt to learn the extent of the outage. NORCOM notified King County 911 Program Office and WA State 911 Office at 1131 hours. A defective card at the site was replaced and all services restored just after 1300 hours. Governing Board advised at 1319.

This outage is what affected the radio site on the same date.

NORCOM follow-up actions:

- Ensure all IT staff know the county and state notification processes. Document process.
- Educate 911 Operations and IT staff on Condition 4 routing and its impacts. Document notification process.
- Contact King County 911 office to learn how 911 outage notifications are handled in the region.
- Contact Century Link for maps of central offices and their impacted areas.



Figure 1- North Bend Central Office

Location Based Routing

The delivery of 911 calls made from cell phones is based on each carrier's network and the technology they use to determine the cell phone's location. Historically, these locations were not accurate, or were slow in delivering an accurate location. New technologies are available that can provide a much more accurate device location.

RapidSOS provides NORCOM a highly accurate location (and other pieces of data) for many 911 cell phone calls. This information is available after the call has already been routed to NORCOM. For calls near PSAP boundaries the carriers' network often has imprecise device location so calls are routed to neighboring PSAPs. This causes PSAPs across the country to receive 911 calls that must be transferred to the appropriate jurisdiction.

T-Mobile has been testing technology to check for a more accurate device location and deliver that location to

the 911 system for more accurate routing. Historical 911 calls were checked with this technology and found that an improvement for accurate 911 call delivery in the county could be increased. This technology does not introduce any delay in routing of the 911 call.

We are working with the King County 911 Office to plan for and enable this technology and are encouraged to see vendors working on this vital piece to improving call delivery to our King County community.

911 Platform Replacement

King Count 911 Program Office is leading a project to replace the current 911 call taking systems at all King County PSAPs. Closest milestone date: Vendor selected, and contract signed, 7/2/2021.

Systems and Programs

RAADAR

- Bulk User Editor tool in Administrator version, working on making it available for RAADAR Supervisors.
- Mnemonic report was created to help identify devices for WACIC/NCIC system.

GIS

- Central Square Mobile Map Update – new mobile maps are in the test environment. With the completion of the rehost project this is next priority work. Scheduled to complete by end of October.
- Tyler Test GIS Environment – working with Tyler to schedule a resource to build this environment. This will reduce our vulnerability to map failures due to having a single database for edits and feature updates.

Other Notable Work

- Tyler 2020.1 Upgrade – successfully installed in test CAD environment, scheduled go live 11/10/2020
- Shield Force Pilot Program – September through October.
- ESO Telestaff to ESO RMS Interface – on hold due to major issue. ESO is re-developing the interface.
- RapidSOS – Jurisdiction view enabled. This populates incoming 911 calls on a map automatically. Improving situational awareness.
- Website Redesign – Rollout date set for October 15, 2020
- WACIC/NCIC Message Switch – upgrade completed 8/20/20

- New Helpdesk Software – we are switching to a new vendor for our helpdesk system. The new system will cost the same or less, provide issue, problem, project, and inventory tracking. It includes the ability to send out user surveys following the closing of tickets to check user satisfaction. Go live scheduled for January 2021.

Projects

Central Square (TriTech) Rehost, Project Lead Karen Furuya – Completed

Go-Live was 9/1. Dispatch transitioned back to TriTech on-time 11:20 – (projected end time was 1200). Smooth implementation, with no outstanding issues. Fantastic job by the whole project team – Melanie Labuguen, Billy Marshaleck, Chris Mast, Nathan Way, Zeb Middleton, Andrew Johnson, Sean Goehner and the Operations testing team Ryan Reilly, My Du & Billy Marshaleck – for all the planning, building of the new environment (more than a few times!), and testing to make it a very successful and smooth transition.

RCECC Disaster Recovery Site, Project Lead Zeb Middleton

- All hardware installed and connectivity has been established to the site.
- Back up servers are configured for the WIKI, Intranet and RAADAR.
- Other systems provisioned & tested one at a time

Externally Lead Projects

- iBase – Most programming and work complete, now in the validation phase. This tool provides the ability to capture, control, analyze, and display complex relationships between entities (cases, people, vehicles, etc.)
- Navigator - Working on defined use cases for an impromptu encounter with a subject and planned follow-up with a subject for Navigators and Police Officers
- Shoreline Fire's Station 63 – went live 8/22



Figure 2- Shoreline Fire's Station 63