



AGENDA

NORCOM Governing Board
May 14, 2021, 9:00 am

1. Call to Order
2. Roll Call
3. Open Communications from the Public
4. Consent Agenda
 - A. Governing Board Meeting Minutes April 9, 2021
 - B. Monthly Budget to Actual Summary and AP Reports April
5. For Board Decision
 - A. Resolutions 190 and 191 - 2020 Budget Close-Out and 2021 Budget Amendment
 - B. PulsePoint
6. For Briefing to Board
 - A. April 2021 System Shutdown Recap
 - B. Single CAD Update
7. IT & Operations Department Newsletter
 - A. May Information Technology and Operations Updates Newsletter

8. Executive Session

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

- RCW 42.30.110(1)(i) to discuss with legal counsel representing the agency matters relating to agency enforcement actions, or to discuss with legal counsel representing the agency litigation or potential litigation to which the agency, the governing body, or a member acting in an official capacity is, or is likely to become, a party, when public knowledge regarding the discussion is likely to result in an adverse legal or financial consequence to the agency;*
- RCW 42.30.110(1)(g) to review the performance of an employee; and*
- RCW 42.30.110(1)(f) to receive and evaluate complaints brought against an employee.*

9. Adjournment

The next Governing Board meeting is scheduled for June 11, 2021.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 05/14/2021
Subject: Governing Board Meeting Minutes April 9, 2021

Executive Summary:

The April 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

Risks

Finance Committee Review: No

NA

Legal Review: No

N/A

Joint Operations Board Review: No

N/A

Attachments

Governing Board Minutes 040921



MEMBERS

Nathan McCommon	City of Bellevue
Butch Noble	City of Bothell
Kyle Kolling	City of Clyde Hill
Tracey Dunlap	City of Kirkland
Jeff Sass	City of Medina
Jeff Magnan	City of Mercer Island
Dan Yourkoski	City of Normandy Park (Chair)
Mark Correia	City of Snoqualmie
Jeff Clark	Eastside Fire & Rescue (Vice-Chair)
Brian Culp	Fire District 27
Greg Ahearn	Northshore Fire Department
Adrian Sheppard	Redmond Fire Department
Steve Taylor	Shoreline Fire Department
Greg Ahearn	Woodinville Fire & Rescue

ABSENT

David Burke	Duvall Fire District #45
Jay Wiseman	Snoqualmie Pass Fire
James Knisley	Skykomish Fire District #50
Michael Olson	City of Kirkland (Board Treasurer)

VISITORS

Jessica Fleming	State Auditors Office
Wendy Choy	State Auditors Office
Brett Shavers	Citizen

NORCOM STAFF

Bill Hamilton	Executive Director
Roky Louie	Deputy Director, Operations
Katy Myers	Deputy Director, Administrative Services
Judy Cayton	Human Resource Manager
Marianne Ryerson	Finance Manager
Jeremy Henshaw	Law Enforcement Liason
Chris Perez	Fire Liason
Nathan Way	IT Application & Security Architect
Deanna Gregory	Pacifica Law Group
Taki Flevaris	Pacifica Law Group
Brittney Rhodes	Public Records Specialist
Maggie Johanson	Administrative Assistant



- **Call to Order**

Chief Dan Yourkoski, Governing Board Chair, called the Governing Board meeting to order at 9:00 a.m. The meeting was posted publicly and held via video conference due to the COVID pandemic restrictions.

- **Roll Call**

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

- **Open Communications from the Public**

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

- **Consent Agenda**

- **Governing Board Minutes for March 12, 2021 Meeting**
- **Monthly Budget to Actuals Summary and Accounts Payable Report March 2021**
- **Removal of Capital Assets from Accounting Records**

There was no discussion on any consent agenda items.

Deputy City Manager McCommon made a motion to approve the Consent Agenda. Service Commander Magnan seconded the motion.

Motion carried.

- **For Board Briefing**

- **NORCOM 2018-2019 Audit Exit Conference**

The State Auditor's Office has completed NORCOM's Financial and Accountability audits for the years ending December 31, 2018, and December 31, 2019. In addition, representatives from the State Auditor's office presented the exit conference results. The State Auditors gave NORCOM a clean opinion over Financial Reporting and Accountability with no findings.



- **NORCOM – Association of Washington Cities (AWC) 2021 Well City Recipient**

The Association of Washington Cities (AWC) *Well City Program* recognizes members who achieve quality employee health promotion standards. NORCOM has been recognized as a Well City every year since 2016 and has once again been recognized for the year 2021. This designation provides NORCOM with a 2% discount on all 2022 medical premiums.

- **Insurance Carrier change to WCIA (Washington Cities Insurance Authority)**

In an effort to continue to improve business practices, be fiscally responsible and enhance our contracted services, NORCOM staff submitted an application to Washington Cities Insurance Authority (WCIA) to join their insurance pool. If the WCIA Board approves NORCOM's application, we will replace our current policy provided by the National Union Fire Insurance Company (NUFIC) with a much-improved policy through WCIA. This change will go into effect on April 10, 2021, saving NORCOM approximately \$10,000 per year.

- **For Board Decision**

- **Appointment of Chief Clark to the position of Board Chair and selection and appointment of new Governing Board Vice-Chair**

In accordance with Section 6 (j) of the Northeast King County Regional Public Safety Communications Agency Interlocal Agreement, the term of the current Governing Board Chair, Chief Dan Yourkoski, has expired. As such, the Governing Board Vice-Chair, Chief Jeff Clark, will be appointed as the new Chair. As per the ILA, the vacancy created shall be filled by a simple majority vote of the Governing Board.

Chief Yourkoski motioned to appoint Tracey Dunlap as Governing Board Vice-Chair, Deputy City Manager McCommon seconded the motion.

Motion carried.

- **Department Reports**

- **April Information Technology and Operations Updates Newsletter**

Director Hamilton mentioned the Newsletter would be covering both Information Technology & Operations. The April edition of the Newsletter provides information on both departments with an overview of projects and upcoming events.



o **Executive Session**

Chief Clark motioned to move to Executive Session, Deputy City Manager McCommon seconded the motion. Executive Session began at 9:35 with a request for 25 minutes. There was a request for an additional 15 minutes. Executive Session ended at 10:15, at 10:19, the regular meeting resumed after Administrative Assistant Maggie Johanson confirmed additional roll call and quorum .

Upon resuming the regular meeting, a motion was made by Deputy City Manager McCommon to accept the performance evaluation of Director Hamilton with a 5% pay increase effective April 5, 2021. Chief Kolling seconded the motion.

Motion carried.

o **National Public Safety Telecommunicator Week**

Every year during the second week of April, public safety telecommunications personnel are honored. This week-long event is a time to celebrate and thank those who dedicate their lives to serving the public and first responders. It is a week set aside to recognize their hard work, professionalism, selflessness, and dedication.

o **Adjournment**

The meeting adjourned at 10:23.

The next Governing Board meeting is scheduled for May 14, 2021.

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 05/14/2021
Subject: Monthly Budget to Actual Summary and AP Reports April

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 April

501- Operating

for Period Ending March 31, 2021

for Period Ending April 30, 2021

	2021 Budget	April Activity	2021 Collected to Date	% collected
Subscriber Fees	11,754,115	-	\$ 5,877,057	50%
Agency Reimbursements	200,918	6,942	\$ 17,566	9%
Grants/Intergovernmental/Interest	350,000	36,776	\$ 37,688	11%
Total	12,305,033	43,718	5,932,311	48%
Transfers In	1,116,691	136,000	\$ 136,000	12%
Revenues + Transfers	13,421,724	179,717.96	6,068,311	45%

Expenses

	2021 Budget	April Activity	2021 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,638,542	\$ 563,985	\$ 2,150,081	28%	5,488,461
Salaries & Wages - Overtime	167,586	\$ 27,779	\$ 62,651	37%	104,935
Professional Reimbursements	4,200	\$ 323	\$ 1,228	29%	2,972
Medical	1,119,908	\$ 95,119	\$ 372,366	33%	747,542
Dental	96,868	\$ 7,944	\$ 31,632	33%	65,236
Vision	12,850	\$ 1,062	\$ 4,194	33%	8,656
Long-Term Care	6,600	\$ 499	\$ 1,942	29%	4,658
Medicare	113,434	\$ 7,939	\$ 29,667	26%	83,766
MEBT	480,243	\$ 30,390	\$ 131,086	27%	349,157
PERS	1,005,972	\$ 75,688	\$ 282,187	28%	723,785
Washington FMLA	16,302	\$ 871	\$ 3,255	20%	13,047
Unemployment	79,288	\$ 6,781	\$ 31,708	40%	47,580
Workers Comp	12,447	\$ 1,183	\$ 4,551	37%	7,896
Total Personnel	10,754,239	819,562	\$ 3,106,546	29%	7,647,693
Advertising	10,000	\$ -	\$ -	0%	10,000
Bank Fees	50	\$ -	\$ 95	189%	(45)
Cellular,Pager & Radio Svcs	50,588	\$ 3,257	\$ 10,840	21%	39,748
Computer Hardware-Non Capital	10,100	\$ 181	\$ 1,596	16%	8,504
Consumable Goods	5,830	\$ 1,900	\$ 2,424	42%	3,406
Dues & Memberships	11,110	\$ 135	\$ 9,122	82%	1,988
Equipment Leases	19,500	\$ 1,567	\$ 5,031	26%	14,469
Facility Lease	670,456	\$ 71,286	\$ 240,314	36%	430,142
Financial Audit	23,000	\$ 12,667	\$ 50,901	221%	(27,901)
Hosted Services	118,123	\$ 18,000	\$ 20,175	17%	97,949
HR Services	65,500	\$ 3,152	\$ 14,821	23%	50,679
Insurance	80,000	\$ (14,796)	\$ 26,313	33%	53,687
Legal Services	140,000	\$ 14,655	\$ 48,322	35%	91,678
Local Travel/Training/ Mileage	6,450	\$ 74	\$ 744	12%	5,706
Network Service	21,142	\$ 2,337	\$ 7,811	37%	13,331
Office Furniture	7,750	\$ -	\$ -	0%	7,750
Office Supplies	7,600	\$ 577	\$ 902	12%	6,698
Operating Supplies	2,350	\$ 771	\$ 1,572	67%	778
Parking Lease	82,800	\$ 2,700	\$ 12,000	14%	70,800
Payroll Services	29,700	\$ 2,522	\$ 12,953	44%	16,747
Postage	1,000	\$ 60	\$ 90	9%	910
Printing	1,100	\$ -	\$ -	0%	1,100
Professional Services	31,440	\$ 29	\$ 1,104	4%	30,336
Publications	800	\$ -	\$ 381	48%	419
R&M - Network Equipment	143,390	\$ 2,059	\$ 2,059	1%	141,331
R&M - Office Equipment	5,000	\$ -	\$ 612	12%	4,388
R&M - Software Maintenance	907,445	\$ 470,449	\$ 532,373	59%	375,072
Radio Site Lease	50,657	\$ 566	\$ 2,158	4%	48,500
Recruitment Supplies	2,000	\$ -	\$ -	0%	2,000
Small Tools & Minor Equipment	14,750	\$ 959	\$ 2,352	16%	12,398
Software/Licensing	93,004	\$ 140	\$ 536	1%	92,468
Telephone Services	46,100	\$ 5,995	\$ 16,318	35%	29,782
Training/Conf Registrations	3,000	\$ -	\$ -	0%	3,000
Training/Conf Registrations/ Travel	5,750	\$ 359	\$ 251	4%	5,499
Transfers Out	50,000	\$ -	\$ -	0%	50,000
Total Supplies & Services	2,717,485	601,602	\$ 1,024,168	38%	1,693,317
GRAND TOTAL	13,471,724	1,421,164	\$ 4,130,714	31%	9,341,010

502- Capital Projects

	2021 Budget	April Activity	2020 Spending to Date	% used	Remaining Balance
R&M - Software Maintenance	25,000	\$ 18,403	\$ 20,275	81%	4,725
	25,000	18,403	20,275	81%	4,725

503- Equipment Replacement:

	2021 Budget	April Activity	2020 Spending to Date	% used	Remaining Balance
Computer Hardware-NonCapital	43,000	\$ -	\$ -	0%	43,000
R&M Software Maintenance	360,500	\$ -	\$ 162,175	45%	198,325
	403,500	\$ -	\$ 162,175	40%	241,325

505-E 911 Escrow

Revenues:	2021 Budget	April Activity	Collected to Date	% collected
E-911 Escrow	1,166,691	291,673	\$ 291,673	25%
Investment Interest	-	-	\$ -	-
	1,166,691	291,673	\$ 291,673	25%
Expenditures:	2021 Budget		2020 Spending to Date	% used
Transfers Out	1,116,691	\$ 136,000	\$ 136,000	12%

NORCOM Financial Summary

for Period Ending April 30, 2021

	2021 Adopted Budget	Actual	Percent of Budget
<u>501 - Operating Fund</u>			
2021 Beginning Fund Balance	-	\$0	
Agency Revenue	11,754,115	\$ 5,877,057	50.00%
Other Revenue	550,918	\$ 55,253	10.03%
Transfers In	1,166,691	136,000	11.66%
Revenue Collected	13,471,724	6,068,311	45.04%
Total Resources	13,471,724	6,068,311	
Personnel Expenditures	10,754,239	\$ 3,106,546	28.89%
Operating Expenditures	2,667,485	\$ 1,024,168	38.39%
Transfers Out	50,000	\$ -	0.00%
Total Expenditures	13,471,724	4,130,714	30.66%
Available Fund Balance	\$0	\$1,937,596.90	
<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	\$ 20,275	81.10%
Transfers Out	-	\$ -	0.00%
Total Expenditures	25,000	20,275	81.10%
Available Fund Balance	\$409,462	\$414,187	
<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	\$ 162,175	40.19%
Transfers Out	-	-	0.00%
Total Expenditures	403,500	162,175	40.19%
Available Fund Balance	\$320,181	\$511,506	

	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	\$ 291,673	26.12%
Investment Interest	-	-	0.00%
Revenue Collected	1,116,691	291,673	26.12%
Total Resources	1,200,062	375,044	
Expenditures	-	-	0.00%
Transfers Out	1,116,691	136,000	12.18%
Total Expenditures	1,116,691	136,000	12.18%
Available Fund Balance	\$83,371	\$239,044	
<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 APRIL 01, 2021 THROUGH APRIL 30, 2021

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,479,028.31

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: 5/2/2021 1:55 PM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
19163	6	CDW-GOVERNMENT INC	04/09/2021	
	8967284	Chief Kontour monitor brackets		16,470.96
	8991529	Tripp Lite DisplayPort to HDMI Adapter Conver		27.99
	9118263	Logitech Webcam		79.88
	9133199	Cisco Unified IP phone power injector		73.02
Total for Check Number 19163:				16,651.85
19164	8	CENTURYLINK	04/09/2021	
	031021	Telephone Service		1,287.74
Total for Check Number 19164:				1,287.74
19165	9	CENTURYLINK	04/09/2021	
	210967934	Telephone Service		121.07
Total for Check Number 19165:				121.07
19166	615	CONCENTRA	04/09/2021	
	70604094	Pre-Employment Suitability Assessments		262.50
	70677428	Pre-Employment Suitability Assessments		262.50
Total for Check Number 19166:				525.00
19167	324	CRISTA MINISTRIES	04/09/2021	
	55344-9	Crista Radio Site Lease - APR		565.69
Total for Check Number 19167:				565.69
19168	447	FIRST CHOICE COFFEE SERVICES	04/09/2021	
	312353	Ice Machine		104.60
Total for Check Number 19168:				104.60
19169	657	FOSTER GARVEY	04/09/2021	
	2782502	RAADAR		168.00
	2782503	License Agreements		588.00
	2782504	RAADAR- Method and System for an Integratec		1,740.00
	2782505	RAADAR – Method and System for Inter and In		2,802.00
	2782506	RAADAR IP Infringement Investigation		147.00
	2782507	RAADAR – Method and System for Inter and In		147.00
	2782508	RAADAR – Method and System for Inter and In		371.25
Total for Check Number 19169:				5,963.25
19170	565	GLOBALSTAR	04/09/2021	
	13063487	Orbit Network Services		116.93
Total for Check Number 19170:				116.93
19171	46	NATIONAL TESTING NETWORK	04/09/2021	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	8221	Background Investigation Services		1,450.00
			Total for Check Number 19171:	1,450.00
19172	579	DOTTIE OLSON	04/09/2021	
	032021	TC Week 2021		228.30
	032321	TC Week 2021		272.56
			Total for Check Number 19172:	500.86
19173	292	SHRED-IT USA INC	04/09/2021	
	8181636790	Shredding Service		128.14
			Total for Check Number 19173:	128.14
19174	712	SUMMIT LAW GROUP PLLC	04/09/2021	
	122734	Employer Legal Services		559.00
			Total for Check Number 19174:	559.00
19175	79	VERIZON WIRELESS	04/09/2021	
	9875379335	Cell Phone Service		1,747.48
			Total for Check Number 19175:	1,747.48
19176	87	WA STATE PATROL	04/09/2021	
	74290	Access user fee		18,000.00
			Total for Check Number 19176:	18,000.00
19177	88	WELLS FARGO FINANCIAL LEASING	04/09/2021	
	5014243918	Printer/Copier		1,462.62
			Total for Check Number 19177:	1,462.62
			Total for 4/9/2021:	49,184.23
ACH	679	ADP, LLC	04/13/2021	
	012921	Federal Taxes Payable		1,350.30
	031221	Physical check issued to S. Steiner		914.76
	031221	Physical check issued to A. Bartlow		872.75
			Total for this ACH Check for Vendor 679:	3,137.81
			Total for 4/13/2021:	3,137.81
ACH	120	ADP	04/16/2021	
	040921	FMLA Taxes Payable		1,200.90
	040921	ESD Taxes Payable		3,392.53
	040921	Federal Taxes Payable		30,721.25
	040921	Net Pay		208,891.90
	040921	Medicare Taxes Payable		8,027.09
			Total for this ACH Check for Vendor 120:	252,233.67
ACH	120	ADP	04/16/2021	
	032621	PPE Payroll Processing Fee		917.29
	040221	PPE Payroll Processing Fee		92.50
	040921	PPE Payroll Processing Fee		417.29

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for this ACH Check for Vendor 120:				1,427.08
ACH	131 040421 APR2021	HEALTH EQUITY PPE HSA Contributions Payable HSA Admin Fee	04/16/2021	2,544.22 55.30
Total for this ACH Check for Vendor 131:				2,599.52
ACH	132 040421	WILMINGTON TRUST PPE MEBT Contributions Payable	04/16/2021	36,430.74
Total for this ACH Check for Vendor 132:				36,430.74
ACH	133 MAR2021	DEPT OF RETIREMENT SYSTEMS PERS Contributions	04/16/2021	133,808.30
Total for this ACH Check for Vendor 133:				133,808.30
19178	675 040921	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Cont PE 04/09/21	04/16/2021	4,441.29
Total for Check Number 19178:				4,441.29
19179	569 040121	NORCOM ASSOCIATED GUILD APR2021 NAG Dues	04/16/2021	2,183.00
Total for Check Number 19179:				2,183.00
19180	673 040121	PUBLIC SAFETY EMPLOYEES UNION MAR2021 PSEU Dues	04/16/2021	602.17
Total for Check Number 19180:				602.17
19181	555 L142011	STATE AUDITOR'S OFFICE Accountability & Financial Audit	04/16/2021	12,667.20
Total for Check Number 19181:				12,667.20
Total for 4/16/2021:				446,392.97
19182	364 287291727817-03	AT&T Cell Phone Service - Acct # 287291727817	04/23/2021	131.84
Total for Check Number 19182:				131.84
19183	3 03282021	AT&T MOBILITY Cell Phone Service - Acct # 287015346980	04/23/2021	240.23
Total for Check Number 19183:				240.23
19184	710 10546475	BANDWIDTH INC Phone Service	04/23/2021	903.92
Total for Check Number 19184:				903.92
19185	6 B046886 B046886 B046886 B089602	CDW-GOVERNMENT INC Barracuda Energize Updates - subscription licen: Barracuda Message Archiver Mirrored Cloud Stc Barracuda Instant Replacement - extended servic Cisco - SFP (mini-GBIC) transceiver module - G	04/23/2021	625.06 625.06 563.10 1,932.26

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 19185:				3,745.48
19186	210 032021	CENTURYLINK Radio Site Connection Charge - Snoqualmie EU	04/23/2021	173.27
Total for Check Number 19186:				173.27
19187	8 032421 032521	CENTURYLINK Telephone Service Telephone Service	04/23/2021	1,232.45 40.42
Total for Check Number 19187:				1,272.87
19188	11 38952 39066 39201 39223	CITY OF BELLEVUE Monthly Rent Bellevue CH - Apr Monthly Parking Spaces - Apr Q1 2021 CoLocation Fiber Usage Rental Fee - APR	04/23/2021	44,011.64 1,834.27 27,274.79 477.00
Total for Check Number 19188:				73,597.70
19189	189 15073	CPSI Computer Power & Service Inc Annual Maintenance - 6/6/21 - 6/5/22	04/23/2021	2,059.13
Total for Check Number 19189:				2,059.13
19190	28 10387	EPSCA Monthly Radio Access Fees - APR	04/23/2021	920.01
Total for Check Number 19190:				920.01
19191	252 11010024	KING COUNTY FINANCE KCIT INET	04/23/2021	1,860.00
Total for Check Number 19191:				1,860.00
19192	557 4950810	LANGUAGE LINE SERVICES Over-the-Phone Interpretation	04/23/2021	915.95
Total for Check Number 19192:				915.95
19193	599 040121	CHRIS MAST Plotter Ink & Paper	04/23/2021	200.26
Total for Check Number 19193:				200.26
19194	698 1379231	MORNEAU SHEPELL LIMITED Employee Assistance Program - APR2021	04/23/2021	293.06
Total for Check Number 19194:				293.06
19195	579 040521 041121 041121	DOTTIE OLSON TC Week 2021 TC Week 2021 TC Week 2021	04/23/2021	158.54 276.88 264.26
Total for Check Number 19195:				699.68
19196	52 66885 66886 67286	PACIFICA LAW GROUP Public Records Special Projects General Legal Services Public Records Legal Svcs	04/23/2021	2,912.00 1,950.00 3,830.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 19196:	8,692.00
19197	666 21-147	RAYMOND POLYGRAPH SERVICES Polygraph Examination	04/23/2021	325.00
			Total for Check Number 19197:	325.00
19198	700 040921	BRITTNEY RHODES TC Week food - Costco	04/23/2021	54.75
			Total for Check Number 19198:	54.75
19199	65 847357399-147	SPRINT Wireless Service	04/23/2021	63.62
			Total for Check Number 19199:	63.62
19200	366 040521	T MOBILE Test Cell Phone Service - Acct # 947208760	04/23/2021	36.60
			Total for Check Number 19200:	36.60
19201	90 041221	KHAI TRAN Mileage Reimbursement	04/23/2021	13.92
			Total for Check Number 19201:	13.92
19202	499 130-119709	TYLER TECHNOLOGIES New World Software Maintenance 5/1/2021 -4/3	04/23/2021	468,635.95
			Total for Check Number 19202:	468,635.95
19203	692 032821 4258696730-0321	ZIPLY FIBER Phone Service - Acct # 425-885-7890-050709-5 Phone Service - Acct # 425-869-6730-031021-5	04/23/2021	790.32 896.49
			Total for Check Number 19203:	1,686.81
			Total for 4/23/2021:	566,522.05
ACH	120 042321 042321 042321 042321 042321	ADP Medicare Taxes Payable Net Pay Federal Taxes Payable FMLA Taxes Payable ESD Taxes Payable	04/30/2021	7,851.12 206,903.72 29,718.39 1,173.12 3,294.92
			Total for this ACH Check for Vendor 120:	248,941.27
ACH	120 041621 0423221	ADP PPE Payroll Processing Fee PPE Payroll Processing Fee	04/30/2021	177.24 917.29
			Total for this ACH Check for Vendor 120:	1,094.53
ACH	131 041821	HEALTH EQUITY PPE HSA Contributions Payable	04/30/2021	1,456.72
			Total for this ACH Check for Vendor 131:	1,456.72

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	132 041821	WILMINGTON TRUST PPE MEBT Contributions Payable	04/30/2021	37,202.66
Total for this ACH Check for Vendor 132:				37,202.66
ACH	134 MAY2021	COLONIAL LIFE Supplemental Ins Premiums	04/30/2021	1,378.79
Total for this ACH Check for Vendor 134:				1,378.79
ACH	140 MAY2021	RELIANCE STANDARD Life/LTD Premiums	04/30/2021	1,624.86
Total for this ACH Check for Vendor 140:				1,624.86
ACH	146 7886881	DEPT OF LABOR & INDUSTRIES 1st Quarter 2021 L&I Taxes	04/30/2021	6,565.02
Total for this ACH Check for Vendor 146:				6,565.02
ACH	327 MAY2021 MAY2021 MAY2021	ASSOCIATION OF WASHINGTON CITII Dental Premiums Vision Premiums Medical Premiums	04/30/2021	8,817.45 1,158.00 98,948.96
Total for this ACH Check for Vendor 327:				108,924.41
19204	75 02706679 031021 031821 04012021 04062021 040621 052584 054353 069630 076740 080260 081705 13574354-032421 1455372 1469017 1594615 1594615 15978872 2125815 2539469 3966645 3966645 40248652 411 4585062 5164242 5292257 56754 6210630 6513811 6513811 7370644 8781035	US BANK CORPORATE PAYMENT SYS Consumable Goods – TC Week - Amazon Public Records Act Basics Training - MJohansor Tactical Dispatcher Training - DRandall Office Supplies – Notepads - Staples Office Supplies – Expanding folders - Office De WAPRO Virtual Conference - BRhodes Operation Supplies – Cleaning supplies – Costco Postage Operation Supplies – TC Week - Costco Operation Supplies- Cleaning Supplies - FredMe Postage Consumable Goods –KCups – Costco Water Delivery Operation Supplies – Wipes– CleanltSupply Small Tools - Replacement TV for Kitchen - Am Operation Supplies- Toaster Oven- Amazon Operation Supplies- Kitchen Supplies- Amazon Parking Lease 700 Building – ABM Parking Office Supplies – Note Cards– Amazon Operation Supplies- Kitchen Supplies- Amazon Office Supplies – Wite-Out - Amazon Office Supplies – Wite-Out - Amazon Software/Licensing – Grammarly Consumable Goods – Boost Winner– Starbucks Operating Supplies – Hand Sanitizer – Amazon Operation Supplies- TC Week - Amazon Small Tools - Wireless Adapter for Printer- Ama Membership - MRSC Roster Office Supplies - Whiteboard - Amazon Operationg Supplies- Wipes - Amazon Small Tools- Headphones - Amazon Office Supplies- White boards - FredMeyer Consumable Goods - Annual Awards Gift Card -	04/30/2021	319.95 280.00 79.00 21.91 172.41 60.00 43.42 55.00 494.20 10.83 4.60 119.96 203.52 84.70 154.13 39.22 12.09 2,700.00 8.25 4.67 13.91 63.38 139.95 25.00 59.53 10.51 39.29 135.00 8.80 12.10 65.99 63.84 650.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	9349821	Office Supplies – Post-it tabs, Bussiness card - /		24.64
	9677	Telephone Service		396.84
	9922657	Consumable Goods – Coffee & Creamer - Amaz		26.35
Total for Check Number 19204:				6,602.99
Total for 4/30/2021:				413,791.25
Report Total (56 checks):				1,479,028.31



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 05/14/2021
Subject: Resolutions 190 and 191 - 2020 Budget Close-Out and 2021 Budget Amendment

Executive Summary:

NORCOM traditionally amends the current year budget with prior year carryover. The Operations Fund is budgeted to end with a zero fund balance. All other funds are budgeted with a fund balance updated with new and/or rollover projects.

In 2020, NORCOM's Operating fund ended in a deficit of \$59,347. During the December 2020 Governing Board Meeting, NORCOM management presented its best estimations of operating expenses for the remainder of the year, however, some late-arriving invoices for items such as legal services and software came in at higher than estimated amounts.

Resolution 190 has been prepared as a solution to balance the Operating Fund.

After reconciling 2021 fund balances, NORCOM Management has identified the rollover amounts in the Capital Projects and Equipment Replacement Funds and presented the recommendations for amendment to the Finance Committee on May 3. The amounts presented in this attachment are preliminary and may be adjusted by the Governing Board meeting on May 14. Any adjustments will be presented at that time and a final draft of the Resolution will be presented.

Resolution 191 has been prepared to recognize the 2020 carry forward balances in the Capital Project and Equipment Replacement Funds into the 2021 Budget.

Resolution 190 and 191 are consistent with the direction of the Finance Committee.

Background:

Each year NORCOM in conjunction with financial statement preparation calculates carryover amounts to amend the current year budget. Due to the timing of budget approval and the start of the fiscal year, it is necessary to amend the budget to maintain an accurate representation of the current financial needs of NORCOM.

Past Board or Other Related Actions:

The Board routinely reviews and acts upon such requests.

Policy and Strategic Implications:

No Policy changes with these resolutions.

NORCOM Staff Recommendation:

NORCOM staff recommends the Board receive this request and recommends the approval of Resolutions 190 & 191.

Staff Comments:

Staff to provide comments during the meeting.

Options

The Board may choose to approve, deny or modify this request.

Risks

The request for budget amendment allows NORCOM to balance the 2020 Operating budget, carryover projects/expenses would not be budgeted without approval.

Finance Committee Review: Yes

This has been reviewed by the Finance Committee and their input has been incorporated.

Legal Review: No

N/A

Joint Operations Board Review: No

N/A

Attachments

Resolution 190 - Amending 2020 Budget

Resolution 190 - Amending 2021 Budget

NORCOM Budget Update 2020 and 2021

RESOLUTION 190

RESOLUTION OF THE GOVERNING BOARD OF NORCOM AMENDING THE 2020 BUDGET

WHEREAS, by Resolution 177, the NORCOM Governing Board adopted the 2020 budget; and

WHEREAS, the NORCOM governing board desires to amend the 2020 budget

NOW, THEREFORE, BE IT RESOLVED by NORCOM that:

Section 1. The changes to the 2020 budget for NORCOM, attached are incorporated as exhibit A is adopted

Section 2. A summary of the 2020 amended fund balances are as follows:

Fund	Budgeted Ending Fund Balance	Additional expenses incurred in budgeted year	Transfers to Balance	Amended Fund Balance
Operating	-	-59,347	59,347	-
Capital Projects	434,462			434,462
Equipment Replacement	673,681			673,681
Operating Expense	20,098		140,653	160,751
E-911 Escrow	83,371			83,371
Rate Stabilization	1,007,041		-200,000	807,041
Total	2,218,653		-	2,159,306

Passed by a majority vote of the Governing Board in an open public meeting on this 14th of May, 2021.

Signed in authentication thereof on this 14th day of May, 2021.

Chair

Attest

RESOLUTION 190- APPENDIX A- AMENDING NORCOM BUDGET

2020 Financial Summary

NORCOM Budget Description	Operating	Capital Projects	Equipment Replacement	Operating Exp. Res.	E-911 Escrow	Rate Stabilization	Total All Funds
2020 Beg. Fund Balance	-	999,491	716,361	120,098	483,371	1,274,041	3,593,362
Revenue:							
From Participating Agencies	11,203,938	-	-	-	-	-	\$ 11,203,938
E-911 Revenue	-	-	-	-	1,393,239	-	\$ 1,393,239
Miscellaneous Revenues	369,000	-	-	-	-	-	\$ 369,000
Total Revenues	11,572,938.00	-	-	-	1,393,239.00	-	12,966,177.00
Total 2020 Resources	\$ 11,572,938	\$ 999,491	\$ 716,361	\$ 120,098	\$ 1,876,610	\$ 1,274,041	\$ 16,559,539
Expenditures							
Salaries & Wages	7,963,847	-	-	-			7,963,847
Personnel Benefits	3,111,757	-	-	-			3,111,757
Operating Services & Supplies	2,676,830	-	-	-			2,676,830
Capital Outlays	-	545,772	42,680	-			588,452
Total expenses	\$ 13,752,434	\$ 545,772	\$ 42,680	\$ -	\$ -	\$ -	\$ 14,340,886
Transfers:							
Transfers In	2,179,496	-	-	-	-	-	2,179,496
Transfer Out:							
To Operating	-	19,257	-	100,000	1,793,239	267,000	2,179,496
To Rate Stabilization	-	-	-	-		-	-
Transfers In less Transfers out	\$ 2,179,496	\$ (19,257)	\$ -	\$ (100,000)	\$ (1,793,239)	\$ (267,000)	\$ -
Additional expenses incurred	59,347						
2020 Ending Fund Balance	\$ (59,347)	\$ 434,462	\$ 673,681	\$ 20,098	\$ 83,371	\$ 1,007,041	\$ 2,218,653
Resolution 190 transfer 1: between reserve funds				200,000		(200,000)	-
Resolution 190 transfer 2: balance the operating fund	59,347			(59,347)			-
Ending Fund Balance	\$ -	\$ 434,462	\$ 673,681	\$ 160,751	\$ 83,371	\$ 807,041	\$ 2,159,306

RESOLUTION 191
RESOLUTION OF THE GOVERNING BOARD OF NORCOM AMENDING THE
2021 BUDGET

WHEREAS, by Resolution 188, the NORCOM Governing Board adopted the 2021 budget; and

WHEREAS, the NORCOM Governing Board desires to amend the 2021 budget

NOW, THEREFORE, BE IT RESOLVED by NORCOM that:

Section 1. The changes to the 2021 Budget for NORCOM, attached and incorporated as Exhibit A, are adopted

Section 2. A summary of the 2021 amended budgeted resources are as follows:

	Operating	Capital Projects	Equipment Replacement	Operating Exp. Res.	E-911 Escrow	Rate Stabilization	Total All Funds
2021 Beg. Fund Balance		434,462	673,681	160,751	83,371	807,041	2,159,306
<i>Carry forward</i>		<i>203,692</i>	<i>23,142</i>				<i>226,834</i>
Total 2021 Revenues	12,305,033				1,166,691		13,471,724
Total 2021 Expenditures	13,421,724	340,669	403,500				14,165,893
Transfer Activities	1,116,691		50,000		-1,166,691		-
Total Fund Resources	-	297,485	343,323	160,751	83,371	807,041	\$1,691,971

Passed by a majority vote of the Governing Board in an open public meeting on this 14th of May, 2021.

Signed in authentication thereof on this 14th day of May, 2021.

Chair

Attest

Resolution 191
Amending the 2021 Budget

2021 Financial Summary

NORCOM Budget Description	Operating	Capital Projects	Equipment Replacement	Operating Exp. Res.	E-911 Escrow	Rate Stabilization	Total All Funds
2021 Estimated beg. fund balance	\$ -	\$ 434,462	\$ 673,681	\$ 160,751	\$ 83,371	\$ 807,041	\$ 2,159,306
Add: Carryforward balances		\$ 203,692	\$ 23,142				\$ 226,834
Amended Beginning Balance	\$ -	\$ 638,154	\$ 696,823	\$ 160,751	\$ 83,371	\$ 807,041	\$ 2,386,140
Revenue:							
From Participating Agencies	11,754,115	-	-	-	-	-	\$ 11,754,115
E-911 Revenue	-	-	-	-	1,166,691	-	\$ 1,166,691
Miscellaneous Revenues	550,918	-	-	-	-	-	\$ 550,918
Interest Earnings	-	-	-	-	-	-	\$ -
Total Revenue	12,305,033	-	-	-	1,166,691	-	13,471,724
Total 2021 Resources	\$ 12,305,033	\$ 638,154	\$ 696,823	\$ 160,751	\$ 1,250,062	\$ 807,041	\$ 15,857,864
Expenditures							
Salaries & Wages	7,810,328	-	-	-	-	-	\$ 7,810,328
Personnel Benefits	2,943,911	-	-	-	-	-	\$ 2,943,911
Operating Services & Supplies	2,667,485	-	-	-	-	-	\$ 2,667,485
Capital Outlays	-	340,669	403,500	-	-	-	\$ 744,169
Total Expenditures	13,421,724	340,669	403,500	-	-	-	14,165,893
Transfers:							
Transfers In	1,166,691	-	50,000	-	-	-	1,216,691
Transfer Out:							-
To Operating	-	-	-	-	(1,166,691)	-	(1,166,691)
To ER & R	(50,000)	-	-	-	-	-	(50,000)
Transfers In less Transfers out	\$ 1,116,691	\$ -	\$ 50,000	\$ -	\$ (1,166,691)	\$ -	\$ -
2021 Ending Fund Balance	\$ -	\$ 297,485	\$ 343,323	\$ 160,751	\$ 83,371	\$ 807,041	\$ 1,691,971
Change in Fund Balance	\$ -	\$ (340,669)	\$ (353,500)	\$ -	\$ -	\$ -	\$ (694,169)

NORCOM Budget Updates

Resolution #190

- Move \$200,000 from Rate Stabilization to Operating Expense Reserve. This begins to build the balance of the reserve account to cover unbudgeted costs in the Operating Fund.
- Move \$59,347 from Operating Expense Reserve to Operating Fund. This will cover the unanticipated end of year expenses for 2020, resulting in a balanced budget for the Operating Fund.
- Ending Fund Balances:
 - Operating Fund - \$0
 - Operating Expense Fund - \$160,751
 - Rate Stabilization Fund - \$807,041

Resolution #191

- Adjusts the 2021 Budget to reflect Capital Projects and ER&R Funds carry over from 2020.
- Requests \$30,000 additional spending authorization for Capital Projects to ensure spending authorization to complete current projects.
- Ending Fund Balances:
 - Capital Projects - \$362,528
 - ER&R - \$343,323

2020 Fund Operating Fund Reconciliation

2020 Operating Fund - Revenues

	2020 Adopted Budget		2020 Actuals		Variance (Under)/ Over
Beginning Fund Balance		-		-	
Participant Revenue	\$	11,203,938	\$	11,203,938	\$ -
Miscellaneous	\$	369,000	\$	407,250	\$ 38,250
Total Resources	\$	11,572,938	\$	11,611,188	\$ 38,250
Transfers In	\$	2,179,496	\$	2,179,496	\$ -
Total + Transfers	\$	13,752,434	\$	13,790,684	\$ 38,250

2020 Operating Fund – Expenses

	2020 Adopted Budget	2020 Actuals	Variance (Under) / Over
Salaries & Wages- Regular	7,963,847	8,034,264	70,417
Benefits	3,111,757	2,917,449	(194,308)
Subtotal- Wages & Benefits	11,075,604	10,951,713	(123,891)
Supplies & Services	2,676,830	2,898,318	221,488
Total Expenditures	13,752,434	13,850,031	97,597

Detail of 2020 Operating Fund Expenditure breakdown:

Expenses							Dec data presented in January		Estimate presented to Board	
	2020 Budget	December Activity	2020 Spending to Date	% used	Remaining Balance		2020 Spending to Date	reasonable check	December 2020	
Salaries & Wages	7,963,847	\$ 1,060,570	\$ 8,034,264	101%	(70,417)		7,931,963.12	(102,300.71)	7,857,338.20	(176,925.63)
Professional Development	-	\$ -	\$ -		-		-	-	-	-
Professional Reimbursements	4,200	\$ 65	\$ 4,545	108%	(345)		4,480.00	(64.62)	4,480.00	(64.62)
Uniforms	-	\$ -	\$ -		-		-	-	-	-
Medical	1,223,184	\$ 79,810	\$ 1,114,230	91%	108,954		1,125,013.26	10,783.17	1,120,477.26	6,247.17
Dental	103,003	\$ 413	\$ 90,356	88%	12,647		97,699.08	7,342.77	97,480.82	7,124.51
Vision	15,095	\$ 51	\$ 11,923	79%	3,172		12,891.26	968.59	12,872.72	950.05
Long-Term Health	7,390	\$ (419)	\$ 6,570	89%	820		7,469.24	899.60	7,503.64	934.00
Medicare	120,550	\$ 14,037	\$ 108,772	90%	11,778		107,384.89	(1,387.03)	102,191.32	(6,580.60)
MEBT	515,459	\$ 58,933	\$ 531,315	103%	(15,856)		530,439.15	(876.06)	518,382.63	(12,932.58)
PERS	1,055,860	\$ 4,979	\$ 969,250	92%	86,610		1,077,782.22	108,532.51	1,044,270.50	75,020.79
Washington FMLA	14,785	\$ 1,488	\$ 11,824	80%	2,961		11,671.76	(151.80)	11,161.88	(661.68)
Unemployment	40,138	\$ 2,255	\$ 51,906	129%	(11,768)		50,180.29	(1,725.43)	50,327.20	(1,578.52)
Workers Comp	12,093	\$ 445	\$ 16,760	139%	(4,667)		16,614.32	(145.72)	17,581.68	821.64
	11,075,604	1,222,627	\$ 10,951,713	99%	123,891		10,973,588.59	21,875.27	10,844,067.85	(107,645.47)
								-		
								-		
Cellular/Telephone Services	124,440	\$ 21,126	\$ 127,218	102%	(2,778)		121,340.89	(5,876.87)	113,591.42	(13,626.34)
Human Resource Services	126,500	\$ 12,601	\$ 72,041	57%	54,459		78,400.76	6,359.27	68,706.45	(3,335.04)
Insurance	78,000	\$ -	\$ 82,911	106%	(4,911)		82,911.00	-	82,911.00	-
Leases- Equipment	19,500	\$ 3,347	\$ 19,118	98%	382		19,117.96	-	17,346.86	(1,771.10)
Leases- Facility/Radio	541,000	\$ 85,737	\$ 610,808	113%	(69,808)		584,405.00	(26,403.48)	606,404.59	(4,403.89)
Leases- Parking	105,000	\$ 13,415	\$ 64,272	61%	40,728		60,039.68	(4,232.30)	58,057.08	(6,214.90)
Legal Services	100,000	\$ 48,135	\$ 324,268	324%	(224,268)		294,300.96	(29,966.57)	281,132.71	(43,134.82)
Non-capital Equipment	48,465	\$ 510	\$ 36,214	75%	12,251		42,071.65	5,858.08	42,593.85	6,380.28
Professional Services	326,400	\$ 428	\$ 217,051	66%	109,349		231,370.53	14,319.83	233,053.23	16,002.53
Repair & Maintenance - Building	7,500	\$ -	\$ -	0%	7,500		-	-	-	-
Repair & Maintenance - IT	1,056,250	\$ 122,965	\$ 1,194,550	113%	(138,300)		1,201,788.07	7,238.18	1,107,666.34	(86,883.55)
Software/ Licensing	31,200	\$ 3,436	\$ 60,805	195%	(29,605)		58,609.15	(2,195.50)	64,868.61	4,063.96
Supplies	24,555	\$ 3,541	\$ 28,612	117%	(4,057)		34,138.61	5,526.20	34,194.82	5,582.41
Travel/Training	83,970	\$ 500	\$ 53,544	64%	30,426		53,749.31	205.63	53,435.54	(108.14)
All Other	4,050	\$ 972	\$ 6,907	171%	(2,857)		6,513.69	(393.03)	42,935.04	36,028.32
Fund Transfers		\$ -	\$ -		-		-	-	-	-
	2,676,830	316,713	\$ 2,898,318	108%	(221,488)		2,868,757.26	(29,560.56)	2,806,897.54	(91,420.28)
								-		
GRAND TOTAL	13,752,434	1,539,339	\$ 13,850,031	101%	(97,597)		13,842,345.85	(7,685.29)	13,650,965.39	(199,065.75)

2020 Operating Fund – Ending Balance

2020 Fund Balance	
Beg. Balance	-
Revenues	11,611,188
Transfers In	2,179,496
<hr/>	
Total Resources	13,790,684
Expenditures	13,850,031
<hr/>	
Ending Fund Balance	(59,347)

Capital Projects Fund

	2020 Adopted Budget	2020 Actuals	Variance Under/ (Over)
Beginning Fund Balance	999,491	999,491	
Total Resources	999,491	999,491	-
Capital Outlays	545,772	342,080	203,692
Transfers Out	19,257	19,257	-
Total + Transfers	434,462	638,154	203,692

Significant expenditures:

- New website development (\$11,500)
- Disaster Recover Servers & Network expenses (\$270,000)
- Tyler GIS Test Environment (\$17,893)
- Projects Completed:
 - Website Redesign
 - Tyler Message Switch Virtualization
 - CS Rapid SOS Interface
 - Tyler GIS Test Environment
 - Social Media Management
 - ADP Implementation

Capital Projects - Carry Over

<u>Project Status</u>	<u>Project Title</u>	<u>Previously Approved \$</u>	<u>Previously Spent</u>	<u>Actual FY20 Spending</u>	<u>Carry Forward</u>	<u>New Request</u>	<u>Project Total</u>
Final Invoice	Tyler Global Jacket Consolidation	\$6,000	\$0	\$0	\$6,000		\$6,000
In Process	Disaster Recovery Site	\$525,000	\$246,292	\$250,854	\$27,854	\$10,000	\$535,000
In Process	Tyler Upgrade 2020.1	\$25,000	\$0	\$0	\$25,000	-\$10,000	\$15,000
In Process	Redmond Relocation Project	\$200,000	\$0	\$0	\$200,000	\$30,000	\$230,000
In Process	Monitor Rack Installation	\$75,000	\$7,150	\$22,220	\$45,630		\$75,000
Final Invoice	CS Tritech Rehost	\$14,424	\$6,185	\$2,552	\$6,185		\$14,921
		\$845,424	\$259,626	\$275,626	\$310,669	\$30,000	\$875,921

Total anticipated spending for 2021 is **\$340,669**

Current 2021 budget has \$25,000 spending authorization

2021 Adjustment - \$315,669

Capital Projects Fund Carry Forward

	2021 Adopted Budget	2021 Adjustments	Proposed Amended Budget
Beg. Balance	434,462	203,692	638,154
Expenditures	25,000	315,669	340,669
Ending Fund Balance	409,462		297,485

ER&R Fund

	2020 Adopted Budget	2020 Actuals	Variance Under/ (Over)
Beginning Fund Balance	716,361	716,361	
Total Resources	716,361	716,361	-
Capital Outlays	42,680	19,538	23,142
Transfers Out	-	-	-
Total + Transfers	673,681	696,823	23,142

ER&R Fund- Carry Forward

	2021 Adopted Budget	2021 Adjustments	Proposed Amended Budget
Beg. Balance	673,681	23,142	696,823
Transfers In	50,000		50,000
Total Resources	723,681	23,142	746,823
Expenditures	403,500	-	403,500
Ending Fund Balance	270,181	-	343,323

2020 Summary

NORCOM Budget Description	Operating	Capital Projects	Equipment Replacement	Operating Exp. Res.	E-911 Escrow	Rate Stabilization	Total All Funds
2020 Beg. Fund Balance	-	999,491	716,361	120,098	483,371	1,274,041	3,593,362
Revenue:							
From Participating Agencies	11,203,938	-	-	-	-	-	\$ 11,203,938
E-911 Revenue	-	-	-	-	1,393,239	-	\$ 1,393,239
Miscellaneous Revenues	369,000	-	-	-	-	-	\$ 369,000
Total Revenues	11,572,938.00	-	-	-	1,393,239.00	-	12,966,177.00
Total 2020 Resources	\$ 11,572,938	\$ 999,491	\$ 716,361	\$ 120,098	\$ 1,876,610	\$ 1,274,041	\$ 16,559,539
Expenditures							
Salaries & Wages	7,963,847	-	-	-			7,963,847
Personnel Benefits	3,111,757	-	-	-			3,111,757
Operating Services & Supplies	2,676,830	-	-	-			2,676,830
Capital Outlays	-	545,772	42,680	-			588,452
Total expenses	\$ 13,752,434	\$ 545,772	\$ 42,680	\$ -	\$ -	\$ -	\$ 14,340,886
Transfers:							
Transfers In	2,179,496	-	-	-	-	-	2,179,496
Transfer Out:							
To Operating	-	19,257	-	100,000	1,793,239	267,000	2,179,496
To Rate Stabilization	-	-	-	-		-	-
Transfers In less Transfers out	\$ 2,179,496	\$ (19,257)	\$ -	\$ (100,000)	\$ (1,793,239)	\$ (267,000)	\$ -
Additional expenses incurred	59,347						
2020 Ending Fund Balance	\$ (59,347)	\$ 434,462	\$ 673,681	\$ 20,098	\$ 83,371	\$ 1,007,041	\$ 2,218,653
Resolution 190 transfer 1: between reserve funds				200,000		(200,000)	-
Resolution 190 transfer 2: balance the operating fund	59,347			(59,347)			-
Ending Fund Balance	\$ -	\$ 434,462	\$ 673,681	\$ 160,751	\$ 83,371	\$ 807,041	\$ 2,159,306

2021 Summary

2021 Financial Summary

NORCOM Budget Description	Operating	Capital Projects	Equipment Replacement	Operating Exp. Res.	E-911 Escrow	Rate Stabilization	Total All Funds
2021 Estimated beg. fund balance	\$ -	\$ 434,462	\$ 673,681	\$ 160,751	\$ 83,371	\$ 807,041	\$ 2,159,306
Add: Carryforward balances		\$ 203,692	\$ 23,142				\$ 226,834
Amended Beginning Balance	\$ -	\$ 638,154	\$ 696,823	\$ 160,751	\$ 83,371	\$ 807,041	\$ 2,386,140
Revenue:							
From Participating Agencies	11,754,115	-	-	-	-	-	\$ 11,754,115
E-911 Revenue	-	-	-	-	1,166,691	-	\$ 1,166,691
Miscellaneous Revenues	550,918	-	-	-	-	-	\$ 550,918
Interest Earnings	-	-	-	-	-	-	\$ -
Total Revenue	12,305,033	-	-	-	1,166,691	-	13,471,724
Total 2021 Resources	\$ 12,305,033	\$ 638,154	\$ 696,823	\$ 160,751	\$ 1,250,062	\$ 807,041	\$ 15,857,864
Expenditures							
Salaries & Wages	7,810,328	-	-	-	-	-	\$ 7,810,328
Personnel Benefits	2,943,911	-	-	-	-	-	\$ 2,943,911
Operating Services & Supplies	2,667,485	-	-	-	-	-	\$ 2,667,485
Capital Outlays	-	340,669	403,500	-	-	-	\$ 744,169
Total Expenditures	13,421,724	340,669	403,500	-	-	-	14,165,893
Transfers:							
Transfers In	1,166,691	-	50,000	-	-	-	1,216,691
Transfer Out:							-
To Operating	-	-	-	-	(1,166,691)	-	(1,166,691)
To ER & R	(50,000)	-	-	-	-	-	(50,000)
Transfers In less Transfers out	\$ 1,116,691	\$ -	\$ 50,000	\$ -	\$ (1,166,691)	\$ -	\$ -
2021 Ending Fund Balance	\$ -	\$ 297,485	\$ 343,323	\$ 160,751	\$ 83,371	\$ 807,041	\$ 1,691,971
Change in Fund Balance	\$ -	\$ (340,669)	\$ (353,500)	\$ -	\$ -	\$ -	\$ (694,169)



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 05/14/2021
Subject: PulsePoint

Executive Summary:

PulsePoint is a mobile phone application allowing users to view and receive alerts on calls being responded to by fire departments and emergency medical services. The goal is that subscriber awareness of a nearby cardiac event may increase the possibility that a victim quickly receives CPR. The application also provides the capability of identifying the nearest automated external defibrillators (AED).

Through an interface with the PSAP, the application uses the current location of a user and will alert them if someone in their vicinity is in need of CPR. The application will send notifications to users only if the victim is in a public place and only to users that are in the vicinity of the emergency.

Background:

In 2016, the NORCOM Governing Board carefully considered PulsePoint, but ultimately decided against it. The specific drivers for this 2016 decision are not yet clear.

PulsePoint is currently deployed within the City of Seattle (Zone 2) and will soon be deployed in the communities served by the ValleyCom 911 Center (Zone 3) via a \$73,000 grant from the MedicOne Foundation.

The NORCOM (Zone 1) Fire Chiefs have formally requested that staff revisit this possible partnership. With the Boards approval, it is our desire to collaboratively explore this possibility. Any associated recommendation will be presented to the Board for final consideration.

Past Board or Other Related Actions:

In 2016, the NORCOM Governing Board carefully considered PulsePoint, but ultimately decided against it.

Policy and Strategic Implications:

None at this time

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends Board approval to further explore the PulsePoint application.

Staff Comments:

Nothing additional.

Options

The Board may approve or disapprove staffs recommendation.

Risks

None at this time.

Finance Committee Review: No

NA

Legal Review: No

NA

Joint Operations Board Review: No

NA

Fiscal Impact

Budgeted Y/N: n

Fiscal Year: 2021

Account (s):

Fiscal Note:

Fiscal Impact:

No funding currently exists for this posible project.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 05/14/2021
Subject: April 2021 System Shutdown Recap

Executive Summary:

On April 20th NORCOM shut down its network to perform technology systems maintenance that included critical security upgrades. The outage was scheduled for two hours, but it was extended by several hours. The additional outage time was primarily due to underestimating the testing time required once the system was operable and a significant issue bringing back the Central Square system.

The outage was the first time operations had completed a planned event of call-taking and dispatching in a manual environment. Several months of planning, preparation, and training occurred to ensure minimum disruption.

The required updates to mission-critical equipment were successful. We will schedule an additional maintenance period to address other administrative equipment that was not updated due to unexpected errors. The maintenance period will not affect NORCOM's entire network. However, it will require call-taking and dispatching operations to move to the backup center. We anticipate scheduling that maintenance period in the early Fall of 2021. We will communicate the plan and impacts with Operations and the users.

Background:

Several network switches and firewalls and network configurations required updates to improve NORCOM's security posture.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

Lessons Learned Highlights for follow-up by IT and Operations include:

<u>Item</u>	<u>Responsible Department</u>
Outage scheduling to include expanded pre- and post-outage work for improved accurate timeline estimates.	IT Supervisors in collaboration with OPS Supervisor
Review estimated times for reboots and upgrades to various systems compared to actual times	IT Supervisors
Operational Procedures need updating.	OPS Supervisor

Improve tracking of systems impacted by specific network components.	IT Supervisors
Identify and make hard copies of needed IT and Operational information available.	IT Supervisors and OPS Supervisor
Pretest all mission-critical backup resources closer to the go-live.	IT Supervisors and OPS Supervisor
Improve resiliency so no or minimal single points of failure.	IT Supervisors
Update the Continuity of Operations Plan	Deputy Director of Operations

NORCOM Staff Recommendation:

Work with users and Operations to schedule the next outage. Commit resources to complete the identified follow-up work needed and implement lessons learned.

Staff Comments:

None

Options

Risks

Finance Committee Review: No

N/A

Legal Review: No

N/A

Joint Operations Board Review: No

N/A



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 05/14/2021
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.

A detailed update is attached for review.

Background:

To help mitigate current and future budgetary challenges, staff is collaboratively exploring the possibility of migrating to a single CAD system.

Past Board or Other Related Actions:

The Board receives regular updates regarding this endeavor.

Policy and Strategic Implications:

Migration to a single CAD may increase efficiencies and reduce expenditures. However, this must be accomplished without impacting operational effectiveness.

NORCOM Staff Recommendation:

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

Staff Comments:

No additional.

Options

NA

Risks

NA

Finance Committee Review: No

N/A

Legal Review: No

N/A

Joint Operations Board Review: No

N/A

Attachments

Single CAD Project Status Update

Project Status Report – Single CAD

Submitted by – Katy Myers

Reporting period – start date: 3/29/2021 end date: 5/7/2021



General Overview:

The project team meets weekly. The team includes three members of the fire agencies to represent the fire user community needs and help evaluate the viability of the Tyler System.

Key Activities / Major Deliverables since last reporting period:

- 4/8/2021: Adopted the Project Description - The Single CAD team will build, test, and evaluate the Tyler CAD system's viability to determine if it has the capacity to meet the fire/EMS user agencies' needs and identify any critical failures. Our project will be considered finished when the Zone 1 Fire Chiefs and the NORCOM Governing Board approve or deny the fire/EMS agencies' migration to Tyler CAD. This project supports NORCOM's objective to improve operational efficiencies in the field and on the dispatch floor, economize costs, control user fee increases, and enhance service delivery.
- 4/16/2021 & 4/23/2021: Held demonstrations from four CLQ replacement options.
 - Carbyne 911
 - Rapid Plus
 - 911 Eye
 - Smart 911
- 5/4/2021: Completed a Response Planning Workshop where we reviewed a list of response plan requirements identified by the fire team, learned how response plans are built, and options available.
- Secured two free attendance tickets for the Tyler Connect 2021 online conference (4/27/21-4/29/21)
- Confirmed the following requirements or work items are met or completed
 - Locution
 - Alpha-numeric paging
 - eCBD
 - LiveMUM
 - User agency hardware validation

Key Activities / Major Deliverables not completed as scheduled:

- None

Key Activities / Major Deliverables for next reporting period:

- 5/21/2021 - Small scale field testing
- Schedule and coordination of large-scale field testing
- Reference checks of other agencies
- ESO data crosswalk to verify will not lose any key data

Outstanding Change Requests:

- None

Additional Comments / Notes:

- None



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 05/14/2021
Subject: May Information Technology and Operations Updates Newsletter

Executive Summary:

The May Newsletter contains Information Technology and Operations Updates and is presented to the Board for review, input, and questions.

Background:

The Information Technology and Operations Updates are 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 updates and offer input or questions as desired.

Staff Comments:

N/A

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

Attachments

May IT and Operations Updates Newsletter



Information Technology Updates

From: Katy Myers, DDofA

May 2021

Radio

PSERN

Priority Issues

- **Radio ID mismatches** - On multiple occasions, we have had radios with strange IDs come up on the radio console. **Status:** No update

Snoqualmie Pass Fire & Rescue

Work is progressing to move our primary VHF communication with Snoqualmie Pass Fire & Rescue off the phone company connection to a new Radio Over IP connection and a new repeater at a higher elevation. KITTCOM, Snoqualmie Pass Fire & Rescue, and NORCOM have been working closely to accomplish this project. This will provide better communications to SPF&R from NORCOM as well as the agency having better coverage at the pass being served by a repeater instead of simplex (radio to radio). Technical documentation is completed, working on final agreement.

Telephone Systems

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:** Contract negotiations continue with the vendor.

Systems and Programs

RAADAR

- Created training videos for Agency Administrators.
- Added Announcement page.
- Enumclaw PD completed a two-week test.
- Updated traffic cameras on the Regional Map.

Other Notable Work

- Navigator – met with officers in the field at the participating agencies to learn their workflows and expectations. Drafting plan to move forward and will present that to the Chiefs.
- Alphanumeric Paging – small sub-group from Fire Tech OPS met. Will be presenting their discussion to Fire Tech OPS.
- Planned Network Outage – completed on April 20th. Extended down time for the fire agencies as we had issues bringing Central Square back on-line.

Projects

Tyler CAD Update to 2020.1 Hot Fix 5

Upgrading the Tyler Software suite beginning at 0300 on 5/12. We expect the outage to last around 6 hours. During this time, no Tyler applications will be available (LERMS, CAD, Police Mobile, Corrections) and Dispatch will be operating out of Central Square CAD system. Users can view their calls via RAADAR.

Redmond Back-Up Center

Vendors selected for the wiring.

Disaster Recovery Site

Purchasing last few pieces of hardware.

Single CAD

Weekly meetings, please see Project Status Report.

IT Service Desk

Surveys

Each requestor that has a ticket closed receives a link to a four-question survey. Each question is rated on a three-option scale, with opportunity to share comments.

April 2021: 25 surveys returned

- Better than expected – 55
- As expected – 44
- Worse than expected – 1*

*Worse than expected issue was an internal expectation issue and is being follow-up on.

Sample Comments:

- “I did not expect to have the information I requested so quickly. I really appreciated how quickly I was responded to.”
- “Always receive such a high level of immediate service”
- “Thanks for the prompt reply and thorough fix to my mapping question.”

Service Requests

Month	Inbound	Completed	Overdue
Feb '21	194	199	0
Mar '21	240	228	1
Apr '21	214	225	0

Important Upcoming Dates

May 12 – Tyler Police Upgrade



Operations Updates

From: Roky Louie, Deputy Director Operations

May 2021

April 2020 Operations Performance

FD		CR		PD	
Total Calls	5,665	Total Calls	22,144	Total Calls	14,346
Pickup to Disp. Under 60 Sec.	84.58%	Busiest Hours	1600-1700	P1 & P2 Report	00:01:18
Pickup to Disp. Under 90 Sec.	95.65%	Answered in less than 15 Sec.	95.95%	P1 Response Times	00:02:00
		Answered in less than 20 Sec.	98.02%	P3 Response Times	00:01:56
				P4 Response Times	00:18:01

Planned Network Outage - Review

NORCOM conducted its first planned network outage on the morning of April 20th. This outage was planned from 0330 to 0530. There were some lessons learned during this exercise from an Operational perspective.

The outage itself was planned from 0330 to 0530 but it wasn't until 0915 when both CADs were fully operational. We had relatively limited time to train our line personnel on manual dispatch procedures so we focused on those that would be working between the hours of 0330-0530. Because of how things worked out there were some that came in during later operational periods, for example those starting at 0700 or 0900 that had to receive some direction "on the fly." In the future, in general, we will plan a more robust training plan. Specifically, all remaining line personnel are being trained on Manual Dispatch procedure. At the time of this writing approximately 50% of line personnel have received one-on-one training with Manual Dispatch procedures while virtually all have completed the initial training.

From about 0600 – 0915 NORCOM dispatched fire out of Tyler CAD, which was fully functional by then. NORCOM is generally familiar with dispatching fire out of our police CAD and vice versa as we commonly do this during CAD upgrades.

During the Planned Network Outage there was a Priority 1 police call that came in on the NCPOL1 channel. Most of the time the dispatcher who has the air will keep the Priority 1 call for air closure and have a backup dispatcher take the backup channel, in this case NCTAC1. Manual dispatch on police utilizes paper forms and cards. What we learned was that it was difficult to pass all of this paper information to a backup dispatcher. In the future we will instruct the closed air to go to the backup dispatcher during air closures.

NORCOM intends to use the lessons learned from this Planned Network Outage to develop a drill where NORCOM will take down its network intentionally in order to practice unplanned outages. Our goal is to have this drill ready to go by fourth quarter.

Training - May

In addition to continuing our manual dispatch training, NORCOM will be conducting High Frequency Low Risk Scenario Based Training. Our first drill will be an Active Shooter incident in Normandy Park that will include shots fired and an officer down. These training sessions, referred to informally as simulations, require a trainee to navigate a complicated scenario over a training channel. The simulations include working in a training CAD, live and recorded transmissions that will actually occur on the air on a training channel, and will include recorded sound effects such as engines revving, police sirens, gunfire, and people screaming. These exercises, started in 2014, are designed to prepare dispatchers to practice handling high risk events. Our goal is to make sure that if a dispatcher should have to work such a significant call, that it is not the very first time they hear "mayday" or "officer down" over the air.

NORCOM has also conducted simulations that include evacuation tones, a structural collapse, and a mayday call for fire dispatchers, and difficult call receiving or technological issues as well.

New Academy

NORCOM hired its 29th Call Receiving Academy in March of this year. These four new dispatchers are just now hitting the floor, learning how to be 911 call takers. It won't be long before you hear them over the radio as well.