



## **AGENDA**

NORCOM Governing Board  
June 11, 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 May 14, 2021
  - B. Monthly Budget to Actual Summary and AP Reports May
5. For Board Decision
  - A. Resolution 192 - Authorizing the Director to Award and Execute a Contract for Backup Facility Improvements  
Award Electrical and Networking project contracts to Pride Electric & Pacific Business Systems.
6. For Briefing to Board
  - A. Single CAD Project Update
  - B. 2022 Budget Development Update
7. Information Technology and Operations Newsletters

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 July 9, 2021.



## **MEMORANDUM**

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 06/11/2021  
Subject: Governing Board Meeting Minutes May 14, 2021

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### **Executive Summary:**

The May 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

**Legal Review:** No

N/A

**Joint Operations Board Review:** No

N/A

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## **Attachments**

Governing Board Minutes 051421



## MEMBERS

Nathan McCommon	City of Bellevue
Bruce Kroon	City of Bothell
Kyle Kolling	City of Clyde Hill
Tracey Dunlap	City of Kirkland (Vice-Chair)
Steve Burns	City of Medina
Jeff Magnan	City of Mercer Island
Dan Yourkoski	City of Normandy Park
Mark Correia	City of Snoqualmie
David Burke	Duvall Fire District #45
Jeff Clark	Eastside Fire & Rescue (Chair)
Greg Ahearn	Northshore Fire Department
Adrian Sheppard	Redmond Fire Department
Matt Cowan	Shoreline Fire Department
Greg Ahearn	Woodinville Fire & Rescue
Michael Olson	City of Kirkland (Board Treasurer)

## ABSENT

Brian Culp	Fire District 27
Jay Wiseman	Snoqualmie Pass Fire
James Knisley	Skykomish Fire District #50

## VISITORS

Brett Shavers	Citizen
Emily Shavers	Citizen
Deb Flewelling	KC E911
David Mendel	PSERN

## 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
Brittney Rhodes	Public Records Specialist
Maggie Johanson	Administrative Assistant



o **Call to Order**

Chief Jeff Clark, 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 Clark 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 was one request for open communication from Brett Shavers, Citizen, regarding his public records request.

o **Consent Agenda**

- **Governing Board Minutes for April 9, 2021 Meeting**
- **Monthly Budget to Actuals Summary and Accounts Payable Report April 2021**

There was no discussion on any consent agenda items.

Deputy City Manager McCommon made a motion to approve the Consent Agenda. Chief Yourkoski seconded the motion.

Motion carried.

o **For Board Decision**

- **Resolutions 190 and 191 – 2020 Budget Close-Out and 2021 Budget Amendment**

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

Resolution 191 was prepared to recognize the 2020 carry forward balance in the Capital Project and Equipment Replacements Funds into the 2021 Budget.

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

**Resolution 190** - Deputy City Manager McCommon motioned to approve Resolution 190. Chief Correia seconded the motion.

Motion carried.



**Resolution 191** - Deputy City Manager McCommon motioned to approve Resolution 191. Deputy City Manager Dunlap seconded the motion.

Motion carried.

- **PulsePoint**

Pulse Point is a mobile phone application allowing users to view and receive alerts on calls being responded to by fire and emergency medical services. In 2016, the NORCOM Governing Board carefully considered PulsePoint, but ultimately decided against it. The NORCOM (Zone 1) Fire Chiefs have formally requested that staff revisit this possible partnership. NORCOM is requesting the Boards approval to explore the PulsePoint application further.

Chief Cowan motioned the approval of the further exploration of the PulsePoint application. Chief Kroon seconded the motion.

Motion carried.

- **For Board Briefing**

- **April 2021 System Shutdown Recap**

On April 20th NORCOM shut down its network to perform technology systems maintenance that included critical security upgrades. 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 successful 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.

- **Single CAD Update**

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 help mitigate current and future budgetary challenges, the staff is collaboratively exploring the possibility of migrating to a single CAD system. Migration to a single CAD may increase efficiencies and reduce expenditures. However, this must be accomplished without impacting operational effectiveness.



- o **Department Reports**

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

The May edition of the Newsletter provides information on both departments with an overview of projects and upcoming events.

- o **Adjournment**

The meeting adjourned at 09:27.

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

Approved by:

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Chair

Attest:

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Secretary



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 06/11/2021  
Subject: Monthly Budget to Actual Summary and AP Reports May

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### Executive Summary:

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

### Background:

These are routine reports produced monthly for Board review.

### Past Board or Other Related Actions:

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

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### Attachments

Monthly Budget to Actuals Summary and AP Reports May



**501- Operating**

for Period Ending March 31, 2021

for Period Ending May 31, 2021

	2021 Budget	May Activity	2021 Collected to Date	% collected
Subscriber Fees	11,754,115	-	\$ 4,897,548	42%
Agency Reimbursements	200,918	7,956	\$ 25,522	13%
Grants/Intergovernmental/Interest	350,000	13,162	\$ 50,977	15%
Total	12,305,033	21,118	4,974,047	40%
Transfers In	1,116,691	-	\$ 136,000	12%
Revenues + Transfers	13,421,724	21,117.60	5,110,047	38%

**Expenses**

	2021 Budget	May Activity	2021 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,638,542	\$ 558,277	\$ 2,708,357	35%	4,930,184
Salaries & Wages - Overtime	167,586	\$ 21,037	\$ 83,688	50%	83,898
Professional Reimbursements	4,200	\$ 323	\$ 1,551	37%	2,649
Medical	1,119,908	\$ 92,178	\$ 464,544	41%	655,364
Dental	96,868	\$ 7,806	\$ 39,437	41%	57,431
Vision	12,850	\$ 1,040	\$ 5,234	41%	7,616
Long-Term Care	6,600	\$ 490	\$ 2,432	37%	4,168
Medicare	113,434	\$ 7,791	\$ 37,459	33%	75,975
MEBT	480,243	\$ 36,110	\$ 173,604	36%	306,639
PERS	1,005,972	\$ 74,415	\$ 356,602	35%	649,370
Washington FMLA	16,302	\$ 854	\$ 4,109	25%	12,193
Unemployment	79,288	\$ 6,324	\$ 38,033	48%	41,255
Workers Comp	12,447	\$ 1,278	\$ 5,829	47%	6,617
Total Personnel	10,754,239	807,924	\$ 3,920,878	36%	6,833,361
Advertising	10,000	\$ -	\$ -	0%	10,000
Bank Fees	50	\$ -	\$ 95	189%	(45)
Cellular,Pager & Radio Svcs	50,588	\$ 3,156	\$ 13,996	28%	36,592
Computer Hardware-Non Capital	10,100	\$ -	\$ 1,596	16%	8,504
Consumable Goods	5,830	\$ 469	\$ 2,892	50%	2,938
Dues & Memberships	11,110	\$ -	\$ 9,122	82%	1,988
Equipment Leases	19,500	\$ 2,258	\$ 7,289	37%	12,211
Facility Lease	670,456	\$ -	\$ 240,314	36%	430,142
Financial Audit	23,000	\$ 1,131	\$ 52,032	226%	(29,032)
Hosted Services	118,123	\$ 19,520	\$ 39,694	34%	78,429
HR Services	65,500	\$ (1,131)	\$ 16,693	25%	48,807
Insurance	80,000	\$ 49,411	\$ 75,724	95%	4,276
Legal Services	140,000	\$ 27,716	\$ 76,037	54%	63,963
Local Travel/Training/ Mileage	6,450	\$ 73	\$ 817	13%	5,633
Network Service	21,142	\$ -	\$ 7,811	37%	13,331
Office Furniture	7,750	\$ -	\$ -	0%	7,750
Office Supplies	7,600	\$ 102	\$ 1,005	13%	6,596
Operating Supplies	2,350	\$ 256	\$ 1,828	78%	522
Parking Lease	82,800	\$ 4,650	\$ 16,650	20%	66,150
Payroll Services	29,700	\$ 1,498	\$ 14,450	49%	15,250
Postage	1,000	\$ 42	\$ 132	13%	868
Printing	1,100	\$ -	\$ -	0%	1,100
Professional Services	31,440	\$ 7,785	\$ 8,889	28%	22,551
Publications	800	\$ -	\$ 381	48%	419
R&M - Network Equipment	143,390	\$ -	\$ 2,059	1%	141,331
R&M - Office Equipment	5,000	\$ -	\$ 612	12%	4,388
R&M - Software Maintenance	907,445	\$ 8,602	\$ 540,975	60%	366,470
Radio Site Lease	50,657	\$ 2,566	\$ 4,723	9%	45,934
Recruitment Supplies	2,000	\$ -	\$ -	0%	2,000
Small Tools & Minor Equipment	14,750	\$ 753	\$ 3,106	21%	11,644
Software/Licensing	93,004	\$ -	\$ 536	1%	92,468
Telephone Services	46,100	\$ 3,709	\$ 20,027	43%	26,073
Training/Conf Registrations	3,000	\$ -	\$ -	0%	3,000
Training/Conf Registrations/ Travel	5,750	\$ 60	\$ 311	5%	5,439
Transfers Out	50,000	\$ -	\$ -	0%	50,000
Total Supplies & Services	2,717,485	132,626	\$ 1,159,796	43%	1,557,689
GRAND TOTAL	13,471,724	940,549	\$ 5,080,675	38%	8,391,049

**502- Capital Projects**

	2021 Budget	May Activity	2021 Spending to Date	% used	Remaining Balance
R&M - Software Maintenance	340,669	\$ 5,701	\$ 25,976	8%	314,693
	340,669	5,701	25,976	8%	314,693

**503- Equipment Replacement:**

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

**NORCOM Financial Summary**  
for Period Ending May 31, 2021

	2021 Adopted Budget	Actual	Percent of Budget
<b><u>501 - Operating Fund</u></b>			
2021 Beginning Fund Balance	-	\$0	
Agency Revenue	11,754,115	\$ 4,897,548	41.67%
Other Revenue	550,918	\$ 76,499	13.89%
Transfers In	1,166,691	136,000	11.66%
Revenue Collected	13,471,724	5,110,047	37.93%
Total Resources	13,471,724	5,110,047	
Personnel Expenditures	10,754,239	\$ 3,920,878	36.46%
Operating Expenditures	2,667,485	\$ 1,159,796	43.48%
Transfers Out	50,000	\$ -	0.00%
Total Expenditures	13,471,724	5,080,675	37.71%
<b>Available Fund Balance</b>	<b>\$0</b>	<b>\$ 29,371.99</b>	
<b><u>502 - Capital Projects Fund</u></b>			
2021 Beginning Fund Balance	638,154	\$638,154	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	-	-	0.00%
Revenue Collected	-	-	0.00%
Total Resources	638,154	638,154	
Expenditures	340,669	\$ 25,976	7.63%
Transfers Out	-	\$ -	0.00%
Total Expenditures	340,669	25,976	7.63%
<b>Available Fund Balance</b>	<b>\$297,485</b>	<b>\$612,178</b>	
<b><u>503 - Equipment Replacement Reserve</u></b>			
2021 Beginning Fund Balance	696,823	\$696,823	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	50,000	-	0.00%
Revenue Collected	50,000	-	0.00%
Total Resources	746,823	696,823	
Expenditures	403,500	\$ 162,175	40.19%
Transfers Out	-	-	0.00%
Total Expenditures	403,500	162,175	40.19%
<b>Available Fund Balance</b>	<b>\$343,323</b>	<b>\$534,648</b>	

	2021 Adopted Budget	Actual	Percent of Budget
<b><u>504 - Operating Expense Reserve</u></b>			
2021 Beginning Fund Balance	\$ 160,751	\$160,751	
Investment Interest	\$ -	-	0.00%
Other Revenue	\$ -	-	0.00%
Transfers In	\$ -	-	0.00%
Revenue Collected	-	-	0.00%
Total Resources	160,751	160,751	
Personnel Expenditures	-	-	0.00%
Operating Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
<b>Available Fund Balance</b>	<b>\$160,751</b>	<b>\$160,751</b>	
<b><u>505 - E-911 Escrow Trust</u></b>			
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%
<b>Available Fund Balance</b>	<b>\$83,371</b>	<b>\$239,044</b>	
<b><u>506 - Rate Stabilization Reserve</u></b>			
2021 Beginning Fund Balance	\$807,041	\$807,041	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	-	-	0.00%
Revenue Collected	-	-	0.00%
Total Resources	807,041	807,041	
Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
<b>Available Fund Balance</b>	<b>\$807,041</b>	<b>\$807,041</b>	

NORCOM  
ACTIVITY MAY 01, 2021 THROUGH MAY 31, 2021

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$956,804.81

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.

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Michael Olson, Treasurer

Date

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

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Governing Board Chair

Date

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Governing Board Vice Chair

Date

# Accounts Payable

## Checks by Date - Detail by Check Date

User: mryerson  
Printed: 5/28/2021 9:09 AM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Void Checks	Check Amount
ACH	120	ADP	05/07/2021		
	050721	FMLA Taxes Payable			1,147.70
	050721	Federal Taxes Payable			28,993.73
	050721	ESD Taxes Payable			3,156.54
	050721	Medicare Taxes Payable			7,673.26
	050721	Net Pay			198,935.99
Total for this ACH Check for Vendor 120:				0.00	239,907.22
19205	6	CDW-GOVERNMENT INC	05/07/2021		
		HP E243i monitors			5,498.68
		HP S101 speaker bar			202.55
Total for Check Number 19205:				0.00	5,701.23
19206	675	ICMA-RC VANTAGEPOINT TRANSFER	05/07/2021		
	042321	ICMA 457 Contr PE 04/23/21			4,423.88
Total for Check Number 19206:				0.00	4,423.88
19207	711	PETEK & ASSOCIATES	05/07/2021		
	826	Psychological Evaluation - March			385.00
Total for Check Number 19207:				0.00	385.00
19208	377	PST INVESTIGATIONS	05/07/2021		
	PSTI21-65	Background Investigation Services			480.00
Total for Check Number 19208:				0.00	480.00
19209	256	PUBLIC SAFETY TESTING INC	05/07/2021		
	2021-118	Subscription Fees Q1 (Jan - Mar 2021)			1,007.00
Total for Check Number 19209:				0.00	1,007.00
19210	74	UNUM	05/07/2021		
	0147532-0011	Long Term Care			503.20
Total for Check Number 19210:				0.00	503.20
19211	9	CENTURYLINK	05/07/2021		
	221005516	Telephone Service			121.43
Total for Check Number 19211:				0.00	121.43
19212	324	CRISTA MINISTRIES	05/07/2021		
	55344-10	Crista Radio Site Lease- May			565.69
Total for Check Number 19212:				0.00	565.69
19213	447	FIRST CHOICE COFFEE SERVICES	05/07/2021		
	314616	Ice Machine - filter			66.01

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Void Checks	Check Amount
			Total for Check Number 19213:	0.00	66.01
19214	657	FOSTER GARVEY	05/07/2021		
	2785427	RAADAR			189.00
	2785428	RAADAR – Method and System for Inter and In			231.00
	2785429	RAADAR – Method and System for Inter and In			693.00
	2785430	RAADAR - First-Responder station alerting			11,434.50
	2785431	RAADAR - First-Responder station alerting			10,946.25
			Total for Check Number 19214:	0.00	23,493.75
19215	565	GLOBALSTAR	05/07/2021		
	14305851	Orbit Network Services			117.54
			Total for Check Number 19215:	0.00	117.54
19216	586	MEYDENBAUER CENTER	05/07/2021		
	2021-04	Apr2021 Construction Employee Parking			1,950.00
			Total for Check Number 19216:	0.00	1,950.00
19217	261	RADIO COMMUNICATIONS SERVICES	05/07/2021		
	17022	Rental/Lease Fee			2,000.00
			Total for Check Number 19217:	0.00	2,000.00
19218	292	SHRED-IT USA INC	05/07/2021		
	8181829590	Shredding Service			129.83
			Total for Check Number 19218:	0.00	129.83
19219	79	VERIZON WIRELESS	05/07/2021		
	9877521503	Cell Phone Service			1,647.29
			Total for Check Number 19219:	0.00	1,647.29
19220	88	WELLS FARGO FINANCIAL LEASING	05/07/2021		
	5014655666	Printer/Copier			1,462.62
			Total for Check Number 19220:	0.00	1,462.62
19221	563	EMPLOYMENT SECURITY DEPARTME	05/07/2021		
	UBI602-775-260	Q1/2020 Adjustment			10.60
			Total for Check Number 19221:	0.00	10.60
19222	675	ICMA-RC VANTAGEPOINT TRANSFER	05/07/2021		
	050721	ICMA 457 Contr PPE 05/07/21			4,400.84
			Total for Check Number 19222:	0.00	4,400.84
19223	569	NORCOM ASSOCIATED GUILD	05/07/2021		
	050121	MAY2021 NAG Dues			2,146.00
			Total for Check Number 19223:	0.00	2,146.00
19224	673	PUBLIC SAFETY EMPLOYEES UNION	05/07/2021		
	05012021	MAY2021 PSEU Dues			522.02
			Total for Check Number 19224:	0.00	522.02

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Void Checks	Check Amount
Total for 5/7/2021:				0.00	291,041.15
ACH	120 050721	ADP PPE Payroll Processing Fee	05/14/2021		412.55
Total for this ACH Check for Vendor 120:				0.00	412.55
ACH	131 050221 051021	HEALTH EQUITY PPE HSA Contributions Payable HSA Admin Fee	05/14/2021		1,456.72 55.30
Total for this ACH Check for Vendor 131:				0.00	1,512.02
ACH	132 050221	WILMINGTON TRUST PPE MEBT Contributions Payable	05/14/2021		34,724.16
Total for this ACH Check for Vendor 132:				0.00	34,724.16
ACH	133 APR2021	DEPT OF RETIREMENT SYSTEMS PERS Contributions	05/14/2021		128,263.85
Total for this ACH Check for Vendor 133:				0.00	128,263.85
Total for 5/14/2021:				0.00	164,912.58
ACH	120 052121 052121 052121 052121 052121	ADP FMLA Taxes Payable Medicare Taxes Payable ESD Taxes Payable Net Pay Federal Taxes Payable	05/21/2021		1,182.05 7,909.60 3,163.43 206,772.19 30,921.88
Total for this ACH Check for Vendor 120:				0.00	249,949.15
ACH	120 051421 052121	ADP PPE Payroll Processing Fee PPE Payroll Processing Fee	05/21/2021		172.43 912.55
Total for this ACH Check for Vendor 120:				0.00	1,084.98
ACH	131 051621	HEALTH EQUITY PPE HSA Contributions Payable	05/21/2021		1,531.72
Total for this ACH Check for Vendor 131:				0.00	1,531.72
ACH	132 051621	WILMINGTON TRUST PPE MEBT Contributions Payable	05/21/2021		37,479.67
Total for this ACH Check for Vendor 132:				0.00	37,479.67
ACH	134 JUN2021	COLONIAL LIFE Supplemental Ins Premiums	05/21/2021		1,302.10
Total for this ACH Check for Vendor 134:				0.00	1,302.10
ACH	140 JUNE2021	RELIANCE STANDARD Life/LTD Premiums	05/21/2021		1,590.60
Total for this ACH Check for Vendor 140:				0.00	1,590.60

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Void Checks	Check Amount
ACH	327	ASSOCIATION OF WASHINGTON CITIZI	05/21/2021		
	JUN2021	Dental Premiums			8,670.10
	JUNE2021	Medical Premiums			97,403.00
	JUNE2021	Vision Premiums			1,134.84
Total for this ACH Check for Vendor 327:				0.00	107,207.94
19225	364	AT&T	05/21/2021		
	287291727817APR	Cell Phone Service - Acct # 287291727817			131.88
Total for Check Number 19225:				0.00	131.88
19226	3	AT&T MOBILITY	05/21/2021		
	287015346980APR	Cell Phone Service - Acct # 287015346980			240.56
Total for Check Number 19226:				0.00	240.56
19227	710	BANDWIDTH INC	05/21/2021		
	10547717	Phone Service			609.29
Total for Check Number 19227:				0.00	609.29
19228	577	NICOLE BENSON	05/21/2021		
	040621	CTO Training			73.02
Total for Check Number 19228:				0.00	73.02
19229	210	CENTURYLINK	05/21/2021		
	042021	Radio Site Connection Charge - Snoqualmie EU			173.27
Total for Check Number 19229:				0.00	173.27
19230	253	CENTURYLINK	05/21/2021		
	A476890	Telephone Service			1,441.36
Total for Check Number 19230:				0.00	1,441.36
19231	17	CONSOLE CLEANING SPECIALISTS	05/21/2021		
	2567M	Maintenance and Repair of Dispatch Console Fu			7,655.55
Total for Check Number 19231:				0.00	7,655.55
19232	18	COPIERS NORTHWEST	05/21/2021		
	2299064	Copiers Service			624.64
Total for Check Number 19232:				0.00	624.64
19233	28	EPSCA	05/21/2021		
	10416	Monthly Radio Access Fees – May2021			920.01
Total for Check Number 19233:				0.00	920.01
19234	447	FIRST CHOICE COFFEE SERVICES	05/21/2021		
	315201	Ice Machine			104.60
Total for Check Number 19234:				0.00	104.60
19235	183	INNOVASAFE INC	05/21/2021		
	324042	Software Source Code Escrow Agreement Renev			700.00
Total for Check Number 19235:				0.00	700.00
19236	557	LANGUAGE LINE SERVICES	05/21/2021		

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Void Checks	Check Amount
	10223648	Over-the-Phone Interpretation			667.04
			Total for Check Number 19236:	0.00	667.04
19237	219 10058166	NETMOTION WIRELESS NM Mobility Premium Maintenance	05/21/2021		7,902.19
			Total for Check Number 19237:	0.00	7,902.19
19238	52 67477 67478	PACIFICA LAW GROUP Public Records Special Projects General Legal Services	05/21/2021		2,272.00 1,950.00
			Total for Check Number 19238:	0.00	4,222.00
19239	65 847357399-148	SPRINT Wireless Service	05/21/2021		62.45
			Total for Check Number 19239:	0.00	62.45
19240	555 L142519	STATE AUDITOR'S OFFICE Accountability & Financial Audit	05/21/2021		1,131.00
			Total for Check Number 19240:	0.00	1,131.00
19241	366 050321	T MOBILE Test Cell Phone Service - Acct # 947208760	05/21/2021		36.60
			Total for Check Number 19241:	0.00	36.60
19242	713 15086	WA CITIES INSURANCE AUTHORITY Liability Coverage 4/10/21 - 12/31/21	05/21/2021		49,411.00
			Total for Check Number 19242:	0.00	49,411.00
19243	692 042621 042821	ZIPLY FIBER Phone Service - Acct # 425-869-6730-031021-5 Phone Service - Acct # 425-867-1144-021611-5	05/21/2021		613.13 83.54
			Total for Check Number 19243:	0.00	696.67
19244	680 INV231	GOVQA Public Records Module	05/21/2021		19,519.50
			Total for Check Number 19244:	0.00	19,519.50
19245	75 000009 040521 040521 050521 050621 082059 13574354-042121 16050697 2812233 3485844 3830626 3975407 4300237 4792201 5029806	US BANK CORPORATE PAYMENT SYS Operation Supplies- Sanitizer - Sun Mtg WAPRO Traning - MJohanson Office Supplies – Pens - - Amazon Postage - Certified Letter re:Public Records Req Operation Supplies- Sponges - QFC Consumable Goods – Food – Costco Consumable Goods – Water Delivery Parking Lease 700 Building – ABM Parking Office Supplies – Papers - Amazon Small Tools – Handset Hanger- Amazon Operation Supplies- Wipes - Amazon Office Supplies – Ink Cartridge - Amazon Small Tools – Drill Bit Set- Amazon Small Tools- Monitor - Amazon Operation Supplies- Tissues - Amazon	05/21/2021		158.54 60.00 26.53 42.00 4.28 147.96 217.81 2,700.00 63.38 71.45 25.36 12.39 26.41 589.52 23.78



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Void Checks	Check Amount
	5103407	Consumable Goods – Annual Awards - Amazon			50.00
	6255422	Operation Supplies- Dishwasher Detergent & Sp			21.02
	6470618	Consumable Goods – Coffee Creamer - Amazon			52.83
	7708209	Small Tools – Heater- Amazon			66.05
	8697821	Operation Supplies- Air Freshener - Amazon			22.98
Total for Check Number 19245:				0.00	4,382.29
Total for 5/21/2021:				0.00	500,851.08
Report Total (53 checks):				0.00	956,804.81



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 06/11/2021  
Subject: Resolution 192 - Authorizing the Director to Award and Execute a Contract for Backup Facility Improvements  
Award Electrical and Networking project contracts to Pride Electric & Pacific Business Systems.

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### Executive Summary:

In December 2020, NORCOM entered into a new lease with the City of Redmond for larger space to be used as a backup center. The new space requires electrical and networking upgrades to operate as intended. The Governing Board previously approved the budget containing the upgrade project funding but at the time of approval. Due to several factors at the City of Redmond, this project had been delayed but is now ready to commence.

As per policy, NORCOM solicited quotes from a small works roster to seek qualified vendors to perform such work.

The total of the lowest quotes received was \$98,521. NORCOM policy requires Board approval of contract awards exceeding \$50,000.

Staff seeks the Board's approval of Resolution 192, authorizing the Director to award the project to the noted vendors and execute work contracts not to exceed a combined total of \$120,000.

### Background:

The new backup center location requires electrical work, which includes installing amp circuits, uninterrupted power supply wiring, switches, and installing a new breaker panel. Networking requirements include fiber optic and cabling. NORCOM contacted five vendors from the small works roster to solicit quotes for the work and identified a contractor for the electrical and network work.

In addition to meeting minimum requirements to be considered responsible and qualified, the selected vendors have passed the backgrounds required to perform work on-site at the center:

Pride Electric	\$	67,292
Pacific Business Systems	\$	31,229
	\$	98,521

### Past Board or Other Related Actions:

N/A

### Policy and Strategic Implications:

N/A

**NORCOM Staff Recommendation:**

NORCOM staff recommends the Board award the contracts to the selected contractors.

**Staff Comments:**

N/A

**Options****Risks**

**Finance Committee Review:** Yes

The finance committee supports NORCOM's process and associated policy adherence.

**Legal Review:** No

NA

**Joint Operations Board Review:** No

NA

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**Attachments**

Resolution 192

## **Resolution 192**

### **A RESOLUTION OF THE GOVERNING BOARD OF NORCOM AUTHORIZING THE DIRECTOR TO AWARD AND EXECUTE A CONTRACT FOR BACKUP FACILITY IMPROVEMENTS**

**WHEREAS**, using the small works roster, the Northeast King County Regional Public Safety Communications Agency (“NORCOM”) solicited proposals from interested contractors to construct, equip and make certain improvements to NORCOM’s back-up facilities located in Redmond, Washington (the “Project”); and

**WHEREAS**, the contract price for the Project will not exceed \$120,000; and

**WHEREAS**, the Governing Board of NORCOM now desires to authorize the NORCOM Director to select the responsive bidder and to negotiate and execute a contract with such bidder pursuant to the terms of this resolution;

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

Section 1. Authorization. The Governing Board hereby authorizes the NORCOM Director (a) to select the bidder that submits the bid for the Project that is in the best interest of NORCOM (which considerations shall take into consideration, but may not be solely determined by, bid price), (b) to negotiate and execute an agreement with such successful respondent for the Project, and (c) to otherwise take such action to award and complete the Project as necessary, so long as the awarded contract price does not exceed \$120,000.

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 meeting on this 11th day of June, 2021.

Signed in authentication thereof on this 11th day of June, 2021.

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Chair

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Authentication



## **MEMORANDUM**

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 06/11/2021  
Subject: Single CAD Project Update

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### **Executive Summary:**

To help mitigate current and future budgetary challenges, NORCOM, and our Fire representatives continue to explore the feasibility of a single CAD system. Working together, representatives from Fire and NORCOM recently went out into the community and "field-tested," the Tyler project, simulating various Fire response scenarios. Staff wishes to update the Board in this regard.

### **Background:**

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

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

NORCOM has estimated the costs associated with all agencies working on Tyler versus Central Square, as well as the cost to remain status quo, supporting two CAD systems. Costs include estimated impacts to workload, lost efficiencies, increased training and support requirements, and increased hardware and storage needs.

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

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

The Board has received several updates as this project progressed.

**Policy and Strategic Implications:**

**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:**

To maximize the opportunity for savings and provide for effective implementation, decision timelines have been established for this project. The timeline was extended to provide greater examination and inclusivity. Staff wishes to respectfully remind the Board that we are now quickly approaching the end of this extension.

**Options**

NA

**Risks**

NA

**Finance Committee Review:** No

NA

**Legal Review:** No

NA

**Joint Operations Board Review:** No

NA

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**Attachments**

Single CAD Project Update

## Project Status Report – Single CAD

Submitted by – Katy Myers

Reporting period – start date: 5/7/2021 end date: 5/31/2021



### General Overview:

Field testing began this month.

### Key Activities / Major Deliverables since last reporting period:

- 5/21/2021: Small-scale field testing was successfully held. During this testing session one fire unit with AVL logged into Tyler Test CAD and drove on a preplanned route. As the unit moved through the area different calls were generated and units recommended. Each recommendation was quickly reviewed, and notes taken. Overall, the fire field tester, Chris Rogers, was satisfied with the initial results and optimistic in the viability of the solution pending further tests. Other notes:
  - Of positive note:
    - Road closures added via CAD were changing the routes
    - Can return to previous statuses
    - Use of mapping on computer more useful than current solution
    - Station tone units don't go enroute when using the enroute all CAD command, helping to remind Dispatcher what to do with that unit
  - Interface change recommendations:
    - Pare down or reorder status buttons
    - Change default icons of status buttons
    - Transport lists – need dedicated buttons or some plan to make transports easier
    - Language on the status buttons is different from the title bar (i.e. arrived vs on scene)
    - Re-Configure the narrative box column sizes
    - Review the text attributes that are tied to the unit on the map (status, call location etc)
  - Usability Questions:
    - Must double click on a call that is dispatched to another unit
    - Do not let a unit that is dispatched on an event go out of service
    - Secondar location in the title bar for mobile users is cut off, so you can't see what you're typing
  - Other Follow-up Items:
    - Driveways (S26 and S27 specifically)
    - Update response area on the map
    - Attached response plans to new response areas
    - Check routing while crossing freeway and underpasses – particularly for live re-routing
    - Discuss the Local area status and cross staffing (probably remove local area as a status)
    - Double check permanent road closures in CS are in Tyler

### Key Activities / Major Deliverables not completed as scheduled:

- Large scale field testing – after the small scale testing the team believed that was a good approach for jurisdictions to do their own small-scale testing individually, rather than one large scale test. Each agency can plan their own routes and identify the locations and event types they want to test.

### Key Activities / Major Deliverables for next reporting period:

- Schedule small-scale field testing with agencies interested in do so. Will communicate with Zone 1 Fire OPS to determine who wants to

- Complete map build –
  - Driveway layer
  - Update response areas
  - Connect response plans to response areas

### Outstanding Change Requests:

- None

### Additional Comments / Notes:

- The current quote for Tyler Migration project expires 8/7/2021





## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 06/11/2021  
Subject: 2022 Budget Development Update

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### Executive Summary:

NORCOM staff have prepared an informational update to show the budgetary and fee distribution impacts of significant project decisions identified in NORCOM's future.

### Background:

Operating fund budget development is near completion and final figures are dependent on project decisions. Projects include items that have been a part of ongoing updates to the board, Single CAD, and additional projects identified based on need and cost-savings opportunities.

NORCOM is on track to provide final 2022 user fees on time as required in the adopted budget policy. Under the 2022 Budget Policy upcoming deadlines are:

- June 29 – Budget Development Complete- final figures presented to Finance Committee
- July 9- User Fee Updates complete
- August 2- Board presentation- transmittal of budget/fees to Governing Board
- September 10- Agencies are advised of user fees

### Past Board or Other Related Actions:

N/A

### Policy and Strategic Implications:

N/A

### NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough analysis of the budgetary and fund balance impact of pending capital projects and recommends the Board receive this update and provide feedback and direction as desired.

### Staff Comments:

N/A

### Options

N/A

**Risks**

N/A

**Finance Committee Review:** Yes

**Legal Review:** No

**Joint Operations Board Review:** No

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**Fiscal Impact**

**Budgeted Y/N:** N/A

**Fiscal Year:** 2022-2023

**Account (s):**

**Fiscal Note:**

**Fiscal Impact:**

Impacted Accounts: Operating, Capital Projects, Equipment Reserves and Replacement Funds

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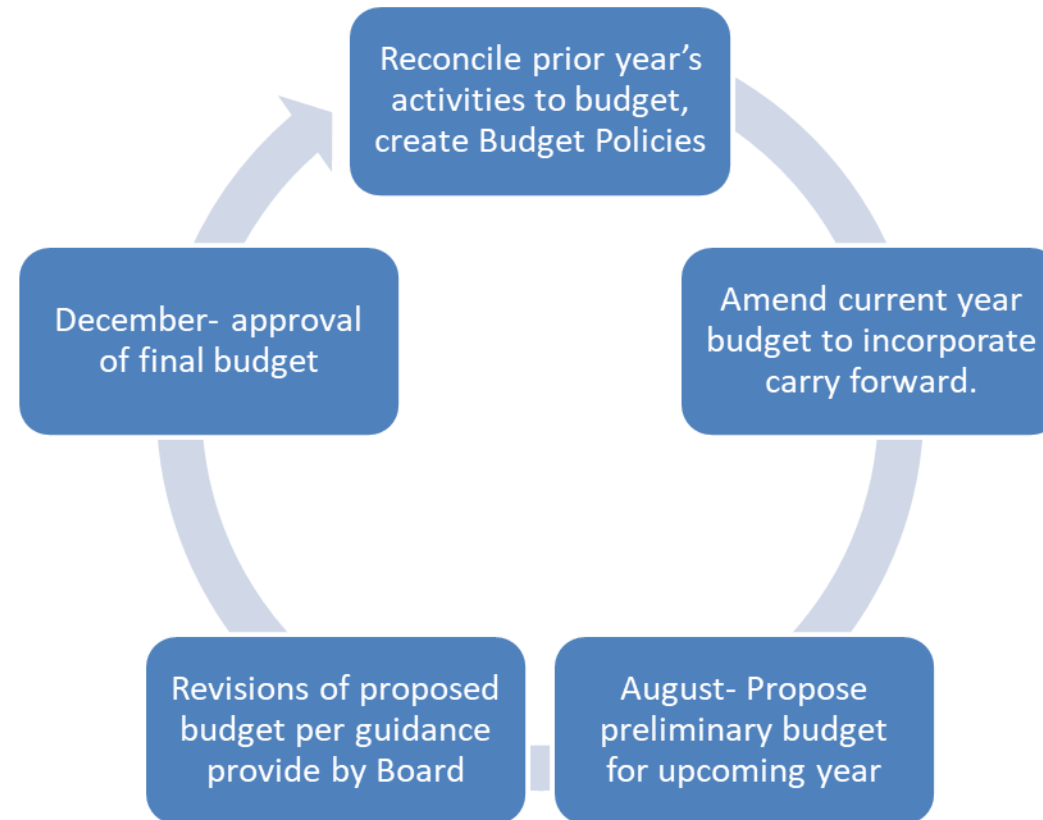
**Attachments**

Budget Development Update

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# 2022 Budget & Upcoming Capital Projects

# NORCOM Budget Process



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# Operating Fund

- Key drivers
  - Personnel – 80% of total operating fund expenditures
  - Software maintenance – 40% of non-personnel expenditures
  - Leases- 25% of non-personnel expenditures

NORCOM has created a LEAN preliminary Operating Fund budget. Key outstanding impact items will result from decisions of Capital Projects and ER&R fund activities.

# Funding Distribution Simplified

## NORCOM 2021 Budget Functional Distribution by Agency

Personnel Expenditures	10,754,239
Operational Expenditures	2,667,485
<b>Total Operating Expenses</b>	<b>13,421,724</b>
Plus:	
Capital Purchases	-
Transfers Out	50,000
Minus:	
Prior Year Fund Balance	-
Miscellaneous Revenues	550,918
Operating Transfers In	1,166,691
<b>Distribution to Agencies</b>	<b>11,754,115</b>

To calculate the fees distributed to subscribing agencies:

1. Take total operating fund expenditures
2. ADD: Planned transfers to non-operating funds
3. Subtract: Outside Revenues  
Amount to be distributed to operating balanced budget

---

# Equipment Replacement & Reserves Fund

- 2021 Budget decision item: perform a \$50k transfer from the Operating Fund to the ER&R fund to allow for proper funding of necessary replacements
- *Recommend continuing this process to ensure adequate funding for equipment replacement*

# 2022 Fee Change Scenarios

Options	Scenario 1	Scenario 2	Scenario 3
Single CAD	No	Yes	Yes
Shield Force	No	Yes	Yes
Alpha-Numeric Paging	No	No	Yes
Console Replacement	No	No	No
Continue 50K transfer	Yes	Yes	Yes
Licensing True-up	340K		
NORCOM Project Expenses	\$ 1,436,489	\$ 943,452	\$ 1,249,007



# No Changes – Scenario 1

- Total Project costs: \$1,436,489. Will have to find ~340K in licensing true-up costs

	2021	2022
Personnel Expenditures	10,754,239	11,015,117
Operational Expenditures	2,667,485	2,777,984
<b>Total Operating Expenses</b>	<b>13,421,724</b>	<b>13,793,101</b>
Plus:		
Capital Purchases	-	
Transfers Out	50,000	50,000
Minus:		
Prior Year Fund Balance	-	
Miscellaneous Revenues	550,918	296,000
Operating Transfers In	1,166,691	1,166,691
<b>Distribution to Agencies</b>	<b>11,754,115</b>	<b>12,380,410</b>

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# Capital Projects – Single CAD

## Single CAD –Decision impacts the Operating Fund & ER&R fund

- If NORCOM maintains two CAD systems
  - **Operating Fund** - continue paying annual maintenance for both systems, expect annual cost increases.
  - **ER&R Fund** - At current balances, the fund would be **depleted** by 2023 due to desktop replacement required for both CAD systems, \$88K each CAD (this would require increase in transfers).
- If migration to Single CAD (timeline by May 2022)
  - **Operating Fund:** anticipate **savings of \$161k** in annual maintenance fees.
  - **ER&R Fund-** will only require desktop replacements of a single system. This results in continued available funding for Equipment Replacement for next 5 years.

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# CAD Licensing

- Tyler and Central Square licensing is currently based on # of software installations
- As agencies grow or change policies more licenses may be needed
- Costs for licenses include initial purchase then annual maintenance
- Alternative: Enterprise Licensing
  - No strict number of licenses, it becomes a “site” license
  - Installations of the software can grow or shrink without the need to track and audit
  - Limits need for true-up of licensing

---

# Capital Projects – Shield Force

Shield Force is a mobile application that works on laptops, tablets, smartphones, and watches. It allows first responders in any role to access real-time data leading to increased efficiency and safety.

Benefits include the tracking an officer's location (GPS), providing call information, status changes (including self-dispatching) and mapping capabilities outside of a vehicle. Using a smartphone an officer can scan a driver's license & run it, complete NCIC queries, retrieve case numbers and make updates to the call narrative.

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# Capital Projects – Shield Force

- **Testing:** NORCOM's pilot program testing began in February of 2021 and was completed in April of 2021. Four police agencies were a part of this testing process that included 13 testing officers at all levels of patrol and administration.
- **Testimonial:** Mercer Island Police Detective Jira: "I thought this was great for surveillance (especially if we are out of range of our dispatch or dispatch is busy with priority calls). The rapid function will come in handy when contacting multiple people at once or running multiple license plates."
- *Shield Force allows for an officer in the field to use their portable device to scan and automatically run a drivers license or vehicle plate and get a return on their phone, even in rapid succession.*

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# Capital Projects – Shield Force, budgetary impact

- No implementation of Shield Force:
  - **Operating Fund:** estimate \$340k cost to increase Tyler Mobile Licenses (2021)  
+ annual maintenance costs of \$71K (2022)
- Implementation of Shield Force:
  - **Operating Fund:** Annual maintenance costs of \$45k (2022)
  - **Capital Project Fund:** implementation costs of \$200,600 (2022)

# Single CAD + Shield Force – Scenario 2

- Total Project Costs: \$934,452. Saves ~340K in licensing true-up costs

	2021	2022
Personnel Expenditures	10,754,239	11,015,117
Operational Expenditures	2,667,485	2,521,515
<b>Total Operating Expenses</b>	<b>13,421,724</b>	<b>13,536,632</b>
Plus:		
Capital Purchases	-	
Transfers Out	50,000	250,000
Minus:		
Prior Year Fund Balance	-	
Miscellaneous Revenues	550,918	296,000
Operating Transfers In	1,166,691	1,166,691
<b>Distribution to Agencies</b>	<b>11,754,115</b>	<b>12,323,941</b>

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# Capital Projects – Alpha Numeric Paging

- The alpha-numeric paging system is used by NORCOM Fire agencies primarily as a redundant call notification method.
- NORCOM uses SNO911's backbone (SERS.) The entire system is approximately 10 years old and no longer supported. The system has experienced failures with unprecedented frequency.
- SNO911 is not confident in finding used replacement parts to keep the system up until their original radio replacement project is complete.
- We are communicating with the Fire Chiefs about the system's unreliability and exploring alternatives to the paging system. Options include replacing the aging equipment or choosing another notification alternative.
- This project may or may not come to fruition depending on the input from the Fire Chiefs. We have a quote to replace our aging equipment, and we have a few months to make a final determination.



# Alpha-Numeric Paging Replacement – Scenario 3

- Total Project Costs: \$1,249,007. Specific project costs are estimated at 300K

	2021	2022
Personnel Expenditures	10,754,239	11,015,117
Operational Expenditures	2,667,485	2,521,515
<b>Total Operating Expenses</b>	<b>13,421,724</b>	<b>13,536,632</b>
Plus:		
Capital Purchases	-	
Transfers Out	50,000	550,000
Minus:		
Prior Year Fund Balance	-	
Miscellaneous Revenues	550,918	296,000
Operating Transfers In	1,166,691	1,166,691
<b>Distribution to Agencies</b>	<b>11,754,115</b>	<b>12,623,941</b>

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# Capital Projects – Dispatch Console Replacement

- Current dispatch consoles 15 years old
  - Replacement Quote puts project cost at \$500k
  - Replacement will require a full Request For Quote process
  - Current consoles were installed in 2006
  - Product lifetime is rated at 10 years
  - Replacement parts are unavailable
  - Recommend discussing the allocation of funds to replace the consoles in 2023

# 2022 Project Cost Scenarios

Options	Scenario 1	Scenario 2	Scenario 3
Single CAD	No	Yes	Yes
Shield Force	No	Yes	Yes
Alpha-Numeric Paging	No	No	Yes
Console Replacement	No	No	No
Continue 50K transfer	Yes	Yes	Yes
Licensing True-up	340K		
NORCOM Total Expenses	\$ 1,436,489	\$ 943,452	\$ 1,249,007

---

# Next Steps

- Single CAD- With migration, save \$88k on anticipated desktop replacement costs, \$161K annual maintenance fees.
  - *NORCOM Recommendation: Board to give guidance on Single CAD transition at July 2021 Meeting, give final decision at August 2021 Meeting during budget approval*
- Shield Force - With implementation, total expenses decrease by 140K and annual maintenance increase is reduced by ~26K
  - *NORCOM Recommendation: Board to give guidance on Shield Force at July 2021 Meeting, give final decision at August 2021 Meeting during budget approval*
- Transfers- every \$100k transfer represents an increase of 0.9% increase to total fee distribution
  - *NORCOM Recommendation: Approve \$50k transfer to ER&R. Determine funding plan for other projects (Alpha-numeric paging and Console replacement) at July 2021 meeting, give final decision in August 2021 Meeting during budget approval*



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 06/11/2021  
Subject: Information Technology and Operations Newsletters

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### Executive Summary:

The June 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

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## Attachments

June IT and Operations Updates



# Information Technology Updates

From: Katy Myers, DDofA

June 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

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

- Cloud Migration: Work will be starting to move RAADAR to a cloud environment hosted by AWS. Benefits include – application reliability and availability, resulting in improved uptime, more resilient and geo-diverse servers. Three different cloud providers were investigated. AWS is the preferred provider. They are the market leader, the least expensive, other PSAPs and municipalities successfully use their service, and the integration into the RAADAR code developing system.
- Port of Seattle PD is onboarding.
- Enumclaw signed the Data Sharing Agreement and will onboard around Q3 2021.
- Virtual Workshop scheduled for any interested parties on June 22<sup>nd</sup>, 2021.

### Other Notable Work

- Navigator –received go ahead from the Chiefs to begin notification of response plans through RAADAR.
- Alphanumeric Paging –continue to work with Fire users to determine plan. Working with SNO911 on reliability of current system.

## Projects

### Tyler CAD Update to 2020.1 Hot Fix 5

Update was completed. We have processed 96 upgrade tickets, 80 are resolved, 16 remain open. All outstanding issues are being worked on by Tyler. This was a significant impact to the records departments. We received the following comment via our helpdesk survey:

“I want to personally thank Karen Furuya and Andrew Johnson for their continued support. Karin was able to get everyone in records up and running on RMS and merge. Andrew has spent countless hours working with each of us to resolve issues over the last month. They are both a pleasure to work with and a great asset to the NORCOM IT team. Kuddos to them!”

### Redmond Back-Up Center

Vendors selected for the wiring; contract signing is pending.

### Disaster Recovery Site

Ordered the last hardware. One item on backorder.

### Single CAD

Please see the 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.

May 2021: 30 surveys returned

- Better than expected – 84
- As expected – 25
- Worse than expected – 4\*

\*Is a single ticket we are following up with the customer.

#### Sample Comments:

- “It was a great help that IT was able to repair the issue on my MDC remotely.”
- “.. Very impressed with Khai’s ability to identify and repair the issues.”
- “Extremely fast service! Very appreciated!”

### Service Requests

Month	Inbound	Completed	Overdue
Feb ‘21	194	199	0
Mar ‘21	240	228	1
Apr ‘21	214	225	0
May ‘21	329	404	2

## Important Upcoming Dates

**June 22 – RAADAR Workshop**



# Operations Updates

From: Roky Louie, Deputy Director Operations

June 2021

## May 2021 Operations Performance

FD		CR		PD	
Total Calls	5,913	Total Calls	23,493	Total Calls	14,512
Pickup to Disp. Under 60 Sec.	83.07%	Busiest Hours	1400-1500	P1 Calls to Disp.	00:01:05
Pickup to Disp. Under 90 Sec.	95.19%	Answered in less than 15 Sec.	96.52%	P1 Response Times	00:01:39
		Answered in less than 20 Sec.	97.81%	P3 Response Times	00:02:15
				P4 Response Times	00:18:24

### Hig-Risk Low-Frequency Training

NORCOM's Training Department began its High-Frequency Low-Risk Scenario Based Training in May. This particular exercise focused on police dispatching. These training sessions, referred to informally as simulations, require a trainee to navigate complicated situations 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.

The particular training being issued includes events in Kirkland and Normandy Park. The drills include an officer down, shots fired, a foot pursuit, patching radio channels with surrounding agencies in Normandy Park, unfamiliar (to NORCOM) call signs from police agencies assisting Normandy Park, and a whole host of procedures that don't come up very often. To date, NORCOM has put about a third of our dispatchers through the training. The results of their performance will inform future areas to focus on training. NORCOM's Training Department is planning additional drills in the future with a focus on fire responses.

### Emergency Testing

On June 9<sup>th</sup>, NORCOM conducted a Site Trunking exercise where all of police and fire were switched to a backup radio system through "site trunking." NORCOM does Site Trunking Testing every quarter to ensure both dispatchers and field units are reasonably familiar with the procedure. Once in a while, Site Trunking has been used when real radio issues occur. Site Trunking is not a panacea. It cannot obviate every radio issue that can occur. However, it is still an essential emergency procedure, and the intent is to continue drilling on it.

Additionally, NORCOM is working on other emergency operations testing, including; simulated network outages where manual dispatching is required, drills that require actual unplanned evacuations to our backup center in Redmond, and telephone denial of service attacks. NORCOM is systematically planning for these events and is currently on track to begin drilling on these emergency scenarios by the end of the year.

### Supervisor Training

NORCOM is sending four supervisors to the Communications Center Supervisor course, a four-day class offered by the State 911 Program Office. This course has been designed primarily for the new Public Safety Communications Supervisors. It is designed to meet as many of the applicable Association of Public-Safety Communications Officials (APCO) Public Safety Communications Supervisor standards as possible and to not only introduce students to important supervisory concepts and ideas, but to give real, tangible, hands-on tools to use. NORCOM intends to eventually have all seven supervisors complete this course.