



AGENDA

NORCOM Governing Board
August 13, 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 July 9, 2021
 - B. Monthly Budget to Actual Summary and AP Reports July
5. For Briefing to Board
 - A. Governing Board meetings at Kirkland Police Department
 - B. Emerging Staffing challenge
6. For Board Decision
 - A. 2022 Budget Development Update
 1. Shield Force Law Enforcement Application
 2. Alphanumeric Paging Update
 3. Single CAD
 4. 2022 Budget Decision

7. Information Technology Newsletter

A. Information Technology Newsletter

8. Executive Session

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

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

9. Adjournment

The next Governing Board meeting is scheduled for September 10, 2021



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 08/13/2021
Subject: Governing Board Meeting Minutes July 9, 2021

Executive Summary:

The July 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

Joint Operations Board Review: No

Attachments

Governing Board Minutes 070921



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
Ed Holmes	City of Mercer Island
David Burke	Duvall Fire District #45
Dana Schutter	Eastside Fire & Rescue
Brian Culp	Fire District 27
Greg Ahearn	Northshore Fire Department
Greg Ahearn	Woodinville Fire & Rescue
Michael Olson	City of Kirkland (Board Treasurer)

ABSENT

Mark Correia	City of Snoqualmie
Dan Yourkoski	City of Normandy Park
Jeff Clark	Eastside Fire & Rescue (Chair)
Jay Wiseman	Snoqualmie Pass Fire
Adrian Sheppard	Redmond Fire Department
Matt Cowan	Shoreline Fire Department
James Knisley	Skykomish Fire District #50

VISITORS

Michele Plorde	KC EMS
Mark B. Nelson	Community Member

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
Nathan Way	IT Applications & Security Architect
Jeremy Henshaw	Law Enforcement Liaison
Chris Perez	Fire Liaison (outgoing)
Cory James	Fire Liaison (incoming)
Deanna Gregory	Pacifica Law Group
Brittney Rhodes	Public Records Specialist
Maggie Johanson	Administrative Assistant



o **Call to Order**

Deputy City Manager Tracey Dunlap, Governing Board Vice-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**

Deputy City Manager Dunlap requested a roll call of present Governing Board members. Maggie Johanson, NORCOM Administrative Assistant, reported there was a quorum.

o **Open Communications from the Public**

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

o **Consent Agenda**

- **Governing Board Minutes for June 11, 2021 Meeting**
- **Monthly Budget to Actuals Summary and Accounts Payable Report June 2021**

There was no discussion on any consent agenda items.

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

Motion carried.

o **For Board Decision**

- **Resolutions 193 – Approving the Execution and Delivery of an agreement between NORCOM and NORCOM supervisory employees, Public Safety Employees Union, Local 519**

Resolution 193 authorizes the Executive Director to execute the proposed agreement between NORCOM and NORCOM Supervisor Employees contingent upon the anticipated approval of the PSEU contract recently negotiated. The negotiated Contract will be in effect from 1/1/2022 through 12/31/2024 once approved. Negotiation participants representing NORCOM included Judy Cayton, Roky Louie, Jeremy Henshaw, and Maggie Johanson taking notes. Negotiation participants representing PSEU included Dan Finnis, Dottie Olson, and PSEU representative Dustin Frederick. NORCOM and PSEU have several negotiation goals, one of the main goals being to maintain a strong positive relationship and continue interest-based bargaining. Staff provided information regarding NORCOM's compensation package compared to other PSAP's.

Once approved, the CBA driven changes to compensation will impact the 2022 budget by \$17,000, a .1% impact to the total budget.



Resolution 193 – Chief Holmes motioned to approve Resolution 193. Deputy City Manager McCommon seconded the motion.

Motion carried.

- **For Board Briefing**

- **Single CAD Update**

Director Hamilton introduced the topic and stated that NORCOM & Fire representatives continue to work collaboratively to explore the feasibility of migrating to a Single CAD system. Deputy Director Myers provided an update on the steps the Single CAD Team is taking to build, test, and evaluate the Tyler CAD system's capacity to meet Fire/EMS user agencies needs and identify any critical concerns. Deputy Director Myers reviewed the drivers for the change to include budgetary challenges, decreased E911 revenue, increase in PSERN cost in the next few years, technical and personnel expenses. Moving to a Single CAD system would limit cost. This will not stop the user fees but will minimize them. Deputy Director Myers discussed the impacts of working with two CAD systems versus one CAD system. One CAD system would provide enhanced service delivery to our agencies. If the decision is made to move to a Single CAD system, the Operations budget will save approximately \$850,000 over the next five years. If moving to a Single CAD is approved along with the 2022 Budget at the August Governing Meeting, NORCOM will be able to send agencies the 2022 costs. NORCOM will continue working with the Zone 1 Fire Chiefs Technical Advisory Committee. Chief Kroon asked if this will enable us to better work with SNO 911. Deputy Director Myers stated that it would, noting that the CAD to CAD interface will increase communication with SNO911. Director Hamilton reiterated that our project goal is to make sure the system meets or exceeds Fires needs. He also requested that anyone who has any concerns regarding the Tyler systems functionality to please bring them to staff so that we can research, validate and address them accordingly

- **Fire Liasion selection process**

Director Hamilton stated that Chris Perez would soon vacate the Fire Liasion position; he is truly grateful to Chris. Chris is highly respected and has performed his duties in an exemplary manner. Deputy City Manager Dunlap stated the entire Board echos their gratefulness for Chris. NORCOM conducted a selection process to choose a new Fire Liaison with two panels, each panel consisted of one Fire Agency representative & two NORCOM Employees. There were five applicants. Cory James was selected as the new Fire Liasion. Director Hamilton stated Cory is very knowledgeable in Fire and works in a highly



effective manner. Cory spoke expressing his excitement about this next chapter and that he is looking forward to serving our agencies.

- **Impacts of HB 1310-Temporary Operational Protocol regarding Police response to calls (Operations Bulletin 21-004)**

Operations Bulletin 21-004 provides direction to our dispatchers when a police agency declines to respond to a call. This bulletin was issued in response to House Bill 1310, which restricts us of force for non-criminal incidents and changes how law enforcement responds. The law does not go into effect until July 25, 2021 however, we are already seeing effects to our dispatchers.

Director Hamilton stated NORCOM will continue to dispatch as usual. HB 1310 is a highly complex topic that cannot be resolved in a single meeting. Director Hamilton voiced concern for its possible impact on our Fire agencies and shared some examples of response impacts and also noted that our Fire & Police agencies can serve as a model for others in different regions in the way they work together. Chief Holmes stated he appreciates Director Hamilton bringing this to the Board's attention and that at least in King County, Fire & Police should have a conversation because it affects how we serve the public and legislation has left a lot of grey areas.. Deputy City Manager Dunlap stated she believes Chief Clark is the chair on a Board regarding this issue and could perhaps engage in a conversation regarding the concerns. Director Hamilton anticipated further discussion at the next Zone 1 Fire Chief's meeting

- **2022 Budget Development Update**

At the June Governing Board meeting Finance Manager Ryerson provided an update to show significant project decisions identified in NORCOM's future impacting the 2022 budget. NORCOM management is requesting the Board use the July Governing Board meeting as an opportunity to voice their preference on the projects to incorporate into the budget before the final approval in August. Finance Manager Ryerson presented the three scenarios for the Board to further review. The scenarios represent an increase to budgeted operating fund expenditures of 4.8 to 7.4 percent based on the scenario selected. During the June 29th Finance Committee meeting, the committee recommended the Board consider scenario three and approve the transfer from the rate stabilization fund to cover the cost of the Alpha Numeric Paging System. Finance Manager Ryerson provided a history of the rate stabilization fund historical data. Deputy City Manager Dunlap requested direction from the board as to what to bring back in August.

- **Department Reports**

- **July Information Technology Updates Newsletter**

The July edition of the Newsletter provides information with an overview of projects and upcoming events.



- o **Adjournment**

The meeting adjourned at 09:51.

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

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 08/13/2021
Subject: Monthly Budget to Actual Summary and AP Reports July

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

Risks

Finance Committee Review: Yes

Legal Review: No

Joint Operations Board Review: No

Attachments

Monthly Budget to Actuals Summary and AP Reports July

501- Operating

for Period Ending July 31, 2021

for Period Ending July 31, 2021

	2021 Budget	July Activity	2021 Collected to Date	% collected
Subscriber Fees	11,754,115	-	\$ 8,815,586	75%
Agency Reimbursements	200,918	12,067	\$ 56,602	28%
Grants/Intergovernmental/Interest	350,000	54,883	\$ 106,268	30%
Total	12,305,033	66,950	8,978,456	73%
Transfers In	1,116,691	303,797	\$ 439,797	39%
Revenues + Transfers	13,421,724	370,747.58	9,418,254	70%

Expenses

	2021 Budget	July Activity	2021 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,638,542	\$ 808,916	\$ 4,066,290	53%	3,572,252
Salaries & Wages - Overtime	167,586	\$ 50,223	\$ 162,484	97%	5,102
Professional Reimbursements	4,200	\$ 485	\$ 2,358	56%	1,842
Medical	1,119,908	\$ 88,407	\$ 643,923	57%	475,985
Dental	96,868	\$ 7,565	\$ 54,654	56%	42,214
Vision	12,850	\$ 1,003	\$ 7,253	56%	5,597
Long-Term Care	6,600	\$ 937	\$ 3,367	51%	3,233
Medicare	113,434	\$ 11,588	\$ 56,796	50%	56,638
MEBT	480,243	\$ 54,954	\$ 262,941	55%	217,303
PERS	1,005,972	\$ 94,747	\$ 525,211	52%	480,762
Washington FMLA	16,302	\$ 1,264	\$ 6,223	38%	10,079
Unemployment	79,288	\$ 7,016	\$ 50,706	64%	28,582
Workers Comp	12,447	\$ 1,856	\$ 8,935	72%	3,512
Total Personnel	10,754,239	1,128,961	\$ 5,851,140	54%	4,903,099
Advertising	10,000	\$ 282	\$ 282	3%	9,718
Bank Fees	50	\$ 60	\$ 155	310%	(105)
Cellular,Pager & Radio Svcs	50,588	\$ 3,076	\$ 20,360	40%	30,228
Computer Hardware-Non Capital	10,100	\$ 11,797	\$ 14,599	145%	(4,499)
Consumable Goods	5,830	\$ 477	\$ 3,631	62%	2,199
Dues & Memberships	11,110	\$ 500	\$ 9,682	87%	1,428
Equipment Leases	19,500	\$ 1,567	\$ 12,207	63%	7,293
Facility Lease	670,456	\$ 72,035	\$ 400,372	60%	270,084
Financial Audit	23,000	\$ -	\$ 52,032	226%	(29,032)
Hosted Services	118,123	\$ -	\$ 57,694	49%	60,429
HR Services	65,500	\$ 11,797	\$ 29,781	45%	35,719
Insurance	80,000	\$ -	\$ 77,185	96%	2,815
Legal Services	140,000	\$ 7,683	\$ 112,230	80%	27,770
Local Travel/Training/ Mileage	6,450	\$ -	\$ 1,119	17%	5,331
Network Service	21,142	\$ 2,337	\$ 14,822	70%	6,320
Office Furniture	7,750	\$ -	\$ -	0%	7,750
Office Supplies	7,600	\$ 234	\$ 1,462	19%	6,138
Operating Supplies	2,350	\$ 65	\$ 2,054	87%	296
Parking Lease	82,800	\$ 6,600	\$ 29,850	36%	52,950
Payroll Services	29,700	\$ 1,105	\$ 17,537	59%	12,163
Postage	1,000	\$ 35	\$ 268	27%	732
Printing	1,100	\$ 39	\$ 39	4%	1,061
Professional Services	31,440	\$ 128	\$ 9,817	31%	21,623
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	\$ (1,445)	\$ 555,742	61%	351,703
Radio Site Lease	50,657	\$ -	\$ 5,855	12%	44,803
Recruitment Supplies	2,000	\$ 243	\$ 454	23%	1,546
Small Tools & Minor Equipment	14,750	\$ 1,490	\$ 4,611	31%	10,139
Software/Licensing	93,004	\$ -	\$ 635	1%	92,369
Telephone Services	46,100	\$ 3,857	\$ 26,389	57%	19,711
Training/Conf Registrations	3,000	\$ 942	\$ 942	31%	2,058
Training/Conf Registrations/ Travel	5,750	\$ -	\$ 469	8%	5,281
Transfers Out	50,000	\$ -	\$ -	0%	50,000
Total Supplies & Services	2,717,485	124,906	\$ 1,465,326	54%	1,252,158
GRAND TOTAL	13,471,724	1,253,867	\$ 7,316,467	54%	6,155,257

502- Capital Projects

	2021 Budget	July Activity	2021 Spending to Date	% used	Remaining Balance
R&M - Software Maintenance	340,669	\$ 13,516	\$ 49,357	14%	291,312
	340,669	13,516	49,357	14%	291,312

503- Equipment Replacement:

	2021 Budget	July 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	July Activity	Collected to Date	% collected
E-911 Escrow	1,166,691	-	\$ 583,346	50%
Investment Interest	-	-	\$ 1,314	
	1,166,691	-	\$ 584,660	50%

Expenditures:

	2021 Budget	July Activity	2021 Spending to Date	% used	Remaining Balance
Transfers Out	1,116,691	\$ 292,000	\$ 428,000	38%	688,691

NORCOM Financial Summary

for Period Ending July 31, 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	\$ 162,870	29.56%
Transfers In	1,166,691	439,797	37.70%
Revenue Collected	13,471,724	9,418,254	69.91%
Total Resources	13,471,724	9,418,254	
Personnel Expenditures	10,754,239	\$ 5,851,140	54.41%
Operating Expenditures	2,667,485	\$ 1,465,326	54.93%
Transfers Out	50,000	\$ -	0.00%
Total Expenditures	13,471,724	7,316,467	54.31%
Available Fund Balance	\$0	\$2,101,787.09	
<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	\$ 49,357	14.49%
Transfers Out	-	\$ -	0.00%
Total Expenditures	340,669	49,357	14.49%
Available Fund Balance	\$297,485	\$588,797	
<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	\$ 584,660	52.36%
Investment Interest	-	1,314	0.00%
Revenue Collected	1,116,691	585,975	52.47%
Total Resources	1,200,062	669,346	
Expenditures	-	-	0.00%
Transfers Out	1,116,691	428,000	38.33%
Total Expenditures	1,116,691	428,000	38.33%
Available Fund Balance	\$83,371	\$241,346	
<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 24, 2021 THROUGH JULY 31, 2021

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,251,096.73

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: 7/29/2021 12:41 PM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
19282	3 05282021	AT&T MOBILITY Cell Phone Service - Acct # 287015346980	06/25/2021	240.56
Total for Check Number 19282:				240.56
19283	8 061021	CENTURYLINK Telephone Service - Acct # 206-Z10-0077 356B	06/25/2021	157.12
Total for Check Number 19283:				157.12
19284	28 10447	EPSCA Monthly Radio Access Fees - June2021	06/25/2021	920.01
Total for Check Number 19284:				920.01
19285	565 16855445	GLOBALSTAR Orbit Network Services	06/25/2021	117.54
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	US BANK CORPORATE PAYMENT SYS	06/25/2021	
	051721	Tactical Dispatcher Training - MVieth & KMorri		158.00
	051921	Water Delivery		239.25
	052521	Calendar Wiz Subscription		99.00
	052821	Postage - Annual Report		91.20
	060421	Postage - Annual Report		9.60
	0770606	Office Supplies - Laminating Pouches - Amazon		13.40
	16124822	Parking Lease 700 Building - ABM Parking		2,700.00
	2653850	Refund - Office Supplies - Ink Cartridge - Amazon		-13.43
	3310651	Office Supplies - Paper - Amazon		16.50
	3806652	Consumable Goods - Coffee Creamer - Amazon		23.06

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	3975407	Refund - Office Supplies – Ink Cartridge – Amaz		-12.39
	4175420	Operation Supplies- Wipes – Amazon		137.54
	4275445	Operation Supplies- Kitchen Supplies – Amazon		23.78
	4399425	Office Supplies – Vaccine Card Holder – Amaz		76.30
	6583466	Office Supplies – Erase Board with marker – An		18.21
	8149001	Office Supplies – Pens – Amazon		45.22
	8358650	Office Supplies – Printer Paper – Amazon		79.83
			Total for Check Number 19290:	3,705.07
19291	692	ZIPLY FIBER	06/25/2021	
	052621	Phone Service - Acct # 425-869-6730-031021-5		608.25
			Total for Check Number 19291:	608.25
			Total for 6/25/2021:	12,709.08
19292	303	COSTCO BUSINESS CENTER	06/30/2021	
	530843187	Costco Membership		60.00
			Total for Check Number 19292:	60.00
19293	557	LANGUAGE LINE SERVICES	06/30/2021	
	10242970	Over-the-Phone Interpretation		730.84
			Total for Check Number 19293:	730.84
19294	586	MEYDENBAUER CENTER	06/30/2021	
	2021-06	June 2021 Construction Employee Parking		1,950.00
			Total for Check Number 19294:	1,950.00
19295	52	PACIFICA LAW GROUP	06/30/2021	
	68053	Public Records Special Projects		288.00
	68054	General Legal Services		1,950.00
	68496	Public Records Legal Svcs		11,208.00
			Total for Check Number 19295:	13,446.00
19296	87	WA STATE PATROL	06/30/2021	
	74814	Access User Fee		18,000.00
			Total for Check Number 19296:	18,000.00
19297	88	WELLS FARGO FINANCIAL LEASING	06/30/2021	
	5015502817	Printer/Copier		1,462.62
			Total for Check Number 19297:	1,462.62
			Total for 6/30/2021:	35,649.46
ACH	120	ADP	07/02/2021	
	070221	Federal Taxes Payable		30,014.59
	070221	FMLA Taxes Payable		1,134.86
	070221	Medicare Taxes Payable		7,588.40
	070221	ESD Taxes Payable		2,439.92
	070221	Net Pay		196,926.03

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for this ACH Check for Vendor 120:				238,103.80
ACH	120	ADP	07/02/2021	
	062521	PPE Payroll Processing Fee		500.00
	070221	PPE Payroll Processing Fee		398.32
Total for this ACH Check for Vendor 120:				898.32
ACH	131	HEALTH EQUITY	07/02/2021	
	062721	PPE HSA Contributions Payable		1,479.64
Total for this ACH Check for Vendor 131:				1,479.64
ACH	132	WILMINGTON TRUST	07/02/2021	
	062721	PPE MEBT Contributions Payable		34,428.56
Total for this ACH Check for Vendor 132:				34,428.56
ACH	703	WAFD Bank	07/02/2021	
	063021	Analysis Service Charge		60.29
Total for this ACH Check for Vendor 703:				60.29
Total for 7/2/2021:				274,970.61
19298	675	ICMA-RC VANTAGEPOINT TRANSFER	07/09/2021	
	070221	ICMA 457 Contr PPE 07/02/21		3,687.64
Total for Check Number 19298:				3,687.64
19299	569	NORCOM ASSOCIATED GUILD	07/09/2021	
	070221	JULY2021 NAG Dues		2,109.00
Total for Check Number 19299:				2,109.00
19300	673	PUBLIC SAFETY EMPLOYEES UNION	07/09/2021	
	070121	JULY2021 PSEU Dues		522.02
Total for Check Number 19300:				522.02
Total for 7/9/2021:				6,318.66
ACH	133	DEPT OF RETIREMENT SYSTEMS	07/16/2021	
	070121	PERS Contributions		123,525.20
	070121	PERS Contributions		122.72
Total for this ACH Check for Vendor 133:				123,647.92
ACH	120	ADP	07/16/2021	
	071621	ESD Taxes Payable		2,417.15
	071621	Medicare Taxes Payable		7,791.06
	071621	FMLA Taxes Payable		1,164.54
	071621	Net Pay		207,145.65
	071621	Federal Taxes Payable		31,954.86
Total for this ACH Check for Vendor 120:				250,473.26
ACH	120	ADP	07/16/2021	
	584483161	PPE Payroll Processing Fee		206.45

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for this ACH Check for Vendor 120:				206.45
ACH	131	HEALTH EQUITY	07/16/2021	
	071121	PPE HSA Contributions Payable		1,479.64
	Jul2021	HSA Admin Fee		56.25
Total for this ACH Check for Vendor 131:				1,535.89
ACH	132	WILMINGTON TRUST	07/16/2021	
	071121	PPE MEBT Contributions Payable		36,998.34
Total for this ACH Check for Vendor 132:				36,998.34
ACH	134	COLONIAL LIFE	07/16/2021	
	Aug20201	Supplemental Ins Premiums		1,273.34
Total for this ACH Check for Vendor 134:				1,273.34
ACH	140	RELIANCE STANDARD	07/16/2021	
	Aug2021	Life/LTD Premiums		1,537.87
Total for this ACH Check for Vendor 140:				1,537.87
ACH	327	ASSOCIATION OF WASHINGTON CITIZI	07/16/2021	
	Aug2021	Dental Premiums		8,516.71
	Aug2021	Medical Premiums		94,684.64
	Aug2021	Vision Premiums		1,111.68
Total for this ACH Check for Vendor 327:				104,313.03
19301	364	AT&T	07/16/2021	
	06272021	Cell Phone Service Acct# 287291727817		131.88
Total for Check Number 19301:				131.88
19302	3	AT&T MOBILITY	07/16/2021	
	06282021	Cell Phone Service - Acct # 287015346980		240.56
Total for Check Number 19302:				240.56
19303	4	AWC	07/16/2021	
	90710	AWC Associate Member - Public Agency/Nonpr		500.00
Total for Check Number 19303:				500.00
19304	710	BANDWIDTH INC	07/16/2021	
	10550161	Phone Service		599.75
Total for Check Number 19304:				599.75
19305	6	CDW-GOVERNMENT INC	07/16/2021	
	F384505	Cisco 4451-X - router - desktop, rack-mountable		14,675.12
	F384505	Cisco upgrade from 4GB to 16GB memory - kit		1,300.75
	F384505	Cisco - power supply		572.52
	F384505	Cisco upgrade from 8GB to 16GB - flash memor		975.56
	F384505	Cisco SMARTnet extended service agreement		1,925.42
Total for Check Number 19305:				19,449.37
19306	210	CENTURYLINK	07/16/2021	
	431385632- June	Radio Site Connection Charge - Snoqualmie EU		173.27

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 19306:	173.27
19307	9 230853250	CENTURYLINK Telephone Service	07/16/2021	135.39
			Total for Check Number 19307:	135.39
19308	11 39543 39738 39770 39771	CITY OF BELLEVUE Monthly Rent Bellevue CH - July Q2 2021 CoLocation Fiber Usage Rental Fee - July Monthly Parking Spaces - July	07/16/2021	44,759.83 27,274.79 477.00 1,834.27
			Total for Check Number 19308:	74,345.89
19309	447 320730	FIRST CHOICE COFFEE SERVICES Ice Machine	07/16/2021	104.60
			Total for Check Number 19309:	104.60
19310	657 2790230 2790231 2790232 2790233 2790234 2790235 2790236 2791807	FOSTER GARVEY RAADAR RAADAR – Method and System for Inter and In RAADAR – Method and System for Inter and In RAADAR – Method and System for Inter and In RAADAR – Method and System for Inter and In RAADAR – Method and System for Inter and In RAADAR – Method and System for Inter and In General Legal Services	07/16/2021	84.00 827.50 875.00 231.00 1,520.50 1,548.50 250.25 76.50
			Total for Check Number 19310:	5,413.25
19311	666 21-202	RAYMOND POLYGRAPH SERVICES Polygraph Examination	07/16/2021	325.00
			Total for Check Number 19311:	325.00
19312	292 8182214852	SHRED-IT USA INC Shredding Service	07/16/2021	127.93
			Total for Check Number 19312:	127.93
19313	65 847357399-150	SPRINT Wireless Service	07/16/2021	62.45
			Total for Check Number 19313:	62.45
19314	366 063021	T MOBILE Test Cell Phone Service - Acct#947208760	07/16/2021	36.60
			Total for Check Number 19314:	36.60
19315	79 9881810756	VERIZON WIRELESS Cell Phone Service	07/16/2021	1,567.70
			Total for Check Number 19315:	1,567.70
19316	692 062621 062821	ZIPLY FIBER Phone Service - Acct#425-869-6730-031021-5 Phone Service - Acct # 425-867-1144-021611-5	07/16/2021	612.02 83.54

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 19316:				695.56
Total for 7/16/2021:				623,895.30
19317	288 072021	KATY GILBERT Union Dues Refund	07/23/2021	240.45
Total for Check Number 19317:				240.45
19318	675 071621	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contr PPE 7/16/21	07/23/2021	3,687.15
Total for Check Number 19318:				3,687.15
19319	46 8748 8749	NATIONAL TESTING NETWORK Annual NTN Membership for ECOMM Testing ; Background Investigation Services	07/23/2021	500.00 2,900.00
Total for Check Number 19319:				3,400.00
19320	711 908	PETEK & ASSOCIATES June 2021 Preemployment Evaluation	07/23/2021	385.00
Total for Check Number 19320:				385.00
19321	377 PSTI21-137	PST INVESTIGATIONS Background Investigation Services	07/23/2021	1,854.50
Total for Check Number 19321:				1,854.50
19322	714 1540	PUBLIC SAFETY PSYCHOLOGICAL SE Psychological Evaluation	07/23/2021	400.00
Total for Check Number 19322:				400.00
19323	256 2021-369 2021-466	PUBLIC SAFETY TESTING INC Subscription Fees Q2 (Apr - June2021) Agency Add-On Authorization Form for June	07/23/2021	1,007.00 50.00
Total for Check Number 19323:				1,057.00
19324	74 071921	UNUM Long Term Care	07/23/2021	470.80
Total for Check Number 19324:				470.80
19325	75 01-538674 053419 053419 061121 061121 061121 070221 080128 13574354-061621 161288 16214146 2049809 2752217	US BANK CORPORATE PAYMENT SYS Consumable Goods – Lunch for Interview Panel Operation Supplies-kitchen supplies – Costco Consumable Goods – Food – Costco Postage – Public Records Request Small Tools – Camera, Mic, and speaker for me Advertising – Recruitment Business Cards - Vi Printing - Business Cards for CJames - VistaPri Small Tools - Toaster for kitchen - Bed Bath & E Consumable Goods – Water Delivery Recruitment Supplies - Logowears - Thread Log Parking Lease 700 Building – ABM Parking Small Tools – Keyboards – Amazon Office Supplies – Printer Paper – Amazon	07/23/2021	133.56 39.86 110.97 35.00 1,099.90 37.97 39.37 44.19 232.10 243.14 2,700.00 346.20 124.09

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	46298457	Indeed Recruitment Subscription		110.10
	5437812	Office Supplies – Notepads – Amazon		45.13
	5BTHD-L6A48-1R3	Recruitment Business Cards - VistaPrint		133.98
	6413839	Operation Supplies – Gift Card Boost Q2 Winne		25.00
	7512	Tyler Connect Virtual Conference		795.00
	7673	CTO Training for MVieth, NCurry, and LThoms		147.00
	8149001	Office Supplies – Refund – Amazon		-14.13
	8693821	Office Supplies – Phone case for CMast – Amaz		12.10
	9092251	Office Supplies – Frames – Amazon		51.72
	9929864	Office Supplies – Notebooks – Amazon		27.82
	9929864	Office Supplies – Refund – Amazon		-12.42
Total for Check Number 19325:				6,507.65
Total for 7/23/2021:				18,002.55
ACH	131 070121	HEALTH EQUITY HSA Admin Fee	07/30/2021	3.00
Total for this ACH Check for Vendor 131:				3.00
ACH	146 036	DEPT OF LABOR & INDUSTRIES 2nd Quarter 2021 L&I Taxes	07/30/2021	6,950.75
Total for this ACH Check for Vendor 146:				6,950.75
ACH	120 073021 073021 073021 073021 073021	ADP Net Pay FMLA Taxes Payable Federal Taxes Payable Medicare Taxes Payable ESD Taxes Payable	07/30/2021	209,227.10 1,146.91 31,563.00 7,796.06 2,158.79
Total for this ACH Check for Vendor 120:				251,891.86
19326	6 G381662	CDW-GOVERNMENT INC HP E243i Monitors - Monitor Rack Project	07/30/2021	5,864.15
Total for Check Number 19326:				5,864.15
19327	8 071021	CENTURYLINK Telephone Service - Acct # 206-Z10-0077 356B	07/30/2021	705.05
Total for Check Number 19327:				705.05
19328	189 15073	CPSI Computer Power & Service Inc Annual Maintenance 6/6/21 - 6/5/22	07/30/2021	2,059.13
Total for Check Number 19328:				2,059.13
19329	28 10477	EPSCA Monthly Radio Access Fees – July2021	07/30/2021	920.01
Total for Check Number 19329:				920.01
19330	565 18160575	GLOBALSTAR Orbit Network Services	07/30/2021	116.93
Total for Check Number 19330:				116.93
19331	252	KING COUNTY FINANCE	07/30/2021	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	11010262	KCIT NET		1,860.00
			Total for Check Number 19331:	1,860.00
19332	557 10259863	LANGUAGE LINE SERVICES Over-the-Phone Interpretation	07/30/2021	1,547.57
			Total for Check Number 19332:	1,547.57
19333	586 2021-03 2021-07	MEYDENBAUER CENTER March2021 Construction Emp Parking July2021 Construction Emp Parking	07/30/2021	1,950.00 1,950.00
			Total for Check Number 19333:	3,900.00
19334	52 68655 68656	PACIFICA LAW GROUP Public Records Special Projects General Legal Services	07/30/2021	320.00 1,950.00
			Total for Check Number 19334:	2,270.00
19335	88 5015905820	WELLS FARGO FINANCIAL LEASING Printer/Copier	07/30/2021	1,462.62
			Total for Check Number 19335:	1,462.62
			Total for 7/30/2021:	279,551.07
			Report Total (70 checks):	1,251,096.73



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 08/13/2021
Subject: Governing Board meetings at Kirkland Police Department

Executive Summary:

Due to the ongoing concerns associated with the COVID-19 pandemic, Governing Board meetings at the Kirkland Police Department were canceled until September 2021.

Staff has recently been advised that this meeting space will not be available until at least October 2021.

Background:

Due to ample parking and meeting space, NORCOM Governing Board meetings have long been held in the Totem Lake Room at the Kirkland Police Department.

Past Board or Other Related Actions:

NA

Policy and Strategic Implications:

NA

NORCOM Staff Recommendation:

NORCOM Staff recommends the continuation of Governing Board meetings via video conferencing.

Staff Comments:

Nothing additional

Options

NA

Risks

NA

Finance Committee Review: No

NA

Legal Review: No

NA

Joint Operations Board Review: No

NA



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 08/13/2021
Subject: Emerging Staffing challenge

Executive Summary:

NORCOM staff wishes to apprise the board of our emerging staffing challenge and the comprehensive recruiting strategy that has been implemented to mitigate the issue.

Background:

NORCOM is experiencing the same staffing issues as most PSAPs around the state. COVID-19 and a tight labor market are the two primary drivers. Our current staffing level is creating operational challenges including the downstream impacts of mandatory overtime and the overtime budget. The leadership team is exploring mitigating options to implement until our staffing levels have improved.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

N/A

Staff Comments:

N/A

Options

NA

Risks

NA

Finance Committee Review: Yes

The Finance Committee is aware of this challenge and its impact on the overtime budget.

Legal Review: No

NA

Joint Operations Board Review: No

NA

Fiscal Impact

Budgeted Y/N: Y

Fiscal Year: 2021

Account (s):

Fiscal Note:

Fiscal Impact:

The staffing shortage has impacted our overtime budget.

Attachments

Staffing Challenges

Staffing Update

Budgeted Telecommunicator Positions - 62

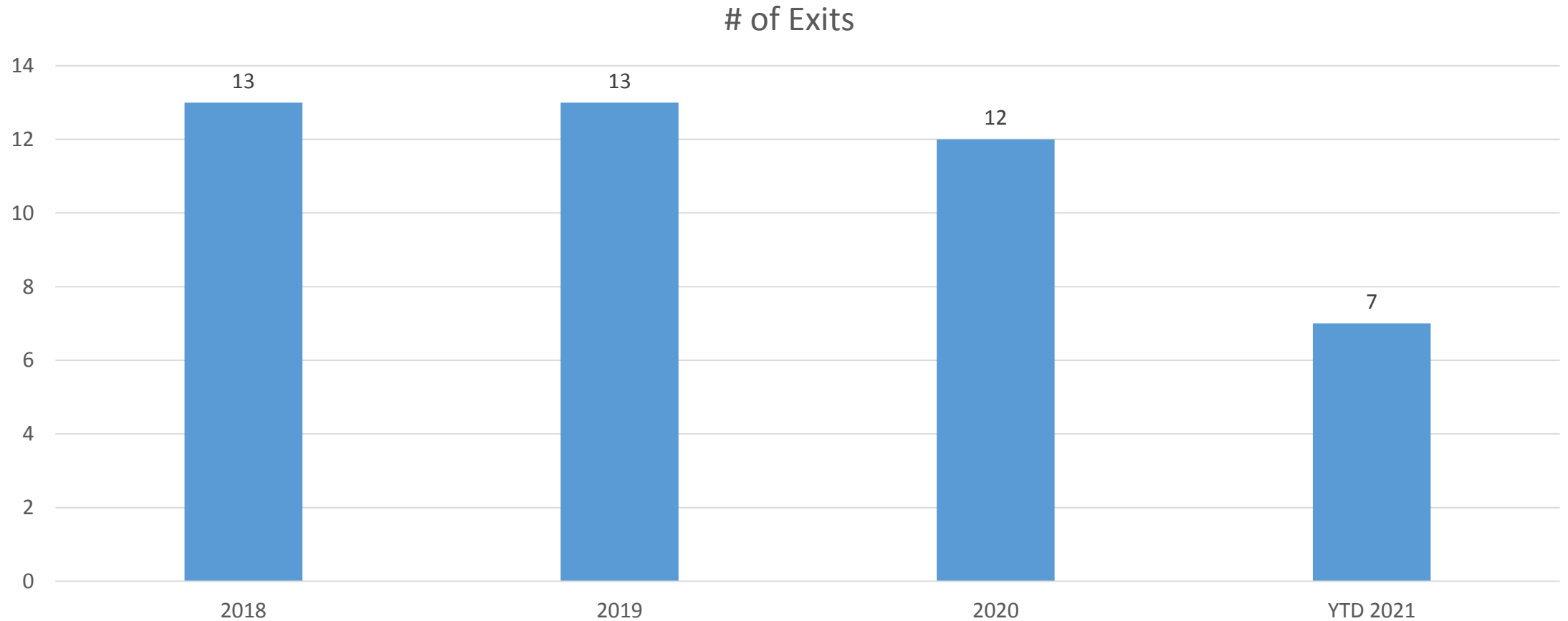
Current # - 55

Candidates in pipeline - 8

Telecommunicator Attrition

- Fully staffed +1 in August 2020
- 12 exits in the past 12 months
 - 2 promotions
 - 1 relocation
 - 3 did not meet probation requirements
 - 6 personal
 - 1 resigned after maternity leave
 - 3 resigned stating poor job fit
 - 2 returned to prior employer

Historical Telecommunicator Turnover Data



Recruiting Challenges

- PST suspended testing during COVID
- No recruiters allowed at testing events
- COVID prevented alternate recruiting activities
- Tight labor market

Operational Considerations and Planning

- Challenges
 - OT fatigue
 - Morale
 - Exceeding OT budget
- Potential Mitigation Options
 - Minimum staffing (data driven decision-off peak activity hours)
 - Discretionary training eliminated
 - Reduction of service levels (data driven decision-off peak activity hours)

Mitigation Strategies Implemented

- Recruitment at PST
- Employee referral incentive campaign
- Passive recruiting
- Social media campaign
- National Testing Network
- Postings on several regional university and community college job boards
- Supporting 911 Program Office community outreach events



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 08/13/2021
Subject: 2022 Budget Development Update

Executive Summary:

NORCOM is presenting two 2022 budget scenarios for review, consideration, and input. Shield Force, Alpha Numeric Paging Update and Single CAD are major drivers in the 2022 budget development. Both scenarios NORCOM is presenting incorporate approval of the Shield Force project and a 300K transfer from rate stabilization to fund an alpha numeric paging system update. At this time, we do not have a recommendation for Single CAD so these scenarios represent maintaining status quo or migrating to Tyler CAD.

Overall, the two options represent rate increases of the following:

	2022 Budget Year	5 Year Cost of Ownership
Maintain two CAD Systems	6.8%	\$5,301,205
Migrate to Tyler CAD	4.8%	\$3,057,352

NORCOM will provide specific information related to the three projects in subsequent agenda items and a final agenda item for the 2022 budget decision.

Background:

During the July Governing Board Meeting, NORCOM Management provided the Finance Committee's input related to budgeting plans for capital projects and transfers. The Finance Committee recommends the Board approve a budget incorporating the Single CAD and Shield Force project and a transfer from rate stabilization to fund the Alpha Numeric Paging system.

Past Board or Other Related Actions:

The Board has received monthly updates on this project.

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

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

Staff Comments:

N/A

Options

Due to the complexity and consideration of the two fee scenarios, the Board may wish to:

- Vote, utilizing the most conservative fee model (assumes no single CAD).
- Delay the final approval of these 2022 Budget figures until the September 10, 2021 Governing Board Meeting at which time a final single CAD recommendation and Board decision will be made.

Risks

N/A

Finance Committee Review: No

The Finance Committee has reviewed this budget update and staffs request is consistent with the committee's direction.

Legal Review: No

NA

Joint Operations Board Review: No

NA



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 08/13/2021
Subject: Shield Force Law Enforcement Application

Executive Summary:

Shield Force is a mobile application which the Police Operations Board has requested for two years, but for various reasons, it did not previously reach the Board for a budgeting decision. Shield Force allows an officer to use their phone or tablet to perform many of the complex functions they currently utilize via Tyler Mobile in their vehicles. This functionality exists in a similar form at many law enforcement agencies across the nation. Several of NORCOM's police agencies have tested it successfully and are enthusiastic about its functionality. Shield Force would also increase officer safety as it allows for the GPS locating of an officer's assigned cell phone or tablet as opposed to our current limitation of locating only the officer's vehicle.

An additional benefit is financial. NORCOM currently contracts for individual mobile licenses with Tyler Technology, but over time staffing levels at our various agencies have grown significantly and we are currently exceeding the number of contracted Mobile licenses. If the Board approves this purchase, Shield Force would provide for an enterprise licensing arrangement that would negate the significant cost of a future individual mobile licensing accounting or "true-up."

The cost of purchasing Shield Force and taking advantage of the enterprise licensing structure which accompanies it is less expensive than the future cost of our individual license structure.

NORCOM and its partnering police agencies are asking that the Board approve the allocation of finances to purchase ShieldForce, a Tyler CAD module. NORCOM IT and police agency representatives have conducted a thorough review, test, and analysis of this module and recommends approval.

Background:

NORCOM's agencies participated in pilot program testing from February 2021 to April of 2021. The testing process was very successful, the functionality worked well and the officers were enthusiastic about the tools the application provided. No significant issues were identified.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM staff recommends receipt of this briefing, providing staff direction as warranted.

Staff Comments:

N/A

Options

Risks

Finance Committee Review: No

The Finance Committee is aware of this project and the associated funding request.

Legal Review: No

NA

Joint Operations Board Review: No

NA

Attachments

Shield Force PowerPoint

Capital Projects – Shield Force

ShieldForce is a mobile application that works on smartphones, laptops, tablets, and watches (Android & Apple devices), allowing Law Enforcement to mirror the core functionality of the Tyler mobile technology in their vehicles. It also increases officer safety through GPS accountability in the field.



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.”

Capital Projects – Shield Force

Benefits Include:

- Tracking an officer's location (GPS) when outside of a vehicle
- NCIC queries in the field
- The ability to scan a driver's license & run it from your phone
- Status changes & Mapping capabilities in the field
- Retrieval of a case number from your phone
- Adding call narrative to CAD when outside of a vehicle
- Two factor authentication
- Officers can self-dispatch to a call from a mobile device
- Allows for customization by administration for monitoring special or emergency events as well as daily activity from their phone
- Shield Force would be available to deploy by March of 2022

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.

During our testing there were no identified show stoppers and the officers were enthusiastic about these new tools.

Capital Projects – Shield Force

Financial Snapshot:

- Shield Force - With implementation, total expenses distributed in user fees decreases 2% (due to reduced licensing needs)
- Shield Force would allow for NORCOM to realize an Enterprise License, eliminating the need for true-up of licensing

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)



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 08/13/2021
Subject: Alphanumeric Paging Update

Executive Summary:

NORCOM currently utilizes the Snohomish County 911 paging infrastructure to deliver pages to our Fire customers. This system is failing and requires a costly upgrade. Snohomish County is ready to proceed with its upgrade, which will end NORCOM's access to the system in an estimated 12-18 months. Staff continues to explore alternative solutions to include a future partnership with the VALLEYCOM 911 and their alphanumeric paging system.

Staff seeks direction from the Governing Board.

Background:

Staff has previously updated the Governing Board regarding the deteriorating condition of the Snohomish County alphanumeric paging system infrastructure and the anticipated significant upgrade to the system for which no NORCOM funding currently exists.

Staff recently identified a possible alternative solution and as directed by the Finance Committee, has included the requisite \$300,000 funding within the proposed 2022 Capital Projects budget (this would be accomplished via a transfer from the Rate Stabilization fund). This solution was reliant on partial access to the Snohomish County system.

However, staff has recently learned that the new Snohomish 911 system upgrade configuration will negate NORCOM's ability to utilize our alternative solution.

While the upgrade is due to begin soon, Snohomish County 911 has signaled a willingness to request authority to delay their project to accommodate NORCOM's participation. NORCOM's portion of the project is estimated to be approximately \$700,000. Staff has not yet discussed possible terms of payment with Snohomish County 911.

Past Board or Other Related Actions:

Several years ago, the Governing Board discussed this project at length, including alternatives. It was decided that NORCOM would participate in the noted Snohomish County system upgrade, however, funding for this project was not developed.

Policy and Strategic Implications:

NORCOM's Fire agencies are partially reliant on call for service notifications via belt-worn pagers. Due to funding challenges, alternatives to joining Snohomish County continue to be explored, but no suitable alternatives have been identified thus far.

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends the Board consider the following:

Should the Governing Board determine that \$700,000 in project funding is not feasible, staff recommends Board approval of the 2022 Capital Projects budget, which includes a \$300,000 transfer from the Rate Stabilization Fund to the 2022 Capital Projects budget. This approval will provide for the establishment of a dedicated funding source for a future paging alternative.

Should the Board wish to fully fund and participate in Snohomish County's paging upgrade project, the Board may wish to direct staff to quickly engage in additional dialogue with Snohomish 911 to include the feasibility of re-payment terms over the course of 3 years.

Staff Comments:

Nothing additional

Options

- Approve the 2022 Capital Projects budget as well as an additional \$400,000, to participate in Snohomish County's paging upgrade project. Direct staff to engage Snohomish 911 regarding the feasibility of re-payment terms over the course of 3 years.
- Approve the 2022 Capital Projects budget, setting aside the requested \$300,000 as "seed money" to begin establishing funding for a future paging alternative.
- Not approve any Capital Project funding for Fire-Alphanumeric paging and direct staff to work with our Fire customers to continue pursuing alternatives.

Risks

Absent an identified solution, the ability to continue Fire paging will be at risk within 12-18 months.

Finance Committee Review: No

The Finance Committee has been apprised of the costs associated with a Fire-Alphanumeric Paging solution and has provided direction to staff.

Legal Review: No

NA

Joint Operations Board Review: No
NA

Fiscal Impact

Budgeted Y/N: n

Fiscal Year: several

Account (s):

Fiscal Note:

Fiscal Impact:

No funding currently exists for this project.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 08/13/2021
Subject: Single CAD

Executive Summary:

The work of the Single CAD project team is nearly complete. Their final written report has been given to the Zone 1 Fire OPS Chiefs. The Fire OPS Chiefs are having a special meeting on August 19, 2021, to review the report and solidify their input to the Fire Chiefs. At Monday's Fire Chief's meeting, the Chief's determined they would be able to receive the Fire OPS Chiefs' input and make their own recommendation on this project via email.

Background:

The project team has worked since April to identify and test requirements, review prior work, adjust the graphical user interface, improve mapping details, and deliver a detailed final report that gives insight to stakeholders.

The Fire customer testing of the Tyler product has included many scenarios with varied complexity, call types and geographical locations. To date, no significant concerns have been identified by the Fire test group.

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:

While the final report and stakeholder input hasn't been solidified in time for this month's Governing Board meeting, we hope these last tasks will be complete soon and a final report and presentation will be made at the September 10th, 2021, Board meeting.

Options

Risks

Finance Committee Review: No

The Finance Committee has provided direction to staff. This direction is incorporated into staff recommendations.

Legal Review: No

NA

Joint Operations Board Review: No

NA

Attachments

Single CAD Project Status Update

Project Status Report – Single CAD

Submitted by – Katy Myers

Reporting period – start date: 7/1/2021 end date: 7/31/2021



General Overview:

July was a busy testing month with nine testing sessions completed among seven different departments. To date we have not received any red flag feedback or noted any significant errors or issues. Each of our fire reps had time off scheduled in July, but they were instrumental in orchestrating some of the testing sessions that occurred while they were unavailable. NORCOM staff began drafting the final report using the original project charter documents as a good starting point.

Key Activities / Major Deliverables since last reporting period:

- Received written response from Roseville Fire Department for a reference check
- Significant work was done for testing in July. Testing Details:

Agency	Small Scale Round 1	Small Scale Round 2	Response Plan Testing
Kirkland Fire	5/21/2021	6/14/2021	7/29/2021
Bothell Fire	7/2/2021		
Redmond Fire	7/23/2021		7/7/2021
East Side Fire & Rescue	7/8/2021, 0800	7/19/2021, 0900	
North Shore FD	7/13/2021, 0900		
Woodinville F&R	7/12/2021, 1300		
Bellevue FD			7/22/2021

Key Activities / Major Deliverables not completed as scheduled:

- None

Key Activities / Major Deliverables for next reporting period:

- Get all data analysts connected and reviewing databased, receive input for final report
- Complete final project report

Additional Comments / Notes:

- If the decision is to approve moving forward with the migration to Tyler project. Estimated key dates:
 - September 2021 – sign quote and begin project planning
 - October 2021 – complete driveway changes on the map
 - November 2021 – begin interface work
 - November through December 2021 – configuration & testing
 - January through April 2022 – testing, reconfigurations, 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: 08/13/2021
Subject: 2022 Budget Decision

Executive Summary:

The NORCOM Interlocal Agreement requires the Governing Board to approve a 2022 no later than by August 30, 2021. Thereafter and in no event later than September 5, agencies shall be advised of the required financial participation for the following year.

NORCOM is presenting two 2022 budget scenarios for review, consideration, and input. Without a final recommendation from the Fire Chiefs, NORCOM Management is presenting two 2022 budget scenarios for consideration. The first is the most conservative scenario- incorporating the costs of maintaining two CAD systems and a second that represents the budget if NORCOM migrates to Tyler CAD.

Overall, the two options represent rate increases of the following:

	2022 Budget Year	5 Year Cost of Ownership
Maintain two CAD Systems	6.8%	\$5,301,205
Migrate to Tyler CAD	4.8%	\$3,057,352

Background:

During the July Governing Board Meeting, NORCOM Management provided the Finance Committee's input related to budgeting plans for capital projects and transfers. The last significant factor impacting budget development is the final decision for migration to a Single CAD. The Zone 1 Fire Chiefs will receive input from the Zone One Fire Operations Chiefs following a special meeting scheduled on August 19, 2021. NORCOM anticipates the Fire Chiefs will provide guidance to the board on migrating to the Tyler CAD system prior to the September 10, 2021, Governing Board meeting.

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 impacts of pending capital projects and recommends the Board receive this update and provide feedback and direction as desired.

Staff Comments:

As an alternative, and to allow additional time so NORCOM can present the board with the most accurate fees for 2022, the board can delay the final approval of the 2022 Budget figures until the September 10, 2021, Governing Board Meeting. This assumes the decision to migrate to Tyler CAD will be made during that meeting.

NORCOM has completed updates and calculations to the user fee schedule in accordance with the user fee policies and is prepared to provide updated figures upon final budget approval.

Options

N/A

Risks

If the board approves the second budget option, which assumes a migration to Tyler, but then doesn't approve the project, the operating fund may be depleted in 2022 and the use of reserves may be necessary to balance the budget.

If the board approves the conservative budget, which maintains two CAD system, and then approves migrating to Tyler, there may be an operating fund balance at the end of 2022. If this occurs, the Governing Board will provide guidance on what to do with the balance during the end of the year reconciliation.

Finance Committee Review: Yes

The Finance Committee has provided direction to staff.

Legal Review: No

NA

Joint Operations Board Review: No

NA

Attachments

2022 Budget Scenarios

NORCOM									
2022 Budget Functional Distribution by Agency									
	2022	2023							
Personnel Expenditures	11,015,117	11,263,754							
Operational Expenditures	2,751,471	2,820,668							
Total Operating Expenses	13,766,588	14,084,422							
Plus:									
Capital Purchases	-								
Transfers Out	250,000	250,000							
Minus:									
Prior Year Fund Balance	-								
Miscellaneous Revenues	296,000	310,000							
Operating Transfers In	1,166,691	1,033,897							
Distribution to Agencies	12,553,897	12,990,525							
					2021	2022	2023	2021/2022	Percent
2021 User Fees - Budget Cost	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	Total	Total	Total	Increase/ (Decrease)	Change
Bellevue Police	1,233,818	771,498		1,782,178	3,599,869	3,787,494	3,919,224	187,625	5.2%
Clyde Hill Police	37,277	4,776		53,844	85,025	95,897	99,233	10,872	12.8%
Kirkland Police	887,127	361,005		1,281,404	2,327,825	2,529,536	2,617,514	201,712	8.7%
Medina Police	25,558	2,919		36,918	58,902	65,395	67,669	6,493	11.0%
Mercer Island Police	203,520	43,782		293,973	539,114	541,276	560,102	2,162	0.4%
Normandy Park Police	42,486	30,913		61,369	123,831	134,768	139,455	10,938	8.8%
Total Police	2,429,787	1,214,893	-	3,509,686	6,734,565	7,154,366	7,403,197	419,801	6.2%
Bellevue Fire			906,819	515,644	1,309,412	1,422,462	1,471,936	113,050	8.6%
Bothell Fire			293,253	166,752	414,726	460,005	476,004	45,279	10.9%
Duvall Fire			46,646	26,524	66,309	73,170	75,715	6,861	10.3%
Eastside Fire and Rescue			474,355	269,732	684,986	744,087	769,967	59,101	8.6%
Fall City Fire			21,870	12,436	33,859	34,306	35,499	447	1.3%
Kirkland Fire			361,716	205,682	532,343	567,398	587,132	35,055	6.6%
Mercer Island Fire			114,594	65,161	165,920	179,755	186,007	13,835	8.3%
Northshore Fire			135,236	76,899	196,608	212,135	219,513	15,526	7.9%
Redmond Fire			415,097	236,036	625,724	651,133	673,780	25,409	4.1%
Shoreline Fire			479,004	272,375	696,075	751,379	777,512	55,304	7.9%
Skykomish Fire			13,101	7,450	19,136	20,551	21,265	1,414	7.4%
Snoqualmie Pass Fire			15,135	8,606	29,409	23,741	24,567	(5,668)	-19.3%
Snoqualmie Fire			35,262	20,051	52,235	55,312	57,236	3,078	5.9%
Woodinville Fire			130,112	73,985	192,807	204,097	211,195	11,290	5.9%
Total Fire	-	-	3,442,198	1,957,334	5,019,550	5,399,531	5,587,328	379,982	7.6%
Agency Total	2,429,787	1,214,893	3,442,198	5,467,020	11,754,115	12,553,897	12,990,525	799,782	6.8%

- Decision items
- Maintain two CAD systems,
 - Implement Shield Force,
 - Fund \$300k Alpha Numeric Maintenance via Rate Stabilization Fund

NORCOM									
2022 Budget Functional Distribution by Agency									
	2022	2023							
Personnel Expenditures	11,015,117	11,263,754							
Operational Expenditures	2,521,515	2,570,734							
Total Operating Expenses	13,536,632	13,834,488							
Plus:									
Capital Purchases	-								
Transfers Out	250,000	200,000							
Minus:									
Prior Year Fund Balance	-								
Miscellaneous Revenues	296,000	310,000							
Operating Transfers In	1,166,691	1,033,897							
Distribution to Agencies	12,323,941	12,690,591							
			2021/2022						
					2021	2022	2023	Increase/ (Decrease)	Percent Change
2021 User Fees - Budget Cost	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	Total	Total	Total		
Bellevue Police	1,211,217	757,366		1,749,533	3,599,869	3,718,116	3,828,734	118,247	3.3%
Clyde Hill Police	36,594	4,689		52,858	85,025	94,141	96,942	9,115	10.7%
Kirkland Police	870,877	354,392		1,257,932	2,327,825	2,483,201	2,557,079	155,377	6.7%
Medina Police	25,090	2,865		36,241	58,902	64,197	66,107	5,295	9.0%
Mercer Island Police	199,792	42,980		288,588	539,114	531,361	547,170	(7,753)	-1.4%
Normandy Park Police	41,708	30,347		60,245	123,831	132,300	136,236	8,469	6.8%
Total Police	2,385,279	1,192,639	-	3,445,397	6,734,565	7,023,316	7,232,267	288,751	4.3%
Bellevue Fire			890,208	506,198	1,309,412	1,396,406	1,437,951	86,994	6.6%
Bothell Fire			287,881	163,698	414,726	451,579	465,014	36,852	8.9%
Duvall Fire			45,791	26,038	66,309	71,830	73,967	5,521	8.3%
Eastside Fire and Rescue			465,666	264,791	684,986	730,457	752,189	45,471	6.6%
Fall City Fire			21,470	12,208	33,859	33,678	34,680	(181)	-0.5%
Kirkland Fire			355,090	201,915	532,343	557,005	573,576	24,662	4.6%
Mercer Island Fire			112,495	63,968	165,920	176,462	181,712	10,542	6.4%
Northshore Fire			132,759	75,490	196,608	208,249	214,444	11,640	5.9%
Redmond Fire			407,493	231,713	625,724	639,206	658,223	13,482	2.2%
Shoreline Fire			470,230	267,386	696,075	737,616	759,561	41,541	6.0%
Skykomish Fire			12,861	7,313	19,136	20,174	20,774	1,038	5.4%
Snoqualmie Pass Fire			14,858	8,448	29,409	23,306	23,999	(6,103)	-20.8%
Snoqualmie Fire			34,616	19,684	52,235	54,299	55,915	2,064	4.0%
Woodinville Fire			127,728	72,630	192,807	200,358	206,319	7,551	3.9%
Total Fire	-	-	3,379,145	1,921,480	5,019,550	5,300,625	5,458,324	281,076	5.6%
Agency Total	2,385,279	1,192,639	3,379,145	5,366,878	11,754,115	12,323,941	12,690,591	569,826	4.8%

Decision items:

- Migrate to Single CAD,
- Implement Shield Force,
- Fund \$300k Alpha Numeric Maintenance via Rate Stabilization Fund



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 08/13/2021
Subject: Information Technology Newsletter

Executive Summary:

The August 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

August IT Updates



Information Technology Updates

From: Katy Myers, DDofA

August 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

ESPCA

Interference issues have caused multiple instances when users and NORCOM couldn't use a talkgroup. Mark Hagreen continues to work with Day Wireless and King County radio shop to find and address the issues.

Snoqualmie Pass Fire & Rescue

Project delayed due to loss of radio expert at Kittcom.

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

- Regional map enhancements deployed to live
- Testing various updates
- Working with ValleyCom to add narratives

Other Notable Work

- First Due Size Up –received approval to deploy service to production.

Projects

Redmond Back-Up Center

Waiting for signed contracts from vendors.

Disaster Recovery Site

Last hardware installed. Routers configured and programming firewall. 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: 12 surveys returned

- Better than expected – 24
- As expected – 23
- Worse than expected –
- No response - 1

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
July '21	213	210	1

Important Upcoming Dates

Bellevue Fire Alarm Testing 8/21/2021, NORCOM Operations moving to Redmond.