



AGENDA

NORCOM Governing Board
September 10, 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 August 13, 2021
 - B. Monthly Budget to Actual Summary and AP Reports August
5. For Briefing to Board
 - A. Pulse Point Update
6. For Board Decision
 - A. Single CAD Project Approval
 - B. 2022 Budget Development Update -
Resolution 195 - Approving the 2022 Budget for Distribution to Participating Agencies
7. Information Technology & Operations Department Newsletters
8. Adjournment

The next Governing Board meeting is scheduled for October 8, 2021.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/10/2021
Subject: Governing Board Meeting Minutes August 13, 2021

Executive Summary:

The August 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:

None

Options

Risks

Finance Committee Review: Yes

Legal Review: No

Joint Operations Board Review: No

Attachments

Governing Board Minutes 081321



MEMBERS

Bruce Kroon	City of Bothell
Kyle Kolling	City of Clyde Hill
Tracey Dunlap	City of Kirkland (Vice-Chair)
Jeff Sass	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
Ben Lane	Eastside Fire & Rescue
Brian Culp	Fire District 27
Doug McDonald	Northshore Fire Department
Adrian Sheppard	Redmond Fire Department
Doug McDonald	Woodinville Fire & Rescue
Michael Olson	City of Kirkland (Board Treasurer)

ABSENT

Nathan McCommon	City of Bellevue
Jeff Clark	Eastside Fire & Rescue (Chair)
Jay Wiseman	Snoqualmie Pass Fire
Matt Cowan	Shoreline Fire Department
James Knisley	Skykomish Fire District #50

VISITORS

David Mendel	PSERN
Paul Davidson	City of Bellevue
Marissa Flynn	City of Redmond

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
Cory James	Fire Liaison
Deanna Gregory	Pacifica Law Group
Brittney Rhodes	Public Records Specialist
Maggie Johanson	Administrative Assistant



- **Call to Order**

Deputy City Manager Tracey Dunlap, Governing Board Vice-Chair, called the Governing Board meeting to order at 9:01 a.m. The meeting was posted publicly and held via video conference due to the COVID pandemic restrictions.

- **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.

- **Open Communications from the Public**

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

- **Consent Agenda**

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

There was no discussion on any consent agenda items.

Chief Yourkoski made a motion to approve the Consent Agenda. Chief Kroon seconded the motion.

Motion carried.

- **For Board Briefing**

- **Governing Board meetings at Kirkland Police Department**

In the past NORCOM's Governing Board Meetings were held at the Kirkland Police Department in the Totem Lake room due to room space and parking availability. Since COVID and the closure of the Kirkland Police Department to the public, we have been holding the meetings virtually from NORCOM. We had hoped to resume in-person meetings in September 2021 at the Kirkland Police Department however, Director Hamilton was recently notified that the Kirkland Police Department would not reopen until at least October. We will continue to have our meetings virtually until the Kirkland Police Department opens to the public, at which time we will resume in-person/hybrid meetings.



- **Emerging Staffing Challenge**

NORCOM, along with many other PSAP's are experiencing staffing issues. Director Hamilton stated we are focusing on keeping staff morale high and recruiting strategies. Human Resource Manager Cayton said we are working on strategies to find qualified applicants. Currently, we have 55 of our 62 positions filled. She discussed some of the recruiting challenges NORCOM has faced due to COVID such as the inability to recruit at testing events or offer sit-alongs. In addition, low staffing creates several challenges including overtime fatigue, a decline in morale, and exceeding the overtime budget. A few ideas to offset these challenges are reducing minimum staffing during time periods with low call volume, and eliminating discretionary training. The current recruiting strategies being implemented are sending Telecommunicators to PST testing sites, a new employee referral incentive program, a social media campaign, utilizing National Testing Network (NTN) to increase the candidate pool, posting on job boards at several universities, and participating in 911 program office community outreach events. Chief Holmes asked if the challenge is with recruiting only or also with retention and voiced support for exploring these issues. He also asked how our compensation package compares to other PSAP's. Director Hamilton stated we are just entering into negotiations for the NORCOM Associated Guild Contract, looking at comps and creative ways to keep morale high. He said that only two employees have gone to other PSAP's.

- **For Board Decision**

- **2022 Budget Development Update**

Director Hamilton introduced the topic of the 2022 Budget Development and explained there are several major drivers in the development of this budget including Shield Force, Alphanumeric Paging & Single CAD.

- **Shield Force Law Enforcement Application**

Director Hamilton stated that the cost to purchase Shield Force and obtain an Enterprise License would be less expensive than the current amount if we paid the amount of the individual licenses. Law Enforcement Liaison Henshaw explained it is a deployable option for officers and provides benefits to safety in the field. NORCOM's pilot program ran from February 2021 to April 2021. The pilot program testing included four police agencies with 13 officers at all levels of patrol and administration. Director Hamilton explained this product mirrors applications in cars being able to access data from all mobile devices and that it is used in various forms across the United States. Mr. Davidson, City of Bellevue, asked if there is a similar product on the fire side. Director Hamilton stated Crew Force is the fire version. Mr. Davidson asked if we purchase Tyler will it be compatible with PSERN? Deputy Director Myers explained that Crew Force is not a part of the proposal to move to a Single CAD at this time. Deputy City Manager Dunlap stated if we go to a Single CAD we should also evaluate the Fire mobile piece. Deputy Director Myers commented that if we move to Tyler we can begin to look at Crew Force, we would then not have to have a MDC in the field.



○ **Alphanumeric Paging Update**

Director Hamilton introduced the topic of Alphanumeric Paging. NORCOM currently utilizes the Snohomish County 911 paging system, this system is deteriorating and needs to be upgraded which is a very costly venture. The new system will negate NORCOM's ability to utilize the alternate solution which was discussed several years ago but relied on Snohomish County's system configuration. Snohomish County is ready to proceed with the upgrade which means in 12 -18 months NORCOM's access to the system will end. Snohomish County has expressed a willingness to delay their project to accommodate NORCOM's participation. NORCOM's portion of the project is estimated to be \$700,000 however there is no funding allocated for this project. NORCOM is exploring alternatives to include a partnership with Valley Com this cost is not yet determined. NORCOM's finance committee is recommending a transfer of \$300,000 from the Rate Stabilization Fund to the Capital Project Fund to create a paging funding source.

○ **Single CAD**

The Single CAD project team completed their work and delivered the information to Zone 1 Fire Chiefs to review and provide input regarding moving to a Single CAD system. There is not a decision from the Fire Chiefs at this time. We are hoping to have a decision at the September Governing Board meeting. Chief McDonald mentioned that there is a special Fire Chief's meeting on August 19, 2021. He will send out the documents today and hopes to have direction and a recommendation following this meeting.

○ **2022 Budget Decision – Resolution 194**

Resolution 194 approves the preliminary 2022 Operating Budget for distribution to participating agencies. The Board may choose to approve Resolution 194 or defer it until September. Finance Manager Ryerson presented two 2022 Budget Functional Distribution scenarios based on which direction we decide to proceed. Deputy City Manager Dunlap asked if this is approved can it then be revised? It was confirmed that yes, it can be revised.

Chief Holmes made a motion to approve Resolution 194. Chief Kroon seconded the motion.

Motion carried.



- o **Additional Information**

Director Hamilton advised the Board that Issaquah dispatch has moved to Redmond dispatch due to staffing challenges, and Issaquah Police Department has contacted NORCOM regarding joining NORCOM for dispatch services. No other formal steps have been taken and no commitments have been made. Should this interest continue or formalize, a detailed presentation will be provided to the Board.

- o **Department Reports**

- **August Information Technology Updates Newsletter**

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

- o **Adjournment**

Chief Holmes motioned to adjourn the meeting, Chief Yourkoski seconded the motion.

Motion carried.

The meeting adjourned at 09:41.

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

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/10/2021
Subject: Monthly Budget to Actual Summary and AP Reports August

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:

NOTE: The information presented is through August 30th due to the timing of the Finance Committee meeting.

Options

Risks

Finance Committee Review: Yes

Legal Review: No

Joint Operations Board Review: No

Attachments

Monthly Budget to Actuals Summary and AP Reports August

501- Operating

for Period Ending August 30, 2021

	2021 Budget	August Activity	2021 Collected to Date	% collected
Agency Revenue	11,754,115	-	\$ 8,815,586	75%
Agency Reimbursements	200,918	13,472	\$ 70,074	35%
Grants/Intergovernmental/Interest	350,000	803	\$ 107,324	31%
Total	12,305,033	14,275	8,992,983	73%
Transfers In	1,116,691	-	\$ 439,797	39%
Revenues + Transfers	13,421,724	14,275.05	9,432,781	70%

Expenses

	2021 Budget	August Activity	2021 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,638,542	\$ 533,602	\$ 4,599,892	60%	3,038,650
Salaries & Wages - Overtime	167,586	\$ 34,781	\$ 197,264	118%	(29,678)
Professional Reimbursements	4,200	\$ 323	\$ 2,682	64%	1,518
Medical	1,119,908	\$ 87,912	\$ 731,835	65%	388,073
Dental	96,868	\$ 7,463	\$ 62,117	64%	34,751
Vision	12,850	\$ 987	\$ 8,240	64%	4,610
Long-Term Care	6,600	\$ 456	\$ 3,823	58%	2,777
Medicare	113,434	\$ 7,626	\$ 64,422	57%	49,012
MEBT	480,243	\$ 35,361	\$ 298,301	62%	181,942
PERS	1,005,972	\$ 57,723	\$ 582,933	58%	423,039
Washington FMLA	16,302	\$ 837	\$ 7,060	43%	9,242
Unemployment	79,288	\$ 3,577	\$ 54,284	68%	25,004
Workers Comp	12,447	\$ 1,189	\$ 10,124	81%	2,323
Total Personnel	10,754,239	771,836	\$ 6,622,976	62%	4,131,263
Advertising	10,000	\$ 374	\$ 656	7%	9,344
Bank Fees	50	\$ -	\$ 155	310%	(105)
Cellular,Pager & Radio Svcs	50,588	\$ 3,770	\$ 24,130	48%	26,458
Computer Hardware-Non Capital	10,100	\$ -	\$ 2,802	28%	7,298
Consumable Goods	5,830	\$ 377	\$ 4,008	69%	1,822
Dues & Memberships	11,110	\$ 50	\$ 9,732	88%	1,378
Equipment Leases	19,500	\$ 105	\$ 12,311	63%	7,189
Facility Lease	670,456	\$ 44,760	\$ 445,132	66%	225,324
Financial Audit	23,000	\$ -	\$ 52,032	226%	(29,032)
Hosted Services	118,123	\$ 4,574	\$ 62,268	53%	55,855
HR Services	65,500	\$ -	\$ 30,921	47%	34,579
Insurance	80,000	\$ -	\$ 77,185	96%	2,815
Legal Services	140,000	\$ 5,088	\$ 117,317	84%	22,683
Local Travel/Training/ Mileage	6,450	\$ 73	\$ 1,192	18%	5,258
Network Service	21,142	\$ 2,337	\$ 17,159	81%	3,983
Office Furniture	7,750	\$ -	\$ -	0%	7,750
Office Supplies	7,600	\$ 174	\$ 1,636	22%	5,964
Operating Supplies	2,350	\$ 131	\$ 2,185	93%	165
Parking Lease	82,800	\$ 2,700	\$ 32,550	39%	50,250
Payroll Services	29,700	\$ 9	\$ 17,546	59%	12,154
Postage	1,000	\$ 55	\$ 323	32%	677
Printing	1,100	\$ -	\$ 39	4%	1,061
Professional Services	31,440	\$ 127	\$ 9,944	32%	21,496
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	\$ 22,609	\$ 578,351	64%	329,094
Radio Site Lease	50,657	\$ 1,867	\$ 7,722	15%	42,936
Recruitment Supplies	2,000	\$ 97	\$ 551	28%	1,449
Small Tools & Minor Equipment	14,750	\$ -	\$ 4,611	31%	10,139
Software/Licensing	93,004	\$ -	\$ 635	1%	92,369
Telephone Services	46,100	\$ 2,570	\$ 28,959	63%	17,141
Training/Conf Registrations	3,000	\$ -	\$ 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	91,846	\$ 1,546,515	57%	1,170,970
GRAND TOTAL	13,471,724	863,682	\$ 8,169,491	61%	5,302,232

502- Capital Projects

	2021 Budget	August Activity	2021 Spending to Date	% used	Remaining Balance
R&M - Software Maintenance	340,669	\$ -	\$ 67,964	20%	272,705
	340,669	-	67,964	20%	272,705

503- Equipment Replacement:

	2021 Budget	August 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	August Activity	Collected to Date	% collected
E-911 Escrow	1,166,691	-	\$ 583,346	50%
Investment Interest	-	-	\$ 1,535	
	1,166,691	-	\$ 584,881	50%
Expenditures:	2021 Budget	August Activity	2021 Spending to Date	% used
Transfers Out	1,116,691	\$ -	\$ 428,000	38%

NORCOM Financial Summary

for Period Ending August 30, 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	\$ 177,397	32.20%
Transfers In	1,166,691	439,797	37.70%
Revenue Collected	13,471,724	9,432,781	70.02%
Total Resources	13,471,724	9,432,781	
	August Activity		
Personnel Expenditures	10,754,239	\$ 6,622,976	61.58%
Operating Expenditures	2,667,485	\$ 1,546,515	57.98%
Transfers Out	50,000	\$ -	0.00%
Total Expenditures	13,471,724	8,169,491	60.64%
Available Fund Balance	\$0	\$1,263,289.38	
<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	\$ 67,964	19.95%
Transfers Out	-	\$ -	0.00%
Total Expenditures	340,669	67,964	19.95%
Available Fund Balance	\$297,485	\$570,190	
<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	\$ 584,881	52.38%
Investment Interest	-	1,535	0.00%
Revenue Collected	1,116,691	586,415	52.51%
Total Resources	1,200,062	669,786	
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	\$241,786	
<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 AUGUST 1, 2021 THROUGH AUGUST 30, 2021

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$731,590.46

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: 8/29/2021 9:01 PM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
19336	11 39752 39997	CITY OF BELLEVUE Monthly Rent Bellevue CH - Aug Monthly Parking Spaces - Aug	08/06/2021	44,759.83 1,834.27
Total for Check Number 19336:				46,594.10
19337	15 3480	CITY OF REDMOND FINANCE DEPT Hartman Park Radio Site Lease	08/06/2021	1,301.30
Total for Check Number 19337:				1,301.30
19338	447 323508	FIRST CHOICE COFFEE SERVICES Ice Machine	08/06/2021	104.60
Total for Check Number 19338:				104.60
19339	657 2794796 2794797 2794798 2794799 2794800 2794804 2794805 2794806	FOSTER GARVEY RAADAR RAADAR- Method and System for an Integrated RAADAR – Method and System for Inter and In RAADAR – IP Infringement Investigation 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	08/06/2021	126.00 276.50 45.50 2,278.50 661.25 1,080.25 161.00 458.50
Total for Check Number 19339:				5,087.50
19340	675 073021	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contr PE 07/30/21	08/06/2021	3,702.89
Total for Check Number 19340:				3,702.89
19341	666 21-224	RAYMOND POLYGRAPH SERVICES Polygraph Examination	08/06/2021	325.00
Total for Check Number 19341:				325.00
19342	292 8182407813	SHRED-IT USA INC Shredding Service	08/06/2021	127.30
Total for Check Number 19342:				127.30
19343	364 07272021	AT&T Cell Phone Service - Acct # 287291727817	08/06/2021	131.82
Total for Check Number 19343:				131.82
19344	710 10551363	BANDWIDTH INC Phone Service	08/06/2021	604.26

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 19344:	604.26
19345	210 072021	CENTURYLINK Radio Site Connection Charge – Snoqualmie EU	08/06/2021	173.27
			Total for Check Number 19345:	173.27
19346	9 234847783	CENTURYLINK Telephone Service - Acct # 79965571	08/06/2021	157.39
			Total for Check Number 19346:	157.39
19347	11 39996	CITY OF BELLEVUE Fiber Usage Rental Fee - Aug	08/06/2021	477.00
			Total for Check Number 19347:	477.00
19348	324 56538-1	CRISTA MINISTRIES Crista Radio Site Lease - Aug	08/06/2021	565.69
			Total for Check Number 19348:	565.69
19349	65 847357399-151	SPRINT Wireless Service	08/06/2021	62.41
			Total for Check Number 19349:	62.41
19350	366 072921	T MOBILE Test Cell Phone Service- Acct # 947208760	08/06/2021	36.60
			Total for Check Number 19350:	36.60
19351	79 9883968123	VERIZON WIRELESS Cell Phone Service	08/06/2021	1,557.52
			Total for Check Number 19351:	1,557.52
19352	692 072621	ZIPLY FIBER Phone Service - Acct # 425-869-6730-031021-5	08/06/2021	595.43
			Total for Check Number 19352:	595.43
			Total for 8/6/2021:	61,604.08
ACH	133 JULY2021 JULY2021_COMP	DEPT OF RETIREMENT SYSTEMS PERS Contributions PERS Contributions	08/13/2021	104,377.46 9.65
			Total for this ACH Check for Vendor 133:	104,387.11
ACH	120 081321 081321 081321 081321 081321	ADP Net Pay Federal Taxes Payable Medicare Taxes Payable ESD Taxes Payable FMLA Taxes Payable	08/13/2021	200,534.11 30,818.92 7,619.96 1,936.73 1,139.92
			Total for this ACH Check for Vendor 120:	242,049.64

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for 8/13/2021:				346,436.75
ACH	120 081321	ADP PPE Payroll Processing Fee	08/20/2021	8.95
Total for this ACH Check for Vendor 120:				8.95
ACH	131 080121 080821	HEALTH EQUITY HSA Admin Fee PPE HSA Contributions Payable	08/20/2021	59.25 1,352.56
Total for this ACH Check for Vendor 131:				1,411.81
ACH	132 080821	WILMINGTON TRUST PPE MEBT Contributions Payable	08/20/2021	34,664.16
Total for this ACH Check for Vendor 132:				34,664.16
19353	675 081321	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contr PPE 8/13/21	08/20/2021	3,731.43
Total for Check Number 19353:				3,731.43
19354	569 080121	NORCOM ASSOCIATED GUILD NAG Dues - Aug 2021	08/20/2021	1,961.00
Total for Check Number 19354:				1,961.00
19355	673 080121	PUBLIC SAFETY EMPLOYEES UNION PSEU Dues - Aug 2021	08/20/2021	509.62
Total for Check Number 19355:				509.62
19356	714 1601	PUBLIC SAFETY PSYCHOLOGICAL SE Psychological Evaluation	08/20/2021	400.00
Total for Check Number 19356:				400.00
19357	256 2021-491	PUBLIC SAFETY TESTING INC Agency Add-On Authorization Form - July	08/20/2021	90.00
Total for Check Number 19357:				90.00
19358	666 21-224	RAYMOND POLYGRAPH SERVICES Polygraph Examination	08/20/2021	325.00
Total for Check Number 19358:				325.00
19359	75 071521 071521 072621 072821 097371 097371 13574354-071421 16317183 2004216 2752217 3168 4372200	US BANK CORPORATE PAYMENT SYS Office Supplies- Cable- Amazon Office Supplies- Ballpoint Pen- Amazon Operation Supplies- Cleaning/Kitchen Supplies- Postage - stamps - USPS Consumable Goods - Coffee Creamer- Costco Operation Supplies- Covid Cleaning Supplies- C Consumable Goods - Water Delivery Parking Lease 700 Building - ABM Parking Office Supplies - Name Card Holder- Amazon Office Supplies - Ballpoint Pen- Amazon - Refu Recruitment Supplies Operation Supplies- Cleaning/kitchen supplies-	08/20/2021	9.44 17.15 4.81 55.00 137.98 52.52 239.24 2,700.00 17.60 -6.04 7.99 13.17

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	4372200	Office Supplies – Sticky Notes– Amazon		12.74
	6757048	Operation Supplies- Cleaning/Kitchen Supplies–		17.38
	6757048	Recruitment Supplies-Plastic Bags– Amazon		38.74
	8324229	Office Supplies- Portable Heater– Amazon		71.54
	8340222	Office Supplies- Gloves– Amazon		21.99
	8340222	Office Supplies- Wipes & Soap– Amazon		43.55
	881414	Recruitment Supplies – Gift Card		50.00
	922	LEIRA Membership fee - BRhodes		50.00
	9834900133	Office Supplies- Wall Calendar– Staples		29.17
Total for Check Number 19359:				3,583.97
Total for 8/20/2021:				46,685.94
19361	3 07282021	AT&T MOBILITY Cell Phone Service - Acct # 287015346980	08/26/2021	239.94
Total for Check Number 19361:				239.94
19362	8 081621	CENTURYLINK Telephone Service - Acct # 206-Z10-0077 356B	08/26/2021	705.01
Total for Check Number 19362:				705.01
19363	609 4624	DESTINY SOFTWARE AgendaQuicl Hosted Services 9/1/21 - 8/31/22	08/26/2021	4,573.80
Total for Check Number 19363:				4,573.80
19364	28 10507	EPSCA Monthly Radio Access Fees – AUG2021	08/26/2021	920.01
Total for Check Number 19364:				920.01
19365	565 081621	GLOBALSTAR Orbit Network Services	08/26/2021	116.82
Total for Check Number 19365:				116.82
19366	252 11010369	KING COUNTY FINANCE KCIT NET	08/26/2021	1,860.00
Total for Check Number 19366:				1,860.00
19367	557 10279205	LANGUAGE LINE SERVICES Over-the-Phone Interpretation	08/26/2021	957.39
Total for Check Number 19367:				957.39
19368	167 072921	MELISSA VIETH Public Safety Communications Training	08/26/2021	73.47
Total for Check Number 19368:				73.47
19369	692 072821	ZIPLY FIBER Phone Service - Acct # 425-867-1144-021611-5	08/26/2021	82.15
Total for Check Number 19369:				82.15
Total for 8/26/2021:				9,528.59

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	120	ADP	08/27/2021	
	082721	ESD Taxes Payable		1,640.74
	082721	Net Pay		203,417.12
	082721	Medicare Taxes Payable		7,632.65
	082721	Federal Taxes Payable		30,894.15
	082721	FMLA Taxes Payable		1,141.44
Total for this ACH Check for Vendor 120:				244,726.10
19360	237	DECCAN INTERNATIONAL	08/27/2021	
	3091	LiveMUM - Annual Maintenance		22,609.00
Total for Check Number 19360:				22,609.00
Total for 8/27/2021:				267,335.10
Report Total (40 checks):				731,590.46



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/10/2021
Subject: Pulse Point Update

Executive Summary:

Staff wishes to brief the Governing Board regarding the mobile application, PulsePoint. No decision is required from the Board.

PulsePoint Respond is an application that notifies subscribers of a CPR need in their area, allowing them the opportunity to provide life-saving assistance in advance of the arrival of emergency responders. The application can also direct these potential rescuers to the location of the closest Automated External Defibrillator (AED). The application is also capable of notifying subscribers of other emergencies.

Should the Board direct staff to further pursue this product, staff will seek funding via a one-year implementation grant from the Medic One Foundation.

Total estimated first year costs: \$55,500 Total estimated annual costs: \$18,000

Background:

NORCOM's Fire customers have requested that staff research the feasibility of implementing PulsePoint. The Governing Board explored this product and partnership in 2016 and did not proceed after identifying concerns. Staff has researched previous Board concerns and wishes to provide an update.

There are currently ten 911 Communications Centers in Washington that have implemented PulsePoint. These include Seattle Fire, the South King County Fire agencies served by Valley Communications as well as the Fire agencies served by Snohomish 911.

Past Board or Other Related Actions:

NA

Policy and Strategic Implications:

Should the Board direct NORCOM to pursue this product, the estimated implementation time (to include testing) is 120-150 days from the execution of a contract.

NORCOM Staff Recommendation:

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

Staff Comments:

NA

Options

NA

Risks

NA

Finance Committee Review: Yes

NA

Legal Review: No

NA

Joint Operations Board Review: No

NA

Fiscal Impact

Budgeted Y/N: N

Fiscal Year: 2022

Account (s):

Fiscal Note:

Fiscal Impact:

Should the Board direct staff to pursue this product, staff will seek funding via a one-year implementation grant from The Medic One Foundation.

Attachments

Pulse Point

PulsePoint

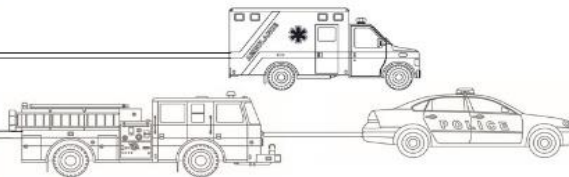
Pulse Point

- *PulsePoint Respond* is a mobile application which empowers the community to provide life-saving assistance to victims of cardiac arrest.
- Subscribers can be notified if someone nearby is having a cardiac emergency and may require CPR.
- If the cardiac emergency is in a public place, the app will alert subscribers in the area; simultaneous with the dispatch of advanced medical care.
- The application can also direct these potential rescuers to the location of the closest Automated External Defibrillator (AED).

Pulse Point Respond

- The *Pulse Point Respond* app, which interfaces with the PSAP, will send notifications to users only if the victim is in a public place and only to users that are in the immediate vicinity of the emergency.
- In February 2017, PulsePoint introduced a professional version called *Verified Responder* that also alerts in residential/private settings.
- To accomplish “closest AED location,” PulsePoint maintains an on-demand (cloud-based) registry of AED locations and encourages everyone to contribute by registering their device locations.

A Regional Community Approach



**HELP
STARTS
HERE**



Beyond CPR

- PulsePoint is commonly thought of as “the CPR app,” but its importance to the community can go much deeper.
- PulsePoint can also keep subscribers informed of other PSAP defined Fire emergency activities in real time.
- The goal of “beyond CPR” is crucial in achieving sustained interest and broad community adoption, thus building a network of possible lifesavers.

Pulse Point and NORCOM

- In 2016 NORCOM explored a possible partnership and although there was much interest, there were also concerns voiced by the Governing Board.
- To include:
 - *Local control of the specific data sets being shared*
 - *3rd parties commercial use of data provided to Pulse Point*
 - *Safety-concerns with citizens rushing into dangerous situations*
 - *Privacy concerns-subscribers entering into private places*
 - *Workload impacts to NORCOM Finance, Operational and Technical staff*
 - *Ongoing project funding*
 - *Management of the AED location data.*

Concerns Explored

Local control of the specific data sets being shared

- NORCOM dictates what data sets are shared with Pulse Point.

Safety-concerns with citizens rushing into dangerous situations

- This has not been experienced by other user agencies.

Privacy concerns-subscribers entering into private places

- *Pulse Point Respond* only notifies subscribers of CPR incidents in public places.

Impacts on NORCOM Finance, Operational and Technical staff

- While this is a concern, staff believes the community benefits outweigh workload impacts.

Concerns Explored

Funding beyond the first year

- This will need to be addressed via the budget process.

Management of the AED location data

- This is now managed by Pulse Point via a cloud based service.

3rd party use of data provided by PSAP to Pulse Point

- Pulse Point has agreed to an addendum to the contract prohibiting the sale or commercial use of NORCOM Data.

Funding and Costs

One year start up funding via a grant from the *Medic One Foundation*

Total estimated first year costs: \$55,500

Total estimated annual costs: \$18,000

First Year:

- a. \$10,000 - One-time implementation fee
- b. \$7,500 – One-time CAD data migration cost
- c. \$18,000 - Annual maintenance
- d. \$20,000 –One-time vendor services engagement for interface build/support

Questions-Direction-Next Steps



MEDIC ONE FOUNDATION

PulsePoint
RESPOND



NORCOM 9-1-1



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/10/2021
Subject: Single CAD Project Approval

Executive Summary:

With the support and recommendation of the Zone 1 Fire Chiefs, NORCOM is requesting Governing Board approval to pursue a single CAD system with Tyler Technologies. The Fire Chiefs unanimously passed the motion and recommendation noted below.

Motion: *After an evaluation of the Tyler Technologies CAD, Zone 1 Ops Chiefs recommend Zone 1 Chiefs pursue a single CAD system with Tyler. The evaluation of Tyler met or exceeded our evaluations in both Mobile and PSAP environments and is a viable option in both environments.*

Our recommendation includes:

- *Continued consultation with the Fire Technical Advisory Committee*
- *Rollback plan provision*
- *Continued testing*

This approval will trigger the larger project of migrating NORCOM Fire agencies to Tyler Technologies CAD.

Background:

The Single CAD investigation project began in September 2020. At that time, NORCOM approached the Fire Chiefs to discuss the cost savings and efficiencies of migrating to a single CAD system. The Chiefs asked the Tech OPS team to work with NORCOM to look at the feasibility of migrating to a single CAD system. Three fire representatives were embedded in the project team to investigate the suitability of the Tyler CAD system as an alternative for the fire agencies.

The work of the Single CAD project team culminated in the recommendation to proceed with a Tyler CAD migration, as noted above.

Past Board or Other Related Actions:

The Governing Board will continue to be updated on a regular basis as this project continues.

Policy and Strategic Implications:

Migrating to a single CAD system will improve operational efficiencies, decrease the total cost of ownership of the system, lessen maintenance/support burdens, and better prepare NORCOM for the future. During the project, policies and procedures will be reviewed and adjusted to accommodate policy decisions and changes to workflows.

Supporting a single CAD system will make any additional interfaces, add-ons, and connections less costly and more manageable. For example, if PSERN allows a CADi type interface, NORCOM would only implement one connection.

Budgetarily, while E-911 revenues are being decreased and costs are ever-increasing, supporting a single CAD system will save the agency money. Purchasing less hardware, software, storage, and licenses will reduce the overall Operating, Capital Projects, and ER&R budget needs. While this decrease is not enough to fully accommodate the anticipated user agency fee increases, it will help control those increases over time.

Workflows and policies related to data sharing between fire and police agencies will be reviewed.

System updates, changes, and maintenance planning in a single CAD environment will be reviewed. New processes for handling monthly downtime will be implemented.

NORCOM Staff Recommendation:

In support of a unanimous recommendation from the NORCOM Fire Chiefs, staff recommends approval of migrating our Fire customers to Tyler Technologies CAD. NORCOM will collaborate closely with the Zone 1 Fire Operations Chiefs and their Tech Ops Subcommittee to plan, test, and implement Tyler CAD for fire. Staff recommends that the Fire Chiefs, or their designees, provide active input during the course of the project.

Additionally, due to the history and complexity of the project, the number of vendors to coordinate work with, and an understandable desire to ensure we take the appropriate time to do thorough testing and training, staff wishes to avoid a premature "push" to go-live by a certain date.

The Project Team, NORCOM Finance Committee, and staff recommend the Governing Board approve the 2022 budget utilizing the most conservative "dual CAD assumption." Staff further recommends that any remaining funds from the project will be into the Rate Stabilization fund.

Staff Comments:

N/A

Options**Risks**

Final Acceptance Testing does not pass, and go-live is postponed or canceled. The Single CAD project team completed a thorough analysis of Tyler CAD and reported that it is likely a viable solution. Several fire agencies also completed robust testing as part of the analysis. The migration team will continue to test the system against user requirements to ensure the system is programmed and ready to support fire operations. The more likely risk is that the go-live is postponed due to scheduling issues or project delays. If the project go-live extends past May 2022, NORCOM will need to work with Central Square to continue maintenance payments to ensure continued fire operations and support a full fallback option.

Finance Committee Review: Yes

The Finance Committee is well aware of this project and the possible financial impacts.

Legal Review: Yes

Should the Board approve staff's recommendation, staff will work closely with legal, particularly during the contract amendment negotiations with Tyler Technologies.

Joint Operations Board Review: No

NA

Attachments

Preliminary Budget

Single CAD presentation

Total Single CAD Project Costs			\$	281,688.21
Tyler One-Time Cost		Tax	\$	129,937.30
Services	\$ 62,860.00	N	\$	62,860.00
Hardware	\$ 175.00	Y	\$	192.68
Travel	\$ 4,000.00	Y	\$	4,404.00
Software License	\$ 43,125.00	Y	\$	47,480.63
Motorola Interface (estimate)	\$ 15,000.00	N	\$	15,000.00
Other Vendor Costs			\$	100,510.00
ESO	\$ 995.00	N	\$	995.00
Firstwatch	\$ 7,500.00	N	\$	7,500.00
NFORS	\$ 5,500.00	N	\$	5,500.00
LiveMUM	\$ 25,000.00	N	\$	25,000.00
Code3 (estimate)	\$ 8,000.00	N	\$	8,000.00
CLQ replacement (estimate)	\$ 10,000.00	Y	\$	11,010.00
Motorola license (estimate)	\$ 5,000.00	Y	\$	5,505.00
Motorola work (estimate, pending quote)	\$ 37,000.00	N	\$	37,000.00
Other Costs			\$	51,240.91
Staff Overtime (250 hrs @ OT rate)	\$ 20,000.00	N	\$	20,000.00
Miscellaneous (travel, publishing, etc)	\$ 3,000.00	y	\$	3,303.00
Contingency (10%)	\$ 25,375.03	Y	\$	27,937.91

Tyler Cost Inputs				
Services				
Fire Implementation	\$ 57,860.00	N	\$	57,860.00
CLQ Replacement	\$ 5,000.00	Y	\$	5,505.00
Software License				
Fire XML CFS Export Interface	\$ 36,000.00	Y	\$	39,636.00
20 CrewForce licenses	\$ 7,125.00	Y	\$	7,844.63
Maintenance - In Operations Budget				
Fire Maintenance	\$ 54,411.00	Y	\$	59,906.51
CrewForce Maintenance	\$ 1,496.40	Y	\$	1,647.54

Single CAD

The Road to Economizing and Efficiency

Zone 1 Fire Chiefs Recommendation

- After an evaluation of the Tyler CAD, Zone 1 Ops Chiefs recommend Zone 1 Chiefs pursue a single CAD system with Tyler. The evaluation of Tyler met or exceeded our evaluations in both Mobile and PSAP environments and is a viable option in both environments.
- Our recommendation includes:
 - Continued consultation with the technical advisory committee
 - Rollback plan provision
 - Continued testing

Single CAD Project Overview

Purpose: Implement a single CAD system for NORCOM and its user agencies.

- Includes all current interfaces
 - Improves Code3 interface to a different connection
 - Improves outbound paging options
- Adds Motorola Radio interface for radio to unit identification
- Adds CLQ functional replacement
- Adds Crew Force licenses for initial user testing, option to add more later

Single CAD Project Overview

- Planning – work with vendors, Tyler, user agencies to develop plan and schedule.
- Build
- Test
- Train
- Go-Live
- Follow-Up

Key Build Activities

Data Scrub	MDC GUI Build	CLQ Solution
Response Planning	Interface Builds	Map Updates
System Configuration	Premise Files	Reporting Updates
Workflow Analysis & Policy/Procedure Updates		

Key Testing Activities

Response Plans	Route	Interfaces
System Load	Reporting	Integrated Police/Fire
Workflow & Procedural Testing + Training Preparation		

Training

- CAD Admin and FIRE Records Training are included
- Train the trainer model used for field users and NORCOM call receivers and dispatchers
- Schedule for training will be coordinated with training organizations and agency trainers

Go-Live & Fall Back

- Go-live planning
- Maintain Central Square until system acceptance

Project Budget

- Tyler Costs – 141K
 - Services and Licenses
 - Add Crew Force – 20 licenses
 - Add Motorola Interface
 - Add CLQ replacement
- Vendor Costs – 89K
 - All current connections
 - Improved Code3 interface
 - Add Motorola Interface
 - Add CLQ replacement
- Other Costs – 52K
 - Staff Overtime
 - Miscellaneous
 - 10% Contingency

Budget Impacts & Recommendations

Capital Fund

- 2022 Beginning Balance - \$497,485
- Single CAD - \$282,000
- Shield Force – \$200,334

*Estimated Balance: \$15,151

* Balance does not account for the budgeted plan to transfer \$300K to Cap Projects from Rate Stabilization Reserves earmarked for the Alpha-Numeric Paging Project.

2022 Operations Budget

Due to the history and complexity of the project, the number of vendors to coordinate work with and an understandable desire to ensure we take the appropriate time to do thorough testing and training, and not have a “push” to go-live by a certain date, the Project Team, Finance Committee and NORCOM recommends the Governing Board approve the 2022 budget with the assumption of two CAD systems and any left-over funds from the project will go into Rate Stabilization.

Questions?



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/10/2021
Subject: 2022 Budget Development Update -
Resolution 195 - Approving the 2022 Budget for Distribution to Participating Agencies

Executive Summary:

During the August Governing Board meeting, NORCOM Management presented the Board with two 2022 budget scenarios. This was due to the timing of the formal single CAD recommendation from the Zone One Fire Chiefs. Staff recommended acceptance of the more conservative of the two Operating Budget assumptions, which was planning for the continued maintenance of two CAD systems.

In the August meeting, it was noted that the 2022 fees could be reduced if the Zone One Chiefs recommended migration to a Single CAD system and the Board approves. NORCOM has now received the formal recommendation to migrate to a Single CAD system, however, the Finance Committee and staff recommend maintaining the more conservative operating budget amount. The additional monies would help ensure a smoother, well-executed transition to a single CAD system, alleviating customer concerns regarding a self-imposed timeline due to the timing of the annual maintenance payment schedules.

During the August 31 Finance Committee meeting, the Committee reviewed this information and recommended the Board maintain the conservative operating budget assumption.

Background:

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

Past Board or Other Related Actions:

Approval of the budget process steps is routine in nature and guided by the ILA.

Policy and Strategic Implications:

No policy changes with these resolutions.

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 further recommends approval of Resolution 195.

Staff Comments:

Nothing Additional

Options

Risks

Finance Committee Review: Yes

Detailed reporting was provided to the Finance Committee Tuesday August 31.
Resolution 195 is consistent with the Finance Committee's direction.

Legal Review: No

NA

Joint Operations Board Review: No

NA

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

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

Resolution 195

RESOLUTION 195

RESOLUTION OF THE GOVERNING BOARD OF NORCOM APPROVING THE 2022 BUDGET FOR DISTRIBUTION TO PARTICIPATING AGENCIES

WHEREAS, pursuant to Section 12(c) of the North East King County Regional Public Safety Communications Agency Interlocal Agreement (the Interlocal Agreement), the NORCOM Executive Director is required to present a proposed budget to the NORCOM Governing Board for approval, NORCOM is to advise the Participating Agencies (as defined in the Interlocal Agreement) on the programs and objectives contained in the proposed budget; and

WHEREAS, upon approval by the legislative authorities of each Principal and Subscriber (each as defined in the Interlocal Agreement) of their respective allocation for the NORCOM budget, the Governing Board shall, after public hearing, adopt its final budget for the following year; and

WHEREAS, official adoption of the 2022 NORCOM Budget will occur at the December meeting of the Governing Board;

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

Section 1. 2022 NORCOM Budget. The 2022 NORCOM Budget, attached hereto and incorporated as Exhibit A, is approved for distribution to the Participating Agencies as required in the Interlocal Agreement.

Section 2. Summary of 2022 NORCOM Budget. A summary of the 2022 Budget Resources is as follows:

NORCOM Budget	Operating	Capital Projects	Equipment Replacement	Operating Exp. Res.	E-911 Escrow	Rate Stabilization	Total All Funds
Total 2022 Resources	\$ 12,876,410	\$ 297,485	\$ 343,323	\$ 160,751	\$ 1,250,062	\$ 807,041	\$ 15,735,072
Transfer Activities	\$ 916,691	\$ 200,000	\$ 50,000	\$ -	\$ (1,166,691)	\$ -	\$ -
Earmarked Transfer- Alpha Numeric Paging		\$ 300,000				\$ (300,000)	
Budgeted Fund Resources	13,793,101	797,485	393,323	160,751	83,371	507,041	15,735,072

Section 3. Further Authority; Prior Acts. All NORCOM officials, their agents, and representatives are hereby authorized and directed to undertake all action necessary or desirable from time to time to carry out the terms of, and complete the transactions contemplated by, this resolution. NORCOM is authorized to use rate stabilization funds to fund telecommunicator positions beyond 58.5 as well as for costs related to facilities for backup, disaster recovery, and a primary facility. NORCOM is authorized to fill the additional positions and position changes immediately following adoption of this resolution. All acts taken pursuant to the authority of this resolution but prior to its effective date are hereby ratified and confirmed.

Section 4. 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 10th day of September 2021.

Signed in authentication thereof on this 10th day of September 2021.

Chair

Attest

Appendix A

NORCOM									
2022 Budget Functional Distribution by Agency									
	2022	2023							
Personnel Expenditures	11,015,117	11,263,754							
Operational Expenditures	2,777,984	2,820,668							
Total Operating Expenses	13,793,101	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	12,580,410	12,990,525							
			2021/2022						
					2021	2022	2023	Increase/	Percent
2021 User Fees - Budget Cost	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	Total	Total	Total	(Decrease)	Change
Bellevue Police	1,236,423	773,127		1,785,942	3,599,869	3,795,492	3,919,224	195,623	5.4%
Clyde Hill Police	37,356	4,786		53,958	85,025	96,100	99,233	11,075	13.0%
Kirkland Police	889,001	361,768		1,284,110	2,327,825	2,534,878	2,617,514	207,054	8.9%
Medina Police	25,612	2,925		36,995	58,902	65,533	67,669	6,631	11.3%
Mercer Island Police	203,950	43,875		294,594	539,114	542,419	560,102	3,305	0.6%
Normandy Park Police	42,576	30,978		61,499	123,831	135,053	139,455	11,222	9.1%
Total Police	2,434,918	1,217,459	-	3,517,098	6,734,565	7,169,475	7,403,197	434,910	6.5%
Bellevue Fire			908,734	516,733	1,309,412	1,425,466	1,471,936	116,054	8.9%
Bothell Fire			293,872	167,104	414,726	460,976	476,004	46,250	11.2%
Duvall Fire			46,744	26,580	66,309	73,324	75,715	7,016	10.6%
Eastside Fire and Rescue			475,357	270,302	684,986	745,659	769,967	60,672	8.9%
Fall City Fire			21,916	12,462	33,859	34,379	35,499	520	1.5%
Kirkland Fire			362,480	206,117	532,343	568,596	587,132	36,254	6.8%
Mercer Island Fire			114,836	65,299	165,920	180,135	186,007	14,215	8.6%
Northshore Fire			135,521	77,061	196,608	212,583	219,513	15,974	8.1%
Redmond Fire			415,974	236,535	625,724	652,508	673,780	26,785	4.3%
Shoreline Fire			480,015	272,951	696,075	752,966	777,512	56,891	8.2%
Skykomish Fire			13,129	7,465	19,136	20,594	21,265	1,458	7.6%
Snoqualmie Pass Fire			15,167	8,624	29,409	23,791	24,567	(5,618)	-19.1%
Snoqualmie Fire			35,336	20,093	52,235	55,429	57,236	3,194	6.1%
Woodinville Fire			130,386	74,141	192,807	204,528	211,195	11,721	6.1%
Total Fire	-	-	3,449,467	1,961,467	5,019,550	5,410,935	5,587,328	391,385	7.8%



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/10/2021
Subject: Information Technology & Operations Department Newsletters

Executive Summary:

The September Newsletter contains Information Technology and Operations 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

Information Technology & Operations Updates Newsletter



Information Technology Updates

From: Katy Myers, DDofA

September 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
- Following our last Governing Board meeting, NORCOM contacted PSERN PM David Mendel to confirm GPS availability on the system. As of now, GPS is not enabled for the radios and infrastructure.

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 and we expect a signed contract in the next month or so.

Systems and Programs

RAADAR

- Two-week sprint development format
- Updates to support Issaquah PD Dispatch moving to Redmond Dispatch
- Valley Com narratives added
- Cloud move research, pending final quote

Other Notable Work

- First Due Size-Up –More changes requested and waiting final approval.

Projects

Redmond Back-Up Center

We made a few adjustments to the contracts due to purchasing and public works requirements. Status: Pending signatures.

Alpha-Numeric Paging System

NORCOM has met with Valley Com and SNO911 to discuss possible options to move forward.

PulsePoint

Placeholder for project updates once approved.

Bellevue PD Body-Worn Cameras

This item is a new request from Bellevue to support implementing body-worn cameras. We are just beginning to scope out the project.

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.

“I appreciate how quickly Chris came out and got it fixed so I could work on things I needed to do.”

July 2021: 4 surveys returned

- Better than expected – 14
- As expected – 2
- Worse than expected –
- No response -

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
Aug '21	204	212	0

Important Upcoming Dates



Operations Updates

From: Roky Louie DDofO

September 2021

September 2021 Operations Performance

FD	
Total Calls	4068
Pickup to Disp. Under 60 Sec.	83.14%
Pickup to Disp. Under 90 Sec.	95.23%

CR	
Total Calls	25,139
Busiest Hour	1400
Answered in less than 15 Sec.	96.26%
Answered in less than 20 Sec.	97.69%

PD	
Total Calls	3107
P1 Calls to Disp.	00:01:07
P1 Response Times	00:01:19
P3 Response Times	00:03:27
P4 Response Times	00:24:59

Police Dispatching by Skills

Recently our police agencies have begun exploring dispatch by skills. This is a technology that Tyler CAD offers in the current software suite that is being tested and evaluated to help officers in the field more quickly identify staff that have specialized skills. We are starting small in our testing efforts and utilizing skills like language and Drug Recognition Experts (DRE) that can be recommended by Tyler CAD and sent to a call based on skill sets. If Clyde Hill Police is looking for assistance with an officer that speaks Spanish we can query Tyler and identify if there is a police unit on the board and available that could help from any of our six participating agencies. While mutual aid requests would still be approved by patrol supervisors, having the ability to search a pool of available units would benefit all involved parties.

Fire Liaison Visits Snoqualmie Pass

On August 10th, I visited with Chief Wiseman at Snoqualmie Pass Fire and Rescue. We spent several hours together discussing some of the special circumstances that exist in his large area of jurisdiction which covers both King as well as Kittitas Counties. As we all know, I-90 passes right through this jurisdiction which presents its own unique challenges being arguably the busiest mountain pass highways in the entire United States (over 30,000 vehicles pass through Snoqualmie each day). Covering 26 miles of I-90 means this agency spends a lot of time on the highway presenting great risk to the crews as they have limited DOT resources combined with vehicles speeding through the slightly curvy pass. Being at just over 3,000 feet elevation, the topography of this area brings additional challenges mostly being weather and radio communications. Chief Wiseman's dedicated staff of mostly volunteers operates out of four stations and responds to a wide variety of incidents including alpine rescues on the Pacific Crest Trail and major collisions on I-90. Operating in two Counties is a unique situation that Chief Wiseman and his staff have worked hard to perfect. Thank you to the Chief and your staff who welcomed my visit and allowed me to understand your unique circumstances. I look forward to meeting the rest of the NORCOM Fire Agencies and learning about your unique circumstances so I can better support each and every one of you.

Crisis Intervention Team Training (CIT)

NORCOM's Training Department began Crisis Intervention Team (CIT) training. This required training is broken into two phases: phase one is a 4 hour on-demand (self-study) module and phase two is a 4 hour live virtual workshop. The first part is focused on the recognition of mental illness signs, symptoms, and behaviors, the correlation between mental illness and suicide, identification of local crisis resources and the role of 911 Telecommunicators. The second part discusses crisis de-escalation, effective intervention skills and call management strategies, discussion and role play scenarios of safety concerns for individuals experiencing crisis and for responders, PSAP utilization of local resource linkages such as mental health and crisis lines. Each Telecommunicator and Supervisor also completed the King County EMS continuing education training which reviewed the *All Callers* line of questioning and identifying Cardiac Arrest.