



AGENDA

NORCOM Governing Board
March 12, 2021, 9:00 am

1. Call to Order
2. Open Communications from the Public
3. Consent Agenda
 - A. Governing Board Meeting Minutes February 12, 2021
 - B. Monthly Budget to Actual Summary and AP Reports February
4. For Briefing to Board
 - A. Planned Network Shutdown- Security and Infrastructure Maintenance
 - B. Single CAD Update
5. For Board Decision
 - A. Resolution 189 - Approving the 2022 Budget Policy
 - B. Postponement of Principals Assembly due to COVID
6. Department Reports
 - A. March Information Technology Updates Newsletter
7. Adjournment

The next Governing Board meeting is scheduled for April 9, 2021.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 03/12/2021
Subject: Governing Board Meeting Minutes February 12, 2021

Executive Summary:

The February 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

Attachments

Governing Board Minutes 021221



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
Brian Culp	Fire District 27
Greg Ahearn	Northshore Fire Department
Tom Langton	Redmond Fire Department
Adrian Sheppard	Redmond Fire Department
Greg Ahearn	Woodinville Fire & Rescue
Michael Olson	City of Kirkland (Board Treasurer)

ABSENT

Matt Cowan	Shoreline Fire Department
Jay Wiseman	Snoqualmie Pass Fire
James Knisley	Skykomish Fire District #50

VISITORS

David Mendel	PSERN
Deb Flewelling	KC E911
Michele Plorde	KC EMS
Andreana Campbell	City of Kirkland Mgmt Analyst

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
Jeremy Henshaw	Law Enforcement Liaison
Chris Perez	Fire Liaison
Nathan Way	IT Application & Security Architect
Deanna Gregory	Pacifica Law Group
Brittney Rhodes	Public Records Specialist
Maggie Johanson	Administrative Assistant



o **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.

o **Roll Call**

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

o **Open Communications from the Public**

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

o **Consent Agenda**

- **Governing Board Minutes for January 8, 2021 Meeting**
- **Monthly Budget to Actuals Summary and Accounts Payable Report January 2021**

There was no discussion on any consent agenda items.

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

Motion carried.

o **NORCOM Recognition**

- Director Hamilton recognized dispatcher Becky Lucci for 25 years of service to public safety communications. NORCOM is grateful for her skills, empathy, and continued dedication.
- Chief Yourkoski congratulated FD #27 Chief Connor on his retirement and noted this would be his last meeting. Chief Connor started in 1981 serving the community, Chief Yourkoski thanked Chief Connor for his many years of service. Chief Connor introduced Chief Brian Culp who has been selected to fill the position of Fire Chief.



- **For Board Briefing**

- **Single CAD Exploration**

Our police agencies currently use Tyler CAD 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 been made in CAD system development. The use of two CAD systems continues to generate many workflow inefficiencies and redundant licensing and maintenance costs.

Deputy Director Myers presented a PowerPoint to the Board on the road to economizing and efficiency of a Single CAD System. Deputy Director Myers discussed the proposed change factors to a Single CAD system to include budgetary challenges, economizing costs, control user fee increases, improve efficiencies, and enhance service delivery.

A great deal of research, input, and candid collaboration has occurred thus far, and this project remains ongoing. Director Hamilton commented that this is a big undertaking, and the cooperation is appreciated.

Updated will be provided at the March 12, 2021 meeting.

- **CAHOOTS**

At the December 2021 Governing Board meeting, Board member Tracey Dunlap, City of Kirkland Deputy City Manager, asked 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.

Director Hamilton shared a presentation on the CAHOOTS program. 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.

Director Hamilton commented we tried to get a representative from CAHOOTS to do a presentation today, but we were unable to do so due to the volume of requests they are currently receiving. Director Hamilton stated our agencies should be proud as many have MIH programs.



Currently, agencies with these programs use units in the field to triage then request a mental health professional if needed. CAHOOTS on the other hand uses the dispatchers to assess the situation and dispatch appropriately to Fire, Police or a Mental Health professional .

The Board discussed how this is different from some of the current MIH programs. Chief Yourkoski requested that Director Hamilton bring back feasibility & cost information to a future meeting.

o **Department Reports**

- **Information Technology Updates Newsletter**

o **Adjournment**

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

Motion passed.

Meeting adjourned at 9:50 a.m.

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

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 03/12/2021
Subject: Monthly Budget to Actual Summary and AP Reports February

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:

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: Yes

Legal Review: No

Joint Operations Board Review: No

Attachments

Monthly Budget to Actuals Summary and AP Reports February

501- Operating

for Period Ending February 28, 2021

Revenues

	2021 Budget	February Activity	2021 Collected to Date	% collected
Subscriber Fees	11,754,115	979,510	\$ 1,959,019	17%
Agency Reimbursements	200,918	4,691	\$ 4,691	2%
Grants/Intergovernmental/Interest	350,000	-	\$ 176	0%
Total	12,305,033	984,200	1,963,886	16%
Transfers In	1,116,691	-	\$ -	0%
Revenues + Transfers	13,421,724	984,200.32	1,963,886	15%

Expenses

	2021 Budget	February Activity	2021 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,638,542	\$ 273,038	\$ 852,293	11%	6,786,249
Salaries & Wages - Overtime	167,586	\$ 2,709	\$ 11,505		156,081
Professional Reimbursements	4,200	\$ 162	\$ 485	12%	3,715
Medical	1,119,908	\$ 51	\$ 90,813		1,029,095
Dental	96,868	\$ -	\$ 7,792	8%	89,076
Vision	12,850	\$ -	\$ 1,025	8%	11,825
Long-Term Care	6,600	\$ 481	\$ 962	15%	5,638
Medicare	113,434	\$ 3,694	\$ 11,823	10%	101,611
MEBT	480,243	\$ 17,141	\$ 53,623	11%	426,620
PERS	1,005,972	\$ 35,161	\$ 107,958	11%	898,014
Washington FMLA	16,302	\$ 406	\$ 1,269	8%	15,033
Unemployment	79,288	\$ 3,500	\$ 13,049	16%	66,239
Workers Comp	12,447	\$ 627	\$ 1,745	14%	10,702
Total Personnel	10,754,239	336,970	\$ 1,154,341	11%	9,599,898
Advertising	10,000	\$ -	\$ -	0%	10,000
Bank Fees	50	\$ 41	\$ 41	82%	9
Cellular,Pager & Radio Svcs	50,588	\$ 3,302	\$ 4,114	8%	46,474
Computer Hardware-Non Capital	10,100	\$ 848	\$ 848	8%	9,252
Consumable Goods	5,830	\$ 348	\$ 291	5%	5,539
Dues & Memberships	11,110	\$ 8,987	\$ 9,089	82%	2,022
Equipment Leases	19,500	\$ 3,255	\$ 3,359	17%	16,141
Facility Lease	670,456	\$ 81,005	\$ 125,016	19%	545,440
Financial Audit	23,000	\$ 16,173	\$ 19,035	83%	3,965
Hosted Services	118,123	\$ 2,000	\$ 3,177	3%	114,946
HR Services	65,500	\$ 4,358	\$ 6,101	9%	59,399
Insurance	80,000	\$ -	\$ 41,109	51%	38,891
Legal Services	140,000	\$ 21,751	\$ 21,751	16%	118,249
Local Travel/Training/ Mileage	6,450	\$ 668	\$ 609	9%	5,841
Network Service	21,142	\$ 1,074	\$ 1,601	8%	19,541
Office Furniture	7,750	\$ -	\$ -	0%	7,750
Office Supplies	7,600	\$ 124	\$ 167	2%	7,433
Operating Supplies	2,350	\$ 485	\$ 558	24%	1,792
Parking Lease	82,800	\$ 6,600	\$ 6,600	8%	76,200
Payroll Services	29,700	\$ 5,009	\$ 5,711	19%	23,989
Postage	1,000	\$ -	\$ -	0%	1,000
Printing	1,100	\$ -	\$ -	0%	1,100
Professional Services	31,440	\$ 738	\$ 1,138	4%	30,302
Publications	800	\$ 92	\$ 93	12%	707
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	\$ 22,678	\$ 47,814	5%	859,631
Radio Site Lease	50,657	\$ 513	\$ 1,026	2%	49,631
Recruitment Supplies	2,000	\$ -	\$ -	0%	2,000
Small Tools & Minor Equipment	14,750	\$ 1,118	\$ 1,149	8%	13,601
Software/Licensing	93,004	\$ -	\$ 1,907	2%	91,097
Telephone Services	46,100	\$ 2,450	\$ 3,224	7%	42,876
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	183,618	\$ 305,611	11%	2,411,874
GRAND TOTAL	13,471,724	520,588	\$ 1,459,952	11%	12,011,772

502- Capital Projects

	2021 Budget	November Activity	2020 Spending to Date	% used	Remaining Balance
R&M - Software Maintenance	25,000	\$ 1,872	\$ 1,872	7%	23,128
	25,000	1,872	1,872	7%	23,128

503- Equipment Replacement:

	2021 Budget	November Activity	2020 Spending to Date	% used	Remaining Balance
Computer Hardware-NonCapital	43,000	\$ -	\$ -	0%	43,000
R&M Software Maintenance	360,500	\$ 111,504	\$ 111,504	31%	248,996
	403,500	\$ 111,504	\$ 111,504	28%	291,996

505-E 911 Escrow

Revenues:	2021 Budget	November Activity	Collected to Date	% collected
E-911 Escrow	11,166,691	\$ -	\$ -	0%
Investment Interest	-	\$ -	\$ -	
	11,166,691	-	\$ -	0%

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 February 28, 2021

	2021 Adopted Budget	Actual	Percent of Budget
<u>501 - Operating Fund</u>			
2021 Beginning Fund Balance	-	\$0	
Agency Revenue	11,754,115	\$ 1,959,019	16.67%
Other Revenue	550,918	\$ 4,867	0.88%
Transfers In	1,166,691	-	0.00%
Revenue Collected	13,471,724	1,963,886	14.58%
Total Resources	13,471,724	1,963,886	
Personnel Expenditures	10,754,239	\$ 1,154,341	10.73%
Operating Expenditures	2,667,485	\$ 305,611	11.46%
Transfers Out	50,000	\$ 50,000	100.00%
Total Expenditures	13,471,724	1,509,952	11.21%
Available Fund Balance	\$0	\$453,933.77	
<u>502 - Capital Projects Fund</u>			
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	\$ 1,872	7.49%
Transfers Out	-	\$ -	0.00%
Total Expenditures	25,000	1,872	7.49%
Available Fund Balance	\$409,462	\$432,590	
<u>503 - Equipment Replacement Reserve</u>			
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	\$ 111,504	27.63%
Transfers Out	-	-	0.00%
Total Expenditures	403,500	111,504	27.63%
Available Fund Balance	\$320,181	\$562,177	

	2021 Adopted Budget	Actual	Percent of Budget
<u>504 - Operating Expense Reserve</u>			
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%
Available Fund Balance	\$20,098	\$20,098	
<u>505 - E-911 Escrow Trust</u>			
2021 Beginning Fund Balance	\$83,371	\$83,371	
Operating Revenue	1,116,691	\$ -	0.00%
Investment Interest	-	-	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%
Available Fund Balance	\$83,371	\$83,371	
<u>506 - Rate Stabilization Reserve</u>			
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%
Available Fund Balance	\$1,007,041	\$1,007,041	

NORCOM

ACTIVITY FEBRUARY 1, 2021 THROUGH FEBRUARY 28, 2021

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,363,016.81

Checks by Date – Detailed by Check Date Report attached

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

Michael Olson, Treasurer

Date

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

Governing Board Chair

Date

Governing Board Vice Chair

Date

Accounts Payable

Checks by Date - Detail by Check Date

User: mryerson
Printed: 3/1/2021 8:47 AM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	679	ADP, LLC	02/01/2021	
	101242021	FMLA Taxes Payable	PPE 1.24.2021	1,122.79
	101242021	FederalTaxes Payable	PPE 1.24.2021	32,075.55
	101242021	Net Pay	PPE 1.24.2021	194,431.33
	101242021	MedicareTaxes Payable	PPE 1.24.2021	8,011.94
	101242021	ESDTaxes 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
ACH	120	ADP	02/05/2021	
	012221	PPE Payroll Processing Fee		1,466.25
	012421	PPE Payroll Processing Fee		1,130.82
Total for this ACH Check for Vendor 120:				2,597.07
ACH	131	HEALTH EQUITY	02/05/2021	
	012421	PPE HSA Contributions Payable		1,104.22
Total for this ACH Check for Vendor 131:				1,104.22
ACH	132	WILMINGTON TRUST	02/05/2021	
	012421	PPE MEBT Contributions Payable		35,585.12
Total for this ACH Check for Vendor 132:				35,585.12
ACH	134	COLONIAL LIFE	02/05/2021	
	FEB2021	Supplemental Ins Premiums		1,378.79
Total for this ACH Check for Vendor 134:				1,378.79
ACH	140	RELIANCE STANDARD	02/05/2021	
	FEB2021	Life/LTD Premiums		1,570.37
Total for this ACH Check for Vendor 140:				1,570.37
ACH	327	ASSOCIATION OF WASHINGTON CITII	02/05/2021	
	FEB2021	Vision Premiums		1,119.40
	FEB2021	Medical Premiums		95,787.80
	FEB2021	Dental Premiums		8,665.56
Total for this ACH Check for Vendor 327:				105,572.76
ACH	67	DEPT OF REVENUE	02/05/2021	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	0018167021	Sales Tax		79.20
			Total for this ACH Check for Vendor 67:	79.20
ACH	704 7751482	LABOR & INDUSTRIES Quarter 4 2020 L&I Taxes	02/05/2021	7,403.65
			Total for this ACH Check for Vendor 704:	7,403.65
19072	6 6467254	CDW-GOVERNMENT INC Monitor array mounts for the new backup center	02/05/2021	1,871.70
			Total for Check Number 19072:	1,871.70
19073	619 1385	FIRSTTWO, INC Regional Agency License	02/05/2021	14,533.20
			Total for Check Number 19073:	14,533.20
19074	565 10633053	GLOBALSTAR Orbit Network Services	02/05/2021	314.11
			Total for Check Number 19074:	314.11
19075	675 01292021	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contr PE 01/29/21	02/05/2021	4,278.49
			Total for Check Number 19075:	4,278.49
19076	557 4925560	LANGUAGE LINE SERVICES Over-the-Phone Interpretation	02/05/2021	824.46
			Total for Check Number 19076:	824.46
19077	74 020121	UNUM Long Term Care	02/05/2021	481.00
			Total for Check Number 19077:	481.00
			Total for 2/5/2021:	177,594.14
19078	364 01272021	AT&T Cell Phone Service - Acct # 287291727817	02/12/2021	131.84
			Total for Check Number 19078:	131.84
19079	4 87170	AWC 2021 AWC Employee Benefit annual assessment	02/12/2021	8,737.06
			Total for Check Number 19079:	8,737.06
19080	6 6866730 6904712 6904712 7266400 7273709 7298847 7298847	CDW-GOVERNMENT INC APC UPS backup batteries HP SB ProDesk 400 G5 Desktop HP Flex IO Card Pure Storage X20R3 22TB Fibre Channel Flash. Cisco Meraki Enterprise Cloud Controller - subs PURE STORAGE FLASH ARRAY INSTALL S Pure Storage Evergreen Gold Subscription - exte	02/12/2021	759.69 827.30 20.71 64,683.75 596.79 4,211.32 42,608.71

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 19080:				113,708.27
19081	210 012021	CENTURYLINK Radio Site Connection Charge - Snoqualmie EU	02/12/2021	173.12
Total for Check Number 19081:				173.12
19082	8 011021	CENTURYLINK Telephone Service	02/12/2021	1,340.92
Total for Check Number 19082:				1,340.92
19083	9 191044936	CENTURYLINK Telephone Service	02/12/2021	178.84
Total for Check Number 19083:				178.84
19084	11 38084 38808 38809	CITY OF BELLEVUE Monthly Rent Bellevue CH_ FEB2021 Fiber Usage Rental Fee - Feb Monthly Parking Spaces_ FEB2021	02/12/2021	44,011.64 477.00 1,832.60
Total for Check Number 19084:				46,321.24
19085	15 3316	CITY OF REDMOND FINANCE DEPT Backup Center Lease	02/12/2021	36,993.00
Total for Check Number 19085:				36,993.00
19086	324 55344-7	CRISTA MINISTRIES Crista Radio Site Lease- FEB	02/12/2021	513.10
Total for Check Number 19086:				513.10
19087	707 00001	PATRICK ELLIS Peer Support Training	02/12/2021	250.00
Total for Check Number 19087:				250.00
19088	28 10327	EPSCA Monthly Radio Access Fees - Feb	02/12/2021	920.01
Total for Check Number 19088:				920.01
19089	706 51913	FBINAA 2021 FBINAA Membership for William Hamilte	02/12/2021	60.00
Total for Check Number 19089:				60.00
19090	447 307137	FIRST CHOICE COFFEE SERVICES Ice Machine	02/12/2021	104.50
Total for Check Number 19090:				104.50
19091	657 2775166 2775167 2775168 2775169 2775170 2775171 2775172	FOSTER GARVEY RAADAR- Method and System for Inter and Int RAADAR- Method and System for an Integratec General Legal Services RAADAR RAADAR – Method and System for Inter and In License Agreements RAADAR- Method and System for an Integratec	02/12/2021	1,715.87 1,039.50 1,688.75 120.75 1,617.00 635.25 1,443.75

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	2775173	RAADAR – Method and System for Inter and In		1,443.75
	2775174	RAADAR IP Infringement Investigation		4,924.50
	2775175	RAADAR – Method and System for Inter and In		1,097.25
	2776289	RAADAR – Method and System for Inter and In		462.00
	2776290	RAADAR IP Infringement Investigation		693.00
	2776291	RAADAR- Method and System for an Integratec		404.25
	2776292	First- responder Station Alerting and Regional A		1,138.50
	2776293	RAADAR – Method and System for Inter and In		173.25
	2776294	RAADAR – Method and System for Inter and In		1,386.00
	2776295	RAADAR		201.25
			Total for Check Number 19091:	20,184.62
19092	267	LIFEWORCS	02/12/2021	
	116639	Integrated EAP & WL Program		293.06
			Total for Check Number 19092:	293.06
19093	586	MEYDENBAUER CENTER	02/12/2021	
	2021-01	JAN2021 Construction Emp Parking		1,950.00
			Total for Check Number 19093:	1,950.00
19094	698	MORNEAU SHEPELL LIMITED	02/12/2021	
	1342169	Employee Assistance Program – FEB 2021		293.06
			Total for Check Number 19094:	293.06
19095	52	PACIFICA LAW GROUP	02/12/2021	
	65590	Public Records		7,239.00
			Total for Check Number 19095:	7,239.00
19096	377	PST INVESTIGATIONS	02/12/2021	
	PSTI21-14	Background Investigation Services		3,739.88
			Total for Check Number 19096:	3,739.88
19097	700	BRITTNEY RHODES	02/12/2021	
	011221	Covid 19 Supplies		8.00
			Total for Check Number 19097:	8.00
19098	292	SHRED-IT USA INC	02/12/2021	
	8181257045	Shredding Service		238.35
			Total for Check Number 19098:	238.35
19099	65	SPRINT	02/12/2021	
	847357399-145	Wireless Service		63.62
			Total for Check Number 19099:	63.62
19100	366	T MOBILE	02/12/2021	
	020321	Test Cell Phone Service Acct# 947208760		41.62
			Total for Check Number 19100:	41.62
19101	79	VERIZON WIRELESS	02/12/2021	
	9871135690	Cell Phone Service		1,830.50
			Total for Check Number 19101:	1,830.50

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
19102	88 5013445829	WELLS FARGO FINANCIAL LEASING Printer/Copier	02/12/2021	1,406.36
Total for Check Number 19102:				1,406.36
19103	675 021221	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contr PE 02/12/21	02/12/2021	4,280.01
Total for Check Number 19103:				4,280.01
19104	569 FEB2021	NORCOM ASSOCIATED GUILD FEB2021 NAG Dues	02/12/2021	2,035.00
Total for Check Number 19104:				2,035.00
19105	673 Feb2021	PUBLIC SAFETY EMPLOYEES UNION FEB2021 PSEU Dues	02/12/2021	602.17
Total for Check Number 19105:				602.17
Total for 2/12/2021:				253,637.15
ACH	120 021221 021221 021221 021221 021221	ADP FMLA Taxes Payable Medicare Taxes Payable Federal Taxes Payable ESD Taxes Payable Net Pay	02/17/2021	1,105.75 7,388.46 27,839.90 3,013.41 192,807.25
Total for this ACH Check for Vendor 120:				232,154.77
Total for 2/17/2021:				232,154.77
ACH	120 022121 022121 022121 022121 022121	ADP FMLA Taxes Payable Medicare Taxes Payable ESD Taxes Payable Net Pay Federal Taxes Payable	02/25/2021	1,136.07 7,596.10 5,083.96 200,307.51 28,762.65
Total for this ACH Check for Vendor 120:				242,886.29
Total for 2/25/2021:				242,886.29
ACH	120 573930851 574371853 574512790	ADP PPE Payroll Processing Fee PPE Payroll Processing Fee PPE Payroll Processing Fee	02/26/2021	447.50 569.14 1,395.50
Total for this ACH Check for Vendor 120:				2,412.14
ACH	131 020721 FEB2021	HEALTH EQUITY PPE HSA Contributions Payable HSA Admin Fee	02/26/2021	1,269.22 51.35
Total for this ACH Check for Vendor 131:				1,320.57
ACH	132	WILMINGTON TRUST	02/26/2021	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	020721	PPE MEBT Contributions Payable		33,467.75
		Total for this ACH Check for Vendor 132:		33,467.75
ACH	133 JAN2021	DEPT OF RETIREMENT SYSTEMS PERS Contributions	02/26/2021	123,797.84
		Total for this ACH Check for Vendor 133:		123,797.84
ACH	67 18-604-770	DEPT OF REVENUE Sales Tax	02/26/2021	1,999.80
		Total for this ACH Check for Vendor 67:		1,999.80
ACH	703 011521	WAFD Bank Analysis Service Charge	02/26/2021	40.87
		Total for this ACH Check for Vendor 703:		40.87
19106	557 4934638	LANGUAGE LINE SERVICES Over-the-Phone Interpretation	02/26/2021	757.53
		Total for Check Number 19106:		757.53
19107	666 21-117	RAYMOND POLYGRAPH SERVICES Polygraph Examination	02/26/2021	325.00
		Total for Check Number 19107:		325.00
19108	555 L140965	STATE AUDITOR'S OFFICE Accountability & Financial Audit	02/26/2021	16,173.31
		Total for Check Number 19108:		16,173.31
19109	75 0012721 010621 023126 075031 101569 11490632 13574354 149931929 2267460 3387406 4458604 5385064 5562 5985065 6068234 6669061 7541018 7805850	US BANK CORPORATE PAYMENT SYS Training Summit - JCayton Operating Supplies – Sanitizer - Sun Liquor Consumable Goods – Food Coffee – Costco Consumable Goods – Creamer – Costco Power Supplies– Classic Automation Locution Equipment– Automation Direct Consumable Goods – Water Delivery Office Supplies – Chair Mat – Office Depot Operating Supplies – kitchen supplies – Amazon Operating Supplies – tissues & paper towels – A Office Supplies – Paper – Amazon Office Supplies – Wipes – Amazon Ripped from the Headlines Class - JFrey, NBens Office Supplies – Certificate Frame – Amazon Leadership Books – Amazon Parking Lease 700 Building – ABM Parking Operating Supplies – Covid gloves – Amazon Consumable Goods – Coffee – Amazon	02/26/2021	500.00 317.09 73.98 8.99 86.29 271.95 217.80 32.11 16.03 51.93 63.38 28.38 418.00 49.52 92.11 2,700.00 42.82 47.70
		Total for Check Number 19109:		5,018.08
19110	18 INV2259954	COPIERS NORTHWEST Copiers Service	02/26/2021	281.44
		Total for Check Number 19110:		281.44
19111	657	FOSTER GARVEY	02/26/2021	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	2769097	2019-2020 General Labor & Employment		202.00
	2769098	Public Records		1,443.60
	2771250	2019-2020 General Labor & Employment		121.20
	2771251	Public Records		620.80
	2773489	Public Records		1,020.60
	2779193	RAADAR IP Infringement Investigation		441.00
	2779194	RAADAR		218.75
	2779195	RAADAR – Method and System for Inter and In		43.75
	2779196	RAADAR – Method and System for Inter and In		4,082.75
	2779197	RAADAR		1,005.57
	2779198	RAADAR		509.25
Total for Check Number 19111:				9,709.27
19112	623 0143308	INTERNATIONAL ASSOCIATION OF CI IACP Renewal	02/26/2021	190.00
Total for Check Number 19112:				190.00
19113	586 2021-02	MEYDENBAUER CENTER FEB2021 Construction Emp Parking	02/26/2021	1,950.00
Total for Check Number 19113:				1,950.00
19114	52 65795 65796 65797 66173	PACIFICA LAW GROUP Public Records Special Projects Employer Legal Services General Legal Services Public Records Legal Services	02/26/2021	1,344.00 3,930.00 1,950.00 3,768.00
Total for Check Number 19114:				10,992.00
19115	88 5013817140	WELLS FARGO FINANCIAL LEASING Printer/Copier	02/26/2021	1,462.62
Total for Check Number 19115:				1,462.62
Total for 2/26/2021:				209,898.22
Report Total (62 checks):				1,363,016.81



MEMORANDUM

To: Governing Board
From: Roky Louie, Deputy Director for Operations
Date: 03/12/2021
Subject: Planned Network Shutdown- Security and Infrastructure Maintenance

Executive Summary:

On April 20th from 0330 to 0530 hours, NORCOM will be shutting down its network to perform technology systems maintenance to include critical security upgrades. This will disable all CAD and internet-based services for NORCOM. This will generate a reduction in service levels to NORCOM agencies, including but not limited to; a loss of all paging capabilities and a reduced capacity for Police to run returns through ACCESS. Should a significant event occur during this maintenance, "roll back" options have been identified.

This information will be further communicated in detail to NORCOM's agencies through the Police and Fire Liaison functions.

Background:

To remain compliant with Federal and State system security requirements, and adhere to industry best practices, NORCOM must regularly update critical infrastructure to include system security. To minimize agency service delivery disruptions, NORCOM has examined and utilized historical call for service data to select the optimal day and time period to accomplish this maintenance.

During the network outage, NORCOM operations will maintain services through the following primary measures:

- Call-taking will be done manually utilizing an established manual record-keeping process.
- Fire agencies will be notified well ahead of time that all stations will need to be on radio watch during this event.
- NORCOM will manually broadcast all calls on FDISP1. The unit status will be tracked manually.
- Response plans will be facilitated by highly experienced dispatchers.
- Police dispatch will be impacted by the inability to utilize ACCESS. If necessary, NORCOM will utilize another PSAP to run queries in emergent situations.
- Refresher training on manual dispatch techniques will be shared and practiced well in advance of this maintenance.
- Staffing will be increased as appropriate, to include additional supervision.
- Upon completion, manually recorded events will be back entered into CAD, assigning case numbers as needed for incidents which occurred during the outage.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

To update critical infrastructure and remain compliant with Federal and State system security requirements, NORCOM must update complete this update.

Additionally, planning for and practicing a system outage will ultimately increase NORCOM's resiliency to navigate future outages.

NORCOM Staff Recommendation:

N/A

Staff Comments:

N/A

Options

NORCOM will eventually need to take its network down to perform the security update. It could be scheduled for another time.

Risks

There is inherent communication and coherency disruption with taking network systems down. These risks will be mitigated to the degree possible.

Finance Committee Review: No

N/A

Legal Review: No

N/A

Joint Operations Board Review: No

N/A

Fiscal Impact

Budgeted Y/N: N

Fiscal Year: 2021

Account (s): N/A

Fiscal Note: N/A

Fiscal Impact:

N/A

Attachments

NORCOM Network Down

NORCOM Network Down

Planned Outage
Tuesday, April 20th, 0330-0530

NORCOM Operations with Network Down

- UPDATE NETWORK SECURITY INFRASTRUCTURE
 - Last remaining item from Information Technology security audit
- PRACTICE
 - Intentionally taking NORCOM's network down will give NORCOM Operations a chance to operate disconnected from most of our computer systems. This will drive further planning for future drills on working without connectivity to our network.

NORCOM Operations with Network Down

- CALL TAKING
 - Carbon Copy Manual Dispatch Forms
- FIRE RADIO
 - All Stations will need to be on Radio Watch
 - Calls will be manually voiced on FDISP1
 - Response plans will be handled by experienced dispatchers
 - Paging not functional
- POLICE RADIO
 - Mobile Data Computers will not be functional
 - LERMS will not be functional
 - OMNIXX>Returns not functional

NORCOM Operations with Network Down

- INTERNAL RESOURCES
 - Limited availability
- TRAINING
 - Refresher manual dispatch training issued prior to event
- STAFFING
 - Increased staffing as needed
- CAD CATCH UP
 - To be performed after event

NORCOM Operations with Network Down

- ADDITIONAL PLANNING
 - Still in the works – possible response plans directly through GIS
 - Paging alternatives
- NOTIFICATIONS
 - Through Liaisons
- EMERGENCY ROLL BACK
 - If a significant call comes in, the network can be brought up within minutes



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 03/12/2021
Subject: Single CAD Update

Executive Summary:

NORCOM and our Fire representatives continue to work collaboratively to explore the feasibility of a single CAD system. Staff will update the board on the general project status to include challenges, team composition opportunities, timelines and progress steps. Staff wishes to extend much appreciation to the Governing Board as well as our Fire customers for the continued support, direction, authentic collaboration and enthusiastic involvement.

Background:

To help mitigate current and future budgetary challenges, NORCOM presented the possibility of migrating to a single CAD system as a mechanism to impact future user costs without adversely impacting 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 Governing Board and the NORCOM Fire customers continue to receive monthly updates, providing direction as desired.

Policy and Strategic Implications:

A single CAD system will reduce ownership costs and improve operational efficiencies. NORCOM and Fire representatives continue to work as a collaborative team to identify, evaluate and validate any Operational impacts.

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 has included a detailed *Project Charter* as an attachment to this meeting packet. Staff encourages review of this document for additional clarity regarding options, challenges, opportunities, related financial information and recommendation thus far.

Staff Comments:

None.

Options

If desired, the Board may:

- Direct staff to continue project exploration and provide direction
- Approve project and select a single CAD vendor
- Direct staff to end the project and continue with two CAD systems
- Other

Risks

None noted at this time.

Finance Committee Review: No

The Finance Committee is aware of this project as well as the potential cost savings.

Legal Review: No

No legal review has occurred thus far.

Joint Operations Board Review: No

The Police Operations Board and the Fire Operations Board have received detailed project presentations and have provided detailed feedback.

Fiscal Impact

Budgeted Y/N: Y

Fiscal Year: 2021

Account (s):

Fiscal Note:

Fiscal Impact:

No fiscal impacts thus far.

Attachments

Single CAD

Single CAD Charter

Single CAD

The Road to Economizing and Efficiency

Single CAD

- Three Options
 1. Have police migrate to Central Square (CS)
 2. Have fire migrate to Tyler
 3. Maintain status-quo
- Five-Year Costs For Each Option
 - Costs for 1 and 2 do not include savings tied to improved operational efficiencies, less training time, decreased hardware, software, & licensing costs and decreased costs associated with support of two systems.
 - Quotes didn't include taxes. We have added 10% to vendor costs.
 - An annual increase equal to the average increase for each vendor over the last three years has been added (7% for CS and 4% for Tyler)

Single CAD Cost Comparisons

Status-Quo		
Five Year Costs - Maintain		\$ 4,181,204.70
Annual Savings Not Realized		
	Operational Time	\$ 50,000.00
	Support Hours	\$ 58,400.00
	Training Hours	\$ 25,000.00
	Hardware Requirements	\$ 12,000.00
Individual Savings Not Realized		
	Desktop replacements	\$ 105,000.00
	Monitors	\$ 13,000.00
	Hardware	\$ 275,000.00
Total Five Year Costs to Maintain		\$ 5,301,204.70

Central Square - CAD Only		
Capital Fund Beg Balance		\$ 468,719
	Central Square Implementation	\$ 517,177
	External Vendor Costs	\$ 82,500
Project Total		\$ 599,677
Capital Fund End Balance		\$ (48,458)
Operating Fund		
	Current Expenditures	\$ 654,845.00
	Savings Tyler Maint*	\$ (276,306.12)
	Increase Central Square Maint	\$ 207,650.34
	Loss of SingleSystem Savings	\$ 45,000.00
	Ending Expenditures	\$ 631,189.22
	Difference:	\$ 23,655.78
Five Year Costs - Central Square		\$ 4,483,567.60

Total cost including coverage of the Capital Fund deficiency is \$4,532,025,.60

Single CAD Cost Comparisons

Central Square - Single CAD		
Capital Fund Beg Balance	\$	468,719
Central Square Implementati	\$	1,433,167
External Vendor Costs	\$	49,500
Project Total	\$	1,482,667
Capital Fund End Balance	\$	(964,448)
Operating Fund		
Current Expenditures	\$	654,845.00
Savings Tyler Maint*	\$	(438,881.00)
Increase Central Square Mair	\$	305,073.07
Ending Expenditures	\$	521,037.07
Difference:	\$	133,807.93
Five Year Costs - Central Square	\$	4,688,759.32

Tyler - Single CAD		
Capital Fund Beg Balance	\$	468,719
Tyler Implementation	\$	225,851
External Vendor Costs	\$	52,800
Project Total	\$	278,651
Capital Fund End Balance	\$	190,068
Operating Fund		
Current Expenditures	\$	654,845.00
Savings Central Square Main	\$	(215,964.00)
Increase Tyler Maint	\$	54,411.00
Ending Expenditures	\$	493,292.00
Difference:	\$	161,553.00
Five Year Costs - Tyler	\$	3,057,352.33

Total cost including coverage of the Capital Fund deficiency is \$5,653,207.32

Single CAD Project Charter

- Project Team
- High-Level Functional Requirements (Estimated Dates
- Communication Plan
- Past or Related Actions
- NORCOM staff recommendation
- Other Options
- Appendix B – Phase-Gate process

Single CAD Project Team

- Project Manager, Katy Myers
- Technical Lead, Karen Furuya
- NORCOM IT
- NORCOM Operations
- Technical Advisory Committee
- Ad-hoc advisor and team members

Single CAD Requirements

- Testing and go-live validation
- Questions & Concerns
- Hands-on input
- Sno911 experiences & opportunity
- Motorola radio interface
- Tyler demo Q&A
- Lawsuit investigations

Single CAD Phase-Gate Process

- Project phases that consist of unique work or activities that is to be performed during the phase.
- Each phase has one or more deliverables which must be accomplished before proceeding to the next phase.
- The phase end represents a natural point to reassess the activities underway and to change or terminate the project if necessary.
- The phases for this project are expected to be completed sequentially, though the project team may recommend some overlapping of the phases as the project matures.
- Approval for starting a phase prior to the ending of the previous phase will be addressed in the phase-gate process development.



Single CAD

Submitted By: Katy Myers
Submitted Date: 3/12/2021

PROJECT:

Project Name: Single CAD Migration

Impacted Agency or NORCOM Business Unit(s): NORCOM, all fire and police agencies served by NORCOM.

CONTACTS:

Vendor Names: Tyler Technologies and Central Square

	Name	Email	Phone
Vendor Representative:	Gloria Bolin		
Vendor Representative:	Janette Onizuka		
Agency Point of Contact:	Katy Myers, PM	kmyers@norcom.org	425-393-9621
	Karen Furuya, Technical Lead	kfuruya@norcom.org	425-830-3797

PROJECT TEAM:

The project team will include members of NORCOM IT and Operations. Other NORCOM staff will assist with the project, as necessary, to address project activities. The team will also include the technical advisory committee comprised of one technical and two mobile user fire agency representatives.

The project team may create sub-groups or teams to address unique and specific activities and add ad-hoc members as needed. Teams will meet at times determined by the individual teams and report to their stakeholders. The meeting and reporting expectations will be tracked in the communication plan section of this project charter.

PROJECT DESCRIPTION:

Migrate NORCOM and its user agencies to a single CAD vendor.

PROBLEM STATEMENT OR GOAL:

Facing budgetary challenges, NORCOM has identified that migrating to a single CAD system could provide a way to control future user cost, increase efficiencies and enhance service delivery.

CASE SCENARIO:

The use of two CAD systems has created significant challenges, increased costs, and additional workload for the dispatchers and IT staff. 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 call taking for each discipline in a different CAD system. After call taking training the employee must then learn to dispatch on both systems. Two CAD systems further complicates an already complex job, increases the time it takes to train, and introduces opportunity for errors. Both systems must 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 planned system downtime system security maintenance.

The use of two CAD systems also impacts the field users. Some functionalities available in one CAD system aren'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.

With the disparity between the CAD systems, police can use skill and equipment-based recommendations, but fire cannot. 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 dual workload means less time available to perform upgrades and improvements to the maps. If all agencies are migrated to a single CAD system improved functionalities and efficiencies would be available.

There are more examples of how the use of two CAD systems impacts every facet of our daily operations. Those detailed here support a single CAD system migration.

FUNCTIONAL REQUIREMENTS:

We have included the following information in Appendix A:

Overall results for requirements and go-live validation.....	5
Failed Requirements:.....	5
Operations Requirements List.....	5
Fire Requirements	7
Original Go-Live Validation.....	11
Fire Questions and Concerns.....	17
Tyler Hands-On Testing Input.....	20
Sno911 Implementation Experiences & Opportunity	21
CAD-CAD interface with SNO911 Agencies	22
Motorola Radio Interface Information.....	23
Tyler Demonstration Questions and Answers.....	24
Tyler Lawsuit Investigations	26

FINANCIAL COSTS:

One-time costs: Depends on final decision. See Appendix C for Cost Summary.

On-going costs (Annual Maintenance): Depends on final decision. See Appendix C for Cost Summary.

Already Budgeted? N

Funding Source: Capital Project Fund for one-time costs, adjusted maintenance costs will be incorporated into the 2022+ budget process.

CONSTRAINTS:

1. Availability for user testing and user training may impact the go-live schedule. This timing can be accommodated by adjusting the go-live date. While savings could be experienced with a July 2021 go-live date, there is no requirement to do so. Provided go-live is prior to July 1, 2022 there are no additional costs in the operating budget.
2. The project scope is to bring fire agencies onto the Tyler CAD system providing at minimum the same functionality to the fire agencies as they have now. There are some projects that are in process that will need to be included in the scope of this project. New projects that have not been started must be considered on a case-by-case basis for inclusion in this project.
3. A large project to upload pre-plans into the Central Square system has been underway for over a year. Just less than 5,000 pre-plans need to be manually input into the Tyler CAD System.
4. All location and person alerts will be updated and programmed into the Tyler CAD system.
5. Prior fire & EMS CAD incidents will not be imported into the Tyler CAD System, but will be made available for off-line searches.

RISKS:

1. Final Acceptance Testing does not pass and go-live is postponed or cancelled.
2. User acceptance of change may be low.
3. Project champions at user agencies may lack enthusiasm or may not put policy in place to support the change.
4. Field users may not complete the training or lack engagement with the training.

ESTIMATED BEGIN DATE: 3/15/2021

ESTIMATED END DATE: 12/15/2021

Key project dates if known:

- 3/12/2021 – Project Charter Review by Governing Board
- 3/15/2021 – Begin project scope, schedule, and payment negotiations with Vendor (estimated)
- 4/9/2021 – Project Charter and Plan approval by Governing Board (estimated)
- 5/14/2021 – Project Schedule adopted (estimated)
- 6/11/2021 - Phase-Gate Process adopted (estimated)

COMMUNICATION PLAN:

Stakeholder Group	Type of Communication	Frequency of Communication	Responsible Person
IT Team	Verbal during IT meetings	Every other week	Karen F
Fire Tech OPS	Verbal during meetings	Monthly	Karen F & TAC
Fire OPS Chiefs	Verbal during meetings	Monthly	Karen F & TAC
Police OPS	Verbal during meetings	Monthly	Andrew J
Fire Chiefs	Verbal during meetings	Monthly	Katy M
Governing Board	Verbal during meetings	Monthly	Katy M
... more as needed/identified			

PAST OR RELATED ACTIONS:

1. 09/2020 - Discussed with Fire Chief the budget challenges and concept of single CAD as a cost savings and efficiency opportunity, referred question to Fire Tech OPS.
2. 10/2020 – Began work with Fire Tech OPS, sought police and fire SMEs to help develop requirement lists, began testing requirements against Tyler and CS.
3. 12/2020 – Tyler fire demonstration to Tech OPS and SMEs, gave selected users access to Tyler for hands-on familiarization.

4. 1/2021 – Update to Fire Chiefs & Governing Board. Held police and fire leadership operational discussion to review needs and concerns around Single CAD. Met with SNO911 to learn how their implementation is going, seek input. Tyler Q&A and demonstration recording link published.
5. 2/2021 – Updates to Fire OPS, Fire Chiefs, and Governing Board. Central Square demonstration, testing and support to Fire OPS. Received part 1 of 2 quotes from CS. Received updated quote from Tyler. Fire met with Snohomish fire agencies for input. 2nd Tyler environment review and basic AVL testing. Found and validated go-live issues.
6. 3/2021 – Update to Fire Chiefs. Approval of Technical Advisory Committee to join the NORCOM project team and investigate Tyler as the single CAD vendor. Received part 2 of 2 quotes from CS. Governing Board briefing.

POLICY AND STRATEGIC IMPLICATIONS:

- Operations in a single CAD environment will improve operational efficiencies, decrease the total cost of ownership of the system, lessen maintenance/support burdens, and prepare NORCOM for the future.
- Fire and Police agencies sharing protected data within the CAD system were discussed with the discipline leadership and no unmanageable issues were identified. Workflows or policies will be reviewed.
- System updates, changes, and maintenance planning in a single CAD environment will be reviewed to determine expectations of system updates and changes. A new process for handling monthly down time will be created.
- Budgetarily, while E-911 revenues are falling and costs are ever-increasing, supporting a single CAD system will save the agency money. Purchasing less hardware, software, storage, and licenses will reduce the overall Operating, Capital Projects, and ER&R budget needs. While this decrease is not enough to fully accommodate the anticipated user agency fee increases, it will help control those increases over time.

NORCOM STAFF RECOMMENDATION:

After careful consideration to the scope of work, costs, vendor support and product availability, NORCOM recommends a project team, including the technical advisory committee members recommended by the Fire OPS Chiefs, is established to establish a plan to migrate to Tyler as a single CAD system. The project team will establish a project schedule, work on change management, and collaborate on a communication plan. The team will develop a phase-gate process that will identify stages of development followed by benchmarks for assessment. More information on the phase-gate process is available in Appendix B.

OTHER OPTIONS:

Option 1) move police agencies to Central Square (CS). This investigation included the development of a list of requirements for police and the gathering of information for all police related interfaces. In January 2021 the vendor rep for CS contacted NORCOM and we worked to identify our needs and get an updated quote for the cost of bringing police onto CS.

Option 1A) Central Square produced one quote to bring police to CS for CAD and Mobile only. This would require NORCOM to maintain the RMS and JMS functionality in Tyler and build an interface to gather data from CS. The five-year costs for this option is estimated to be 4.6M.

Option 1B) Central Square will have the RMS and JMS quote to NORCOM on March 11th. This option will include all costs for police to switch to CS CAD, Mobile, RMS, and JMS. This is preferred over option 1A as it would allow staff to work through a singled CAD vendor as was the original intent of the project. Five-year cost estimates for CS as our single CAD provides is estimated at 5.6M.

Option 2) Maintain status quo. This option includes costs for hardware, software, and licensing. It also estimates the increased costs for operational time, support hours, and training hours. To maintain status-quo it is estimated to cost 5.3M over the next five years.

FINANCIAL COMMITTEE REVIEW:

LEGAL REVIEW:

GOVERNING BOARD REVIEW:

PROJECT APPROVAL STATUS:

APPENDIX A: REQUIREMENTS

Overall results for requirements and go-live validation

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 Tyler by police users	9

Failed Requirements:

The 11 failed requirements are listed below. Each failed requirement has been reviewed and a work around or alternative has been identified which meets the need wherever possible. With work arounds or alternatives available, none of these items have been identified as a “showstoppers.”

- 1) Incident screen doesn't include the full incident number, instead it includes the three-digit tracking number.
- 2) Caller Location Query in CS is a proprietary function. There are four alternative systems available that provide this same functionality and more.
- 3) The snapshot of CAD tool in CS is not available in Tyler. Staff to investigate alternative workflows.
- 4) Shorthand commands are not used in Tyler.
- 5) Sound is not available to be produced when using a shorthand command.
- 6) Mobile users cannot mark themselves as the primary unit. This is done by a CAD command.
- 7) Unable to search for a location by radius (not currently available or used)
- 8) Ability to view unit history in Mobile.
- 9) Installation of mobile requires that permissions on folders on the local drive are set manually.
- 10) Active screen doesn't contain a primary unit column
- 11) Assigned incident screen doesn't include the IDC column

Operations Requirements List

Operations Requirements	Use Case/Reason	Tyler	Central Square
Ability to create road closures		Yes	Yes *

Operations Requirements	Use Case/Reason	Tyler	Central Square
Caller Location Query		No	Yes
Geo-Fencing		Yes	Yes
Create page groups		Yes	Yes
Page a page group		Yes	Yes
Page units from the command line		Yes	Yes
Page trauma/medic doc from the command line		Yes	Yes
Live Move Up Module (Live MUM)		Yes	Yes
Tool to be able to view a "Snapshot of CAD" at a selected day/time. to view "the board" for future investigations	The Snapshot tool to see why a specific unit was recommended over another.	No	Yes
Search premises with a wild card		Yes	Yes
Search premises by city/county	In New World if you search 'Starbucks' it will bring up a list but there is no way to search in the list and it is also not a complete list. The ability to search 'Trailhead' to bring up all trails. Wildcard Freeway addressing. In New World if you don't know exactly how the premise is entered you may not be able to find it.	Yes	Yes
Assigned incidents screen with an IDC column	The IDC shows up in the Assigned Incidents Screen, allowing dispatchers to easily see which calls are missing an IDC.	No	Yes
Short hand commands to 'Add Narrative' into a call: /PPE, /STAGE, /AA, etc.		No	Yes
Ability to add sound files to shorthand commands	/CVA and /STAGE also make a noise when they are put in the call notes and add additional instructions in the main CAD ribbon .	No	Yes
Unit status screen contains a "Notes" field	This is used to note units that are moved up or out of service for a specific reason. Currently the secondary location field is used when dispatching New World, but the secondary location field is cleared out whenever a unit is added to a call.	Unk	Yes
Coordinates can be entered into the call notes that creates a link that responding units can click on.		Yes	Yes

Operations Requirements	Use Case/Reason	Tyler	Central Square
Ability to view caution note attached to polygon in CAD and on MDC.		Yes	Yes
Ability to define custom timers on unit status'.		Yes	Yes
clickable links in incident narrative	For the RADAR Navigator program there is a plan to enter location-based CAD remarks that could link to the Navigator 'response plan'. Can those be clickable in Mobile? Are they clickable in CAD?	n/a	n/a
audible or visual alert when an out of zone unit is dispatched or assigned to a call.	not a continuous beep	Unk	No

Fire Requirements

Fire Requirements	Notes	Pass/Fail/Untestable
Display call info (assigned call opens/displays)		Pass
Display call with assigned units		Pass
Display unit location		Pass
Ability to view all calls in CAD		Pass
Ability to filter calls in call screen by agency with multi select		Pass
The incident screen includes the following CAD information: <ul style="list-style-type: none"> Incident Number Priority Incident Date and Time Problem Nature Description Address, Location Name (if available) Building & Apartment (if avail) Cross Streets, Assigned Units list Dispatcher Comments Prior Incidents (if avail) Radio Channel (if avail) Reporting Party Name and Callback number Map Page 	AJ - Fail on the Incident number . Does NOT show on the fire side on the main screen, it is in the call log. We have the ability to show Description of problem nature, we chose not to as it is the same as the call type.	Fail?
Ability to choose what information is on the default/home screen	AJ - Layout of the Information is set, but we can turn certain things on or off on a global level.	Pass?
Display routing/navigation to call	Need AVL to test	Pass
Map-Show other unit locations (single or multi agency)	AJ - Works on pd side so will work on fire side but will need to test	Untestable

Fire Requirements	Notes	Pass/Fail/Untestable
User can see (and change) unit status		Pass
Clearly indicate own's unit status (on the air, at scene)		Pass
Clearly show MDC connection status to system		Pass
Access prefires, premise info, call history, and possibly other resources		Pass
Ability to view Premise information from CAD	AJ-These are called alerts	Pass
Indication that a prefire is available for a location or premise		Pass
Ability to view a prefire attached to the location or premise		Pass
Ability to download a prefires from CAD to an MDC		Pass
Ability to search and view call history	AJ - turned off search currently, can view though on the call you are going to	Pass
ESO-Ability to send call data to ESO while call is active	AJ - Just need to test ESO when the interface is available	Untestable
ESO-Ability to select which call status will generate and send call data	AJ - Just need to test ESO when the interface is available	Untestable
Mobile client makes an audible notification after unit is dispatched to an incident	AJ - no option currently to do this, has audible alerts for other things (Lost and re-established connections to NORCOM). There is notification in the form of a toast popup, but further, when a unit is dispatched, the mobile will switch to the dispatch call screen.	Pass
The incident screen is updated in real time		Pass
Mobile user is notified with and audio and visual notification when a CAD user modifies the Nature/Problem of an existing incident <ul style="list-style-type: none"> The updated information is highlighted on the Incident screen User is able to clear the notification 	AJ - visual notification (toast message), no highlighting.	Pass?
Mobile user is notified when a CAD user modifies the Primary TAC Channel of an existing incident <ul style="list-style-type: none"> The updated information is highlighted on the Incident screen User is able to clear the notification 	AJ - visual notification (toast message), no highlighting.	Pass?

Fire Requirements	Notes	Pass/Fail/Untestable
Mobile user is notified when a CAD user modifies the address of an existing incident <ul style="list-style-type: none"> The updated information is highlighted on the Incident screen User is able to clear the notification 	AJ - visual notification (toast message), no highlighting.	Pass?
Mobile user is notified when a CAD user enters a comment/narrative into an existing incident <ul style="list-style-type: none"> The updated information is highlighted on the Incident screen User is able to clear the notification 	AJ - visual notification (toast message), no highlighting.	Pass?
Mobile user can mark themselves as the Primary Unit/ In Command <ul style="list-style-type: none"> A comment in the incident screen indicates the Unit that declared itself as 'Primary Unit' 	AJ - No option currently to do this. We didn't see this functionality in current mobile. Dispatch can mark a unit as primary but it just goes into the call log. Mobile users can see that a unit was marked as primary in the call log. You could use the secondary location field to denote that you are command and the location of the command post. You could add a line of narrative as well if you wanted? On the Apparatus Status screen there is a column you can add "Is Primary" which shows True or False	Fail?
The All Incidents "Active" screen contains a "primary unit" column.	AJ- You can pull out the 'Is Primary' column on the Unit Status Screen, dispatch would have to mark you as primary. Not current business practice. Can't do on the 'All incidents' screen, but available on the 'Unit Status Screen'.	Fail?
Caution/Hazards notifications in CAD incidents are sent to mobiles.		Pass
Ability to find an address or intersection on the map	CM - Tyler has a Find Feature and and Find Address button to aid in searching for locations	Pass
Ability to geo-verify an address	Dispatch can verify addresses?	Pass
Units displayed are based on mobile incident filters	AJ - need to have AVL working to test	Pass
Ability to zoom in/out	CM - Tyler has Zoom In/Out and Zoom to Unit buttons	Pass
Info button to display unit information & lat/lon	Under Utilities on top menu bar	Pass

Fire Requirements	Notes	Pass/Fail/Untestable
Mobile user can toggle on/off map layers	CM - In Tyler, on the map, click the "Layer Selection" button. The list of map layers pops up on the right side of the screen. Check/uncheck layers that you want to be visible.	Pass
Mobile user can find an address and cross-streets on the fly.		Pass
The mobile driving directions use road closures in CAD to calculate the fastest route.		Pass
As the unit drives closer to the incident, the map view will automatically zoom in.	Doesn't appear to, the view is dependent on if Follow Me is being used or not.	Fail?
Mobile Client User has the ability to search for a location by Radius	KIFD-Doesn't think anyone has used this feature KF-I got this from a CS Functional Acceptance Test document, so this may not apply to us - I can remove it. AJ - I don't believe this functionality exists	Fail?
Mobile Client User can look for the Premise Details information from the Incident view screen	KIFD-Doesn't think anyone has used this feature. AJ-you click the alerts button and premise details (if they have been added) will show there)	Pass
User can view the Unit History information	KIFD-Doesn't think anyone has used this feature. AJ- not available in Mobile, only in CAD	Fail?
Mobile user can go from Day Mode to Night Mode.	KF-I got this from a CS Functional Acceptance Test document, so this may not apply to us - I can remove it.	Pass
Persistent profile: The user will log back in and the setting will remain as the last setting.	AJ-need to test if it roams from device to device. I believe it does.	Pass
The mobile client will report connection status and, when disconnected, notify the mobile user and continuously attempt to reconnect to the mobile server.		Pass
The mobile administrator can assign function keys to mobile buttons and toolbars.		Pass
Ability to Pan		Pass
Ability to Zoom to Location		Pass
Ability to Zoom to Route	AJ-Need AVL	Pass

Fire Requirements	Notes	Pass/Fail/Untestable
Ability to Re-center	I don't recall a recenter button?? KM	Fail?
Ability to Scale dependent layer visibility		Pass
Ability to Route	AJ-Need AVL	Pass
Ability to use a vector basemap for faster drawing	AJ-I don't know what this is	N/A
Re-calculate route based on unit location	AJ-Need AVL	Pass
Table for link to pdfs need to have larger fields to support longer URL	AJ-I don't know what this is	Unk
Link to document based on closest address instead of entering all of the possible addresses	AJ-I don't know what this is	Unk
Link to outside preplanning applications such as First Due Sizeup		Unk
It would be nice to have live access to CAD Data. Useful reasons: 1. Analytics 2. Showing call location on web dashboards in the stations. Now we would have to go in through a back door to get the data such as Active911 Call stream 3. Call Alerting	Crew Force could provide Call Alerting on devices, access can be made to the reporting server for Analytics. Showing call location on web dashboards in the stations - isn't that available through RAADAR.	Pass
Re-calculate route based on unit location	AJ-Need AVL	Pass
Ability to show entire route to location, then zoom in as you get closer	AJ-Need AVL	Pass

Original Go-Live Validation

Original Go-Live Case Summary	Pass/Fail/Untestable	NORCOM Notes	Bucket
On a combined call when an agency type is cleared then the call should not show on the agency type filtered grid	Pass		Major
Create new command - TL - Test Locution / CADVOICE station alerting	Pass		Critical
Create new command - TT - Test tone (ST291 & 296)	Pass		Critical
When adding information in the nature of call field, after the call has been cleared and the call is back in pending, it is paging the last unit on the call.	Pass		Critical
Zetron Station 271 & 291 need to get these up and running. Both of these stations have both Locution and Zetron.	Pass		Critical
Multiple SERS / SCOPE pages for the same incident	Pass		Critical
Create a new command - DPNT - Dispatch Unit without tones/alerting	Pass		Critical

Original Go-Live Case Summary	Pass/Fail/Untestable	NORCOM Notes	Bucket
When using the exchange command, after an initial dispatch, both units were again toned out thru Locution.	Pass		Critical
When changing statuses in Fire Mobile. Tested with Unit A1A. Started in Reserve status to Available to 10-minute delay. Unable to change to any other status without being prompted with Cleared Call Disposition Windows	Pass		Critical
Need ability to cross-staff units together without having to create a cross-staffing group. This allows you to create groups on the fly without having to have access to maintenance	Pass		Major
Need ability to temporarily break cross-staffing groups and re-enable them on the fly from the command line and Unit Detail UI	Pass		Major
Go-Live Reported NOTIS - Wrong personnel showing up from Telestaff into New World	Unable to Test	Telestaff	
Go-Live Reported NOTIS - Wrong units populating into LERMS from Telestaff	Unable to Test	Telestaff	
Go-Live Reported NOTIS - Referenced to a prev NOTIS 4702. Times documented are not correct, examples of End Dispatch Time is later then Arrived on Scene Time	Unable to Test	ESO	
Go-Live Reported NOTIS - TAC channel not displayed in its own field in Mobile 9 Fire	Pass		
Go-Live Reported NOTIS - Unit Status times are not appearing in Closed Incidents Reports crews having to estimate times for RMS entries.	Unable to Test	ESO	
Go-Live Reported NOTIS - MDC Lag time to acknowledgement	Not reported in Police		
Go-Live Reported NOTIS - Mobile Units not Registering with Dispatch issue	Pass		
Go-Live Reported NOTIS - M14 Unit not registering with Dispatch Issue	Pass		
Go-Live Reported NOTIS - Mobile issue or logging user out/freezing.	Pass		
Go-Live Reported NOTIS - Follow button on Map zooms to extent and does not follow.	Pending AVL test		
Go-Live Reported NOTIS - Mobile functionality on Go-Live was not good per ST1	N/A		
Go-Live Reported NOTIS - Mobile Status not reflecting current status - not updating.	Not reported in Police		
Go-Live Reported NOTIS - Specific Incident 11-3572 never populated to RMS/FERMS	Unable to Test	ESO	
Go-Live Reported NOTIS - See 4688 for similar issue, linked to 4741 Telestaff populating into NW incorrectly	Unable to Test	Telestaff	

Original Go-Live Case Summary	Pass/Fail/Untestable	NORCOM Notes	Bucket
Go-Live Reported NOTIS - Global Issue but similar issue as 4688 Telestaff not populating correctly into NW	Unable to Test	Telestaff	
Go-Live Reported NOTIS - two page rip and runs, questions about adding the correct info to the one page (Geo-codes, callers name, number, etc..	Unable to Test	Rip and Run	
Go-Live Reported NOTIS - On 9/27/11 - Call 5515 A22 9/26 does not appear in LERMS or ESO	Unable to Test	ESO	
Go-Live Reported NOTIS - No rip and run for ST271	Unable to Test	Rip and Run	
CADNet not sending Zetron Alerts to ST271.	No Longer Needed		
Go-Live Reported NOTIS - Permissions levels in CADView for Fire seeing PD. Also Telestaff not working correctly.	No Longer Needed		
Go-Live Reported NOTIS - Mobile Font size to small, wants auto-filters when Mobile comes online per LT Ansell/BEFD	Not reported in Police		
Go-Live Reported NOTIS - Records had no incident number for BEFD on automatic Aid call as required by NFIRS	Unable to Test	ESO	
Go-Live Reported NOTIS - Incorrect Recommendation from CAD.net for A66/ST35	Unable to Test	Not Enough Information	
Go-Live Reported NOTIS - CAD.net to Mobile issues with units clearing or status changes sporadic	Pass		
Go-Live Reported NOTIS - Records did not populate properly to the appropriate ESO, Incident times showing up twice	Unable to Test	ESO	
Go-Live Reported NOTIS - Records/ESO can not clear NFIRS Check because ESO can't reach the correct Data	Unable to Test	ESO	
Go-Live Reported NOTIS - After moving up a unit, they requested to be put out of service. We were unable to put them out of service after using either the LAM or QMU commands.	Pass		
Go-Live Reported NOTIS - No Fire Unit recommendation for a specifca Address although appeared setup correctly. See this NOTIS for details for future testing	Unable to Test	Not Enough Information	
Go-Live Reported NOTIS - ESFD Chaplains not setup in CAD.net for paging?	Not reported in Police		
Go-Live Reported NOTIS - Incorrect Recommendation from CAD.net for A3/ST12. A3/L3 had same response times which is incorrect	Pass		
Go-Live Reported NOTIS - Incorrect Recommendation from CAD.net for A2/E2 sent E4 instead. Later recommended correct - VALIDATE issue See ADDRESS for testing later	Pass		
Go-Live Reported NOTIS - Incorrect Recommendation sending A63 when ST65 units were in Quarters to 14900 1st Ave NE -	Pass		
Go-Live Reported NOTIS - Issue with Fire Records getting "End of Stream error" when placing incident information into record	Unable to Test	ESO	

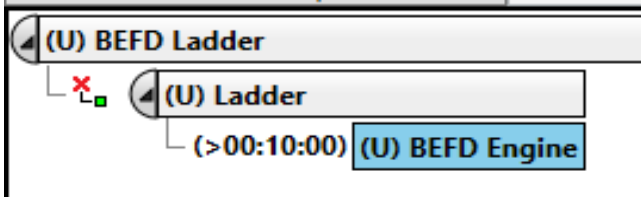
Original Go-Live Case Summary	Pass/Fail/Untestable	NORCOM Notes	Bucket
Go-Live Reported NOTIS - Dispatch toast working intermittently	Pass		
Go-Live Reported NOTIS - Problem with Building Entry in Fire Records	Unable to Test	Not Enough Information	
Go-Live Reported NOTIS - Fire Records Geo venue Error	Unable to Test	Not Enough Information	
Go-Live Reported NOTIS - Data Problem Error 402 - "The Data Types varchar and varchar are incompatible in the modulo operator	Unable to Test	Not Enough Information	
Go-Live Reported NOTIS - DUFD Workstations having problems taking the upgrades	Unable to Test	Not Enough Information	
Go-Live Reported NOTIS - Installer/Updater should automatically set permissions on needed folders, rather than having to set them manually on each computer	Fail		
Go-Live Reported NOTIS - Administrator can't log in to Administrative web page	Not reported in Police		
Go-Live Reported NOTIS - Recommendation for Mercer Island 5700 WB 90 had no response area	Pass		
Go-Live Reported NOTIS - Stability concerns for CADview will not add additional users per ESFD	Not reported in Police		
Go-Live Reported NOTIS - Closeout printouts are sporadic for SQFD	Unable to Test	Not Enough Information	
Go-Live Reported NOTIS - Locution/Scope pagers/mobile assignments not occurring at exact time, delays between methods used (Locution first, then pagers, then eventually mobile assignment)	Pass		
Go-Live Reported NOTIS - The Jurisdiction defined required fields are colored like they should be but a user can just skip by them. The incident can be verified without those fields being addressed. This is new this evening as far as I know	Not reported in Police		
Go-Live Reported NOTIS - 10/08/11 - CAD.net Webview not sufficient for KCEMS use. Missing information - Sheryl to attach field requirements, this was reference the old NW version and not the Nathan version.	No Longer Needed		
Go-Live Reported NOTIS - 10/8/11 - CFS 312 on 10/5/11 MED19 recommended over MED35 for a call in Duvall when both units were in QTRS. Reported by Johnson	Pass		
Go-Live Reported NOTIS - 10/6/11 In Aegis the when creating a report based on CAD calls it will give an error of query exceeds record limit. This happens when I export to Excel	Unable to Test	Aegis	
Go-Live Reported NOTIS - 9/27/11 Ref Question regarding Incident #2011-3470 on units B42, E44, M47, A31. Initially only pulled B42 when it should have been a FREEWAY Response plan - See NOTIS for further details.	Pass		

Original Go-Live Case Summary	Pass/Fail/Untestable	NORCOM Notes	Bucket
1621435 - Missing Incidents in Aegis and the SOLUTION	Unable to Test	Aegis	
1616916 - MDC Issue for MED14 - Units disappearing off status screen	Pass		
1617027 - Page Log Viewer and Notifications of Failures	Pass		
1615770 - Cleared call doesn't clear from dispatch screen	Not reported in Police		
1622392 - Fire mobile - inbetween value in the dispatch message just says INBETWEEN VALUE	Unable to Test	Not Enough Information	
1607296 - CAD Enterprise is sending pages to units/personnel that are not assigned to the call currently	Pass		
1610616 - Cross-Staffing Not Working Correctly	Pass		
An issue with the Aid Received/Given field in NFIRS	Unable to Test	ESO	
GO-LIVE System Issue - ESO data not correct download	Unable to Test	ESO	
Aegis Fire Records problem for (EFR computer #efr0132)	Unable to Test	Aegis	
1614756 - Multiple response pages to fire units	Unable to Test	Paging	
1615764 - Locution voicing both units after an SW command	Not reported in Police		
ODBC Connection to CAD/RMS data	Unable to Test	Not Enough Information	
MIFD subsequent calls not setting off alert notifications	Unable to Test	Paging	
Adding Missing Incident Number to Open Fire Call	Unknown		
NW Records to ESO related incidents that did not work correctly			
Go-Live Reported NOTIS - Ref Case 2011-3469 CAD Feeds into ESO "The times from At Patient through In District do not seem to be loading in."	Unable to Test	ESO	
Go-Live Reported NOTIS - Ref Case #2011-3482 MSP Records/CAD Feeds into ESO did not occur	Unable to Test	ESO	
Go-Live Reported NOTIS - Ref 2011-3469 Created an incident not only in NW Records, but also in FireHouse and the incident appears to show two different addresses for two separate EMS incidents utilizing the same Case nbr.	Unable to Test	ESO	
Go-Live Reported NOTIS - Incident times from MSP have been changed to incorrect values, unable to change (Probably by design as it's a record/ggs), Kirkland Incidents 5808 and 5815 given as examples. Had to enter corrected times in narrative?	Unable to Test	ESO	
Go-Live Reported NOTIS - 09/27/11 - 2011-1700 did not port to ESO from CAD.net for A92. What is the proper flow or trigger for functionality question?	Unable to Test	ESO	
Go-Live Reported NOTIS - 09/27/11 - Particular incident (Not mentioned) times did not to into ESO from CAD.net Local area times not transferring?	Unable to Test	ESO	
Go-Live Reported NOTIS - 9/29/11 - Incident code in ESO and NW Records do not match, one is changing the other.	Unable to Test	ESO	

Original Go-Live Case Summary	Pass/Fail/Untestable	NORCOM Notes	Bucket
Go-Live Reported NOTIS - 9/28/11 - No specific example or case Arrival time showing before dispatch time in EMS calls Check error in NFIRS	Unable to Test	ESO	
Go-Live Reported NOTIS - 9/28/11 - Provider Assessment field in NW does not populate with data if "Other" is chosen in Primary impression in ESO. Other should map to a code taken from ESO	Unable to Test	ESO	
Go-Live Reported NOTIS - 9/28/11 - Entered info into ESO then tried to enter into NW, times did not download, Provider Assessment did not work. Processes not working.	Unable to Test	ESO	
Go-Live Reported NOTIS - 9/28/11 - NFIRS Verification process not working in ESO, differences in what crew entered incident type changes issue.	Unable to Test	ESO	
Go-Live Reported NOTIS - 9/28/11 - Data from ESO to NORCOM not populating properly.	Unable to Test	ESO	
Go-Live Reported NOTIS - 9/28/11 - No example case provided A1 involved call no Call data downloaded into ESO.	Unable to Test	ESO	
Go-Live Reported NOTIS - 9/28/11 - #12105 E1 data not downloaded into ESO, user had to guess at times?	Unable to Test	ESO	
Go-Live Reported NOTIS - 9/28/11 - Non specific reference to ESO not getting data properly, apparatus use in RMS.	Unable to Test	ESO	
Go-Live Reported NOTIS - 10/20/11 - Records time stamps incorrect. ESO Time stamp mapped to the wrong Fire Records data fields, results in NFIRS error when NFIRS validation. Linked NOTIS 4857, 4863, 4958, 4964, 4998, 5063, 5069, 5070, 5083, 5087	Unable to Test	ESO	
Go-Live Reported NOTIS - 10/26/11 - Patient records in records showing multiple times even though patient information is the same, linked NOTIS ref 5308, 5088	Unable to Test	ESO	
Go-Live Reported NOTIS - 10/20/11 - ESO Patient Treatment data field is not getting imported info into Fire Records, NFIRS Validation. Linked to NOTIS 4864, 4962, 4999	Unable to Test	ESO	
Go-Live Reported Global NOTIS 11/01/11 - Missing data into ESO for this AID Call Linked to NOTIS 5361, 5362, 5363	Unable to Test	ESO	
Go-Live Reported NOTIS 10/13/11 - Unknown ESO reported issue for Aid Call 10/7/11 17:03 for A63/M63	Unable to Test	ESO	
Go-Live Reported NOTIS 9/28/11 - E8 in district times did not populate on a closed call, addresses are auto-populating with city in the street address, when no treatment given not allowed to save unless you say pt refusal.	Unable to Test	ESO	
Go-Live Reported NOTIS 9/28/11 - Incident #12036 patient noted 97 times on incident #12086 same patient noted 83 times.	Unable to Test	ESO	
Go-Live Master Reported NOTIS 9/29/11 - Similar issues with Times not correct linked to NOTIS 4719, 4731, 4737, 4740	Unable to Test	ESO	

Original Go-Live Case Summary	Pass/Fail/Untestable	NORCOM Notes	Bucket
Go-Live Reported NOTIS 10/4/11 - KIFD Incident#5608 on 9/29/11 did not appear in ESO or Records (A26/M35)	Unable to Test	ESO	
Go-Live Reported NOTIS 10/4/11 - 9/28/11 incident for 9931 W Riverside Dr not in Sunpro or ESO	Unable to Test	ESO	
Go-Live Reported NOTIS 10/4/11 Incidents not showing in SunPro or ESO from CAD.bet	Unable to Test	ESO	
Go-Live Reported NOTIS 10/4/11 - Incidents 15715 62nd PL NE for A51 and M65 not in SunPro or ESO	Unable to Test	ESO	
Go-Live Reported NOTIS 10/5/11 - 11-2407 and 11-2410 did not download into Records.	Unable to Test	ESO	
Go-Live Reported NOTIS 10/5/11 - 11-7422 did not appear in ESO tried to created a new recordd and import from CAD was unsuccessful	Unable to Test	ESO	
Go-Live Reported NOTIS 10/6/11 - 11-6403 Errors from times not populating from Records.	Unable to Test	ESO	
Go-Live Reported NOTIS 10/6/11 - 11-6402, 6403, 6407, 6408 Reports not showing up in ESO but were found in Aegis and CADView	Unable to Test	ESO	
Go-Live Reported NOTIS 10/7/11 - 11-5781 no data from CAD to ESO	Unable to Test	ESO	
Go-Live Reported NOTIS 10/7/11 - missing CAD to ESO stopped at a certain time nothing specific other then stop date 10/7/11 15:36	Unable to Test	ESO	
Go-Live Reported NOTIS 10/9/11 - Incident 2011-6925 not populated in Aegis or ESO but is in CADView	Unable to Test	Aegis	
Go-Live Reported NOTIS 10/10/11 - Missing incident completely, described as a jumble of incident numbers around the time but not the specific one for 10/8/11 9920 NE 126th St Call	Unable to Test	ESO	
Go-Live Reported NOTIS 10/10/11 - Report that it takes several hours, typically 20 minutes for records to transfer from ESO to NWS	Unable to Test	ESO	
Go-Live Reported NOTIS 10/10/11 - Missing incident in ESO/NWS for E51 13424 64th Terrace NE Kirkland, 2nd call 17:38 15500 Simonds Rd NE Kenmore.	Unable to Test	ESO	
Go-Live Reported NOTIS 9/26/11 - Issues with downloads to ESO where ZOLL had a record and MSP did not due to switching back to TriTech "incident #6609 was downloaded from CAD to FireRMS (Zoll) at 1514 today. There is also an incident number 6609 in ESO with a different address and time."	Unable to Test	ESO	

Fire Questions and Concerns

Fire Question/Concerns	Notes
ALS to Lake Margaret/Mountain View (is it pulling in a Monroe medic – it should not)	It pulls M135, Second Medic is a Monroe Medic
An MVA at the king/Snohomish county line (maybe 20400 SR 203). Is it requesting Sno 7 units - it should.)	This isn't requesting Sno's, it is requesting DUFD units with about a 4 minute ETA. (same as CS)
How does the software handle road closures? - Closing the Woodinville Duvall Road at the 24600 block (just west of West Snoqualmie Valley Road) - West Snoq Valley Road closed in the 16400 block (just north of NE Woodinville Duvall Road) so there is an area cut off from the rest of the district).	
How have their issues been resolved? Do we get to consider Tyler's history? - Fire service in general - SnoCom/SnoPac - Sacramento and other locations around the country	Yes, system is constantly working with pd and is stable. No cad crashes reported or any unstability like before
Cross staffing - Aid with Engines, Ladder with Rescue, Engine with Hazmat, Engine with Air Unit	Any cross staffing you want, we can put in, we can even do cross staffing with units at different stations
CVA Response - if first in unit does not have transport capability send additional BLS transport	Built in already
Automatic Aid with preferred home department dispatch (not depleteing neighboring department resources)	that is a response plan thing with time savings with ETA. Send > Time vs Time difference
Capability vs Unit Type dispatch capability - Ladder with suppression capability or engine with technical rescue capability	very granular, can request a capability or a type and then say a BEFD Supression, etc.
Resource emergency	Works like cs, set certain response plans to that mode, then run unit recommendations
Multiple Alarms - structure fires, MCI, etc...	Additional alarm button in Tyler just like CS. Plans are built for most agencies
Unit replacement flexibility i.e "mva rescue if second BEFD ladder not available and outside agency ladder is more than 10 minutes out send additional BEFD Engine"	
Different unit speeds - Aid car faster turn out than Ladder. Faster turnout when available/on air vs in Quarters.	This can be easily done. You can add weight to a ladder vs aid car (already set up), we can also add a time penalty for being IQ
Location flexibility - high rise response, freeway mva, target hazard, sound transit site...	You can tie a particular response plan to an address, address range, response area, or jurisdiction
What level of support and development has New World done in terms of GIS technology. Are they using more current GIS programming objects in their CAD and Mobile?	Tyler supports ArcMap through 10.6 and now ArcGIS Pro. When GIS data is updated, they GIS sync process in Tyler creates map packages out of ArcGIS Desktop and tile packages out of ArcGIS Pro.
Have they successfully implemented live routing in their CAD and Mobile software?	Live routing how? They do have routing built in

Fire Question/Concerns	Notes
Are they more open to providing APIs to other vendors that may come along. For example linking to other cloud based applications for analysis or linking to alerting software	They have a standard interface and they can build custom interfaces
How is the implementation going in Snohomish County?	Met with them and have reported on those interviews below.
I know several years ago they had several lawsuits. Have they been resolved with New World moving into Tyler?	Have searched what is available on line and reported below.
More modern mapping, not MapObjects which at this point hasn't been supported by ESRI for ~15 years - ArcObjects is newer but out of date - Web mapping is more modern	Tyler supports map and tile packages for map updates in their mobile product.
All CAD application can't do everything that the user wants to the ability to plug in other application. For example call alerting on a device is done better with application like Active911 and ISpyFire	Yes there are options such as this.
Issue - on jurisdiction borders, geo-verify selection of venue is random between the bordering jurisdictions.	to fix, cut streets at borders - 1600 segments. Helps that Tyler will have address points.
Auto enroute using Geo Fence in MMC	Yes
Maintenance is for each individual address. We have 3000 addresses tied to existing preplans because most of our complexes have multiple addresses.	Preplans will be imported into Tyler, no rework for the user agencies.
Linking to a web address is not supported directly but indirectly by loading an html page.	Links to documents, web pages, images will open in their native program outside of the mobile program. For example, a link to a word document will launch Word and open the document in Word. Links to preplans will work, though maybe differently.
Need to invest some time in map cartography.	The GIS Administrator can work with a group on enhancing map cartography. One primary benefit of supporting a single CAD system is that the GIS Admin will have more time to work on feature enhancement versus simple map maintenance.
Police history in the CAD history.	Prior events will be on the list in the tab, but will be lower in the list than alerts. Based on permissions the links to the event detail can be made non-working.
Need to have formal training program before going live.	Agreed. Training via train the trainer is included in the quote. The system is available now for testing and building training. We plan to work with the training group for help with developing training curriculum, and job aids.
One person per radio. This limits us having multiple radios assigned to one person.	This will be something to work through. We do not have the capability currently, but will work with Tyler to learn options. The system now allows for a single radio assigned per personnel.
I also think the timeline seems very fast to make it successful; need a process to roll it out.	Agreed. We are adjusting the go-live option to move it further out to October '21 timeline.

Fire Question/Concerns	Notes
Does Rapid SOS require someone to initiate a call to 911, where as CLQ allows the comm center to send a text to get a lat/long.	Yes, RapidSOS is not a replacement for the CLQ functionality. There are several options to provide the same and more functionality as the proprietary CLQ in Central Square. Reviewing those options, making a selection and implementing it will be part of the project.
I would to see some folks from Zone 1 go up and talk to the crews to get their take on it. Maybe a ride along type thing? I have Mark Anderson going up next week for other business, but I have asked him to discuss the Tyler system with the chief officer he will be visiting.	DC Adolfson put this request out to the Z1 OPS group. The results of their information gather session is below.

Tyler Hands-On Testing Input

User Comment	NORCOM NOTES
Linking to a web address is not supported directly but indirectly by loading an html page.	Links to documents, web pages, images will open in their native program outside of the mobile program. For example, a link to a word document will launch Word and open the document in Word. Links to preplans will work, though maybe differently.
Road blocks seem not to work correctly.	We have found a situations where a roadblock isn't showing the correct ETA for the unit, but does show the correct route. We think it is related to the original 2007 road imports. We have a way to fix any that are showing wrong ETAs, and continue to work with Tyler to determine cause and system-wide fix.
No units assigned in the call list. I use this information quite a bit to monitor who is going to what call when I am in the cab.	Tyler shows the list of units on the Units tab. This is different than CS, but you can find what unit is going to what events on the Units tab.
Buttons are kind of busy. The button design is a bit dated but I think we can come up with more simple graphics. (Ability to customize MDC button graphics)	Button graphics can be changed to whatever the user group selects. If we don't use open-source graphics, we would need assistance creating them that the group finds agreeable.
No "Transport To" list. May be able to get around it by assigning a fixed status button for each hospital. Limited to the "Top 6" Hospitals we transport to.	There are some ways to adjust the screen or the way transports are handled in Tyler. We need to work with the user group to determine how they want to proceed. This is a possibility with statuses, will still need to test if this goes to ESO using the new 2020.1 "Assigned Location" field.
Is it possible to ask for a Dispatch Level to be changed within a specific response area (let's say major flooding in Snoqualmie Valley causes EF&R to make operational changes during the flood)?	Yes, Tyler supports changing dispatch levels by specific response areas.

User Comment	NORCOM NOTES
Using a specific call type for example, could a change be made to test out a new Response Plan, i.e., MVA – Rescue?	The dispatch level system (called Mode of Operation in Tyler) is not call type based, but geographic area based. Response plan adjustments (for plans that are already written) can be made on the fly much more quickly in Tyler - it takes between 2 and 5 minutes per plan, per response area to make a change in Central Square, compared to 30-40 seconds in Tyler.
CLQ functionality: Get lat/lon by texting a phone number provided. Use Case: My family member just called me from a hike. Their phone battery was getting low. Their phone number is 123-123-1234. Find their Lat/Long. CLQ can do this, and EF&R uses that frequently.	CLQ is a CS proprietary product. We are looking into 4 other software applications that can provide this functionality.

Sno911 Implementation Experiences & Opportunity

Tyler Cad

Information Gathering Session (End User)

Objective: Gather existing end user opinions and experiences regarding Tyler CAD.

02/18/2021 via phone

Battalion Chief Bill Wirtz Tyler CAD SME

Snohomish Regional Fire and Rescue

bWirtz@snofire7.org (425) 412-0220

In 2018 the two PSAP's SnoCom and SnoPac combined to form Snohomish County 911. Prior to this Snohomish Regional Fire and Rescue was using a legacy CAD system from the 90's. A research team identified New World as the CAD system that would meet the needs of several jurisdictions and public safety entities. Using lessons learned from New Worlds failure at Norcom Snohomish County 911 spent three years to build "Fire Response Plans".

It took the Fire Tactical Committee, Reporting Group, and Standards Committee an additional 6 months of fine tuning after New World went live to achieve a stable system. During that time there was a few concerning incorrect dispatches that effected life safety, the most predominant one being a multiple alarm fire in Everett
<https://www.firefighterclosecalls.com/more-new-world-cad-woes-in-wa-state-unable-to-dispatch-extra-alarm-fire/>.

Initially there was a lot of concerns regarding New World and a lot of complaints about the changes in dispatched units to particular addresses. New World customer service was poor and the software is "clunky" with move-ups, cross staffing and sending full compliments of run cards on upgrades instead of remainder. After Tyler acquired New World customer support improved, confidence is positive, and the future features regarding reporting looks positive.

*Overall upgrading from the legacy system and combining into a singular CAD system for multi agency cross discipline use was **"one of the best things to happen to Snohomish County, the project caused a lot of conversations to occur in order to make such a large system to work across PD, Fire, Courts, Etc... One system also reduced a lot of work duplication"**.*

"If Norcom tries to go to Tyler again I would recommend a really good project manager in order to get agency coordination for proper run card builds to be successful"

02/19/2021 via phone

Captain Terri Fitzgerald Tyler CAD SME

South Snohomish County Fire

tFitzgerald@southsnofire.org (425) 327-8825

South Snohomish Fire went from no CAD system to New World. They are unable to say if New World is better than other options but it is definitely better than their previous method of dispatching. After three years of preparation "go-live" in 2018 went well. Tyler continues to go down for scheduled maintenance and upgrades similar to Central Square.

Those who embrace the CAD system in South County Fire love it. Captain Fitzgerald appreciates the mapping feature in particular and rarely uses a physical map anymore. As a captain having a CAD system has made her job easier not harder.

Most dispatch errors that occur are due to run cards not set up right in New World or a GIS issue. South County Fire has a form on all computers where firefighters can report errors. These reports go to a South County Fire Subject Matter Expert and if warranted sent up to the Sno911 applications support analyst.

The Fire Run Cards were a challenge to set up where different agencies wanted different results. Some agencies wanted the closest unit no matter what while others wanted their agencies units prioritized for their cities incidents. For the most part the system works well with their rapid dispatch procedures.

Captain Fitzgerald recommends extensive testing of multi agency run cards before going live in order to be successful. Having a proficient dedicated employee who responds quickly at Sno911 has also made their continuous fine tuning of the CAD system successful.

CAD-CAD interface with SNO911 Agencies

During the initial New World system, an interface was purchased to connect Sno911 and NORCOM. Because fire moved back to then TriTech this interface was never put into place. As the investigation was done for fire to come to Tyler, we asked if this interface could be put into place. Below is the answer from Tyler.

From: Bolin, Gloria <Gloria.Bolin@tylertech.com>

Sent: Wednesday, February 24, 2021 12:03

To: Johnson, Andrew <ajohnson@norcom.org>; Myers, Katy <kmyers@norcom.org>

Subject: CAD to CAD - NORCOM & SNO911

Good afternoon all,

After review of the CAD to CAD interface for Tyler to Tyler CAD, I am happy to let you know there is no costs for this internal interface and no annual maintenance. This will require a contract signature for your agency and for SNO911 to begin this process. I will work on getting the information and document prepared for review before proceeding.

I will also be letting SNO911 know this today.

Respectfully,

Gloria Bolin

Strategic Account Manager
Tyler Technologies, Inc.

P: 248.269.1000 ext. 1165

www.tylertech.com

Motorola Radio Interface Information

Screen shots from Sno911. These are examples of the “ticker tape” in the Tyler CAD system which allows the dispatcher to view various alerts and events. This shot shows just radio related information. Below the ticker tape are two pop-ups that show the information available when the EMER button is pressed. The first is the radio EMER button activation and the second is the EMER button on the mobile client.

Radio	Status	Personnel	Time
Radio: 44016	Console		14:06:35
Radio: 64326	Unassigned		14:06:39
Radio: 59051	Personnel: Shove, Pete (835)		14:06:40
Radio: 50626	Personnel: Lynch, Kevin, Lynch, Kevin, Martin, Robert, Lynch, Kevin (15/11), Lynch, Kevin, Lynch, Kevin, Lynch, Kevin, Lynch, Kevin (20290)	Emergency	14:06:43
Radio: 64326	Unassigned		14:06:45
Radio: 50626	Personnel: Lynch, Kevin, Lynch, Kevin, Martin, Robert, Lynch, Kevin (15/11), Lynch, Kevin, Lynch, Kevin, Lynch, Kevin, Lynch, Kevin (20290)	Emergency	14:06:47
Radio: 59051	Personnel: Shove, Pete (835)		14:06:48
Radio: 44109	Console		14:06:50
Radio: 64326	Unassigned		14:06:53
Radio: 62710	Personnel: Kinder, Britton (A87)		14:06:55
Radio: 44007	Console		14:06:59
Radio: 60582	Unassigned		14:07:01
Radio: 50626	Personnel: Lynch, Kevin, Lynch, Kevin, Martin, Robert, Lynch, Kevin (15/11), Lynch, Kevin, Lynch, Kevin, Lynch, Kevin, Lynch, Kevin (20290)		14:07:02
Radio: 44109	Console		14:07:06
Radio: 44013	Console		14:07:06
Radio: 60582	Unassigned		14:07:07



Tyler Demonstration Questions and Answers

Tyler Fire Mobile Demo Questions & Answers

Q: Within the call screen, can you filter out the police incidents (prior incident)?

A: The police incidents show up as a prior incident, however, you can only view the details of the incident if you have permissions to police incidents.

Q: Where does the short report show up?

A: Shows up in the narrative.

Q: If the MDC gets disconnected, do you have to login all over again?

A: No, you will see a “toast” popup telling you that you’re disconnected from the server, the connectivity bar on the top of the screen will turn red. It will automatically try to reconnect, when you’re reconnected, another “toast” will pop up telling you you’re reconnected and the connectivity indicator bar will be green again.

Q: Is the font on the MDC adjustable?

A: Yes, it is adjustable. It appears small because of the resolution set on the monitor.

Q: Is the GPS information instantaneous, for example GPS for the “follow me” (I the map) function?

A: It is not instantaneous. We set the configuration, currently it is set to every 150 ft or every 10 secs.

Q: Does the new Central Square map (the new one) differ from the Tyler one?

A: The technology is the same, however, Tyler support can provide support now, where the same cannot be said for Central Square-large delay in getting a qualified support.

Q: When routing to a call, does the map show the overview of how to get to the call from your current location?

A: We believe it gives the overview, then zooms in when using the “follow me”. We will have to test that with a GPS to confirm.
TESTING ON 2/3

Q: If we went off the suggested route, will it automatically recalculate a new route on the fly?

A: Will need to test w/ GPS. TESTING ON 2/3

Q: If you go “In Quarters”, does it change your GPS to the quarters or leave the GPS active?

A: It changes the GPS to the quarters.

Q: How do you maintain the premise files?

A: Go into Fire Records, then into the Building module, from there you can maintain and upload the documents.

Q: Does the preplan need to be a document or can it be a link?

A: It may need to have a document there. A document with a link would likely work. The preplans are opened in the native software, not within mobile. So, if you had a Word doc, you would need Word software installed on the MDC.

Update: We are able to create a premise preplan html link by putting in a url.

Preplan Map

Preplan layer gets exported out of CAD into a point shape file, so you can click on the point on the map and get the preplan from there as well.

Q: What happens if you click on it on the 'warrants' showing up in the alerts tab?

A: That is configurable, you must be granted specific permissions to view those agency calls, or you will not be able to view those calls. We will need to do a lot more research on configuration between Police and Fire calls, as well as, shared calls.



Q: Can the 'Clear Unit' button be changed to 'In Service'?

A: Unfortunately no, this is hard coded. You can go to the vertical status bar on the right side and hit 'Available for Calls'.

Q: What does "Local Area" mean in Tyler?

A: It means it will put you in quarters and remove cross-staffing and puts a check box saying you're In Quarters. It does the exact same thing as 'Available for Calls' and uses your GPS location, so we will likely talk to the agencies to see if it makes any sense to turn it off 'Local Area'.

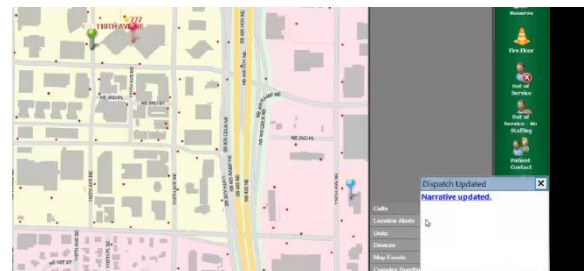
Q: Does at "Fire Floor" status change to Patient side for EMS calls?

A: No, but there is a Patient Contact Status

Statuses will show the allowed next statuses. 'At Scene' has 'Patient Contact' as an available status.

Q: When you're on the map screen and a critical alert showed up, will the that narrative show up?

A: It would show a 'toast' pop up indicating the narrative was updated, but it doesn't show you the narrative or if is a critical narrative. You can click on the narrative link in the toast and it will take you to the narrative screen.



Q: Do we have the option of having the preplan open in the window, like how maps and alerts work?

A: No, Documents are not opened within the Tyler mobile program.

C: clicking on the preplan, downloads it and launches the document software and opens it there. So, pdf files are opened in Adobe and Word docs are opened in Word.

Q: Does response plans have time savings functionality?

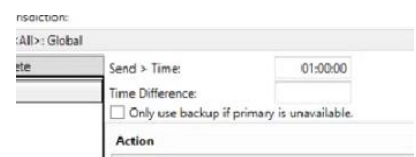
A: Yes, it is shown in the 'Time Difference' field.

Q: Does Central Square have NO ability to put person capabilities on a response plan?

A: It can be done, but it is very laborious for Dispatch. They would need to on-shift/off-shift every agencies personnel at the beginning of every shift change. There is also the maintenance and upkeep of the personnel skills sets and rosters

Q: Does this support targeted hazard reponse plans?

A: Yes, it is part of the assignments-we can do nested reponse plans which allows agencies to have specific responses without changing all the others. It can be configured. It makes agency customization very simple and quick. For a more detail explanation, see video at 1:20:25.



Q: Snohomish County also uses Tyler, so if we move to Tyler would that clean up our responses on the county line and communication?

A: Tyler has a CAD to CAD product. There would need to be more discussion for a Tyler CAD to CAD interface with Snohomish County. For the rest of the county, there are discussions on automatic aid and a CAD agnostic product. These would be two separate discussions and implementations.

Q: Does the standard interface into Table Command?

A: Tablet Command has a CAD Interface Application that queries against the database or uses a vendor's API. Tablet Command can also consume an xml from a shared location.

Q: Are we going to get the same output from First Watch, ESO and others?

A: The quote includes the cost for the First Watch connection and ESO.

Q: When maintenance is done on one system, Dispatch switches to the other system for dispatching. Without the backup system what will be the plan? And are there any plans if CAD goes down to be able to do manual paging?

A: One of the goals that we have is we want high availability, geo-diverse CAD systems so that the CAD servers are separated and when we bring down CAD A to do maintenance, the system will switch to CAD B, then we switch back to CAD A and update CAD B. That's where we want to be for either of those systems. We may lose interfaces during maintenance but want minimum of downtime in CAD.

Q: Is it possible to get a live feed of call location out of CAD to throw into another application like a web map. Central Square had the Raptor API to do that. Maybe add a feature class.

A: We think so if it's the standard interface. We will check on it.

Q: Is there any impact to the current vehicle hardware? MDCs, modems?

A: No change is required.

Q: Is Tyler looking at using Windows native dark mode?

A: Not at this time.

Q: Is mapping in the cloud? If we lose connection, do we lose our maps?

A: Map files are stored on the MDC locally, so you would not lose those. Aerial Imagery would be a service that gets pulled from a NORCOM server.

Q: Is the preplan automatically loaded with the incident?

A: It does not automatically load the preplan. There are links that show the preplans that exist for that premise. When you click on the link to view it, that's when it's downloaded from the server to a temporary file on your mdc. Multiple preplan files can be associated with a premise.

Q: If a person is moving from one unit to another, can we just enter the person on the new unit and it automatically removes from the previous unit?

A: Yes, testing confirmed.

Tyler Lawsuit Investigations

[St. Joseph County 911](#)

South Bend Tribune - Aug 19, 2018

Brian Kazmierzak, Battalion Chief, Penn Township Fire Department - St. Joseph County, Indiana

2 Cities, 7 towns, 13 townships.

https://www.google.com/amp/s/www.southbendtribune.com/news/local/were-red-flags-with-911-dispatch-software-overlooked-by-st-joseph-county/article_fb446e0c-bc5f-5390-b35f-e25a29f46827.amp.html

- 2014 Consolidated center being setup and started shopping for software
- Feb 2015 Board approves contract w/ New World Systems
- Later 2015 Tyler Tech acquires New World.
- Launched NWS in June 2017 at the center near Mishawaka.
- Leaders of the 911 center are considering replacing the system if it can't be fixed.
- **Issues:**
 - NWS not recognizing addresses, resulting in delays.
 - Police and Fire sometimes sent to the wrong place because of mix-ups w/ addresses in different areas that have identical street names.
- Studies are also being done to determine if problems with the county's Geographic Information System data.
- Officials stating Tyler Technologies not doing enough to resolve the issues.
 - Tyler response, Bryan Proctor, chief operating office, was that they have routinely sent experts to help w/ the issues.
 - Believe issues are with the GIS data
- **Quotes:**
 - And for his part, Kazmierzak said firefighters notice problems with the system "almost daily," and he worries "New World CAD is going to get somebody killed."
 - Police Chief "Last night, our guys were sent to a certain address in Mishawaka, and there's an identical street in South Bend," he said on Friday. "Fifteen to 20 minutes later, my guys are saying nothing is happening there. Sure enough, it was a South Bend call. That happens all the time."

OUTCOMES:

-

NOTES:

- **New system** for call center consortium.
- Occurs during the Tyler transition.
- Website shows Request for Proposals for a new CAD and RMS system, but the RFP document is dated 7/17/18 - <http://sjc911.org/>
 - Proposal: <http://sjc911.org/wp-content/uploads/2018/07/RFP.pdf>

St. Joseph County 911

FireFighterCloseCalls.com

Posting date: August 6, 2018

<https://www.firefighterclosecalls.com/more-new-world-cad-issues-this-time-in-indiana/>

Post is regarding the St. Joseph County issues captured above.

- Workaround available by overriding address.
"I am able to override and put in the agency that needs to respond and probably even the area and quickly get it out. But yes, it's very stressful to me and my coworkers when you're trying to do everything right and the systems not working with you. We definitely want that to be improved," said Daniel Tinkel, 911 dispatcher.
- *"This year so far there have been 117,000 dispatches in St Joseph County. 9,500 of those, or 8-percent, had to be overridden."*

ISSUES

NOTES:

- There's a link to this site from the St. Joseph County 911 site.
-

St. Joseph County 911

FireHouse.com

Posting date: August 8th, 2018

<https://www.firehouse.com/tech-comm/cad-dispatch-systems/news/21017233/cad-issues-causing-delays-with-in-dispatches>

Post is regarding the St. Joseph County issue: Unable to Geo-validate addresses with identical street name and number.

- Some suspect GIS data might be to blame – will conduct studies to determine if it is the GIS data.
 - *"As invalid addresses are discovered, they're reported to local GIS specialists to correct, said Schultz, who was previously the Mishawaka Fire Department's assistant chief."*
 - *"Schultz said, but Tyler Technologies didn't send any GIS specialists to help with the installation. It instead sent only a 150-page manual that was used by South Bend and county GIS departments to set up the system."*
 - *"Those mix-ups happened in cases where addresses in different municipalities have the same street name. Sometimes, for example, dispatchers would mistakenly send responders to the wrong city by selecting an address with the same street name and number."*
-

Sacramento Regional Public Safety Communications Center

- Serves greater Sacramento region, Fire and Medical, 1000 sq miles, 1.5mil population.

The Sacramento Bee – June 26, 2018

<https://www.google.com/amp/s/amp.sacbee.com/latest-news/article213796684.html>

- Schedule goLive Nov 2017 - Signed bid 2015 – signed contract with NWS, then Tyler acquired NWS.
- Still not implemented as of article date due to lack of software capabilities promised. Moving from old COBOL based system from 1995. **Current status?**
- Filed a Fraud and Breach of Contract lawsuit – claim it will take 17-22 years to completed.
 - NWS promised capabilities that they could deliver in the 2 yrs, but now those capabilities promised are years away from developing.
 - Seeking refund.

SOFTWARE ISSUES:

- Not implemented.

OUTCOMES:

-

NOTES:

- Contract related issues.
-

SNOCOM & SNOPAC

HeraldNet

Everett, WA

Posting Date May 28, 2015

<https://www.heraldnet.com/news/countys-new-multimillion-dollar-dispatch-system-fails-in-test/>

Snohomish County

Issue: "Transmission of information ranging from 15 seconds to 3 minute."

Fire Chief Murray Gordon – "It booted off users and wouldn't let them log back in."

SNOCOM & SNOPAC

NW Fire Blog

Posting Date: October 9, 2016

<https://www.google.com/amp/s/thenwfireblog.com/2016/10/09/breakingnews-new-world-cad-system-down-snohomish-county-wa-update-1/amp/>

Excerpt –

"SYSTEM ISSUES

October 9 2016 – System reportedly goes down. Unknown reason. Several Fire Departments are heard self-dispatching over Scanner radio traffic and being reposted by Bloggers.

June 4, 2016 – An article states that a recycling fire in Everett started out as a one-alarm but quickly ramped up to a two and a three but Dispatchers and a Supervisor desperately tried and failed to dispatch due to a system error.

March 28, 2016 – Another fire but this time a large commercial fire at one of Everett's marina. As the alarms were being elevated, again Dispatchers could not get their system to work properly. "This was a system bug and not from the Dispatchers or from a Training error." As one Official was quoted saying.

Around 1722 hours, a Dispatcher told all units not to sign-in to New World as it is down. If they signed in, they were told to log out until further notice."

SNOCOM & SNOPAC

Komo News

Posting Date: January 11, 2017

<https://www.google.com/amp/s/komonews.com/amp/news/local/911-dispatch-software-disconnects-in-snohomish-county>

Issue: units were delayed or sent to the wrong location.

- July through December, software has “dramatically improved.”
- Wednesday morning SNOPAC outage – caused by hardware issue, not software. SNOPAC replacing network hardware to strengthen network infrastructure to run New World Systems.

Tyler Security Breach

CyberCrime

CRN

Posting date. October 12, 2020.

<https://www.crn.com/news/channel-programs/tyler-technologies-reportedly-paid-ransomware-like-many-other-victims-expert-says>

APPENDIX B: PHASE-GATE PROCESS INFORMATION

The phase-gate process in creates project phases that consist of unique work or activities that is to be performed during the phase. Each phase culminates in the completion of one or more deliverables which must be accomplished before proceeding to the next phase. The phase structure allows the project to be segmented into logical subsets for ease of management, planning and control. Using the phase-gate approach will help build confidence in the project for all stakeholders as each phase is evaluated and deliverables are met before the project continues.

The closure of a phase ends with some form of transfer or hand-off of the work product as the phase deliverable. The phase end represents a natural point to reassess the activities underway and to change or terminate the project if necessary. This can be referred to as a phase gate or kill point. The phases for this project are expected to be completed sequentially, though the project team may recommend some overlapping of the phases as the project matures. Approval for starting a phase prior to the ending of the previous phase will be addressed in the phase-gate process development.

APPENDIX C – COST SUMMARIES

The costs in this appendix are estimates made with the best information available this date/time – 3/10/2021. It includes quote information from both vendors, estimations for other vendor costs, and tax. The Status-Quo cost estimate includes staff time for training, support and operations, and the duplication of software, hardware and licensing to maintain two CAD systems.

Vendor Quotes include the Motorola Radio interface costs, but the Motorola costs for that interface are not included.

An annual escalation for maintenance costs over the five-year period is included for each vendor. The amount of escalation is based upon the average of the prior three years maintenance increase. Central Square 7%, Tyler 4%.

Status-Quo		
Five Year Costs - Maintain		\$ 4,181,204.70
Annual Savings Not Realized		
	Operational Time	\$ 50,000.00
	Support Hours	\$ 58,400.00
	Training Hours	\$ 25,000.00
	Hardware Requirements	\$ 12,000.00
Individual Savings Not Realized		
	Desktop replacements	\$ 105,000.00
	Monitors	\$ 13,000.00
	Hardware	\$ 275,000.00
Total Five Year Costs to Maintain		
		\$ 5,301,204.70

Central Square - Single CAD		
Capital Fund Beg Balance		\$ 468,719
	Central Square Implementation	\$ 1,433,167
	External Vendor Costs	\$ 49,500
	Project Total	\$ 1,482,667
Capital Fund End Balance		\$ (964,448)
Operating Fund		
	Current Expenditures	\$ 654,845.00
	Savings Tyler Maint	\$ (438,881.00)
	Increase Central Square Maint	\$ 305,073.07
	Ending Expenditures	\$ 521,037.07
	Difference:	\$ 133,807.93
Five Year Costs - Central Square		\$ 4,688,759.32

Total cost including coverage of the Capital Fund deficiency is \$5,653,207.32

Central Square - CAD Only		
Capital Fund Beg Balance	\$	468,719
Central Square Implementation	\$	517,177
External Vendor Costs	\$	82,500
Project Total	\$	599,677
Capital Fund End Balance	\$	(48,458)
Operating Fund		
Current Expenditures	\$	654,845.00
Savings Tyler Maint*	\$	(276,306.12)
Increase Central Square Maint	\$	207,650.34
Loss of SingleSystem Savings	\$	45,000.00
Ending Expenditures	\$	631,189.22
Difference:	\$	23,655.78
Five Year Costs - Central Square	\$	4,483,567.60

Total cost including coverage of the Capital Fund deficiency is \$4,532,025.60

Tyler - Single CAD		
Capital Fund Beg Balance	\$	468,719
Tyler Implementation	\$	225,851
External Vendor Costs	\$	52,800
Project Total	\$	278,651
Capital Fund End Balance	\$	190,068
Operating Fund		
Current Expenditures	\$	654,845.00
Savings Central Square Ma	\$	(215,964.00)
Increase Tyler Maint	\$	54,411.00
Ending Expenditures	\$	493,292.00
Difference:	\$	161,553.00
Five Year Costs - Tyler	\$	3,057,352.33



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 03/12/2021
Subject: Resolution 189 - Approving the 2022 Budget Policy

Executive Summary:

Under the ILA, the Governing Board must approve the subsequent year's Budget Policy and Calendar to official proceed with budget development and adoption. The Finance Committee must approve the policy for adoption by the Board.

Background:

The Board has reviewed and approved all budget policies presented in the past. The 2022 policy has been amended slightly by the Finance Committee to include the additional requirement to internally present a minimum of two-year forecasting during budget development to avoid significant changes in subscriber rates, and updates to the language in the reserve funds policies due to the usage of the balances in 2020.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

This does not amend or create new policy. This document sets forth the budgeting process for 2022.

NORCOM Staff Recommendation:

NORCOM staff recommends the adoption of the 2022 Budget Policy.

Staff Comments:

Recommend adopting.

Options

N/A

Risks

As the policy is required by the ILA, disapproval would result in the inability to move forward with 2022 budget processes.

Finance Committee Review: Yes

This Budget policy has been reviewed and informed by the Finance Committee.

Legal Review: No

NA

Joint Operations Board Review: No

NA

Attachments

Resolution 189

Appendix A 2022 Budget Policy

RESOLUTION 189

**A RESOLUTION OF THE GOVERNING BOARD OF NORCOM APPROVING THE 2022
BUDGET POLICY**

WHEREAS, pursuant to Section 12(b) of the North East King County Regional Public Safety Communications Agency Interlocal Agreement (the “Interlocal Agreement”), the Governing Board of NORCOM is required to adopt a budget policy for the upcoming annual budget no later than June 1; and

WHEREAS, the NORCOM Finance Manager has prepared and submitted to the Finance Committee a proposed budget policy for fiscal year 2022 for review and recommendation; and

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

Section 1. Approval of the Budget Policy. Pursuant to the terms of the Interlocal Agreement, the Governing Board hereby approves the budget policy for fiscal year 2022, substantially in the form presented to the Governing Board and attached hereto as Exhibit A and incorporated herein by this reference.

Section 2. Further Authority; Prior Acts. All NORCOM officials, their agents, and representatives are hereby authorized and directed to undertake all action necessary or desirable from time to time to carry out the terms of, and complete the transactions contemplated by, this resolution. All acts taken pursuant to the authority of this resolution but prior to its effective date are hereby ratified and confirmed.

Section 3. Effective Date. This resolution shall take effect immediately upon its passage and adoption.

Passed by a majority vote of the Governing Board in an open public meeting on this 12th of March, 2021.

Signed in authentication thereof on this 12th day of March 2021.

Chair

Attest

NORCOM

2022 Proposed Budget Policy

NORCOM's budget process is part of an overall policy framework that guides the services and functions of the agency. The budget serves a key role by allocating financial resources to the programs, which implement NORCOM's mission and core values. The budget also establishes financial policies to influence the availability of future resources that continue to carry out NORCOM's mission and core values.

Budget Policy development involves several steps. NORCOM budget policy starts with an understanding of service levels and issues impacting operations. NORCOM's management team evaluates performance measures to assess organizational costs and effectiveness, and determine issues impacting 2021 operating priorities and the level of funding for each. Budget policies are statements that describe how financial resources will be obtained, allocated, managed, and controlled.

NORCOM's mission statement and core values are the broad policy statements that outline the objectives of the Governing Board. Budget objectives are policy statements summarizing the actions that are to be implemented in the budget.

Financial Management Policies

The following policies will guide the manner in which NORCOM develops, allocates, manages and controls financial resources available to the agency. These policies are the goals that the Governing Board seeks to achieve in its decision making and most are documented in NORCOM's Standard Operating Procedures. However, since fiscal conditions and circumstances continually shift and change in response to operating needs, it may not be practical or always desirable to continually achieve these policies. Therefore, these policies are intended to guide, not govern, financial decision making and may not be fully achieved within any budget period.

General Financial Goals

- To provide a financial base sufficient to sustain reliable, high-quality, resilient emergency service communications for police, fire, and emergency medical services.
- To be able to withstand local and regional economic hardships sustained by our participating and subscribing agencies and adjust to changes in their service level requirements.
- To adapt to changing funding resources from other governments.

Operating Budget Policies

- The operating budget is NORCOM's comprehensive financial plan which provides for the level of services prescribed by the Participating Agencies, including additional services or new programs as approved in subsequent years. A new budget will be adopted every year as a result of a comprehensive process incorporating any newly approved programs, inflationary increases, and other expenses. New programs will be analyzed by the NORCOM Leadership before being presented to the Governing Board for their analysis and review and, if approved, incorporated into the budget. No "one-time" expenses will be carried forward into subsequent budgets without specific authority.
- NORCOM defines a balanced budget as current annual revenues (including fund balances) being equal to or greater than current annual expenditures.
- All current operating expenditures will be paid from current revenues and cash carried over from the prior year. Current revenues and operating expenditures will be reviewed monthly during the year.
- NORCOM will maintain revenue and expenditure categories according to state statute and administrative regulation.

Amendment/Adjustment Policies:

- All supplemental appropriations for programs requested after the original budget is adopted, will only be approved by the Governing Board after consideration of the availability of revenues.

Revenue Policies:

- “Other” Revenues shall be realistically estimated and based upon the most recent information available.
- NORCOM will follow a vigorous policy of collecting revenues.
- NORCOM will seek to avoid dependence on temporary or unstable revenues to fund ongoing mission critical services.
- Grant funds or similar contractual revenue of a temporary nature will be budgeted only if they are committed at the time of the preliminary budget. Otherwise, separate appropriations will be made during the year as grants are awarded or contracts made.

Expenditure Policies:

- The NORCOM budget will provide for a sustainable level of service for the well-being of employees and safety of the emergency service providers.
- Expenditures approved by the Governing Board in the annual budget define NORCOM’s spending limits for the upcoming year. In addition to legal requirements, NORCOM will maintain an operating philosophy of cost control and responsible financial management.
- The Governing Board will be provided with a discussion paper for any new program detailing the expenditure, the recommended funding source, an analysis of the fiscal impact and a review of all reserves and previously approved amendments since budget adoption.
- Emphasis is placed on improving individual and work group productivity rather than adding to the work force. NORCOM will invest in technology and other efficiency tools to maximize productivity. NORCOM will request additional staff only after the need of such positions has been demonstrated and documented.

Capital Projects and Equipment Replacement

- NORCOM will maintain all its assets at an acceptable level to protect capital investment and to minimize future maintenance and replacement costs.

- NORCOM will conduct an equipment replacement and maintenance needs analysis, using a cash flow method, for the next several years and will update this projection every two years. From this projection a maintenance and replacement schedule will be developed and followed.
- Equipment Replacement will be fully funded according to the cash flow schedule to minimize large increases in User Fees from year to year resulting from acquisition or replacement of capital, and to fund the timely replacement of aging technology, equipment, and systems
- NORCOM will identify the estimated initial and ongoing costs and potential funding sources for each capital project proposal before it is submitted for approval.
- NORCOM will coordinate development of the Capital Projects budget with development of the operating budget. Future operating costs associated with new capital projects will be projected and included in operating budget forecasts.

Operating Reserves and Contingency:

- NORCOM Leadership will demonstrate its analysis of prospective needs or plans for reserve funds by developing a minimum of 2 year forecasting of Operating, Capital and ER&R activities to the Finance Committee.
- Per section 12h of the ILA, each budget year the Governing Board shall set the Operating Expense Reserve at a level that ensures funds are on hand to reasonably address unforeseen operating contingencies. NORCOM's goal is to maintain the Operating Expense Reserve at a level equal to 5-10% of the total Operating Budget.
 - For the purpose of determining Operating Expense Reserve funding, the Governing Board defines the Operating Budget as the operating fund expenses less salaries, benefits, and one-time expenses.
- The Rate Stabilization Fund shall not exceed 10% of current Operating Fund Revenues. If it is determined that funds will be used to offset transition to higher rates or fund one-time expenditures the designated amount shall be applied to the overall budget prior to calculating assessments.

- All expenditures drawn from reserve accounts shall require prior Board approval unless previously authorized for expenditure in the annual budget.

Accounting, Auditing, and Financial Reporting Policies

- NORCOM will establish and maintain a high standard of accounting practices.
- Accounting and budgetary systems will, at all times, conform to Generally Accepted Accounting Principles, the State of Washington Budgeting Accounting Reporting System (BARS) and local regulations.
- A comprehensive accounting system will be maintained to provide all financial information necessary to effectively operate NORCOM.
- NORCOM's budget documents shall be presented in a format that provides for logical comparison with prior annual actual totals wherever possible.
- Reports outlining the status of revenues and expenditures shall be done monthly beginning in March of each year and will be distributed to the Governing Board, Joint Operations Board, Executive Director, Finance Committee, Department managers and any other interested party.
- An annual audit will be performed by the State Auditor's Office.

Budget Calendar

- In order to facilitate and implement the budget process the Finance Manager will develop and distribute a budget calendar.

2022 BUDGET CALENDAR

March

Finance Committee approves budget policy
Governing Board adopts budget policy

Date

March 2
March 12

April

Preliminary budget is drafted and distributed to Leadership

April 13

May

NORCOM Leadership submits any new projects or programs to Finance Committee for review

May 3

June

Budget Development complete
Presentation of preliminary budget to Finance Committee

June 22
June 29

July

User Fee updates complete

July 9

August

Proposed budget transmitted to Governing Board/ILA 12(c)
Public hearing & board approval by Governing Board/ ILA 12(c)

August 2
August 13

September

Participating agencies advised of budget and user fees/ ILA 12(c)

Sept. 10

December

Approval by the legislative authorities of each Participating/Subscriber/ ILA 12(c)
Governing Board adopts final budget/ ILA12(c)

December 10
December 10



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 03/12/2021
Subject: Postponement of Principals Assembly due to COVID

Executive Summary:

As outlined in Section Eight of the NORCOM ILA, the Principal's Assembly is an annual meeting where additional representatives from our member agencies assemble to review the activities of NORCOM for the previous calendar year, receive an overview of activities for the coming year, and discuss the budget for the next budget cycle. Traditionally, the Board also elects the next Vice-Chair and Chair during this meeting.

At the March 2020 Governing Board meeting the Board voted in favor of postponing the Principals' Assembly due to the COVID pandemic. Given the continued pandemic, the Board may wish to continue the postponement of the Principals Assembly until it can be convened safely and effectively.

Background:

The continued pandemic and associated challenges, necessitate Board direction and/or decision in regard to this matter.

Past Board or Other Related Actions:

At the March 2020 Governing Board meeting, the Board voted in favor of postponing the Principals' Assembly due to the pandemic.

Policy and Strategic Implications:

As previously directed by NORCOM legal council, the Board has the authority to postpone or cancel this meeting.

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends the postponement or cancellation of the 2021 Principals Assembly.

Staff Comments:

Nothing further.

Options

Risks

Finance Committee Review: No
None

Legal Review: No

No new review required. Topic reviewed in 2020.

Joint Operations Board Review: No

N/A

Fiscal Impact

Budgeted Y/N: n

Fiscal Year: 2021

Account (s):

Fiscal Note:

Fiscal Impact:

None



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 03/12/2021
Subject: March Information Technology Updates Newsletter

Executive Summary:

The March 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

NA

Legal Review: No

NA

Joint Operations Board Review: No

NA

Attachments

March IT Updates



IT Newsletter

Katy Myers, DDofA

March 2021

Radio

PSERN

Priority Issues

- Talkgroup Failure** – FTAC-1 and later NCPOL1 to stop carrying audio between the radio subsystems (if a user was affiliated to EPSCA, a user on KC/VC could not hear them.) **Status:** Fixed.
- Radio Console Failure** - On 1/5 and 1/16 we experienced radio positions that stopped transmitting and receiving audio without any warning to the dispatcher. **Status:** Motorola has identified the problem. They completed the fix in Issaquah and at our back-up center in Redmond but it doesn't work. Waiting to learn next plan to fix.
- 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. **Status:** No update

Other:

Completed inventory list. Decreased number of portable radios and recording radios on the system.

Scheduling demobilization for September as it will require NORCOM to relocate for 12 full days to our back-up center.

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 County 911 Program Office is leading a project to replace the current 911 call taking systems at all King County PSAPs. Status: Demonstrations held week of February 22nd and March 1st. Four vendors participated, and NORCOM had several participants during relevant sections.

Systems and Programs

RAADAR

- Admin user group meeting scheduled for March 31st, 1430-1600. Invitations going out today.

- Kick-off meeting held with the Port of Seattle.
- Met with Enumclaw to reintroduce RAADAR to them and provide information on the Grant options.
- Evaluating options for hosting RAADAR in various cloud environments.
- Received our first NG911 grant reimbursement for RAADAR.

Other Notable Work

- NFORS – tech work is completed, working on testing the export of all agency data.
- Navigator – met with Chiefs Tuesday, February 16th and working on program integration options.
- First Due CAD Data Access – enabled service and sending data to FDSU for BEFD and ESFD. Waiting for feedback on data before moving to production.
- Alphanumeric Paging – Met with a consultant who reached out to discuss the option to use Digital TV as a signaling option. While it was not found to be viable it was a good starting point. NORCOM is working with the Fire Operations Technical Committee to schedule 4-6 meetings to learn about options.
- Purchase and install of a new storage array was completed at the Disaster Recovery (DR) site in RCECC. We purchased it half the budgeted cost, saving nearly 100k in our ER&R budget.

Projects

Redmond Back-Up Center

Ziply has installed new PRI at the back-up center to replace all of the old analog lines. One desk with the new monitor racks has been installed for operations to approve for purchase of the rest. Operations has approved the room layout and number of radio only, telephone only and radio & telephone positions. Working through purchasing issues to finalize contractors to begin the electrical and network work.

Important Upcoming Dates

March 15 – AVL retention schedule will be enacted. All AVL data will be available for 60 days.

March 31st - RAADAR Admin Workshop

April 20 – Full NORCOM Network outage. 0330 -0530, notification and further information coming.

May 12 – Tyler Police Upgrade