



## **AGENDA**

NORCOM Governing Board  
January 8, 2021, 9:00 am

1. Call to Order
2. Roll Call
3. Open Communications from the Public
4. Consent Agenda
  - A. Governing Board Meeting Minutes December 11, 2020
  - B. Monthly Budget to Actuals Summary and AP Reports December
5. For Briefing to Board
  - A. Single CAD Exploration
  - B. RAADAR access authorization- challenges and recommendations for agency approval processes
6. Department Reports
  - A. Information Technology Updates Newsletter
7. 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.*

8. Adjournment

The next Governing Board meeting is scheduled for February 12, 2021



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 01/08/2021  
Subject: Governing Board Meeting Minutes December 11, 2020

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### Executive Summary:

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

### Background:

The minutes are routinely submitted to the Governing Board for review, edits, and approval.

### 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.

### Staff Comments:

N/A

### Options

N/A

### Risks

N/A

Finance Committee Review: No

NA

Legal Review: No

NA

Joint Operations Board Review: No

NA

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## Attachments





## MEMBERS

Nathan McCommon	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
David Burke	Duvall Fire District #45
Jeff Clark	Eastside Fire & Rescue (Vice-Chair)
Greg Ahearn	Northshore Fire Department
Tom Langton	Redmond Fire Department
Matt Cowan	Shoreline Fire Department
Greg Ahearn	Woodinville Fire & Rescue
Michael Olson	City of Kirkland (Board Treasurer)

## ABSENT

Chris Connor	Fire District 27
Jay Wiseman	Snoqualmie Pass Fire
James Knisley	Skykomish Fire District #50

## VISITORS

David Mendel	PSERN
Deb Flewelling	KC E911
Brett Shavers	Community Member

## NORCOM STAFF

Bill Hamilton	Executive Director
Roky Louie	Deputy Director, Operations
Katy Myers	Deputy Director, Administrative Services
Judy Cayton	Human Resources Manager
Marianne Ryerson	Finance Manager
Nathan Way	IT Application & Security Architect
Deanna Gregory	Pacifica Law Group
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 9:00 a.m. The meeting was posted publicly and held via video conference due to the COVID pandemic restrictions.

- **Roll Call**

Chief Yourkoski requested a roll call of present Governing Board members. Brittney Rhodes, NORCOM Public Records Specialist, reported there was a quorum.

- **Open Communications from the Public**

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

- **Consent Agenda**

- **Governing Board Minutes for November 13, 2020 Meeting**
- **Monthly Budget to Actuals Summary and Accounts Payable Report November 2020**
- **Backup Center Update**

Executive Director Hamilton provided an update on the Redmond backup center lease, reporting that on December 3, 2020, a ten-year lease of \$36,993 per year was negotiated and is effective January 1, 2021.

- **Information Technology Updates**

There was no discussion on any consent agenda items.

City Administrator Rudometkin made a motion to approve the Consent Agenda. Deputy City Manager McCommon seconded the motion.

Motion carried.

- **For Board Decision**

- **Joint Ops Meeting Decision**

On July 10, 2020, the Board voted to temporarily suspend the Joint Ops Board meetings and to further discuss the topic at the December 11, 2020 meeting. Executive Director Hamilton brought the topic back to the table for further discussion. Chief Holmes asked if the Joint Ops Board was amended in the ILA, would it require individual city council approval? Deanna Gregory advised will check with the city attorneys. The options provided to the Board are as follows, direct NORCOM to



immediately begin Joint Operations Board Meetings, continue to postpone Joint Operations Meetings, or eliminate the Joint Operations Board function. Due to the potential need for the Joint Ops Boards input in changing from two CAD systems to one CAD system, we will continue to suspend the Joint Ops Board until further notice. It was suggested to review any other ILA items that need updating to update all at the same time.

Deputy City Manager McCommon motioned to temporarily suspend the Joint Operations Board, and Chief Holmes seconded the motion.

Motion passed.

- **Resolution 187 – Amending the 2020 Budget**

In August 2020, NORCOM management presented a reconciliation of the 2019 operating fund activities and its projections of 2020 Operating Fund ending fund balance, resulting in a projected negative ending fund balance of (\$536,742).

In November 2020, staff performed a reconciliation of all 2020 expenses and projections for the last month of 2020. It was identified that the Operating fund is still projected to end with a negative fund balance. However, the cost savings measures implemented by management have had a positive impact, and the amount needed to correct the fund has been reduced from (\$536,742) to (\$319,257).

NORCOM is seeking Board approval of Resolution 187 – Amending the 2020 budget to adjust the 2020 operating budget through the use of four funds, Capital Projects, E-911 Escrow, Operating Expense Reserve, and Rate Stabilization Fund.

Chief Holmes motioned to approve Resolution 187. City Administrator Rudometkin seconded the motion.

Motion carried.

- **Resolution 188 – Adoption of the 2021 Budget**

The Board is being asked to adopt the NORCOM 2021 budget. Several key features of this budget include: User Fees increasing by 4.9%, Personnel costs decreasing by \$321,365 or 2.9%, this was in large part due to the elimination of 5 administrative staff positions and a reduction of E-911 taxes collected by \$195,115 from the prior year. In addition, a \$50k transfer to the Equipment Replacement fund is planned to prepare for upcoming equipment replacement costs. No transfers will be made to the reserve funds to offset the rate increase to users.

NORCOM staff and the Finance Committee have worked throughout the year to create this budget, which puts forth the financial framework for continued success in 2021. The Governing board has provided input and direction for consideration to the Finance Committee and NORCOM management. On October 9, the Governing Board approved this budget for submission to its agencies.



NORCOM is seeking Board approval of Resolution 188 – Adoption of the 2021 Budget.

Deputy City Manager Tracey Dunlap motioned to approve Resolution 188, Deputy City Manager McCommon seconded the motion.

Motion passed.

- o **Additional Board Discussion**

Deputy City Manager Dunlap shared a discussion she had with Executive Director Hamilton regarding a dispatch program called CAHOOTS (Crisis Assistance Helping Out On The Streets). CAHOOTS is an innovative community-based public safety system to provide mental health first response for crises involving mental illness, homelessness, and addiction. Deputy City Manager McCommon talked about Bellevue Police Department's Crisis Intervention Team, which consists of 8 police officers (not in uniform) paired with 8 mental health professionals. He explained that this team would compliment the current program CARES which consists of 25 mental health professionals. Director Hamilton shared that WASPC is waiting to see if new legislation includes a fourth arm of public safety. This change would require additional training for our dispatchers. Chief Yourkoski asked Director Hamilton to provide further information regarding the CAHOOTS program at the January or February Governing Board Meeting.

- o **Adjournment**

Motion was made to adjourn the meeting by Chief Holmes, Deputy City Manager McCommon seconded the motion.

Motion passed.

Meeting adjourned at 9:31 a.m.

Next Governing Board meeting is scheduled for January 8, 2021.





**Meeting Minutes**  
**NORCOM Governing Board**  
December 11, 2020

Approved by:

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Chair

Attest:

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Secretary



## **MEMORANDUM**

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 01/08/2021  
Subject: Monthly Budget to Actuals Summary and AP Reports December

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### **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:**

These are routine reports produced monthly for Board review.

### **Past Board or Other Related Actions:**

The Board receives and reviews these reports each month.

### **Policy and Strategic Implications:**

N/A

### **NORCOM Staff Recommendation:**

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

### **Staff Comments:**

Please note- the figures shown in the financial summary and Budget to Actuals Analysis do not represent final 2020 activities. Several final accounting activities are required before closing 2020 books including:

- E911 December Escrow activities
- Reconciliation of pre-paid expense accounting
- Fund transfers

NORCOM management will continue working on these activities and prepare final 2020 reporting and recommendations on carryforward amounts in April 2021- however initial reviewing of the numbers, Management feels final reports will demonstrate a balanced final operating fund balance.

### **Options**

N/A

### **Risks**

N/A

**Finance Committee Review:** Yes

Nothing additional

**Legal Review:** No

N/A

**Joint Operations Board Review:** No

N/A

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### **Attachments**

Monthly Budget to Actuals Summary and AP Reports December

**501- Operating**

## Revenues

	2020 Amended Budget	December Activity	Collected to Date	% collected
Subscriber Fees	11,203,938	\$ -	\$ 11,203,938	100%
Agency Reimbursements	148,000	\$ 26,796	\$ 181,133	122%
KC EMS Performance Standards	180,000	\$ 30,952	\$ 147,210	82%
All Other	41,000	\$ 54,265	\$ 66,969	163%
	11,572,938	112,013	\$ 11,599,249	100%
Transfers In	2,179,496	\$ 313,048	\$ 1,657,497	76%
Revenues + Transfers	13,752,434	425,061	\$ 13,256,747	96%

## Expenses

	2020 Budget	December Activity	2020 Spending to Date	% used	Remaining Balance
Salaries & Wages	7,963,847	\$ 958,269	\$ 7,931,963	100%	31,884
Professional Development	-	\$ -	\$ -		-
Professional Reimbursements	4,200	\$ -	\$ 4,480	107%	(280)
Uniforms	-	\$ -	\$ -		-
Medical	1,223,184	\$ 90,593	\$ 1,125,013	92%	98,171
Dental	103,003	\$ 7,756	\$ 97,699	95%	5,304
Vision	15,095	\$ 1,019	\$ 12,891	85%	2,204
Long-Term Health	7,390	\$ 481	\$ 7,469	101%	(79)
Medicare	120,550	\$ 12,650	\$ 107,385	89%	13,165
MEBT	515,459	\$ 58,057	\$ 530,439	103%	(14,980)
PERS	1,055,860	\$ 113,512	\$ 1,077,782	102%	(21,922)
Washington FMLA	14,785	\$ 1,337	\$ 11,672	79%	3,113
Unemployment	40,138	\$ 530	\$ 50,180	125%	(10,042)
Workers Comp	12,093	\$ 299	\$ 16,614	137%	(4,521)
	11,075,604	1,244,502	\$ 10,973,589	99%	102,015
Cellular/Telephone Services	124,440	\$ 15,249	\$ 121,341	98%	3,099
Human Resource Services	126,500	\$ 10,044	\$ 78,401	62%	48,099
Insurance	78,000	\$ -	\$ 82,911	106%	(4,911)
Leases- Equipment	19,500	\$ 3,347	\$ 19,118	98%	382
Leases- Facility/Radio	541,000	\$ 59,334	\$ 584,405	108%	(43,405)
Leases- Parking	105,000	\$ 9,183	\$ 60,040	57%	44,960
Legal Services	100,000	\$ 18,168	\$ 294,301	294%	(194,301)
Non-capital Equipment	48,465	\$ 328	\$ 42,072	87%	6,393
Professional Services	326,400	\$ 117	\$ 231,371	71%	95,029
Repair & Maintenance - Building	7,500	\$ -	\$ -	0%	7,500
Repair & Maintenance - IT	1,056,250	\$ 94,122	\$ 1,201,788	114%	(145,538)
Software/ Licensing	31,200	\$ 1,241	\$ 58,609	188%	(27,409)
Supplies	24,555	\$ 2,744	\$ 34,139	139%	(9,584)
Travel/Training	83,970	\$ 333	\$ 53,749	64%	30,221
All Other	4,050	\$ 579	\$ 6,514	161%	(2,464)
Fund Transfers		\$ -	\$ -		-
	2,676,830	214,788	\$ 2,868,757	107%	(191,927)
GRAND TOTAL	13,752,434	1,459,290	\$ 13,842,346	101%	(89,912)

**502- Capital Projects**

## Beginning Fund Balance

Expenditures:	2020 Budget	December Activity	2020 Spending to Date	% used	Remaining Balance
Computer Equipment		\$ 5,880	\$ 26,533		
Professional Services		\$ -	\$ 20,801		
R&M - Software Maintenance		\$ -	\$ 246,542		
Total	545,772.00	5,880	293,875.87	53.85%	251,896.13

**503- Equipment Replacement:**

	2020 Budget	December Activity	2020 Spending to Date	% used	Remaining Balance
Computer Equipment		\$ -	\$ -		
Repair & Maintenance - IT		\$ -	\$ 25,166		
Total	42,680.00	\$ -	\$ 25,166	58.97%	17,513.58

**505-E 911 Escrow**

	2020 Budget	December Activity	Collected to Date	% collected
E-911 Escrow	1,393,239	\$ -	\$ 857,194	
Investment Interest	-	\$ 186	\$ 8,161	
	1,393,239	186	\$ 865,356	

	2020 Budget	December Activity	2020 Spending to Date	% used	Remaining Balance
Transfers Out	1,793,239	\$ -	\$ 1,069,782	60%	723,457

## NORCOM Financial Summary

for Period Ending December 31, 2020

	2020 Amended Budget	Actual	Percent of Budget
<b><u>501 - Operating Fund</u></b>			
2020 Beginning Fund Balance	\$ -	\$ -	
Agency Revenue	\$ 11,203,938	\$ 11,203,938	100.00%
Other Revenue	\$ 369,000	\$ 395,311	107.13%
Transfers In	\$ 2,179,496	\$ 1,657,497	76.05%
Revenue Collected	\$ 13,752,434	\$ 13,256,747	96.40%
Total Resources	\$ 13,752,434	\$ 13,256,747	
Personnel Expenditures	\$ 11,075,604	\$ 10,973,589	99.08%
Operating Expenditures	\$ 2,676,830	\$ 2,868,757	107.17%
Transfers Out	\$ -	\$ -	0.00%
Total Expenditures	\$ 13,752,434	\$ 13,842,346	100.65%
<b>Available Fund Balance</b>	<b>\$ -</b>	<b>\$ (585,599)</b>	
<b><u>502 - Capital Projects Fund</u></b>			
2020 Beginning Fund Balance	\$ 999,491	\$ 999,491	
Investment Interest	\$ -	\$ -	0.00%
Non-Operating Revenue	\$ -	\$ -	0.00%
Transfers In	\$ -	\$ -	0.00%
Revenue Collected	\$ -	\$ -	0.00%
Total Resources	\$ 999,491	\$ 999,491	
Expenditures	\$ 545,772	\$ 293,876	53.85%
Transfers Out	\$ 19,257	\$ -	0.00%
Total Expenditures	\$ 565,029	\$ 293,876	52.01%
<b>Available Fund Balance</b>	<b>\$ 434,462</b>	<b>\$ 705,615</b>	
<b><u>503 - Equipment Replacement Reserve</u></b>			
2020 Beginning Fund Balance	\$ 716,361	\$ 716,361	
Investment Interest	\$ -	\$ -	0.00%
Non-Operating Revenue	\$ -	\$ -	0.00%
Transfers In	\$ -	\$ -	0.00%
Revenue Collected	\$ -	\$ -	0.00%
Total Resources	\$ 716,361	\$ 716,361	
Expenditures	\$ 42,680	\$ 25,166	58.97%
Transfers Out	\$ -	\$ -	0.00%
Total Expenditures	\$ 42,680	\$ 25,166	58.97%
<b>Available Fund Balance</b>	<b>\$ 673,681</b>	<b>\$ 691,195</b>	

	2020 Amended Budget	Actual	Percent of Budget
<b><u>504 - Operating Expense Reserve</u></b>			
2020 Beginning Fund Balance	\$ 120,098	\$ 120,098	
Investment Interest	\$ -	\$ -	0.00%
Other Revenue	\$ -	\$ -	0.00%
Transfers In	\$ -	\$ -	0.00%
Revenue Collected	\$ -	\$ -	0.00%
Total Resources	\$ 120,098	\$ 120,098	
Personnel Expenditures	\$ -	\$ -	0.00%
Operating Expenditures	\$ -	\$ -	0.00%
Transfers Out	\$ 100,000	\$ -	0.00%
Total Expenditures	\$ 100,000	\$ -	0.00%
<b>Available Fund Balance</b>	<b>\$ 20,098</b>	<b>\$ 120,098</b>	
<b><u>505 - E-911 Escrow Trust</u></b>			
2020 Beginning Fund Balance	\$ 483,371	\$ 483,371	
Operating Revenue	\$ 1,393,239	\$ 857,194	61.53%
Investment Interest	\$ -	\$ 8,161	0.00%
Other Revenue	\$ -	\$ -	0.00%
Revenue Collected	\$ 1,393,239	\$ 865,356	62.11%
Total Resources	\$ 1,876,610	\$ 1,348,727	
Expenditures	\$ -	\$ -	0.00%
Transfers Out	\$ 1,793,239	\$ 1,069,782	59.66%
Total Expenditures	\$ 1,793,239	\$ 1,069,782	59.66%
<b>Available Fund Balance</b>	<b>\$ 83,371</b>	<b>\$ 278,944</b>	
<b><u>506 - Rate Stabilization Reserve</u></b>			
2020 Beginning Fund Balance	\$ 1,274,041	\$ 1,274,041	
Investment Interest	\$ -	\$ -	0.00%
Non-Operating Revenue	\$ -	\$ -	0.00%
Transfers In	\$ -	\$ -	0.00%
Revenue Collected	\$ -	\$ -	0.00%
Total Resources	\$ 1,274,041	\$ 1,274,041	
Expenditures	\$ -	\$ -	0.00%
Transfers Out	\$ 267,000	\$ 137,673	51.56%
Total Expenditures	\$ 267,000	\$ 137,673	51.56%
<b>Available Fund Balance</b>	<b>\$ 1,007,041</b>	<b>\$ 1,136,368</b>	

NORCOM  
ACTIVITY DECEMBER 1, 2020 THROUGH DECEMBER 31, 2020

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,503,314.45

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.

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Michael Olson, Treasurer

Date

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

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Governing Board Chair

Date

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Governing Board Vice Chair

Date

# Accounts Payable

## Checks by Date - Detail by Check Date

User: mryerson  
Printed: 12/31/2020 11:11 AM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	120 111520	ADP PPE Payroll Processing Fee	12/04/2020	969.26
Total for this ACH Check for Vendor 120:				969.26
ACH	131 111520 NOV2020	HEALTH EQUITY PPE HSA Contributions Payable HSA Admin Fee	12/04/2020	1,052.14 98.75
Total for this ACH Check for Vendor 131:				1,150.89
ACH	132 111520	WILMINGTON TRUST PPE MEBT Contributions Payable	12/04/2020	35,798.88
Total for this ACH Check for Vendor 132:				35,798.88
ACH	134 DEC2020	COLONIAL LIFE Supplemental Ins Premiums	12/04/2020	1,471.09
Total for this ACH Check for Vendor 134:				1,471.09
ACH	140 DEC2020	RELIANCE STANDARD Life/LTD Premiums	12/04/2020	1,640.85
Total for this ACH Check for Vendor 140:				1,640.85
ACH	327 DEC2020 DEC2020 DEC2020	ASSOCIATION OF WASHINGTON CITIZENS Dental Premiums Medical Premiums Vision Premiums	12/04/2020	8,728.77 94,363.96 1,127.12
Total for this ACH Check for Vendor 327:				104,219.85
ACH	679 112042020 212042020 312042020 412042020 512042020	ADP, LLC FMLA Taxes Payable ESD Taxes Payable Medicare Taxes Payable Federal Taxes Payable Net Pay	12/04/2020	1,133.08 182.79 7,318.29 30,280.20 208,392.13
Total for this ACH Check for Vendor 679:				247,306.49
18981	18 INV2220219	COPIERS NORTHWEST Copiers Service	12/04/2020	328.19
Total for Check Number 18981:				328.19
18982	447 301686	FIRST CHOICE COFFEE SERVICES Ice Machine	12/04/2020	104.50
Total for Check Number 18982:				104.50

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
18983	657	FOSTER GARVEY	12/04/2020	
	2772049	RAADAR IP Infringement Investigation		147.00
	2772050	RAADAR - Method and System for an Integrate		346.50
	2772051	RAADAR - Method and System for an Integrate		87.50
	2772052	RAADAR -Method and System for Inter and Int		3,455.25
	2772053	General Legal Services- Review portfolio for me		220.50
	2772054	RAADAR -Method and System for Inter and Int		73.50
	2772055	RAADAR -Method and System for Inter and Int		1,312.50
	2772056	RAADAR		241.50
Total for Check Number 18983:				5,884.25
18984	675	ICMA-RC VANTAGEPOINT TRANSFER	12/04/2020	
	112020	ICMA 457 Contr PE 11/20/20		3,198.10
	120420	ICMA 457 Contr PE 12/04/20		2,842.87
Total for Check Number 18984:				6,040.97
18985	36	INSLEE BEST DOEZIE & RYDER PS	12/04/2020	
	262710	Public Records - Legal services rendered thru 10		206.50
Total for Check Number 18985:				206.50
18986	569	NORCOM ASSOCIATED GUILD	12/04/2020	
	120320	DEC2020 NAG Dues		2,035.00
Total for Check Number 18986:				2,035.00
18987	673	PUBLIC SAFETY EMPLOYEES UNION	12/04/2020	
	120320	DEC2020 PSEU Dues		602.17
Total for Check Number 18987:				602.17
18988	292	SHRED-IT USA INC	12/04/2020	
	8180856328	Shredding Service		117.30
Total for Check Number 18988:				117.30
18989	74	UNUM	12/04/2020	
	111820	Long Term Care		455.60
Total for Check Number 18989:				455.60
18990	75	US BANK CORPORATE PAYMENT SYS	12/04/2020	
	112-0266111	Operating Supplies - Keyboards - Amazon		384.90
	112-1120130	Office Supplies - Dry Erase Markers - Amazon		6.37
	112-4759201	Operating Supplies - Cleaning Cloths - Amazon		21.86
	112-7047681	Operating Supplies - Tripod for webcam- Amazc		14.29
	112-7266949	Office Supplies - Envelopes - Amazon		26.39
	112-9152641	Operating Supplies - Webcam - Amazon		131.99
	112-9218487	Operating Supplies -Kitchen Supplies - Amazon		23.25
	112-9218487	Office Supplies - Pens - Amazon		16.16
	13574354 110420	Consumables - Crystal Water Delivery		201.71
	15596312	Parking Lease 700 Building - ABM Parking		2,700.00
	193230	Operating Supplies - Hand Sanitizer - Sun Liquo		316.80
	28398	Gift Cards - Employee Recognition - Safeway		50.00
	28398	Supplies- Sponges - Safeway		7.69
	49554	Postage - USPS		3.80
	669001	Operating Supplies - Disinfecting Wipes - Target		24.60
	708686	Training - IT Dept - FredPryor		149.00
	72760	Operating Supplies - Disinfecting Wipes - Bartel		7.68



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	749001	Office Furniture - Desks - UpliftDesks		5,339.40
	77156	Operating Supplies - Alcohol Pads - Bartells		13.17
	775693	Training - IT Dept- FredPryor		149.00
	827061	Office Supplies- Paper- Costco		72.78
	827061	Consumable Goods - Coffee - Costco		166.44
	827061	Operating Supplies - Paper Towels, Klenex- Cos		59.76
	89335	Operating Supplies - Alcohol Pads- Bartells		19.75
Total for Check Number 18990:				9,906.79
18991	88 5012682556	WELLS FARGO FINANCIAL LEASING Printer/Copier	12/04/2020	1,509.33
Total for Check Number 18991:				1,509.33
18993	658 2020-00681	WA ASSOCIATION OF SHERIFFS & POI Associate dues for BHamilton	12/04/2020	75.00
Total for Check Number 18993:				75.00
Total for 12/4/2020:				419,822.91
ACH	120 112920	ADP PPE Payroll Processing Fee	12/18/2020	478.74
Total for this ACH Check for Vendor 120:				478.74
ACH	131 112920 DEC2020	HEALTH EQUITY PPE HSA Contributions Payable HSA Admin Fee	12/18/2020	1,104.22 98.75
Total for this ACH Check for Vendor 131:				1,202.97
ACH	132 112920	WILMINGTON TRUST PPE MEBT Contributions Payable	12/18/2020	34,434.05
Total for this ACH Check for Vendor 132:				34,434.05
ACH	133 NOV2020	DEPT OF RETIREMENT SYSTEMS PERS Contributions	12/18/2020	124,706.85
Total for this ACH Check for Vendor 133:				124,706.85
ACH	67 103120 103120	DEPT OF REVENUE Sales Tax Sales Tax	12/18/2020	42.50 1,802.50
Total for this ACH Check for Vendor 67:				1,845.00
ACH	679 112182020 212182020 312182020 412182020 512182020	ADP, LLC FMLA Taxes Payable ESD Taxes Payable Medicare Taxes Payable Federal Taxes Payable Net Pay	12/18/2020	1,305.23 202.60 9,103.84 35,428.59 241,737.67
Total for this ACH Check for Vendor 679:				287,777.93
18992	364 287291727817NOV	AT&T Cell Phone Sevices - Acct #287291727817	12/18/2020	692.39

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 18992:	692.39
18994	6 4160643	CDW-GOVERNMENT INC HP S101 speaker bar	12/18/2020	540.14
			Total for Check Number 18994:	540.14
18995	210 112020	CENTURYLINK Radio Site Connection Charge - Snoqualmie EU	12/18/2020	173.12
			Total for Check Number 18995:	173.12
18996	253 A466382	CENTURYLINK Telephone Service	12/18/2020	1,080.62
			Total for Check Number 18996:	1,080.62
18997	8 111020	CENTURYLINK Telephone Service	12/18/2020	1,326.63
			Total for Check Number 18997:	1,326.63
18998	9 171027558	CENTURYLINK Telephone Service	12/18/2020	191.93
			Total for Check Number 18998:	191.93
18999	11 37794	CITY OF BELLEVUE Fiber Usage Rental Fee - Dec	12/18/2020	477.00
			Total for Check Number 18999:	477.00
19000	15 3255	CITY OF REDMOND FINANCE DEPT 2020 Backup Center Lease	12/18/2020	14,809.00
			Total for Check Number 19000:	14,809.00
19001	565 8190225	GLOBALSTAR Orbit Network Services	12/18/2020	309.30
			Total for Check Number 19001:	309.30
19002	254 111820	ANDREW JOHNSON Power supply for Redmond Zetron Consoles	12/18/2020	52.80
			Total for Check Number 19002:	52.80
19003	252 11009581	KING COUNTY FINANCE KCIT INET	12/18/2020	1,163.00
			Total for Check Number 19003:	1,163.00
19004	65 847357399-143	SPRINT Wireless Service	12/18/2020	63.17
			Total for Check Number 19004:	63.17
19005	366 947208760 - Dec	T MOBILE Test Cell Phone Service	12/18/2020	18.27
			Total for Check Number 19005:	18.27

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
19006	499 130-17420	TYLER TECHNOLOGIES New World Source Code Escrow Maintenance	12/18/2020	1,969.48
Total for Check Number 19006:				1,969.48
19007	79 9866906788	VERIZON WIRELESS Cell Phone Service	12/18/2020	1,785.79
Total for Check Number 19007:				1,785.79
19008	247 55141-0	WATSON Re-attach cavity doors service	12/18/2020	275.00
Total for Check Number 19008:				275.00
19009	692 112820	ZIPLY FIBER Phone Services	12/18/2020	1,533.08
Total for Check Number 19009:				1,533.08
19010	11 37501 37795	CITY OF BELLEVUE Monthly Rent Bellevue CH Monthly Parking Spaces	12/18/2020	44,011.64 1,832.60
Total for Check Number 19010:				45,844.24
19011	52 64402 64403 64780	PACIFICA LAW GROUP Public Records Special Projects Professional Services thru NOV 2020 - General Professional Services thru NOV 2020 - Public R	12/18/2020	1,364.00 1,950.00 8,763.50
Total for Check Number 19011:				12,077.50
19012	700 11252020	BRITTNEY RHODES Covid Supplies - Wipes	12/18/2020	21.96
Total for Check Number 19012:				21.96
Total for 12/18/2020:				534,849.96
19017	689 051920	LESLIE BOOKER Boundary Tour Training	12/22/2020	48.30
Total for Check Number 19017:				48.30
19018	688 041920	TAMI BURNS Boundary Tour Training	12/22/2020	128.23
Total for Check Number 19018:				128.23
19019	571 011020	KEVIN HUBERT Training	12/22/2020	63.25
Total for Check Number 19019:				63.25
Total for 12/22/2020:				239.78
19013	27 2201019	EHPEC Flu vaccinations	12/24/2020	1,200.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 19013:	1,200.00
19014	698 1302329	MORNEAU SHEPELL LIMITED Employee Assistance Program - Dec 2020	12/24/2020	293.06
			Total for Check Number 19014:	293.06
19015	47 300058204	NENA Public Sector 1	12/24/2020	700.00
			Total for Check Number 19015:	700.00
19016	666 20-291	RAYMOND POLYGRAPH SERVICES Polygraph Examination	12/24/2020	325.00
			Total for Check Number 19016:	325.00
			Total for 12/24/2020:	2,518.06
ACH	134 Jan2021	COLONIAL LIFE Supplemental Ins Premiums	12/30/2020	1,378.79
			Total for this ACH Check for Vendor 134:	1,378.79
ACH	140 Jan2021	RELIANCE STANDARD Life/LTD Premiums	12/30/2020	1,570.37
			Total for this ACH Check for Vendor 140:	1,570.37
ACH	327 Jan2021 Jan2021 Jan2021	ASSOCIATION OF WASHINGTON CITIE Vision Premiums Dental Premiums Medical Premiums	12/30/2020	1,111.68 8,620.47 95,403.84
			Total for this ACH Check for Vendor 327:	105,135.99
ACH	67 122820 122820	DEPT OF REVENUE Sales Tax Sales Tax	12/30/2020	1,336.54 207.49
			Total for this ACH Check for Vendor 67:	1,544.03
19020	675 12182020	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contr PE 12/18/20	12/30/2020	6,367.40
			Total for Check Number 19020:	6,367.40
19021	74 0147532-0011	UNUM Long Term Care	12/30/2020	511.80
			Total for Check Number 19021:	511.80
19022	75 041894 0698661 098164 102720 112320 120220 120820	US BANK CORPORATE PAYMENT SYS Operating Supplies – Paper Towels- Bartell Operating Supplies – Wipes - Amazon Postage – mail paperwork Software/Licensing - Adobe Office Supplies – Highlighters/Calendar - Office Consumable Goods- Water Software/Licensing - Training Tools	12/30/2020	7.70 31.04 2.00 448.54 12.06 210.50 792.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	15667957	Parking Lease 700 Building - ABM Parking		2,700.00
	1801	Membership Due - WAPRO - Maggie		25.00
	2020-2021	Membership WAPRO - Brittney		25.00
	21436	Operating Supplies – Gloves/Alcohol Pads- Bart		49.46
	2443436	Operating Supplies –Thermometers - Amazon		178.18
	2529852	Operating Supplies – Air Freshener - Amazon		16.30
	3602638	Office Supplies – Index Cards - Costco		3.84
	3927	PRA and OPMA Case Law Training		35.00
	4086635	Printing - Business Cards - OlsonLimehouse		32.99
	4086635	Operating Supplies – Tissues - Amazon		27.70
	50911	Postage – PO Box		168.00
	6240146	Operating Supplies – Battery Charger - Amazon		21.55
	7277807	Operating Supplies – Batteries - Amazon		42.89
	75293	Operating Supplies – Tissues - Costco		19.93
	8817041	Office Supplies – tape/sticky notes - Amazon		51.58
	9631407	Operating Supplies – Disinfecting Wipes - Amaz		30.37
Total for Check Number 19022:				4,931.63
Total for 12/30/2020:				121,440.01
ACH	679	ADP, LLC	12/31/2020	
	112312020	FMLA Taxes Payable		1,206.11
	212312020	ESD Taxes Payable		144.57
	312312020	Medicare Taxes Payable		8,878.40
	412312020	Federal Taxes Payable		35,883.93
	512312020	Net Pay		237,173.02
Total for this ACH Check for Vendor 679:				283,286.03
ACH	120	ADP	12/31/2020	
	122520	PPE Payroll Processing Fee		500.00
Total for this ACH Check for Vendor 120:				500.00
ACH	131	HEALTH EQUITY	12/31/2020	
	121320	PPE HSA Contributions Payable		1,104.22
Total for this ACH Check for Vendor 131:				1,104.22
ACH	132	WILMINGTON TRUST	12/31/2020	
	121320	PPE MEBT Contributions Payable		41,460.37
Total for this ACH Check for Vendor 132:				41,460.37
ACH	120	ADP	12/31/2020	
	121320	PPE Payroll Processing Fee		703.95
Total for this ACH Check for Vendor 120:				703.95
ACH	132	WILMINGTON TRUST	12/31/2020	
		PPE MEBT Contributions Payable		38,289.98
Total for this ACH Check for Vendor 132:				38,289.98
19023	6	CDW-GOVERNMENT INC	12/31/2020	
	5293643	HP USB C dock		205.82
	5293643	HP Elitebook x360 1030 G4		2,089.79
Total for Check Number 19023:				2,295.61

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
19024	253 A468574	CENTURYLINK Telephone Service	12/31/2020	2,161.21
Total for Check Number 19024:				2,161.21
19025	324 55344-5	CRISTA MINISTRIES Crista Radio Site Lease - DEC	12/31/2020	513.10
Total for Check Number 19025:				513.10
19026	565 9356489	GLOBALSTAR Orbit Network Services	12/31/2020	309.30
Total for Check Number 19026:				309.30
19027	42 11009657	KING COUNTY FINANCE DEPT KCIT INET	12/31/2020	1,163.00
Total for Check Number 19027:				1,163.00
19028	557 4914373	LANGUAGE LINE SERVICES Over-the-Phone Interpretation	12/31/2020	786.74
Total for Check Number 19028:				786.74
19029	44 120501	LOCUTION SYSTEMS INC Annual Maint & Svcs PrimeAlert System 1/1/21	12/31/2020	49,897.80
Total for Check Number 19029:				49,897.80
19030	79 9869022147	VERIZON WIRELESS Cell Phone Service	12/31/2020	1,972.42
Total for Check Number 19030:				1,972.42
Total for 12/31/2020:				424,443.73
Report Total (73 checks):				1,503,314.45



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 01/08/2021  
Subject: Single CAD Exploration

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### Executive Summary:

Currently, our Police agencies use a Tyler CAD system and our Fire agencies utilize Central Square CAD. From a historical perspective, staff fully recognizes why the use of two CAD systems became necessary, however many advancements have since been made in CAD system development. The use of two CAD systems continues to generate many workflow inefficiencies and redundant licensing and/or maintenance costs.

In September 2020, NORCOM staff attended a Zone 1 Fire Chief's meeting and discussed the budgetary challenges NORCOM is facing. As part of the discussion, NORCOM presented the idea that migrating to a single CAD system could provide a way to mitigate future user costs and increase efficiencies. The Fire Chiefs were receptive to this idea and asked staff to work with the Fire Technical Operations Committee (Tech Ops) to explore this further. Since that time, NORCOM, the Tech OPS group and police representatives have been working collaboratively to identify workflows, requirements, and questions around the feasibility of migrating to a single CAD solution.

NORCOM has estimated the costs associated with all agencies working on Tyler versus Central Square, as well as the cost to remain status quo, supporting two CAD systems. Costs include estimated impacts to workload, lost efficiencies, increased training and support requirements, and increased hardware and storage needs. Should a migration to Tyler be feasible, staff estimates a saving's of **\$1.63 million dollars over 5 years**.

As the project has progressed, Tyler was identified as the least costly, less complicated, and most efficient choice. In addition to the financial benefits, staff has also observed that the Tyler product offers increased operational benefits for Fire, and that the general customer service delivery is much improved over that of New World.

Staff wishes to emphasize that we do not take this exploration lightly and understand the implications, the history, and the challenges for moving forward. The agenda attachment provides a short overview of the work done to date. NORCOM staff remain highly focused on full and transparent collaboration with our Fire customers.

### Background:

When NORCOM was implemented, the original intent was to move all agencies onto one New World CAD system. During the transition to New World CAD (which has since been purchased by Tyler), several significant Fire concerns became apparent which led to the fire agencies moving back to TriTech (now Central Square). NORCOM has been operating on two CAD systems since then. The use of two CAD systems has created significant challenges and additional workload for the dispatchers, IT staff and increased the cost of operating the agency. While it is impossible to detail every impact of having two CAD systems, there are a few examples NORCOM would like to share. Every 911 call that is answered automatically generates a new CAD event in both CAD systems. The call taker determines if the call is fire or police and enters the incident information into the appropriate CAD system. When the call is completed, the initiated event in the other CAD system is canceled. If the call requires both police and fire, the call taker must enter the event in both systems, duplicating entry work. When updates are made into one system, they must also be made in the other CAD system to share information between disciplines. New NORCOM employees must learn a different CAD system for each discipline and then learn to dispatch both disciplines on both systems. Two CAD systems increase the job's complexity, the time it takes to train, and increases the opportunity for errors. Both systems have to be maintained with updated dispatch information. Twice the amount of desktop computers, monitors, and peripherals are required at each position. Nearly double the server, software, and storage requirements are needed to support two CAD systems. IT spends twice the amount of work to maintain two systems, and dispatchers experience double the usual system downtime due to ongoing maintenance. The use of two CAD systems also impacts the field users. Some functionality available in one CAD system isn't available in the other CAD system. The disparity leads to differences in workflows, data availability, and policy decisions. Units are unable to share, search, and retrieve information on dual response incidents between disciplines quickly. Premise and people flags are not updated in both CAD systems. Police can use skill and equipment based recommendations, but fire can not. Fire agencies dispatched to out of zone locations see a generic location instead of the exact response location. Two separate maps, using different software versions, are used to build maps for each CAD system. Map updates are complicated and time-consuming. The use of two CAD systems leads to less time available to perform upgrades and improvements to the maps. There are many more examples of how the use of two CAD systems impacts every facet of our daily operations. Hopefully, those we have highlighted illustrate the value of a single CAD system migration.

#### **Past Board or Other Related Actions:**

A Tyler CAD demonstration and project update will be discussed with the Fire Chiefs on Monday, January 11th. A joint fire and police operations focused meeting is being scheduled for the week of January 18th. On January 28th, the Fire Tech Ops group will meet to review the information and feedback procured from these meetings. We anticipate receiving a recommendation from Tech OPS at that time, which will be shared with the Zone 1 Fire OPS group on February 1st, for their input and recommendation. These recommendations will be shared with the Zone 1 Fire Chiefs during their February 8th meeting. We hope to address any concerns, answer questions, and provide details necessary to allow the Fire Chiefs to make a recommendation to the Governing Board for your February 12th Board Meeting.

We are eager to hear feedback, address concerns, and research issues from our stakeholders. As we continue the investigative process and work toward receiving recommendations from these groups, we encourage attendance at these upcoming meetings.

#### **Policy and Strategic Implications:**

Nothing additional

#### **NORCOM Staff Recommendation:**

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



**Staff Comments:****Options**

NA

**Risks**

**Finance Committee Review:** No

The Finance Committee is aware of this endeavor.

**Legal Review:** No

N/A

**Joint Operations Board Review:** No

N/A

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**Attachments**

Single CAD Infographics

Single CAD Exploration

# Single CAD

The road to economizing and efficiency.

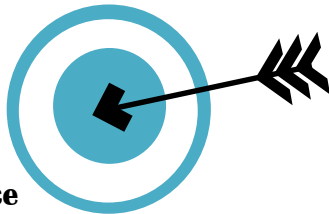


NORCOM is facing budgetary challenges that include decreasing E-911 revenues and increasing costs. In response to budget pressures as well as a desire to increase efficiency, NORCOM began working with the Fire Tech OPS Committee and interested Police representatives to investigate moving to a single CAD system. Currently, Fire Agencies use Central Square CAD and Police Agencies use Tyler CAD.

Using a single CAD system will create operational efficiencies and improve safety while offering a prime opportunity to control user fee increases. Moving Police to Central Square and Fire to Tyler were both contemplated. Tyler was quickly identified as the least costly, less complex, and more efficient choice. Tyler CAD also offers improvements in fire dispatching workflows, mobile computer interface and incident response planning. As such, NORCOM has further developed this option and recommends our Fire Agencies consider moving to Tyler CAD.

## PROJECT GOALS

Improve efficiencies  
Decrease cost of ownership  
Enhance service delivery



## COMMUNICATION

**8** PRESENTATIONS  
USED TO DISCUSS  
or DEMONSTRATE  
**single CAD**

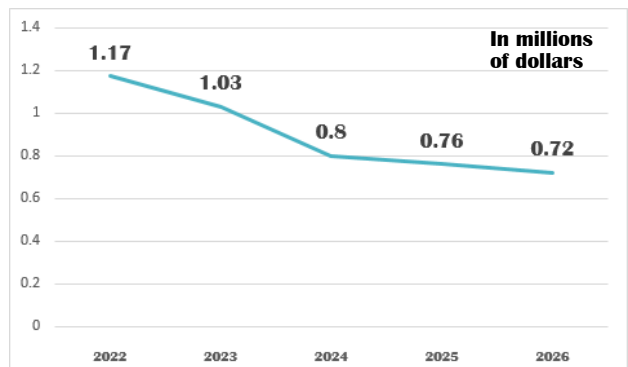
## Q & A

**Questions**  
**Reviewed**  
**and Answered** **53**

## PROCESS CHECKS

**121** DISPATCH  
AND FIRE USER  
REQUIREMENTS  
VERIFIED

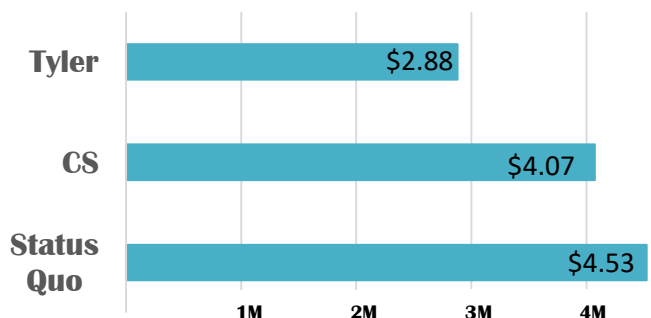
## 5-YEAR E-911 REVENUE FORECAST



## TWO CAD SYSTEM COSTS

- Training time & complexity
- Double desktop computers, monitors, keyboards etc.
- Increased server and storage needs and costs
- Double IT support-time efforts
- Increased maintenance needs
- Duplicate maintenance costs

## 5-YEAR COST COMPARISONS



## TIMING CONSIDERATIONS

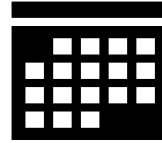
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**PROJECT COMPLETION  
BEFORE MAINTENANCE  
DUE DATES MAY RESULT IN  
2021 SAVINGS**

## ANNUAL MAINTENANCE COST DUE DATES

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**Central Square**  
**July 2021**  
**Tyler**  
**Oct 2021**



# IMPROVED

**TYLER**  
**FUNCTIONALITY**

**There are several operational improvements for fire users, dispatch, and IT support, by migrating to Tyler. Examples include:**

- **Response plans based on first responder equipment and personnel skills**
- **Out of zone responses will have exact addresses**
- **Increase unified command effectiveness with shared information**
- **Up to date mapping products and tools**
- **Device-based mobile applications**
- **Rapid identification of responder who activate an emergency button**



**TYLER**

# SUPPORT

**Since Tyler purchased New World, NORCOM has experienced improved support, more customer centric engagement and better road-mapping for current and new products. Tyler has a free online education program and supports an active user group. By contrast, with Central Square's purchase of TriTech there has been a noticeable lack of planning, support and communication.**

For more information contact Katy Myers  
425-393-9621, [kmyers@norcom.org](mailto:kmyers@norcom.org)



# Single CAD Exploration

- Project Drivers
  - 5- year E-911 revenue forecast decrease
  - Improve efficiencies
  - Decrease total cost of ownership
  - Control user fee increases
  - Enhance service Delivery
- Two CAD System Costs
- Project Cost 5-Year Comparison
- Timing Considerations
- Tyler Considerations
- Communication Plan
- Project Timeline



## **MEMORANDUM**

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 01/08/2021  
Subject: RAADAR access authorization- challenges and recommendations for agency approval processes

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### **Executive Summary:**

As the Board may recall, when RAADAR was initially developed, its intended use was for Fire/Police Command, mutual aid and all first responders. With continued development and proven success, the regional use of the RAADAR product has grown very quickly and is now considered to be a “need to have,” for many public safety agencies. Staff has observed that due to its proven usefulness, many non-Fire and Law Enforcement entities have requested access and over time, been granted various forms of access. Staff wishes to confirm that the Board is fully aware of this access, recommend an action plan and get direction in this regard.

### **Background:**

The RAADAR user agreements signed by participating agencies assert that it is the agency that determines who may access agency data and to what extent. NORCOM Board members voiced an expectation that their data sharing consent was given for Law Enforcement/Fire agency use only and could not be used for legal or public disclosure purposes. NORCOM staff has recently learned that over the course of time, non-public safety entities have been granted varied RAADAR access and that RAADAR access decisions are often made by agency civilian line staff as opposed to the Board's original desire for access to be vetted by Executive staff. NORCOM staff wishes to determine if these decisions have occurred with the full knowledge or authority of the respective Cities, Police and Fire Chiefs, and if not, develop a process to ensure compliance with the Boards expectations.

### **Past Board or Other Related Actions:**

N/A

### **Policy and Strategic Implications:**

The RAADAR user agreement is not an agreement with NORCOM, it is an agreement between RAADAR user agencies and at the Board's request, is very specific in access and use of this data. It is critical that such decisions are made as intended by the agreement, which is by the signatory or designee.

### **NORCOM Staff Recommendation:**

NORCOM Staff has conducted a thorough review and will recommend a process solution to the Board. Staff respectfully requests feedback and direction.

### **Staff Comments:**

NA

### **Options**

NA

### **Risks**

It is important that the RAADAR user agreement is adhered to as it offers the agency liability protection.

**Finance Committee Review:** No

N/A

**Legal Review:** No

N/A

**Joint Operations Board Review:** No

N/A

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### **Attachments**

RAADAR Update

# RAADAR Update



## Key Needs

- RAADAR Administrators for each user agency
- RAADAR Admin training & process planning seminar
- RAADAR User audit
- RAADAR Policies
- RAADAR User group



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 01/08/2021  
Subject: Information Technology Updates Newsletter

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### Executive Summary:

The January Information Technology Update is presented to the Board for review, input, and questions.

### Background:

The Information Technology Update is routinely provided to the Board.

### 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 the Board review the update and offer input or questions as desired.

### Staff Comments:

N/A

### Options

N/A

### Risks

N/A

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

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## Attachments

January IT Updates  
New Help Desk







# Information Technology Updates

From: Katy Myers, DDofA

January 2021

## Radio

### PSERN

- Seattle IT is going to the PSERN Board to request PSERN provide a data feed from the new PSERN MCC7500 consoles. If approved this would replace the now defunct CADi feed. NORCOM supports this request, and, if approved, we will engage our CAD vendors to determine feasibility of similar connection.

## Telephone Systems

NORCOM 911 Outage 10/22/2020 - Cause of the hour long 911 outages was due to a system change done by a Comtech technician to try and fix an issue at a single PSAP (they weren't receiving incoming text to 911.) The technician did not follow appropriate system procedures. The State E911 Operations Subcommittee is going to work with the State E911 Coordination Office to determine better change management processes.

Outage follow-up actions:

- Investigate how our originating carrier networks are set up for last routing options within our primary PSAP boundaries. (Done – all providers will update their records to send 911 calls to the ten-digit number if routing fails.)

### Location Based Routing

T-Mobile routing 911 calls within King County based on device location when available. Waiting for the King County 911 office to provide reporting to analyze impacts.

### 911 Platform Replacement

King County 911 Program Office is leading a project to replace the current 911 call taking systems at all King County PSAPs. Status: RFP responses are being scored by the scoring group. Top scoring responses will be invited to complete demonstrations in Q1 2021.

## Systems and Programs

### RAADAR

- Valley Comm is connected, we are completing testing now.
- Planning a stakeholder user group meeting to discuss use, policies and roadmap.

### Other Notable Work

- Single CAD System – Requirements have been reviewed. Demonstration of Tyler for Fire in December. Going through final reviews, texting AVL and holding stakeholder updates in January.
- NFORS – working on project charter. Meeting with vendor in January to learn about implementation process for multi-agency setup.
- Bothell Pre-fire Updates – added over 1,000 pdfs to the server, updated +1000 premises in CAD, completed just over 750 pre-fire plans. Still about 500 more to go.
- Navigator – Meeting January 8<sup>th</sup> with stakeholders to review access, permissions, additional partners, response plan entries etc.
- Alphanumeric Paging – NORCOM is working with the Fire Operations Technical Committee to identify needs, and options. No change.

## Projects

### Redmond Back-Up Center

Eight radio positions are in our new room, five phone positions in the old room. Further work is on hold until HVAC work is complete in the Redmond 911 center.

### Manage Engine Help Desk

Going live with new help desk system on Monday, January 11<sup>th</sup> at 0700. Communication went out in December and again this week. support@norcom.org

### Externally Lead Projects

- Duvall Fire Station 67 opened, we supported installation of Location.
- Bellevue PD Data Portal – participating in weekly meetings to determine our involvement.

# New Help Desk Software



Annual Cost Decrease



Asset Tracking and Inventory Management



Integrated Reports and Escalations



Customer Service Surveys



Change Management Functions