



AGENDA

NORCOM Governing Board
July 9, 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 June 11, 2021
 - B. Monthly Budget to Actual Summary and AP Reports June
5. For Board Decision
 - A. Resolution 193
Public Safety Employees Union (PSEU) Local 519 contract
6. For Briefing to Board
 - A. Single CAD Update
 - B. Fire Liaison selection process
 - C. Temporary Operational Protocol regarding Police Response to calls.
(Operations Bulletin 21-004)
 - D. 2022 Budget Development Update
7. Information Technology Newsletter

- A. Information Technology Newsletter
- 8. Adjournment

The next Governing Board meeting is scheduled for August 13, 2021.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 07/09/2021
Subject: Governing Board Meeting Minutes June 11, 2021

Executive Summary:

The June 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: Yes

Legal Review: No

Joint Operations Board Review: No

Attachments

Governing Board Minutes 061121



MEMBERS

Jay Hagen	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
Ed Holmes	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)
Brian Culp	Fire District 27
Greg Ahearn	Northshore Fire Department
Adrian Sheppard	Redmond Fire Department
Matt Cowan	Shoreline Fire Department
James Knisley	Skykomish Fire District #50
Greg Ahearn	Woodinville Fire & Rescue
Michael Olson	City of Kirkland (Board Treasurer)

ABSENT

Jay Wiseman	Snoqualmie Pass Fire
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VISITORS

Brett Shavers	Community Member
Emily Shavers	Community Member
Chikae Shavers	Community Member
Larry Johnson	Community Member
Deb Flewelling	KC E911
David Mendel	PSERN
Cherie Harris	City of Kirkland
Michele Plorde	KC EMS

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
Deanna Gregory	Pacifica Law Group
Brittney Rhodes	Public Records Specialist
Maggie Johanson	Administrative Assistant



- **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.

- **Roll Call**

Chief Clark 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 was one email request for open communication from Brett Shavers, a community member, regarding his public records requests. Mr. Shavers provided a document via email in advance of the meeting that was distributed to the Governing Board members.

Mr. Shavers addressed the Board via telephone during the open communications portion of the meeting.

- **Consent Agenda**

- **Governing Board Minutes for May 14, 2021 Meeting**
- **Monthly Budget to Actuals Summary and Accounts Payable Report May 2021**

There was no discussion on any consent agenda items.

Chief Kroon made a motion to approve the Consent Agenda. Interim City Coordinator Correia seconded the motion.

Motion carried.

- **For Board Decision**

- **Resolutions 192 – Authorizing the Director to award and execute a contract for backup facility improvements**

In December 2020, NORCOM entered into a new lease with the City of Redmond for a 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. NORCOM staff has chosen to award the contract to Pride Electric & Pacific Business Systems. NORCOM Staff is seeking 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.

Resolution 192 – Chief Yourkoski motioned to approve Resolution 192. Deputy City Manager Dunlap seconded the motion.

Motion carried.

- **Future Board Meeting**

The Board discussed returning to in person meetings in September. Once In-person meetings resume, they will be held at the City of Kirkland Police Department, in the Totem Lake room. Chief Holmes agrees the meeting should return in person. Chief Cowan stated he feels the remote option should still be available in conjunction to the in-person meeting. Chief Clark mentioned the possibility of meetings containing a shorter agenda would be allowed to be held as a virtual meeting.

- **For Board Briefing**

- **Single CAD Update**

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 conducted small & large scale Tyler field tests, simulating various Fire response scenarios. Staff wishes to update the Board in this regard.

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. The general customer service delivery is much improved over that of the previous vendor, New World.

- **2022 Budget Development Update**

NORCOM staff presented a PowerPoint on 2022 Budget & Upcoming Projects (PowerPoint can be viewed at https://www.norcom.org/wp-content/uploads/2021/06/AGENDApacket_06-11-21_1009_69.pdf). The presentation described five budget and project-related decision items and summarized their fund-



level fiscal impacts. Decision items included: Equipment Reserve and Replacement fund transfers, Single CAD, Mobile Licensing, Alpha Numeric Paging, and Console Replacement.

In the presentation's conclusion, NORCOM management presented three decision scenarios and the costs of each scenario option. Scenarios were selected based on operational and fiscal impact. NORCOM Staff recommended further discussion on the scenarios at the July 9, 2021 meeting and the final scenario selected at the August 13, 2021 meeting.

During the presentation, Deputy City Manager Dunlap asked if the \$300,000 for Alpha-Numeric paging was a one-time cost or ongoing, whether costs would require the use of reserve funds, and if the reserve fund is healthy enough to cover these costs, if necessary. Deputy Director Myers stated it is a one-time cost; however, it includes items such as equipment warranty. Ongoing costs would be incurred in future years as warranty renewals would be needed. Finance Manager Marianne Ryers confirmed the Rate Stabilization Fund has an \$800k balance if the Board approved the use of these funds.

The Board expressed looking forward to the discussion of projects in the upcoming meetings.

- **Department Reports**

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

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

- **Additional Questions**

Chief Hagen asked if there is a write-up referencing Single CAD testing results. Deputy Director of Administration Myers stated there is, she will send it to Chief Hagen.

- **Adjournment**

The meeting adjourned at 09:50.

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



Meeting Minutes
NORCOM Governing Board
June 11, 2021

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 07/09/2021
Subject: Monthly Budget to Actual Summary and AP Reports June

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 to.

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 June

501- Operating

for Period Ending June 24, 2021

for Period Ending June 24, 2021

	2021 Budget	June Activity	2021 Collected to Date	% collected
Subscriber Fees	11,754,115	2,938,529	\$ 8,815,586	75%
Agency Reimbursements	200,918	19,013	\$ 44,535	22%
Grants/Intergovernmental/Interest	350,000	-	\$ 51,094	15%
Total	12,305,033	2,957,541	8,911,215	72%
Transfers In	1,116,691	-	\$ 136,000	12%
Revenues + Transfers	13,421,724	2,957,541.33	9,047,215	67%

Expenses

	2021 Budget	June Activity	2021 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,638,542	\$ 549,016	\$ 3,257,373	43%	4,381,169
Salaries & Wages - Overtime	167,586	\$ 28,784	\$ 112,471	67%	55,115
Professional Reimbursements	4,200	\$ 323	\$ 1,874	45%	2,326
Medical	1,119,908	\$ 90,972	\$ 555,517	50%	564,392
Dental	96,868	\$ 7,652	\$ 47,089	49%	49,778
Vision	12,850	\$ 1,017	\$ 6,250	49%	6,600
Long-Term Care	6,600	\$ 471	\$ 2,903	44%	3,697
Medicare	113,434	\$ 7,749	\$ 45,208	40%	68,226
MEBT	480,243	\$ 35,920	\$ 209,524	44%	270,719
PERS	1,005,972	\$ 73,862	\$ 430,464	43%	575,508
Washington FMLA	16,302	\$ 850	\$ 4,959	30%	11,343
Unemployment	79,288	\$ 5,658	\$ 43,690	55%	35,598
Workers Comp	12,447	\$ 1,249	\$ 7,078	57%	5,368
Total Personnel	10,754,239	803,522	\$ 4,724,400	44%	6,029,839
Advertising	10,000	\$ -	\$ -	0%	10,000
Bank Fees	50	\$ -	\$ 95	189%	(45)
Cellular,Pager & Radio Svcs	50,588	\$ 3,288	\$ 17,284	34%	33,304
Computer Hardware-Non Capital	10,100	\$ 1,206	\$ 2,802	28%	7,298
Consumable Goods	5,830	\$ 262	\$ 3,155	54%	2,675
Dues & Memberships	11,110	\$ -	\$ 9,122	82%	1,988
Equipment Leases	19,500	\$ 425	\$ 9,177	47%	10,323
Facility Lease	670,456	\$ 88,023	\$ 328,338	49%	342,118
Financial Audit	23,000	\$ -	\$ 52,032	226%	(29,032)
Hosted Services	118,123	\$ -	\$ 39,694	34%	78,429
HR Services	65,500	\$ 1,206	\$ 22,359	34%	43,141
Insurance	80,000	\$ 1,461	\$ 77,185	96%	2,815
Legal Services	140,000	\$ 167	\$ 91,100	65%	48,900
Local Travel/Training/ Mileage	6,450	\$ 302	\$ 1,119	17%	5,331
Network Service	21,142	\$ 4,674	\$ 12,485	59%	8,657
Office Furniture	7,750	\$ -	\$ -	0%	7,750
Office Supplies	7,600	\$ 116	\$ 611	8%	6,989
Operating Supplies	2,350	\$ 161	\$ 1,989	85%	361
Parking Lease	82,800	\$ 2,700	\$ 21,300	26%	61,500
Payroll Services	29,700	\$ 1,982	\$ 16,432	55%	13,268
Postage	1,000	\$ 101	\$ 233	23%	767
Printing	1,100	\$ -	\$ -	0%	1,100
Professional Services	31,440	\$ -	\$ 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	\$ 16,211	\$ 557,186	61%	350,259
Radio Site Lease	50,657	\$ 1,131	\$ 5,855	12%	44,803
Recruitment Supplies	2,000	\$ -	\$ -	0%	2,000
Small Tools & Minor Equipment	14,750	\$ 15	\$ 3,121	21%	11,629
Software/Licensing	93,004	\$ 99	\$ 635	1%	92,369
Telephone Services	46,100	\$ 1,775	\$ 21,802	47%	24,299
Training/Conf Registrations	3,000	\$ -	\$ -	0%	3,000
Training/Conf Registrations/ Travel	5,750	\$ 158	\$ 469	8%	5,281
Transfers Out	50,000	\$ -	\$ -	0%	50,000
Total Supplies & Services	2,717,485	125,463	\$ 1,307,519	48%	1,409,966
GRAND TOTAL	13,471,724	928,985	\$ 6,031,919	45%	7,439,804

502- Capital Projects

	2021 Budget	June Activity	2021 Spending to Date	% used	Remaining Balance
R&M - Software Maintenance	340,669	\$ 9,865	\$ 35,841	11%	304,828
	340,669	9,865	35,841	11%	304,828

503- Equipment Replacement:

	2021 Budget	June 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	June 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	June Activity	2021 Spending to Date	% used
Transfers Out	1,116,691	\$ -	\$ 136,000	12%

NORCOM Financial Summary

for Period Ending June 24, 2021

	2021 Adopted Budget	Actual	Percent of Budget
<u>501 - Operating Fund</u>			
2021 Beginning Fund Balance	-	\$0	
Agency Revenue	11,754,115	\$ 8,815,586	75.00%
Other Revenue	550,918	\$ 95,629	17.36%
Transfers In	1,166,691	136,000	11.66%
Revenue Collected	13,471,724	9,047,215	67.16%
Total Resources	13,471,724	9,047,215	
Personnel Expenditures	10,754,239	\$ 4,724,400	43.93%
Operating Expenditures	2,667,485	\$ 1,307,519	49.02%
Transfers Out	50,000	\$ -	0.00%
Total Expenditures	13,471,724	6,031,919	44.77%
Available Fund Balance	\$0	\$3,015,295.51	
<u>502 - Capital Projects Fund</u>			
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	\$ 35,841	10.52%
Transfers Out	-	\$ -	0.00%
Total Expenditures	340,669	35,841	10.52%
Available Fund Balance	\$297,485	\$602,313	
<u>503 - Equipment Replacement Reserve</u>			
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%
Available Fund Balance	\$343,323	\$534,648	

	2021 Adopted Budget	Actual	Percent of Budget
<u>504 - Operating Expense Reserve</u>			
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%
Available Fund Balance	\$160,751	\$160,751	
<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	\$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%
Available Fund Balance	\$807,041	\$807,041	

NORCOM

ACTIVITY JUNE 01, 2021 THROUGH JUNE 24, 2021

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$986,685.35

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: 6/24/2021 8:55 AM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	120	ADP	06/04/2021	
	060421	Federal Taxes Payable		30,073.37
	060421	ESD Taxes Payable		2,978.22
	060421	FMLA Taxes Payable		1,156.77
	060421	Net Pay		200,340.38
	060421	Medicare Taxes Payable		7,734.38
Total for this ACH Check for Vendor 120:				242,283.12
ACH	120	ADP	06/04/2021	
	060421	PPE Payroll Processing Fee		815.60
Total for this ACH Check for Vendor 120:				815.60
ACH	131	HEALTH EQUITY	06/04/2021	
	053021	PPE HSA Contributions Payable		1,531.72
	JUNE 2021	HSA Admin Fee		63.20
Total for this ACH Check for Vendor 131:				1,594.92
ACH	132	WILMINGTON TRUST	06/04/2021	
	053021	PPE MEBT Contributions Payable		35,105.23
Total for this ACH Check for Vendor 132:				35,105.23
19246	657	FOSTER GARVEY	06/04/2021	
	2779404	General Labor & Employment		1,042.50
	2788831	RAADAR		227.50
	2788832	RAADAR- Method and System for an Integratec		3,707.25
	2788833	RAADAR – Method and System for Inter and In		663.75
	2788834	RAADAR – Method and System for Inter and In		113.75
Total for Check Number 19246:				5,754.75
19247	675	ICMA-RC VANTAGEPOINT TRANSFER	06/04/2021	
	052121	ICMA 457 Contr PE 05/21/21		4,393.57
Total for Check Number 19247:				4,393.57
19248	586	MEYDENBAUER CENTER	06/04/2021	
	2021-05	May2021 Construction Emp Parking		1,950.00
Total for Check Number 19248:				1,950.00
19249	46	NATIONAL TESTING NETWORK	06/04/2021	
	8468	Background Investigation Services		2,900.00
Total for Check Number 19249:				2,900.00
19250	52	PACIFICA LAW GROUP	06/04/2021	
	67879	Public Records Legal Svcs		9,141.49

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 19250:				9,141.49
19251	377	PST INVESTIGATIONS	06/04/2021	
	PST21-45	Polygraph Examination		370.00
	PST21-94	Background Investigation Services		1,686.00
Total for Check Number 19251:				2,056.00
19252	74	UNUM	06/04/2021	
	051821	Long Term Care		485.60
Total for Check Number 19252:				485.60
19253	713	WA CITIES INSURANCE AUTHORITY	06/04/2021	
	15111	Fidelity & Property Coverage 4/10/21 - 12/31/21		1,963.00
Total for Check Number 19253:				1,963.00
19254	88	WELLS FARGO FINANCIAL LEASING	06/04/2021	
	5015084607	Printer/Copier		1,462.62
Total for Check Number 19254:				1,462.62
Total for 6/4/2021:				309,905.90
19255	364	AT&T	06/11/2021	
	051921	Cell Phone Service - Acct # 287291727817		131.88
Total for Check Number 19255:				131.88
19256	710	BANDWIDTH INC	06/11/2021	
	10548946	Phone Service		609.29
Total for Check Number 19256:				609.29
19257	6	CDW-GOVERNMENT INC	06/11/2021	
	C771150	Cisco ASA with FirePOWER Services IPS, App:		1,736.03
	D363379	Cisco FirePOWER 1140 Next-Generation Firew:		5,363.80
	D363379	Cisco Smart Net Total Care - extended service ag		594.54
	D363379	Cisco Threat Defense Threat and Malware - subs		2,170.85
Total for Check Number 19257:				9,865.22
19258	693	CENTRAL SQUARE TECHNOLOGIES	06/11/2021	
	298900	Installation Services		6,184.50
Total for Check Number 19258:				6,184.50
19259	210	CENTURYLINK	06/11/2021	
	052021	Radio Site Connection Charge - Snoqualmie EU		173.27
Total for Check Number 19259:				173.27
19260	9	CENTURYLINK	06/11/2021	
	222906729	Telephone Service		133.67
Total for Check Number 19260:				133.67
19261	11	CITY OF BELLEVUE	06/11/2021	
	39567	Fiber Usage Rental Fee - MAY		477.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	39569	Fiber Usage Rental Fee - JUNE		477.00
			Total for Check Number 19261:	954.00
19262	324	CRISTA MINISTRIES	06/11/2021	
	55344-11	Crista Radio Site Lease - June		565.69
	55344-12	Crista Radio Site Lease - July		565.69
			Total for Check Number 19262:	1,131.38
19263	565	GLOBALSTAR	06/11/2021	
	15562761	Orbit Network Services		117.54
			Total for Check Number 19263:	117.54
19264	252	KING COUNTY FINANCE	06/11/2021	
	11010157	KCIT NET		1,860.00
			Total for Check Number 19264:	1,860.00
19265	44	LOCUTION SYSTEMS INC	06/11/2021	
	121268	PrimeAlert FSA System		1,205.60
			Total for Check Number 19265:	1,205.60
19266	331	ZEB MIDDLETON	06/11/2021	
	040221	Mileage Reimbursement for Q1 2021		190.06
	050421	Mileage Reimbursement for Apr		104.72
			Total for Check Number 19266:	294.78
19267	65	SPRINT	06/11/2021	
	847357399-149	Wireless Service		62.45
			Total for Check Number 19267:	62.45
19268	366	T MOBILE	06/11/2021	
	060221	Test Cell Phone Service - Acct # 947208760		36.60
			Total for Check Number 19268:	36.60
19269	90	KHAI TRAN	06/11/2021	
	052621	Mileage Reimbursement		6.96
	052621	Phone hanger hardware for consoles		15.26
			Total for Check Number 19269:	22.22
19270	79	VERIZON WIRELESS	06/11/2021	
	9879662320	Cell Phone Service		1,661.16
			Total for Check Number 19270:	1,661.16
19271	692	ZIPLY FIBER	06/11/2021	
	052821	Phone Service - Acct # 425-867-1144-021611-5		93.11
			Total for Check Number 19271:	93.11
19272	675	ICMA-RC VANTAGEPOINT TRANSFER	06/11/2021	
	060421	ICMA 457 Contr PPE 06/04/21		4,727.29
			Total for Check Number 19272:	4,727.29
19273	569	NORCOM ASSOCIATED GUILD	06/11/2021	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	060421	JUNE2021 NAG Dues		2,035.00
Total for Check Number 19273:				2,035.00
19274	673 060421	PUBLIC SAFETY EMPLOYEES UNION JUNE2021 PSEU Dues	06/11/2021	522.02
Total for Check Number 19274:				522.02
19275	666 21-184	RAYMOND POLYGRAPH SERVICES Polygraph Examination	06/11/2021	325.00
Total for Check Number 19275:				325.00
Total for 6/11/2021:				32,145.98
ACH	133 MAY2021 MAY2021	DEPT OF RETIREMENT SYSTEMS PERS Contributions PERS Contributions	06/18/2021	586.81 128,321.86
Total for this ACH Check for Vendor 133:				128,908.67
ACH	120 061821 061821 061821 061821 061821	ADP Federal Taxes Payable Net Pay FMLA Taxes Payable Medicare Taxes Payable ESD Taxes Payable	06/18/2021	30,371.79 203,887.61 1,160.69 7,764.16 2,679.34
Total for this ACH Check for Vendor 120:				245,863.59
ACH	120 061821	ADP PPE Payroll Processing Fee	06/18/2021	1,166.39
Total for this ACH Check for Vendor 120:				1,166.39
ACH	131 061321	HEALTH EQUITY PPE HSA Contributions Payable	06/18/2021	1,479.64
Total for this ACH Check for Vendor 131:				1,479.64
ACH	132 061321	WILMINGTON TRUST PPE MEBT Contributions Payable	06/18/2021	36,826.97
Total for this ACH Check for Vendor 132:				36,826.97
ACH	134 JULY2021	COLONIAL LIFE Supplemental Ins Premiums	06/18/2021	1,273.34
Total for this ACH Check for Vendor 134:				1,273.34
ACH	140 JULY2021	RELIANCE STANDARD Life/LTD Premiums	06/18/2021	1,537.87
Total for this ACH Check for Vendor 140:				1,537.87
ACH	327 JUNE2021 JUNE2021 JUNE2021	ASSOCIATION OF WASHINGTON CITII Medical Premiums Vision Premiums Dental Premiums	06/18/2021	95,319.52 1,111.68 8,516.71

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for this ACH Check for Vendor 327:				104,947.91
ACH	67	DEPT OF REVENUE	06/18/2021	
	062321	Sales Tax		70.70
	062321	Sales Tax		624.63
Total for this ACH Check for Vendor 67:				695.33
19276	11	CITY OF BELLEVUE	06/18/2021	
	39179	Monthly Rent Bellevue CH - May		44,011.64
	39403	Monthly Rent Bellevue CH - June		44,011.64
	39565	Monthly Parking Spaces - May		1,834.27
	39566	Monthly Parking Spaces - June		1,834.27
Total for Check Number 19276:				91,691.82
19277	18	COPIERS NORTHWEST	06/18/2021	
	INV2308262	2020 Annual Reports		320.70
Total for Check Number 19277:				320.70
19278	447	FIRST CHOICE COFFEE SERVICES	06/18/2021	
	317869	Ice Machine		104.60
Total for Check Number 19278:				104.60
19279	657	FOSTER GARVEY	06/18/2021	
	2789711	General Labor & Employment		166.80
Total for Check Number 19279:				166.80
19280	63	SPRINGBROOK HOLDING COMPANY,	06/18/2021	
	INV-005713	Finance Suite Renewal 6/1/21 - 5/31/22		16,140.76
Total for Check Number 19280:				16,140.76
19281	694	URBAN DAKOTA CREATIVE	06/18/2021	
	820	Annual Report setup and edits		800.00
Total for Check Number 19281:				800.00
Total for 6/18/2021:				631,924.39
19282	3	AT&T MOBILITY	06/25/2021	
	05282021	Cell Phone Service - Acct # 287015346980		240.56
Total for Check Number 19282:				240.56
19283	8	CENTURYLINK	06/25/2021	
	061021	Telephone Service - Acct # 206-Z10-0077 356B		157.12
Total for Check Number 19283:				157.12
19284	28	EPSCA	06/25/2021	
	10447	Monthly Radio Access Fees - June2021		920.01
Total for Check Number 19284:				920.01
19285	565	GLOBALSTAR	06/25/2021	
	16855445	Orbit Network Services		117.54

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 19285:				117.54
19286	675 061821	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contr PPE 06/18/21	06/25/2021	4,244.73
Total for Check Number 19286:				4,244.73
19287	252 11010178	KING COUNTY FINANCE KCIT NET	06/25/2021	1,860.00
Total for Check Number 19287:				1,860.00
19288	711 869	PETEK & ASSOCIATES Psychological Evaluation	06/25/2021	385.00
Total for Check Number 19288:				385.00
19289	74 061821	UNUM Long Term Care	06/25/2021	470.80
Total for Check Number 19289:				470.80
19290	75 051721 051921 052521 052821 060421 0770606 16124822 2653850 3310651 3806652 3975407 4175420 4275445 4399425 6583466 8149001 8358650	US BANK CORPORATE PAYMENT SYS Tactical Dispatcher Training - MVieth & KMorri Water Delivery Calendar Wiz Subscription Postage - Annual Report Postage - Annual Report Office Supplies – Laminating Pouches – Amazon Parking Lease 700 Building – ABM Parking Refund - Office Supplies – Ink Cartridge – Amaz Office Supplies – Paper – Amazon Consumable Goods – Coffee Creamer – Amazon Refund - Office Supplies – Ink Cartridge – Amaz Operation Supplies- Wipes – Amazon Operation Supplies- Kitchen Supplies – Amazon Office Supplies – Vaccine Card Holder – Amaz Office Supplies – Erase Board with marker – An Office Supplies – Pens – Amazon Office Supplies – Printer Paper – Amazon	06/25/2021	158.00 239.25 99.00 91.20 9.60 13.40 2,700.00 -13.43 16.50 23.06 -12.39 137.54 23.78 76.30 18.21 45.22 79.83
Total for Check Number 19290:				3,705.07
19291	692 052621	ZIPLY FIBER Phone Service - Acct # 425-869-6730-031021-5	06/25/2021	608.25
Total for Check Number 19291:				608.25
Total for 6/25/2021:				12,709.08
Report Total (59 checks):				986,685.35



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 07/09/2021
Subject: Resolution 193

Public Safety Employees Union (PSEU) Local 519 contract

Executive Summary:

NORCOM Management and representatives from the Public Safety Employees Union Local 519 (PSEU) have engaged in interest-based bargaining and have reached a tentative agreement, pending approval of the Governing Board and the PSEU membership (supervisors union). The proposed agreement would be effective January 1, 2022 through December 31st, 2024. In addition to much-needed language "clean up," the CBA provides for a .5% increase to wages in the first year and an additional 1% increase to wages for each of the following two (2) years. Additionally, the current delta between salary steps is 3.5% which provides for a top step that is near the top of the comparable market, but entry steps that fall below the comp market. This low entry step adversely impacts internal recruitment to the Supervisors position. The CBA addresses this by applying the .5 percent wage increase and adjusting the salary steps to a consistent 3% delta between steps. This methodology increases the initial salary steps to within market and amounts to a total increase in wages of approximately \$17,000 equating to .1% increase of the total 2022 budget. The proposed contract has been sent to the Union members for a formal vote.

Resolution 193 authorizes the NORCOM Director to execute the proposed agreement, contingent upon the anticipated approval of the PSEU.

Background:

The current Collective Bargaining Agreement (CBA) between NORCOM and Public Safety Employees Union Local 519 expires December 31, 2021.

Past Board or Other Related Actions:

Governing Board Chair Ed Holmes signed a Collective Bargaining Agreement (CBA) on February 9, 2018, covering 2018 through the end of 2021.

Policy and Strategic Implications:

Approval of the proposed Collective Bargaining Agreement (CBA) will ensure NORCOM remains in a competitive total compensation position relative to Public Safety Answering Points in the greater Seattle area. This allows NORCOM to continue to attract the best available talent in a highly competitive market.

The CBA incorporates Memorandums of Understanding signed during the current contract and adds clarity to sections that are unclear as presently written. Additionally, the proposed CBA grants management the authorization to hire supervisors at any step of the pay scale. This flexibility will allow NORCOM to attract and consider a larger number of qualified internal and external applicants for the Supervisor position.

Approval of the CBA will contribute to maintaining the positive interest-based labor relations and strong morale that NORCOM enjoys.

NORCOM Staff Recommendation:

NORCOM recommends approval of Resolution 193.

Staff Comments:

N/A

Options

N/A

Risks

A delay in approving than accepted Collective Bargaining Agreement could have a negative impact on moral and labor relations.

Finance Committee Review: No

NA

Legal Review: No

NA

Joint Operations Board Review: No

NA

Attachments

PSEU Negotiations

Resolution 193

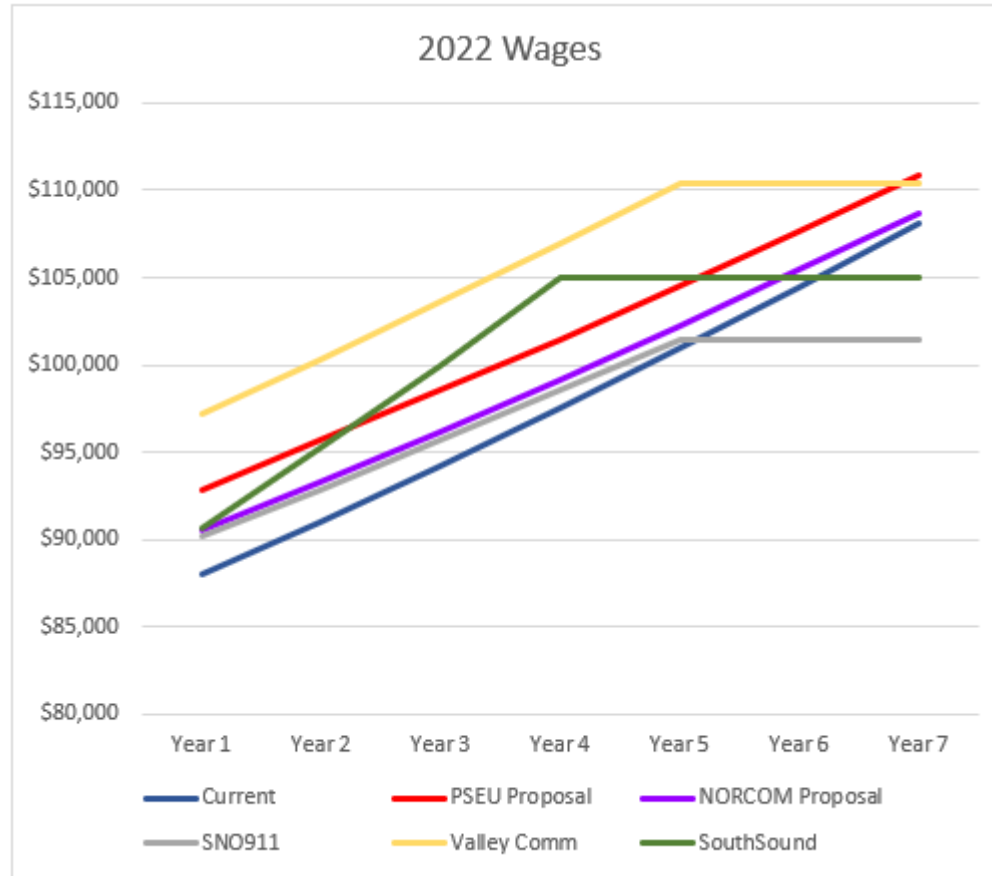
PSEU Local 19 Negotiations

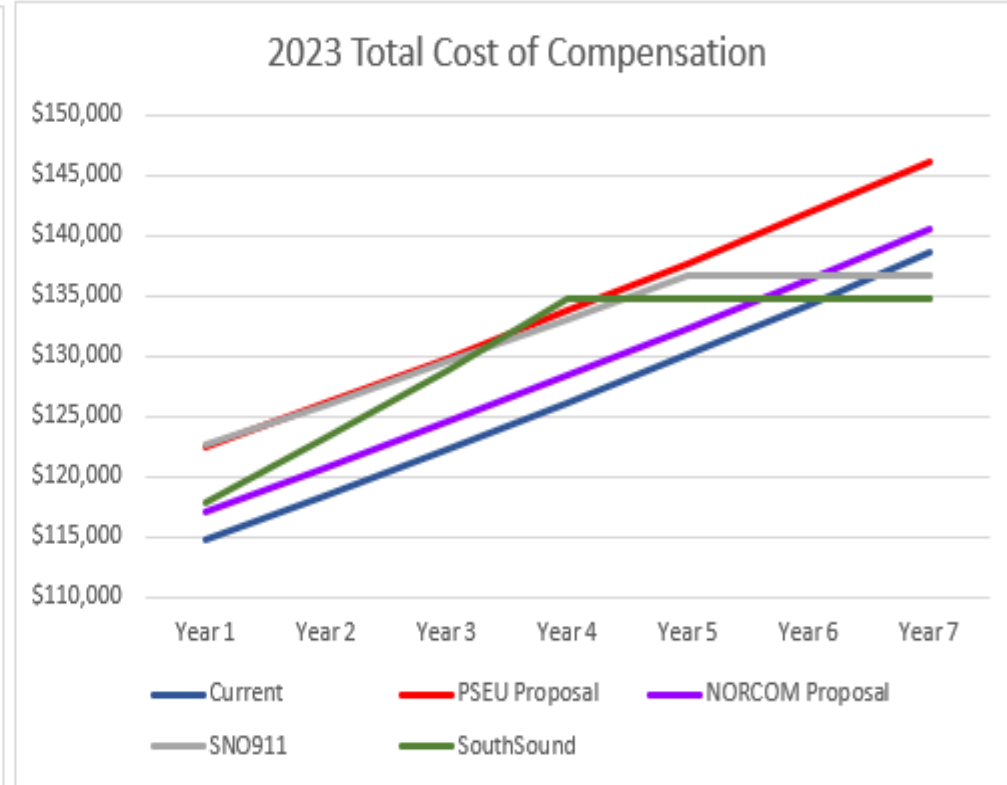
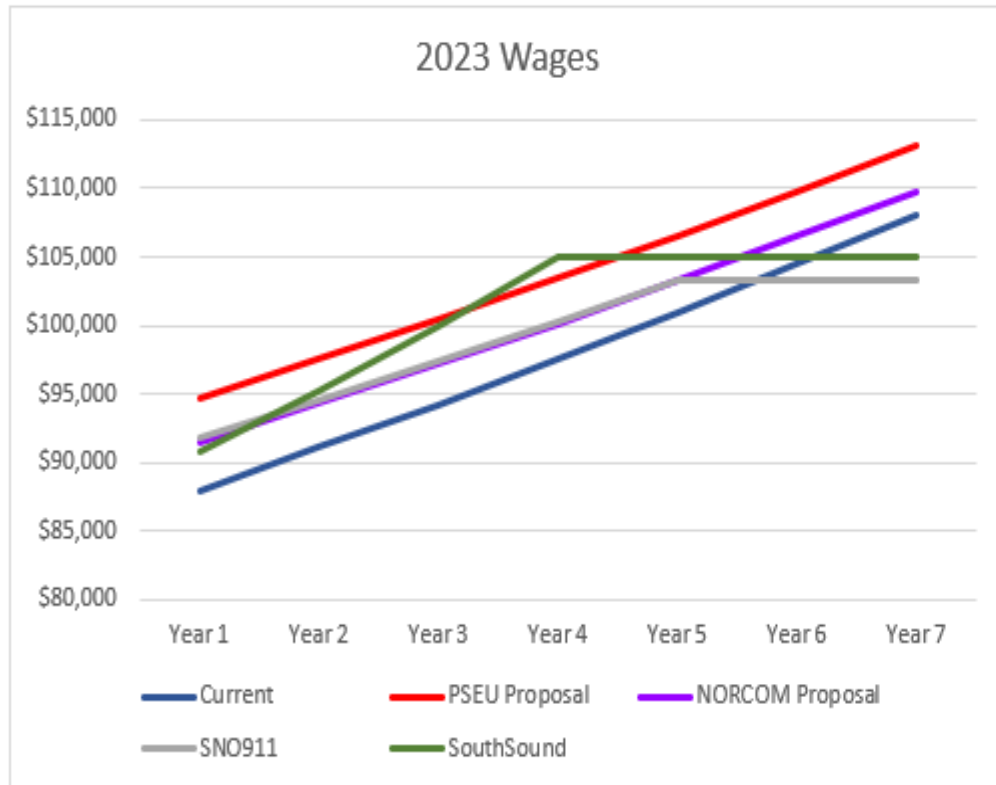
Process and Timeline

- **Participants:**
 - NORCOM - Judy Cayton, Roky Louie, Jeremy Henshaw, Maggie Johanson
 - PSEU – Dan Finnis, Dottie Olson, Dustin Frederick
- **Timeline:**
 - First meeting on 4/7/2021
 - 5 meetings in 3 months (3-4 hours each)
 - Contract out for member review and vote on 7/2/2021

NORCOM's Negotiation Goals

- Maintain strong relationships and our interest based bargaining environment
- Retention of supervisory staff in a competitive market
 - PSAPs across the state are experiencing staffing shortages
- Recruitment of supervisor applicants through step adjustment and ability to hire above bottom pay step
- Shift compensation decisions to a more business driven approach
 - Historic approach - a flat 2-3% philosophy
 - Current state - utilize a combination of market comparisons with a focus on total compensation and June to June CPI-w projections (Seattle, Tacoma, Bellevue)





PSEU Local 19's Negotiation Goals

- Maintain competitive lead in market for compensation
 - Initial ask was 2%-3% increase each year
 - Final ask was 2% with compression of steps from 3.5% delta to 3% delta between each step
- Allow employees to convert sick leave balances to PTO when promoting into the supervisor role

NORCOM's Tentative Final Offer

- .5%, 1%, 1% and compress steps from 3.5% delta to 3% delta between each step
 - Brings bottom steps closer to market and keeps top step competitive
- Allow promoted employees to convert 50% of sick leave, up to 200 hours, to PTO
 - Compromise to maintain positive labor relations
 - Incentive for internal candidates to consider promoting

Resolution 193

A RESOLUTION OF THE GOVERNING BOARD OF NORCOM
APPROVING THE EXECUTION AND DELIVERY OF AN
AGREEMENT BETWEEN NORCOM AND NORCOM
SUPERVISORY EMPLOYEES, PUBLIC SAFETY EMPLOYEES
UNION LOCAL 519.

WHEREAS, NORCOM and the NORCOM Supervisory Employees, Public Safety Employees Union Local 519 staff have negotiated the terms of a 2022-2024 collective bargaining agreement (the "Agreement"); and

WHEREAS, the purpose of the Agreement is to govern wages, hours, and working conditions for certain employees at NORCOM; and

WHEREAS, the Governing Board now desires to authorize the Executive Director to execute the Agreement as provided herein:

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

Section 1. Authorization. The Governing Board hereby approves the 2022- 2024 Agreement between NORCOM and the NORCOM Supervisory Employees, Public Safety Employees Union Local 519, in substantially the form on file with NORCOM staff and incorporated herein by this reference. The Executive Director is hereby authorized to execute the Agreement with such modifications and revisions as determined to be necessary by the Executive Director and legal counsel to NORCOM.

Section 2. Further Authority: Prior Act 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 9th day of July, 2021.

Signed in authentication thereof on this 9th day of July, 2021.

Chair: _____

Attest: _____
Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 07/09/2021
Subject: Single CAD Update

Executive Summary:

NORCOM and our Fire representatives continue to work collaboratively to explore the feasibility of migrating to a single CAD System. July is a demanding month of testing, report development, and reference checks. Staff seeks to update the board on the project status and timeline.

Background:

The current project team, with three fire representatives embedded in the team, has worked since April to identify testing requirements, review prior work, adjust the graphical user interface, improve mapping details, and schedule upcoming work. The team has made progress and has provided updates to the Zone 1 Fire Operations and Chiefs groups.

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 recommends that the Board receive this update and provide direction as desired.

Staff Comments:

Staff wants to ensure the Governing Board is fully briefed on the work completed and scheduled for the single CAD exploration project. This briefing and the final briefing and written report in August are produced to give the Board the necessary information to determine how to proceed.

Options

Risks

Finance Committee Review: No

The Finance Committee is aware of this project.

Legal Review: No

NA

Joint Operations Board Review: No

NA

Fiscal Impact

Budgeted Y/N: Y

Fiscal Year: 2022

Account (s):

Fiscal Note:

Fiscal Impact:

Accounts: 501-Operating, 502-Capital Projects, 503-Equipment Replacement and Reserve

Attachments

Single CAD ppt

Single CAD Status Report

Single CAD Update

July 9, 2021

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.

Drivers for Change

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

Monetary Impacts of Two CAD systems

- Running two full CAD workstations at each dispatch position
 - CS desktops are due for replacement (88K)
 - Tyler can be extended 1 year and replaced in 2023 (88K)
 - Work efficiency, training time and success, complexity of environment, increased workload
- Networking equipment and virtual environment must be built larger and with more capacity
 - ER&R budget will save up to 200K in the next 5 years
- CAD systems, equipment and support maintenance is increased
 - OPS budget will save approximately 850K

Timeline

- August Governing Board Meeting approves the budget to allow NORCOM to send agencies their 2022 costs.
- If project is approved:
 - NORCOM signs the quote
 - Project planning
 - Finalize map work
 - Build and test interfaces
 - Load testing
 - Configurations
 - Functional testing
 - Policy review
 - Training
- Go-live possible in May of 2022

Ongoing Evaluation

- Working with Zone 1 Fire Ops Chiefs Technical Advisory Committee
 - BC Drew Defazio - Redmond Fire
 - Data Analyst Kevin Bryson - Eastside Fire & Rescue
 - Lieutenant Chris Rogers - Kirkland Fire
- Evaluation points:
 - Response plan functionality
 - AVL use and functionality
 - “Reference Check” with other Tyler Fire agencies
 - Data analyst ability to connect and retrieve data
 - Start to finish dispatch workflow – from 911 call to crews clearing the call
 - CLQ replacement

Project Status Report – Single CAD

Submitted by – Katy Myers

Reporting period – start date: 6/1/2021 end date: 6/30/2021



General Overview:

Field testing continued with Kirkland Fire. Two sets of field-testing sessions were identified and distributed to fire agencies. Outstanding work to allow the team to provide final input to Fire OPS and Fire Chiefs was identified and work began to get those completed.

Key Activities / Major Deliverables since last reporting period:

- **Field Testing Details:**
 - Kirkland Fire completed two testing sessions
 - Upcoming testing:
 - Bothell Fire, July 2nd
 - ESF&R, July 8th
 - Woodinville Fire, July 12th
 - Northshore Fire, July 13th

Key Activities / Major Deliverables not completed as scheduled:

- Map work continues. While the driveway layer is not yet complete, we anticipate all data will be updated by the end of October 2021. The map is about 96% up to date, the project team agreed that it can be used to reliability test response plans and recommendations.

Key Activities / Major Deliverables for next reporting period:

- July 7 – Large Scale Response Plan Testing
- Reference checks (virtual calls)
- Data Analysts get connected to the Tyler database and reporting options to determine data availability
- Complete Small-scale testing with interested fire departments

Outstanding Change Requests:

- None

Additional Comments / Notes:

- Tyler has updated the quote to ensure we have enough time to complete our analysis and get through the August stakeholder and governing board meetings.
- If the decision is to approve moving forward with the migration to Tyler project, NORCOM will sign the quote and begin planning for the project. Estimated key dates:
 - August 2021 – sign quote
 - October 2021 – complete map work
 - November 2021 – begin interface work
 - November through December 2021 – configuration & testing
 - January through April 2022 – testing, training, and go-live preparations
 - April 2022 – final go/no-go decision
 - May 2022 – Fire go live



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 07/09/2021
Subject: Fire Liaison selection process

Executive Summary:

The Fire Liaison position will soon be vacated due to the resignation of Chris Perez. Chris is highly respected and has performed his duties in an exemplary manner. After training the new Fire Liaison, Chris will be leaving NORCOM to pursue other priorities and aspirations.

NORCOM conducted a selection process that included 5 applicants appearing before two interview panels, comprised of NORCOM management staff and representatives from our Fire agencies. After a final Director interview with the top two candidates, NORCOM has selected Supervisor Cory James to be the next Fire Liaison.

Cory is very experienced, highly capable, and particularly knowledgeable about the Fire service and associated procedures. NORCOM staff has full confidence in Cory's ability to serve our customers in a highly effective manner.

Background:

The Fire and Police Liaison positions are an integral part of NORCOM's service delivery and relationship with our Fire customers and internal stakeholders.

Past Board or Other Related Actions:

NA

Policy and Strategic Implications:

NA

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends that the Board receive this information. Staff will address any questions the board may have.

Staff Comments:

Nothing additional

Options

None

Risks

None

Finance Committee Review: No

NA

Legal Review: No

NA

Joint Operations Board Review: No

NA

Attachments

Cory James Bio



Cory James

Fire Liaison



NORCOM 9-1-1

PO Box 50911

Bellevue, Washington 98015

Desk: (425) 577-5584

Cellular: (425) 736-9170

E-mail: cjames@norcom.org

It is my privilege to introduce Cory James, our next Fire Liaison.

Originally born and raised in Southern California, Cory moved to the Pacific Northwest in 2008 with his wife of 20 years and their two boys. He and his family enjoy fostering animals and live with their two dogs, three cats, a snake, and a handful of chickens. In his spare time, Cory enjoys travelling and spending quality time with his family.

Cory started his public safety career as an EMT in Southern California and also worked in the information technology field. After several years in the tech industry, Cory returned to public service and has spent the past 23 years in dispatch centers, to include the Orange County Fire Authority (the 4th largest Fire Department in the State of California).

Being one of the most "seasoned" NORCOM employees provides Cory with the historical knowledge as well as first-hand knowledge of NORCOM's customers and their varied operational needs.

Cory has much experience in dispatching, supervising, teaching, and working in the field as a tactical dispatcher on major fire incidents. He is certified in ICS 300, 400 and Communications Unit Leader, as well as other incident, tactical and wildland fire specialties.

Cory is honored to have been selected for this position and is very excited for the opportunity to serve in his new capacity.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 07/09/2021
Subject: Temporary Operational Protocol regarding Police Response to calls.
(Operations Bulletin 21-004)

Executive Summary:

Following the May 2021 signing of House Bill (HB) # 1310 (concerning permissible uses of force by law enforcement and correctional officers), staff has been working collaboratively with the Police Operations Board to address any procedural changes or impacts.

Staff will update the Board regarding this matter to include associated challenges.

Background:

The State of Washington's new House Bill 1310 is effective July 25, 2021. This new law may affect police response protocols to include combined Fire-Police responses.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

In response to HB 1310, many Washington police agencies are assessing their response protocols. NORCOM staff has issued additional direction to employees in this regard via Operation Bulletin 21-004. The Operations Bulletin is intended to provide employees direction for instances in which an agency declines to respond to a call for service.

NORCOM Staff Recommendation:

NORCOM Staff recommends that the Board receive and discuss this information, providing direction as warranted.

Staff Comments:

The continued support from our partnering police agencies has been timely and reassuring. Their commitment to continue to respond to calls and support our fire agencies has been very well-received.

Options

N/A

Risks

Many agencies are developing protocols to redefine police responses to certain calls which may impact mutual aid requests as well mutual Police-Fire responses.

Finance Committee Review: No

NA

Legal Review: No

NA

Joint Operations Board Review: No

NA

Attachments

NORCOM OPS Bulletin 21-004



OPERATIONS BULLETIN

Police Declining to Respond

Issued: 06/24/2021

Amended: N/A

21-004

Issued by: Deputy Director Roky Louie

This Operations Bulletin is intended to provide direction when a police agency declines to respond to a call.

- If NORCOM contacts a police agency to respond to a call, and that agency declines to respond, this will be documented in the NORCOM call for service. If there is no NORCOM call for service, an Information Documentation call will be created in Tyler CAD, with the narrative noting that the agency declined to respond to the call, and then the call will be closed out with an Ida (II) disposition.
- Documentation of a police agency declining to respond to a call, be it in a current NORCOM call for service, or through the Info Doc method mentioned above, will be noted in the format "[Insert police agency] declines to respond for [approximate call type or situation]." This specific verbiage should be used so we can search for calls that have the text "declines" in the narrative to get an accurate count on these situations. Do not, for example, use the word "refuse" or "refusing."
- If there are NORCOM agency units associated with a call where police are declining to respond, this information will be voiced over the air as soon as possible, for instance when a fire unit goes en route to a call that they may be expecting police to accompany them.
- If a fire agency requests that police respond to a call for scene safety, that request should be communicated explicitly, specifically documented, and voiced over the air if it is a NORCOM police agency.
- If further clarification is needed, NORCOM will encourage and assist to the degree possible with getting police and fire in touch directly. For example, giving the Battalion Chief the phone number of the on duty police supervisor (not the PSAP dispatch center).
- Please keep the NORCOM on duty supervisor advised of any issues along these lines.

[Back to Ops Bulletin Main Page](#)

From:

<http://wiki.norcom.org/> - **NORCOM Wiki**

Permanent link:

<http://wiki.norcom.org/doku.php?id=policies:ob:ob21-004>

Last update: **07/ 6/2021 15:17**





MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 07/09/2021
Subject: 2022 Budget Development Update

Executive Summary:

During the June Governing Board Meeting, NORCOM Management prepared an informational update to show the significant project decisions identified in NORCOM's future impacting the 2022 Budget. Management requested the Board use the July meeting as an opportunity to voice preferences on the projects to move forward with and incorporate in the budget before final approval in August.

During the June 29th Finance Committee meeting, the Committee recommended the Board approve a budget incorporating the Single CAD, Shield Force, and Alpha Numeric Paging System projects- and a transfer from the Rate Stabilization Fund for the cost of the Alpha Numeric Paging System upgrade project (\$300k).

Background:

Operating fund budget development is near complete 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:

- 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:

Nothing additional

Options

Risks

Finance Committee Review: Yes

Legal Review: No

Joint Operations Board Review: No

Fiscal Impact

Budgeted Y/N: N/A

Fiscal Year: 2022-2023

Account (s):

Fiscal Note:

Fiscal Impact:

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

Attachments

2022 Budget Development

2022 Budget Development Update

July 9, 2021

Board Update Summary: Scenario Comparison

Scenario 1- take no action

	2021	2022
Personnel Expenditures	10,754,239	11,015,117
Operational Expenditures	2,667,485	2,777,984
Total Operating Expenses	13,421,724	13,793,101
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
Distribution to Agencies	11,754,115	12,380,410

- Personnel costs increase: \$165,000
- Operating expenses increase: \$110,000
- Decrease in Misc. Revenues: \$250k

Scenario - Single CAD & Implement Shield Force

	2021	2022
Personnel Expenditures	10,754,239	11,015,117
Operational Expenditures	2,667,485	2,521,515
Total Operating Expenses	13,421,724	13,536,632
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
Distribution to Agencies	11,754,115	12,323,941

- Operating expenses decrease: \$145,000
- Would require \$200k transfer to Cap. Projects Fund for implementation
- Savings from reduction to a Single CAD annual maintenance payment

Scenario 3 – Scenario 2 + 2021 Alpha Numeric Paging

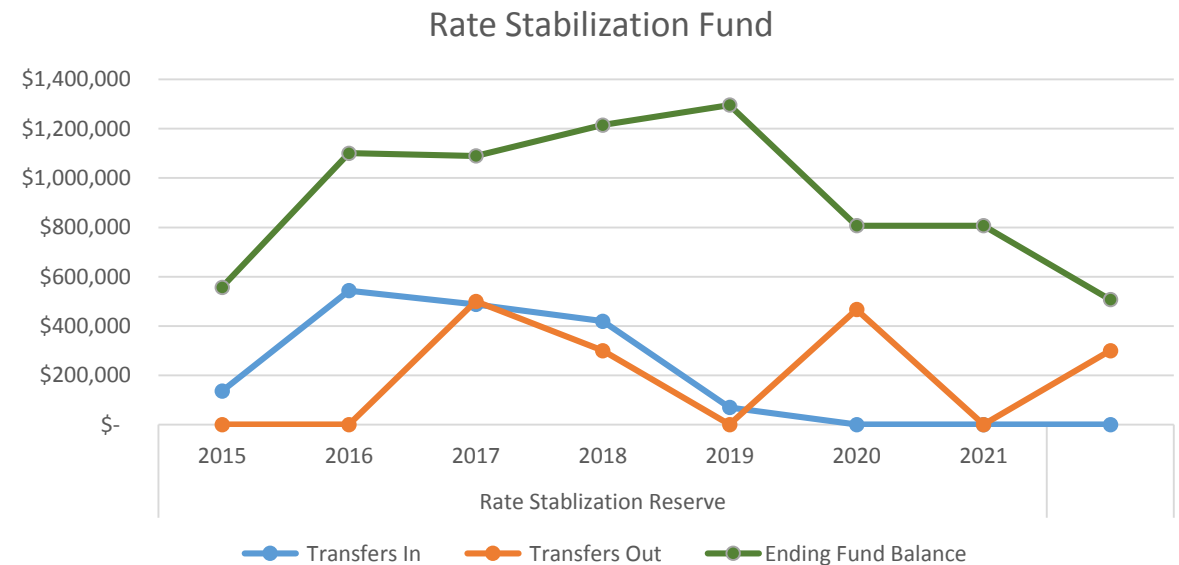
	2021	2022
Personnel Expenditures	10,754,239	11,015,117
Operational Expenditures	2,667,485	2,521,515
Total Operating Expenses	13,421,724	13,536,632
Plus:		
Capital Purchases	-	
Transfers Out	50,000	550,000
Minus:		
Prior Year Fund Balance	-	
Miscellaneous Revenues	550,918	296,000
Operating Transfers In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

- Requires additional \$300k in transfers to Cap. Project Fund for project costs.

Finance Committee Recommendation

During the June 29th Finance Committee Meeting, the committee recommends the Board consider a budget planning for activities in Scenario 3, and approve a transfer from the Rate Stabilization Fund to cover the costs of the Alpha Numeric Paging System

	2021	2022
Personnel Expenditures	10,754,239	11,015,117
Operational Expenditures	2,667,485	2,521,515
Total Operating Expenses	13,421,724	13,536,632
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
Distribution to Agencies	11,754,115	12,323,941





MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 07/09/2021
Subject: Information Technology Newsletter

Executive Summary:

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

Background:

The Information Technology 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

July IT Updates



Information Technology Updates

From: Katy Myers, DDofA

July 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.

Systems and Programs

RAADAR

- Updating exhibit A of the data sharing agreement
- Presented at APCO-NENA Summer Forum
- Testing feature enhancements to the regional map

Other Notable Work

- Navigator –received go ahead from the Chiefs to begin programming 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

Redmond Back-Up Center

Vendors selected for the wiring; contract signing is pending.

Disaster Recovery Site

Last hardware purchased and delivered, scheduling installation. This project is now completed. Next steps are updates to the Continuity of Operations Plan (COOP.)

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.

June 2021: 19 surveys returned

- Better than expected – 38
- As expected – 30
- Worse than expected –

Sample Comments:

- “I have always received excellent customer service from the NORCOM IT staff and appreciate their hard work and dedication to assisting us with issues.”
- “The service desk agent was helpful, concise, and friendly. The issue was resolve quickly and professionally.”
- “Johnny on the spot! Thanks for the quick turn around guys!”
- “Just wanted to thank Khai for reaching out to Watson, getting them here quickly, and helping save money, potentially thousands of dollars, and saving time, potentially having a position out for months. Great work.”

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
June '21	259	224	2

Important Upcoming Dates