



## **AGENDA**

NORCOM Governing Board  
February 12, 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 January 8, 2021
  - B. Monthly Budget to Actuals Summary and AP Reports January
5. NORCOM Recognition

Becky Lucci - 25 Years of Service
6. For Briefing to Board
  - A. Single CAD Exploration-An Update
  - B. CAHOOTS- A Mental Health/Crisis Intervention Response model
7. Department Reports
  - A. February Information Technology Updates Newsletter
8. 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.*

9. Adjournment

The next Governing Board meeting is scheduled for March 12, 2021.



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 02/12/2021  
Subject: Governing Board Meeting Minutes January 8, 2021

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### Executive Summary:

The January 2021 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

Legal Review: No

Joint Operations Board Review: No

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## Attachments

Governing Board Minutes 010821



## 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)
Chris Connor	Fire District 27
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

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
Jeremy Henshaw	Law Enforcement Liason
Andrew Johnson	Applications Supervisor
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. 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.

- **Consent Agenda**

- **Governing Board Minutes for December 11, 2020 Meeting**
- **Monthly Budget to Actuals Summary and Accounts Payable Report December 2020**

There was no discussion on any consent agenda items.

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

Motion carried.

- **For Board Briefing**

- **Single CAD Exploration**

Our police agencies currently use a Tyler CAD system, and our Fire agencies utilize Central Square CAD. From a historical perspective, staff fully recognizes why using 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 maintenance costs.

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 savings 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, the staff has also observed that the Tyler product offers increased operational benefits for Fire and that the general customer service delivery is substantially better than New World's customer service.

NORCOM staff has several meetings scheduled over the next few weeks to discuss moving to one CAD system and remains highly focused on working with the agencies. NORCOM understands that the ultimate decision will come from Fire and the Governing Board. Deputy City Manager McCommon asked if there will be transition costs of moving from two CAD systems to a single CAD system. Deputy Director Myers stated since both are up and running currently, there will be no additional fees; any additional would come from if the transition of discontinuing the use of Central Square is delayed past the annual renewal date. In the event the transfer was unable to happen by July which is the renewal date, Deputy Director Myers stated she would work with Central Square to negotiate a contract term less than the usual year contract. Director Hamilton mentioned one additional cost might be training. Chief Cowan questioned how tight the move over deadlines are. Deputy Director Myers reported there is an upgrade scheduled for March, and the plan would be to complete the upgrade in March, begin user testing by April. Fire would move over in July, allowing plenty of time for the upgrade along with any unforeseen issues that may arise.

- **RAADAR access authorization – challenges and recommendations for agency approval processes**

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.

Director Hamilton stated that RAADAR is a product that we must have, it is a well used popular tool, the program itself is not broken the issue is access and how it is being used. For example, using RAADAR for public disclosure does not capture all 911 audio, only one, this type of use with RAADAR is short sighted. A public records request should be made via the public records portal to ensure that the request is complete.

Deputy Director Myers informed the Board that in December a list was requested of all RAADAR users. This list will be distributed to all of our agencies for review by our Liasons.

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. It was suggested to have a RAADAR administrator for each user agency.



- o **Duvall Fire District #45 New Station**

Director Hamilton congratulated Chief Burke on the opening of the new Duvall Fire Station #45.

- o **Department Reports**

- **Information Technology Updates Newsletter**

Director Hamilton stated that the plan for the newsletter is that it will evolve into a NORCOM newsletter with information highlighting all department activities.

- o **Executive Session**

An Executive session was held to brief the Board on a litigation subject matter. The Executive session started at 9:30 with a request for 30 minutes, at the end of the 30 minutes, 15 additional minutes was requested. Executive session ended at 10:12.

No action was taken.

Following the Executive Session the Board returned to opening Governing Board Session @ 10:15.

- o **Adjournment**

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

Motion passed.

Meeting adjourned at 10:16 a.m.

Next Governing Board meeting is scheduled for February 12, 2021.



**Meeting Minutes**  
**NORCOM Governing Board**  
January 8, 2021

Approved by:

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Chair

Attest:

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Secretary





## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 02/12/2021  
Subject: Monthly Budget to Actuals Summary and AP Reports January

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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:**

#### **Options**

#### **Risks**

**Finance Committee Review:** Yes

**Legal Review:** No

**Joint Operations Board Review:** No

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### **Attachments**

Monthly Budget to Actuals Summary and AP Reports January 2021

**501- Operating**

for Period Ending January 31, 2021

**Revenues**

	2021 Budget	2021 Adopted Budget	Collected to Date	% collected
Subscriber Fees	11,754,115	\$ 979,510	\$ 979,510	8%
Agency Reimbursements	200,918	\$ 3,228	\$ 3,228	2%
Grants/Intergovernmental	350,000	\$ -	\$ -	0%
Total	12,305,033	982,737	982,737	8%
Transfers In	1,116,691	\$ -	\$ -	0%
Revenues + Transfers	13,421,724	982,737	982,737	7%

**Expenses**

	2021 Budget	2021 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,638,542	\$ 579,255	8%	7,059,286
Salaries & Wages - Overtime	167,586	\$ 8,796		158,790
Professional Reimbursements	4,200	\$ 323	8%	3,877
Medical	1,119,908	\$ 90,762		1,029,146
Dental	96,868	\$ 7,792	8%	89,076
Vision	12,850	\$ 1,025	8%	11,825
Long-Term Care	6,600	\$ 481	7%	6,119
Medicare	113,434	\$ 8,128	7%	105,305
MEBT	480,243	\$ 36,483	8%	443,760
PERS	1,005,972	\$ 72,796	7%	933,176
Washington FMLA	16,302	\$ 863	5%	15,439
Unemployment	79,288	\$ 9,548	12%	69,740
Workers Comp	12,447	\$ 1,118	9%	11,329
Total Personnel	10,754,239	\$ 817,371	8%	9,936,868
Advertising	10,000	\$ -	0%	10,000
Bank Fees	50	\$ -	0%	50
Cellular,Pager & Radio Svcs	50,588	\$ 813	2%	49,775
Computer Hardware-Non Capital	10,100	\$ -	0%	10,100
Consumable Goods	5,830	\$ (57)	-1%	5,887
Dues & Memberships	11,110	\$ 101	1%	11,009
Equipment Leases	19,500	\$ 105	1%	19,396
Facility Lease	670,456	\$ 44,012	7%	626,444
Financial Audit	23,000	\$ 2,861	12%	20,139
Hosted Services	118,123	\$ 1,177	1%	116,946
HR Services	65,500	\$ 1,743	3%	63,757
Insurance	80,000	\$ 41,109	51%	38,891
Legal Services	140,000	\$ -	0%	140,000
Local Travel/Training/ Mileage	6,450	\$ (59)	-1%	6,509
Network Service	21,142	\$ 527	2%	20,615
Office Furniture	7,750	\$ -	0%	7,750
Office Supplies	7,600	\$ 44	1%	7,556
Operating Supplies	2,350	\$ 73	3%	2,277
Parking Lease	82,800	\$ -	0%	82,800
Payroll Services	29,700	\$ 702	2%	28,998
Postage	1,000	\$ -	0%	1,000
Printing	1,100	\$ -	0%	1,100
Professional Services	31,440	\$ 400	1%	31,040
Publications	800	\$ 1	0%	799
R&M - Network Equipment	143,390	\$ 170	0%	143,220
R&M - Office Equipment	5,000	\$ 19	0%	4,981
R&M - Software Maintenance	907,445	\$ 33,281	4%	874,164
Radio Site Lease	50,657	\$ 513	1%	50,144
Recruitment Supplies	2,000	\$ -	0%	2,000
Small Tools & Minor Equipment	14,750	\$ 31	0%	14,719
Software/Licensing	93,004	\$ 1,907	2%	91,097
Telephone Services	46,100	\$ 774	2%	45,326
Training/Conf Registrations	3,000	\$ -	0%	3,000
Training/Conf Registrations/ Travel	5,750	\$ (108)	-2%	5,858
Transfers Out	50,000	\$ -	0%	50,000
Total Supplies & Services	2,717,485	\$ 130,138	5%	2,587,347
GRAND TOTAL	13,471,724	\$ 947,509	7%	12,524,215

**502- Capital Projects**

	2021 Budget	2020 Spending to Date	% used	Remaining Balance
R&M - Software Maintenance	25,000	\$ -	-	25,000
	25,000	\$ -		25,000

**503- Equipment Replacement:**

	2021 Budget	2020 Spending to Date	% used	Remaining Balance
Computer Hardware-NonCapital	43,000	\$ -	-	43,000
R&M Software Maintenance	360,500	\$ -	-	360,500
	403,500	\$ -		403,500

**505-E 911 Escrow**

Revenues:	2021 Budget	Collected to Date	% collected
E-911 Escrow	11,166,691	\$ -	
Investment Interest	-	\$ -	
	\$ -	\$ -	

Expenditures:	2021 Budget	2020 Spending to Date	% used	Remaining Balance
Transfers Out	1,116,691	\$ -	0%	1,116,691

# NORCOM Financial Summary

for Period Ending January 31, 2021

	2021 Adopted Budget	Actual	Percent of Budget
<b><u>501 - Operating Fund</u></b>			
2021 Beginning Fund Balance	-	\$0	
Agency Revenue	11,754,115	\$ 979,510	8.33%
Other Revenue	550,918	\$ 3,228	0.59%
Transfers In	1,166,691	-	0.00%
Revenue Collected	13,471,724	982,737	7.29%
Total Resources	13,471,724	982,737	
Personnel Expenditures	10,754,239	\$ 817,371	7.60%
Operating Expenditures	2,667,485	\$ 130,138	4.88%
Transfers Out	50,000	\$ -	0.00%
Total Expenditures	13,471,724	947,509	7.03%
<b>Available Fund Balance</b>	<b>\$0</b>	<b>\$ 35,228.45</b>	
<b><u>502 - Capital Projects Fund</u></b>			
2021 Beginning Fund Balance	434,462	\$434,462	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	-	-	0.00%
Revenue Collected	-	-	0.00%
Total Resources	434,462	434,462	
Expenditures	25,000	\$ -	0.00%
Transfers Out	-	\$ -	0.00%
Total Expenditures	25,000	-	0.00%
<b>Available Fund Balance</b>	<b>\$409,462</b>	<b>\$434,462</b>	
<b><u>503 - Equipment Replacement Reserve</u></b>			
2021 Beginning Fund Balance	673,681	\$673,681	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	50,000	-	0.00%
Revenue Collected	50,000	-	0.00%
Total Resources	723,681	673,681	
Expenditures	403,500	\$ -	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	403,500	-	0.00%
<b>Available Fund Balance</b>	<b>\$320,181</b>	<b>\$673,681</b>	

	2021 Adopted Budget	Actual	Percent of Budget
<b><u>504 - Operating Expense Reserve</u></b>			
2021 Beginning Fund Balance	\$ 20,098	\$20,098	
Investment Interest	\$ -	-	0.00%
Other Revenue	\$ -	-	0.00%
Transfers In	\$ -	-	0.00%
Revenue Collected	-	-	0.00%
Total Resources	20,098	20,098	
Personnel Expenditures	-	-	0.00%
Operating Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
<b>Available Fund Balance</b>	<b>\$20,098</b>	<b>\$20,098</b>	
<b><u>505 - E-911 Escrow Trust</u></b>			
2021 Beginning Fund Balance	\$83,371	\$83,371	
Operating Revenue	1,116,691	\$ -	0.00%
Investment Interest	-	-	0.00%
Other Revenue	-	-	0.00%
Revenue Collected	1,116,691	-	0.00%
Total Resources	1,200,062	83,371	
Expenditures	-	-	0.00%
Transfers Out	1,116,691	-	0.00%
Total Expenditures	1,116,691	-	0.00%
<b>Available Fund Balance</b>	<b>\$83,371</b>	<b>\$83,371</b>	
<b><u>506 - Rate Stabilization Reserve</u></b>			
2021 Beginning Fund Balance	\$1,007,041	\$1,007,041	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	-	-	0.00%
Revenue Collected	-	-	0.00%
Total Resources	1,007,041	1,007,041	
Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
<b>Available Fund Balance</b>	<b>\$1,007,041</b>	<b>\$1,007,041</b>	

## NORCOM

ACTIVITY JANUARY 1, 2021 THROUGH JANUARY 31, 2021

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$933,070.38

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: 2/1/2021 5:50 PM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
19031	424	LIFTOFF LLC	01/05/2021	
	5404ren2020	Office 365 Plan G3	5404ren2020	5,040.00
	5404ren2020	Project Plan 5 GCC	5404ren2020	1,320.00
	5404ren2020	Azure AD Prem P1	5404ren2020	1,710.00
	5404ren2020	Exchange Online Plan 2	5404ren2020	9,600.00
	5404ren2020	Power BI		1,008.00
	5404ren2020	Visio Online Plan 2	5404ren2020	540.00
	5404ren2020	Azure AD Prem P2	5404ren2020	102.00
	5404ren2020	Audio Conferencing	5404ren2020	480.00
Total for Check Number 19031:				19,800.00
Total for 1/5/2021:				19,800.00
19032	347	CHRISTOPHER BURDICK	01/08/2021	
	01142019	Mileage Reimbursement		58.86
Total for Check Number 19032:				58.86
19033	596	KIRSTY JONES	01/08/2021	
	01142019	Registration Fee: GDPR Overview for Govn rec		19.00
	01232019	Registration Fee: Pre-conference Workshop		88.68
	01242019	Coffee/Snacks for Strategic Planning Session 1/1		57.31
Total for Check Number 19033:				164.99
19034	702	KING COUNTY REAL ESTATE SERVICE	01/08/2021	
	NORC-01	Annual Utility Charge		13,666.67
Total for Check Number 19034:				13,666.67
19035	586	MEYDENBAUER CENTER	01/08/2021	
	2020-12	Dec2020 Construction Emp Parking		1,950.00
Total for Check Number 19035:				1,950.00
19036	46	NATIONAL TESTING NETWORK	01/08/2021	
	7801	Background Investigation Services		1,450.00
Total for Check Number 19036:				1,450.00
19037	377	PST INVESTIGATIONS	01/08/2021	
	PSTI20-162	Background Investigation Services		6,051.25
Total for Check Number 19037:				6,051.25
19038	484	PUBLIC SAFETY SELECTION PC	01/08/2021	
	5386	Psychological Evaluation		400.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 19038:	400.00
19039	666 20-297	RAYMOND POLYGRAPH SERVICES Polygraph Examination	01/08/2021	325.00
			Total for Check Number 19039:	325.00
19040	87 73749	WA STATE PATROL Access user fee	01/08/2021	18,000.00
			Total for Check Number 19040:	18,000.00
19041	88 5013069510	WELLS FARGO FINANCIAL LEASING Printer/Copier	01/08/2021	1,405.08
			Total for Check Number 19041:	1,405.08
			Total for 1/8/2021:	43,471.85
19042	364 12272020	AT&T Cell Phone Services – Acct#287291727817	01/15/2021	217.51
			Total for Check Number 19042:	217.51
19043	210 122020	CENTURYLINK Radio Site Connection Charge - Snoqualmie EU	01/15/2021	173.12
			Total for Check Number 19043:	173.12
19044	8 121020	CENTURYLINK Telephone Service	01/15/2021	1,326.63
			Total for Check Number 19044:	1,326.63
19045	9 180987657	CENTURYLINK Telephone Service	01/15/2021	146.64
			Total for Check Number 19045:	146.64
19046	11 38120	CITY OF BELLEVUE Fiber Usage Rental Fee - Jan	01/15/2021	477.00
			Total for Check Number 19046:	477.00
19047	324 55344-6	CRISTA MINISTRIES Crista Radio Site Lease - JAN	01/15/2021	513.10
			Total for Check Number 19047:	513.10
19048	28 10259 10294	EPSCA Monthly Radio Access Fees - DEC Monthly Radio Access Fees - Jan	01/15/2021	812.76 812.76
			Total for Check Number 19048:	1,625.52
19049	52 65198 65199	PACIFICA LAW GROUP Public Records Special Projects Professional Services thru DEC 2020 - General I	01/15/2021	1,643.00 1,950.00
			Total for Check Number 19049:	3,593.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
19050	256 2020-0839	PUBLIC SAFETY TESTING INC Subscription Fees Q4 (Oct - Dec 2020)	01/15/2021	978.00
Total for Check Number 19050:				978.00
19051	292 8181068908	SHRED-IT USA INC Shredding Service	01/15/2021	117.99
Total for Check Number 19051:				117.99
19052	65 847357399-144	SPRINT Wireless Service	01/15/2021	63.17
Total for Check Number 19052:				63.17
19053	366 122020	T MOBILE Test Cell Phone Service	01/15/2021	18.27
Total for Check Number 19053:				18.27
19054	692 010121	ZIPLY FIBER Phone Services	01/15/2021	773.95
Total for Check Number 19054:				773.95
Total for 1/15/2021:				10,023.90
19055	11 37780 38121	CITY OF BELLEVUE Monthly Rent Bellevue CH - Jan2021 Monthly Rent Bellevue CH - Jan2021	01/19/2021	44,011.64 1,832.60
Total for Check Number 19055:				45,844.24
19056	447 304369	FIRST CHOICE COFFEE SERVICES Ice Machine	01/19/2021	104.50
Total for Check Number 19056:				104.50
19057	675 123120	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contr PE 12/31/20	01/19/2021	4,889.79
Total for Check Number 19057:				4,889.79
Total for 1/19/2021:				50,838.53
19058	675 01152021	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contr PE 1/15/21	01/22/2021	4,271.52
Total for Check Number 19058:				4,271.52
19059	569 JAN2021	NORCOM ASSOCIATED GUILD JAN2021 NAG Dues	01/22/2021	2,035.00
Total for Check Number 19059:				2,035.00
19060	673 JAN2021	PUBLIC SAFETY EMPLOYEES UNION JAN2021 PSEU Dues	01/22/2021	602.17
Total for Check Number 19060:				602.17

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
19061	555 L140378	STATE AUDITOR'S OFFICE Accountability & Financial Audit	01/22/2021	2,861.43
Total for Check Number 19061:				2,861.43
19062	74 0147532-0011	UNUM Long Term Care	01/22/2021	481.00
Total for Check Number 19062:				481.00
19063	80 14605122	VFIS Insurance Policy	01/22/2021	41,109.00
Total for Check Number 19063:				41,109.00
Total for 1/22/2021:				51,360.12
ACH	120	ADP	01/25/2021	
	011021	PPE Payroll Processing Fee		701.86
	011021	FMLA Taxes Payable		1,230.93
	011021	Net Pay		216,966.11
	011021	Garnishments Payable		1,784.11
	011021	Medicare Taxes Payable		8,244.99
	011021	ESD Taxes Payable		3,354.26
	011021	Federal Taxes Payable		31,824.87
Total for this ACH Check for Vendor 120:				264,107.13
ACH	131	HEALTH EQUITY	01/25/2021	
	011021	PPE HSA Contributions Payable		1,104.22
	JAN2021	HSA Admin Fee		59.25
Total for this ACH Check for Vendor 131:				1,163.47
ACH	132	WILMINGTON TRUST	01/25/2021	
	011021	PPE MEBT Contributions Payable		37,377.31
Total for this ACH Check for Vendor 132:				37,377.31
ACH	67	DEPT OF REVENUE	01/25/2021	
	0018029521	Sales Tax		16.92
	0018029521	Sales Tax		1.12
	0018029521	Sales Tax		568.74
	0018029521	Sales Tax		85.22
	0018029521	Sales Tax		224.82
	0018029521	Sales Tax		107.19
	0018029521	Sales Tax		170.19
	0018029521	Sales Tax		259.81
	0018029521	Sales Tax		12.37
	0018029521	Sales Tax		719.13
	0018029521	Sales Tax		11,691.67
	0018029521	Sales Tax		32.82
	0018029521	Sales Tax		18.55
	0018029521	Sales Tax		72.58
	0018029521	Sales Tax		8,336.74
	0018029521	Sales Tax		115.34
	0018029521	Sales Tax		394.13
	0018029521	Sales Tax		1,163.85
	0018029521	Sales Tax		101.44
	0018029521	Sales Tax		13.46



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	0018029521	Sales Tax		251.64
	0018029521	Sales Tax		3,144.20
	0018029521	Sales Tax		43.52
	0018029521	Sales Tax		18.74
Total for this ACH Check for Vendor 67:				27,564.19
Total for 1/25/2021:				330,212.10
ACH	120 122720	ADP PPE Payroll Processing Fee	01/26/2021	412.55
Total for this ACH Check for Vendor 120:				412.55
ACH	133 DEC2020	DEPT OF RETIREMENT SYSTEMS PERS Contributions	01/26/2021	143,465.76
Total for this ACH Check for Vendor 133:				143,465.76
Total for 1/26/2021:				143,878.31
19064	253 A470516	CENTURYLINK Telephone Service	01/29/2021	1,081.57
Total for Check Number 19064:				1,081.57
19065	11 37803	CITY OF BELLEVUE Q4 2020 CoLocation	01/29/2021	26,403.48
Total for Check Number 19065:				26,403.48
19066	252 11009716	KING COUNTY FINANCE KCIT INET	01/29/2021	1,163.00
Total for Check Number 19066:				1,163.00
19067	698 1321998	MORNEAU SHEPELL LIMITED Monthly fee Jan 2021	01/29/2021	293.06
Total for Check Number 19067:				293.06
19068	46 7820 7864	NATIONAL TESTING NETWORK Background Investigation Services Background Investigation Services	01/29/2021	1,450.00 1,450.00
Total for Check Number 19068:				2,900.00
19069	484 5430	PUBLIC SAFETY SELECTION PC Psychological Evaluation	01/29/2021	800.00
Total for Check Number 19069:				800.00
19070	75 0273020 13574354 15757144 2053041 21695 2620237	US BANK CORPORATE PAYMENT SYS Office Supplies – Gift Card– Amazon Consumable Goods - Water Delivery Parking Lease 700 Building – ABM Parking Office Supplies – Envelopes – Amazon Postage - W2/1094/1099 forms Operating Supplies – Covid Supplies – Amazon	01/29/2021	25.00 189.08 2,700.00 32.99 165.00 33.11

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	2849845	Office Supplies – Pens – Amazon		56.25
	37510458	Hosted Services - NORCOM domain name - Net		219.95
	4249867	Office Supplies – File Folders – Amazon		22.01
	6264236	Office Supplies – File Folders – Amazon		23.94
	6641015	Office Supplies – Birthday Cards – Amazon		27.47
	68572	Consumable Goods - Food other		119.96
	68572	Office Supplies – Printer Paper - Costco		72.91
	68572	Operating Supplies – Cleaning Supplies – Costco		32.02
	6965068	Operating Supplies – Cleaning Supplies – Amazon		20.91
	8282657	Office Supplies – Labels – Amazon		15.15
	9825709220	Office Supplies – Calendar- Staples		32.99
	ADD054764910	Software/Licensing - Adobe		209.48
Total for Check Number 19070:				3,998.22
Total for 1/29/2021:				36,639.33
ACH	679	ADP, LLC	02/01/2021	
	101242021	FMLA Taxes Payable	PPE 1.24.2021	1,122.79
	101242021	Federal Taxes Payable	PPE 1.24.2021	32,075.55
	101242021	Net Pay	PPE 1.24.2021	194,431.33
	101242021	Medicare Taxes Payable	PPE 1.24.2021	8,011.94
	101242021	ESD Taxes Payable	PPE 1.24.2021	3,059.63
Total for this ACH Check for Vendor 679:				238,701.24
19071	29	ESRI	02/01/2021	
	25991620	ArcGIS Maintenance		8,145.00
Total for Check Number 19071:				8,145.00
Total for 2/1/2021:				246,846.24
Report Total (48 checks):				933,070.38



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 02/12/2021  
Subject: Single CAD Exploration-An Update

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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.

NORCOM staff understands the difficult history associated with the two CAD decision. With the support of the NORCOM agency Fire Chiefs, a team comprised of Fire and NORCOM representatives began to explore a single CAD possibility.

Much progress has been made and NORCOM staff will present an update to the Board.

### Background:

When NORCOM began, 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.

In September 2020, NORCOM staff attended a Zone 1 Fire Chief's meeting and discussed the current and future 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 operational effectiveness and efficiencies .

### Past Board or Other Related Actions:

A great deal of research, input, and candid collaboration has occurred thus far and this project remains ongoing. The following progress has occurred since the January Governing Board meeting.

- On January 21st, a joint Fire and Police operations focused meeting was convened and input gathered,
- On January 28th, the Fire Tech Ops group met to review the information and feedback procured from these meetings.
- On February 1st, the input from the Tech OPS team was shared with the Zone 1 Fire OPS group.
- On February 8th, the Zone 1 Fire Ops recommendations were shared with the Zone 1 Fire Chiefs.

**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:**

Nothing additional

**Options**

NA

**Risks**

NA

**Finance Committee Review:** Yes

The Finance Committee is aware of this endeavor.

**Legal Review:** No

None

**Joint Operations Board Review:** No

This project is ongoing and has recently been reviewed by a team of Police and Fire Ops representatives.

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**Fiscal Impact**

**Budgeted Y/N:** n

**Fiscal Year:** 2021

**Account (s):**

**Fiscal Note:**

**Fiscal Impact:**

No fiscal impact at this time

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**Attachments**

Single CAD Exploration



The road to economizing and efficiency

# Single CAD

# Drivers for Change

- Budgetary Challenges
  - Decrease in E911 Revenue
  - Increase in costs
- Economize Costs
- Control User Fee Increases
- Improve Efficiencies
- Enhance Service Delivery



# Background

- Exploration included three options
  - Fire migrating to Tyler
  - Police migrating to Central Square
  - Status Quo

# Scope of Work

	Interfaces	Data Conversions	Internal Development	Mobile Licenses
Fire	6	1,410,000	65 days	150
Police	14	4,838,842	75 days 12 months (iBase)	566



## Mobile Use by Field Users

- Both use basic functions – status updates, mapping and narrative
- Police use Mobile through the entire shift, running persons, plates, history checks etc.

# Immediate Benefits for Fire on Tyler

- Individual Sign-on
  - Build responses plans based on skills, capabilities and equipment
  - Radio IDs assigned to individuals
- Updated Map with Site Address Points
  - Out of Zone Responses
  - Exact Routing
  - GIS Maintenance, Updates and Support

# Immediate Benefits for Fire on Tyler

- Quicker Configuration Changes
  - Pipeline Update
    - The pipeline response updates completed in Central Square CAD would have taken about 20 minutes instead of several days.
- Vendor Partnership
  - Product Development
  - Modernization & Enhancements
  - Support and Documentation

# Like to Like Comparisons

- Comparisons of system functionalities were done on the current versions of Central Square and Tyler CAD systems running in our environments today.
- Demonstration of newer Central Square version completed in January
  - Some of the immediate benefits for migrating to Tyler are capabilities in an upgraded version of Central Square
  - The demonstration didn't address all functionality. For example, individual sign on, radio interface, and routing.
- Central Square upgrade project will not be scheduled until 2022
- Our requirement and functionality reviews were completed against the current versions of each CAD system in our environment.

# Requirement & Go-Live Validation Results

## Overall Results

Total Reviewed	208
Pass	101
Fail	11
Unknown or N/A	9
Unable to Test	71
Pending AVL Test	4
No Longer Needed	3
Not reported in Police	9

## Work Completed 2020

- Several meetings with Tech OPS
- SME group formed
- User Requirements list built and testing
- Tyler Demonstration



## Work Completed January '21

- Fire Chief's Briefing
- Single CAD Infographic
- Q&A published from Tyler Demonstration
- Published link to Recorded Tyler Demonstration
- Fire and Police Operations meeting to discuss any concerns or questions related to running all disciplines on the same CAD

## Work Completed January '21

- Found and validated Go-Live Issues
- Met with SNO911 and Chief Guptill to discuss their opinions and experiences
- Installed Tyler Mobile for test users and got GPS operational
- Fire Tech OPS Meeting and Central Square Demonstration
- 2<sup>nd</sup> Tyler Environment Review and Basic AVL Testing
- Requested updated quote from Central Square



## Work Completed/In-Progress February '21

- Fire OPS Briefing, Feb 1
- Publish 2<sup>nd</sup> Tyler Q&A documentation & recording link
- Advanced Dispatch Testing, Feb 11
- Governing Board Briefing
- Working with Fire OPS to provide support and answers as needed
- Waiting on vendors to provide quotes

# Change Management Considerations

- Mobile product will change regardless
- Timing of a migration is within our control
- Considerations can include:
  - User training availability
  - Development times for Interfaces
  - Pre-Plan conversion scheduling
  - Functional testing scheduling and performance
  - Others

# What's Next

- Updated quotes from both vendors
- Fire OPS
- Fire Chiefs
- Governing Board



## **MEMORANDUM**

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 02/12/2021  
Subject: CAHOOTS- A Mental Health/Crisis Intervention Response model

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### **Executive Summary:**

CAHOOTS (Crisis Assistance Helping Out On The Streets) is a mental health crisis intervention program in Eugene Oregon.

CAHOOTS began in 1989 and is a partnership between the Eugene Police Department and the White Bird Clinic, a nonprofit delivering mental health service to the community. The CAHOOTS teams are comprised of a mental health professional and an Emergency Medical Technician (EMT), responding to Eugene and Springfield's mental health and crisis-related 911 calls.

### **Background:**

At the December 2021 Governing Board meeting, the Board directed staff to research the CAHOOTS program and brief the Board at a subsequent meeting. Staff members researched CAHOOTS and have prepared a presentation for today's meeting.

### **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 the Board receive the information and provide input or direction as desired.

### **Staff Comments:**

Nothing additional

### **Options**

None

### **Risks**

None

**Finance Committee Review:** No  
NA  
**Legal Review:** No  
NA  
**Joint Operations Board Review:** No  
NA

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#### **Fiscal Impact**

**Budgeted Y/N:** n  
**Fiscal Year:** 2021  
**Account (s):**  
**Fiscal Note:**  
**Fiscal Impact:**  
No fiscal impacts

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#### **Attachments**

CAHOOTS Presentation

# C.A.H.O.O.T.S



## A Mental Health-Crisis Intervention Response Model

# Mental Health Response Challenges

- Mental health calls for service = complex + limited resources + few tools for Intervention for First Responders.
- Fire and Police-24/7/365-the default first responders to mental health and crisis intervention situations.
- Communities are now asking what First Responders have long been asking....
  - **Are first responders truly the best tool for ALL behavioral health response situations?**

# Mobile Integrated Healthcare (MIH) King County EMS

MIH PROGRAM	OPERATED BY	SERVING
<b>Bellevue Fire CARES</b>	Bellevue Fire	Bellevue and surrounding contract areas
<b>CORE Connect</b>	Eastside Fire & Rescue	Issaquah, Sammamish, Carnation, North Bend, and surrounding areas
FDCARES	Puget Sound and Renton Regional Fire Authorities	Covington, Kent, Maple Valley, SeaTac, Renton, and some unincorporated areas
Health One	Seattle Fire	Seattle (downtown and surrounding neighborhoods)
<b>Kirkland MIH*</b>	Kirkland Fire	Kirkland
<b>Mercer Island MIH*</b>	Mercer Island Fire	Mercer Island
<b>North King County MIH</b>	Shoreline Fire	Shoreline, Kenmore, Lake Forest Park, Bothell, and Woodinville
<b>N.E King County MIH</b>	Redmond Fire	Redmond, Duvall, and Snoqualmie
South King CARES	South King Fire & Rescue and Valley Regional Fire Authority	Federal Way, Des Moines, Algona, Auburn, Pacific, Black Diamond, and Enumclaw



# Crisis Assistance

Helping Out

On The Streets CAHOOTS

White Bird Clinic  
Eugene, Oregon

CONSULTING SERVICES



# What is CAHOOTS?

- **CAHOOTS** (Crisis Assistance Helping Out On The Streets) is a mental health crisis intervention program in Eugene Oregon.
- 1989 partnership between the Eugene Police Department and the White Bird Clinic, a nonprofit delivering mental health services to the community.
- CAHOOTS acronym was chosen because the White Bird Clinic was now “in cahoots with the police.”
- CAHOOTS responds to Eugene and Springfield’s mental health and crisis related 911 calls.



Mental Health First Response  
and Mobile Crisis Intervention  
since 1989

# CAHOOTS also offers a broad range of free services:

Crisis Counseling  
Suicide Prevention, Assessment, and Intervention  
Conflict Resolution and Mediation  
Grief and Loss  
Substance Use and Abuse  
Housing Crises  
First Aid and Non-Emergency Medical Care  
Resource Connection and Referrals  
Transportation to Services



# CAHOOTS 911 Responses

- Mental Health/Crisis related 911 calls which don't pose an apparent danger.
- Teams consist of two trained responders- an EMT and a mental health crisis counselor.
- Available 24/7, attending to behavioral health issues, moderate physical health issues, as well as resource ID, such as finding a bed in a homeless shelter or transportation to a mental health facility.
- It is a partnership tool. Many related 911 calls still require a Fire and/or Police response.



# Let's meet the team



# Video Presentation

Video excerpts are from publicly available YouTube videos

**QUESTIONS?**





## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 02/12/2021  
Subject: February Information Technology Updates Newsletter

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### Executive Summary:

The February 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

### Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

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## Attachments

February IT Updates



# Information Technology Updates

From: Katy Myers, DDofA

February 2021

## Radio

### PSERN

#### Priority Issues

- a. **Talkgroup Failure** - On 12/1, NORCOM's Primary Fire Tactical Talkgroup, FTAC-1, stopped carrying audio between the radio subsystems (if a user was affiliated to EPSCA, a user on KC/VC could not hear them.) This was eventually resolved by deleting and re-adding the talkgroup via the Radio Shop in the UEM on 12/10. No root cause found.

On 1/28, we had the same issue with NC POL1. Issue was resolved the same day and was the same as the FTAC-1 issue. **Status:** On 2/8/2021 PSERN identified the root cause was a system setting that allowed a button on the radio consoles available to some PSAPs which when pressed would sever that talkgroups ability to transmit on sub-systems. PSERN is working to remove the button from the affected consoles and we have communicated the issue to all the other PSAPs and asked they never press this button.

- b. **Radio Console Failure** - On 1/5, one of NORCOM's primary police radio positions (5643) stopped transmitting and receiving audio without any warning to the dispatcher. Same issue occurred on 1/16 with another Police Radio Position (5644.) Both instances were resolved by rebooting the PC.

The issue has been reported and escalated to PSERN/King County Radio Shop as this is unacceptable. **Status:** We have not received any root cause information.

- c. **Radio ID mismatches** - On multiple occasions, we have had radios with strange IDs come up on the radio console. It has been explained to NORCOM IT that not all radio IDs came over from the old core and any new ones would look weird. KC Radio Shop advised they were coming up with a mitigation plan since this affects more than just NORCOM.

Other: Working on inventory and demobilization.

## Telephone Systems

### 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. No Change.

### 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. Status: RFP Responses have been reviewed by the scoring group. Next step is to set up demonstration with all vendors who passed the 1<sup>st</sup> review.

### Telephone Outage

2/5/2021 Lumen Outage – A Central Office in Bellevue experienced a power outage which prevented calls from travelling within their network.

Impact: callers within the affected central office area were unable to make calls and dial 911. NORCOM's incoming ten-digit lines into dispatch were also down. The outage impacted our ten-digit emergency, non-emergency, main business line and the direct dial business lines at each pod. The supervisor and press phone numbers continued to work as did the fax machine.

The outage did not impact the ten-digit business lines that ring into the CISCO administration phone system. These lines stayed working because we switched the phone service provider for those lines from Lumen to a different Voice over IP provider in early January '21. The change in service providers was made due to the outage NORCOM experienced 11/29/2020 when we were unable to make local calls. We realized all our ten-digit lines were through Lumen/Century Link. To improve resiliency, we researched several options and selected Command Link for our VoIP vendor. That switch was completed on 1/26/2021.

During this latest outage we activated an alternate ten-digit number that used our new provider and rang into our CISCO system. Using a direct connection between CISCO and the 911 Telephone System (Viper) we forwarded calls into that alternate number directly to the Viper system. Call Takers at NORCOM received these calls in their normal ten-digit emergency queue.

**Shout out to Zeb Middleton and Nathan Way for their forward thinking to get our new VoIP carrier implemented and for problem solving to establish the alternate ten-digit number and connect the two phone systems.**

## Systems and Programs

### RAADAR

- Valley Comm is working with their users on training.
- Admin user group meeting to discuss use, policies and roadmap will be scheduled once we have all agencies identify their Admins.
- We have signed a data sharing agreement with the Port of Seattle and will begin onboarding.

### Other Notable Work

- Single CAD System – Continuing to work with Fire Users.
- NFORS – working on project charter and schedule. Met with vendor 1/14/21.
- Navigator – Next meeting with Chiefs Tuesday, February 16<sup>th</sup> to determine RAADAR integration plan.
- First Due CAD Data Access – reviewing project and working on dependencies. XML review, Data Sharing Agreement, Requirements questionnaire. Once complete will work on a schedule.
- Alphanumeric Paging – NORCOM is working with the Fire Operations Technical Committee to schedule 4-6 meetings to learn about options.

## Projects

### Redmond Back-Up Center

Eight radio positions are in our new room, five phone positions in the old room. Met with contractors to get updated bids. KC E911 will be purchasing equipment for NORCOM's new PRI circuit at Redmond.

### Manage Engine Help Desk

Went live Jan 11, 2021. No Issues, new help desk email: [support@norcom.org](mailto:support@norcom.org) **Congratulations to Andrew Johnson for a well planned and executed project.**

## External Led Projects

Locution for S24

Access to Reporting Server for KPD's Dashboard

## Other News

### Remote Cisco Admin Phones

We are testing take home admin phones. Allows our staff to install an admin phone at their home, it is programmed for the individual and operates as a mirror to their desk phone. Waiting on special power supplies coming in this week and will expand testing to others. Programmed some of these phones for Shoreline Fire as well.