



## **AGENDA**

NORCOM Governing Board  
October 8, 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 September 10, 2021
  - B. AP Reports September
  - C. Removal of Capital Assets from Accounting Records
5. For Board Decision
  - A. Pulse Point Respond- Request for approval
  - B. Appointment of Vice-Chair to fill vacancy
6. Information Technology Newsletter
7. 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.*
8. Adjournment

The next Governing Board meeting is scheduled for November 12, 2021



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 10/08/2021  
Subject: Governing Board Meeting Minutes September 10, 2021

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### Executive Summary:

The September 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: No

Legal Review: No

Joint Operations Board Review: No

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## Attachments

Governing Board Minutes 091021



## MEMBERS

Nathan McCommon	City of Bellevue
Bill Newbold	City of Bothell
Kyle Kolling	City of Clyde Hill
Tracey Dunlap	City of Kirkland (Vice-Chair)
Steve Burns	City of Medina
Ed Holmes	City of Mercer Island
Dan Yourkoski	City of Normandy Park
Joshua Erskine	Duvall Fire District #45
Jeff Clark	Eastside Fire & Rescue (Chair)
Greg Ahearn	Northshore Fire Department
Adrian Sheppard	Redmond Fire Department
Matt Cowan	Shoreline Fire Department
Greg Ahearn	Woodinville Fire & Rescue
Michael Olson	City of Kirkland (Board Treasurer)

## ABSENT

Mark Correia	City of Snoqualmie
Brian Culp	Fire District 27
Jay Wiseman	Snoqualmie Pass Fire
James Knisley	Skykomish Fire District #50

## VISITORS

David Mendel	PSERN
Mozelle Fok	City of Bellevue Finance
Jami Hoppen	KC911

## NORCOM STAFF

Bill Hamilton	Executive Director
Katy Myers	Deputy Director, Administrative Services
Marianne Ryerson	Finance Manager
Karen Furuya	Senior Project Manager
Zeb Middleton	Senior Systems Engineer
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**

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

- **Roll Call**

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

- **Open Communications from the Public**

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

- **Consent Agenda**

- **Governing Board Minutes for August 13, 2021 Meeting**
- **Monthly Budget to Actuals Summary and Accounts Payable Report August 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.

- **For Board Briefing**

- **Pulse Point**

Director Hamilton briefed the Board on the Pulse Point Respond mobile application. Pulse Point is an application that notifies subscribers there is a CPR situation in a public area near the subscriber, the application also directs potential rescuers to the closest AED (Automatic External Defibrillation). No decision is needed on the topic at this time. Pulse Point was discussed back in 2016, but due to several concerns expressed by the Governing Board, it was not implemented. NORCOM staff has reviewed the concerns and is bringing it back to report to the Board. A few concerns included; shared data, subscribers rushing into dangerous situations, subscribers entering into private places, and workload impact on NORCOM Finance, Operational & Technical staff. In regards to data, NORCOM will be able to dictate who gets information which has been established by an addendum to the contract prohibiting the sale or commercial use of NORCOM data. In talking with other agencies regarding the other concerns, they have not had any problems.



There are a few questions of concern; Does NORCOM have the bandwidth to take on the project, and how will it be funded? Should the Governing Board direct staff to pursue this project, the initial startup would come from a one-year grant through Medic One if our application is successful. Total estimated first-year costs are \$55,500, estimated additional yearly costs are \$18,000 per year. Chief Clark stated the Fire Chiefs are in favor. Chief Holmes expressed his approval also.

o **For Board Decision**

• **Single CAD Project Approval**

The Single CAD project began in September 2020 and has been a complex project with a rich history. It has been a long journey to get here, yet the real work is just beginning. NORCOM staff is asking for a decision today to move to a Single CAD System. Director Hamilton acknowledged the Single CAD Project Team & Deputy Director Myers, who without their skills and perseverance, we would be having this discussion today. Deputy Director Myers presented the Single CAD Project Overview, including projects costs, work plan, budget impacts & recommendations. Deputy City Manager McCommon expressed how pleased he is to see this coming to light.

Deputy City Manager Dunlap made a motion to approve the Single CAD Project. Chief Cowan seconded the motion.

Motion carried.

• **2022 Budget Development Update/Resolution 195**

Director Hamilton introduced the topic of the 2022 Budget Development and Section 12C of the NORCOM ILA guidelines requiring the NORCOM Executive Director to present the proposed budget for approval. In August, the Board was presented with two 2022 Budget Scenarios. On August 31<sup>st</sup> the Finance Committee reviewed both scenarios and is recommending the Board maintain the conservative operating budget with two CAD Systems and any leftover funds from the project will go into the Rate Stabilization Accounts. Finance Manager Ryerson stated the goal is clear communication of the fees and by maintaining the conservative operating budget it will allow the implementation of Single CAD to not be rushed.

NORCOM Staff is requesting approval of Resolution 195 – Approving the 2022 Budget for Distribution to Participating Agencies.

Chief Ahern made a motion to approve Resolution 195. Chief Sheppard seconded the motion.

Motion carried.



o **Department Reports**

• **September Information Technology & Operations Updates Newsletter**

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

o **Adjournment**

Deputy City Manager McCommon motioned to adjourn the meeting, Chief Clark seconded the motion.

Motion carried.

The meeting adjourned at 09:28.

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

Approved by:

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Chair

Attest:

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Secretary



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 10/08/2021  
Subject: AP Reports September

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### Executive Summary:

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

### Background:

These are routine reports produced monthly for Board review.

### Past Board or Other Related Actions:

N/A

### Policy and Strategic Implications:

N/A

### NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends approval.

### Staff Comments:

N/A

### Options

### Risks

Finance Committee Review: Yes

Legal Review: No

Joint Operations Board Review: No

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## Attachments

AP Reports September



NORCOM  
ACTIVITY AUGUST 31, 2021 THROUGH SEPTEMBER 30, 2021

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,243,391.28

I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein, that any advance payment is due and payable pursuant to a contract or is available as an option for full or partial fulfillment of a contractual obligation and that the claim is a just, due and unpaid obligation again NORCOM, and that I am authorized to authenticate and certify said claim.

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Michael Olson, Treasurer

Date

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

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Governing Board Chair

Date

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Governing Board Vice Chair

Date

**501- Operating**

for Period Ending September 30, 2021

	2021 Budget	September Activity	2021 Collected to Date	% collected
Subscription Revenue	11,754,115	2,938,529	\$ 11,754,115	100%
Agency Reimbursements	200,918	-	\$ 81,241	40%
Grants/Intergovernmental/Interest	350,000	7,920	\$ 115,386	33%
Total	12,305,033	2,946,449	11,950,741	97%
Transfers In	1,116,691	-	\$ 439,797	39%
Revenues + Transfers	13,421,724	2,946,448.69	12,390,539	92%

**Expenses**

	2021 Budget	September Activity	2021 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,638,542	\$ 545,165	\$ 5,145,057	67%	2,493,485
Salaries & Wages - Overtime	167,586	\$ 48,361	\$ 245,251	146%	(77,665)
Professional Reimbursements	4,200	\$ 323	\$ 3,005	72%	1,195
Medical	1,119,908	\$ 88,362	\$ 820,197	73%	299,711
Dental	96,868	\$ 7,652	\$ 69,769	72%	27,099
Vision	12,850	\$ 1,016	\$ 9,256	72%	3,594
Long-Term Care	6,600	\$ 449	\$ 4,272	65%	2,328
Medicare	113,434	\$ 7,967	\$ 72,389	64%	41,044
MEBT	480,243	\$ 36,890	\$ 335,192	70%	145,052
PERS	1,005,972	\$ 59,787	\$ 642,721	64%	363,252
Washington FMLA	16,302	\$ 873	\$ 7,933	49%	8,369
Unemployment	79,288	\$ 2,508	\$ 53,414	67%	25,874
Workers Comp	12,447	\$ 1,208	\$ 11,332	91%	1,115
Total Personnel	10,754,239	800,561	\$ 7,419,786	69%	3,334,453
Advertising	10,000	\$ 374	\$ 1,030	10%	8,970
Bank Fees	50	\$ -	\$ 155	310%	(105)
Cellular,Pager & Radio Svcs	50,588	\$ 3,004	\$ 27,135	54%	23,454
Computer Hardware-Non Capital	10,100	\$ 210	\$ 3,011	30%	7,089
Consumable Goods	5,830	\$ 563	\$ 4,572	78%	1,258
Dues & Memberships	11,110	\$ 10	\$ 9,742	88%	1,368
Equipment Leases	19,500	\$ 2,208	\$ 14,520	74%	4,980
Facility Lease	670,456	\$ 44,760	\$ 489,892	73%	180,564
Financial Audit	23,000	\$ -	\$ 52,032	226%	(29,032)
Hosted Services	118,123	\$ 10,063	\$ 72,393	61%	45,731
HR Services	65,500	\$ 210	\$ 43,654	67%	21,846
Insurance	80,000	\$ -	\$ 77,185	96%	2,815
Local Travel/Training/ Mileage	6,450	\$ 65	\$ 1,257	19%	5,193
Network Service	21,142	\$ 2,337	\$ 19,496	92%	1,646
Office Furniture	7,750	\$ 118	\$ 118	2%	7,632
Office Supplies	7,600	\$ 326	\$ 1,962	26%	5,638
Operating Supplies	2,350	\$ 206	\$ 2,391	102%	(41)
Parking Lease	82,800	\$ 6,600	\$ 39,150	47%	43,650
Payroll Services	29,700	\$ 929	\$ 18,478	62%	11,222
Postage	1,000	\$ 12	\$ 335	34%	665
Printing	1,100	\$ 40	\$ 79	7%	1,021
Professional Services	171,440	\$ 92,187	\$ 219,448	128%	(48,008)
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	\$ 223,459	\$ 801,809	88%	105,636
Radio Site Lease	50,657	\$ 566	\$ 8,287	16%	42,370
Recruitment Supplies	2,000	\$ -	\$ 551	28%	1,449
Small Tools & Minor Equipment	14,750	\$ 29	\$ 4,640	31%	10,110
Software/Licensing	93,004	\$ 28,508	\$ 29,143	31%	63,861
Telephone Services	46,100	\$ 1,638	\$ 30,597	66%	15,503
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	418,422	\$ 1,977,525	73%	739,959
GRAND TOTAL	13,471,724	1,218,983	\$ 9,397,311	70%	4,074,413

**502- Capital Projects**

	2021 Budget	September 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	September Activity	2021 Spending to Date	% used	Remaining Balance
Computer Hardware-NonCapital	43,000	\$ 6,594	\$ 6,594	15%	36,406
R&M Software Maintenance	360,500	\$ -	\$ 162,175	45%	198,325
	403,500	\$ 6,594	\$ 168,769	42%	234,731

**505-E 911 Escrow**

Revenues:	2021 Budget	September Activity	Collected to Date	% collected
E-911 Escrow	1,166,691	-	\$ 583,346	50%
Investment Interest	-	-	\$ 1,821	
	1,166,691	-	\$ 585,167	50%

Expenditures:	2021 Budget	September Activity	2021 Spending to Date	% used	Remaining Balance
Transfers Out	1,116,691	\$ -	\$ 428,000	38%	688,691

## NORCOM Financial Summary

for Period Ending September 30, 2021

	2021 Adopted Budget	Actual	Percent of Budget
<b><u>501 - Operating Fund</u></b>			
2021 Beginning Fund Balance	-	\$0	
Agency Revenue	11,754,115	\$ 11,754,115	100.00%
Other Revenue	550,918	\$ 196,626	35.69%
Transfers In	1,166,691	439,797	37.70%
Revenue Collected	13,471,724	12,390,539	91.97%
Total Resources	13,471,724	12,390,539	
	August Activity		
Personnel Expenditures	10,754,239	\$ 7,419,786	68.99%
Operating Expenditures	2,667,485	\$ 1,977,525	74.13%
Transfers Out	50,000	\$ -	0.00%
Total Expenditures	13,471,724	9,397,311	69.76%
<b>Available Fund Balance</b>	<b>\$0</b>	<b>\$2,993,227.62</b>	
<b><u>502 - Capital Projects Fund</u></b>			
2021 Beginning Fund Balance	638,154	\$638,154	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	-	-	0.00%
Revenue Collected	-	-	0.00%
Total Resources	638,154	638,154	
Expenditures	340,669	\$ 67,964	19.95%
Transfers Out	-	\$ -	0.00%
Total Expenditures	340,669	67,964	19.95%
<b>Available Fund Balance</b>	<b>\$297,485</b>	<b>\$570,190</b>	
2021 Beginning Fund Balance	696,823	\$696,823	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	50,000	-	0.00%
Revenue Collected	50,000	-	0.00%
Total Resources	746,823	696,823	
171440	403,500	\$ 168,769	41.83%
Transfers Out	-	-	0.00%
Total Expenditures	403,500	168,769	41.83%
<b>Available Fund Balance</b>	<b>\$343,323</b>	<b>\$528,054</b>	

	2021 Adopted Budget	Actual	Percent of Budget
<b><u>504 - Operating Expense Reserve</u></b>			
2021 Beginning Fund Balance	\$ 160,751	\$160,751	
Investment Interest	\$ -	-	0.00%
Other Revenue	\$ -	-	0.00%
Transfers In	\$ -	-	0.00%
Revenue Collected	-	-	0.00%
Total Resources	160,751	160,751	
Personnel Expenditures	-	-	0.00%
Operating Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
<b>Available Fund Balance</b>	<b>\$160,751</b>	<b>\$160,751</b>	
<b><u>505 - E-911 Escrow Trust</u></b>			
2021 Beginning Fund Balance	\$83,371	\$83,371	
Operating Revenue	1,116,691	\$ 585,167	52.40%
Investment Interest	-	1,821	0.00%
Revenue Collected	1,116,691	586,988	52.56%
Total Resources	1,200,062	670,359	
Expenditures	-	-	0.00%
Transfers Out	1,116,691	428,000	38.33%
Total Expenditures	1,116,691	428,000	38.33%
<b>Available Fund Balance</b>	<b>\$83,371</b>	<b>\$242,359</b>	
<b><u>506 - Rate Stabilization Reserve</u></b>			
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	-	-	0.00%
Revenue Collected	-	-	0.00%
Total Resources	#REF!	#REF!	
Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
<b>Available Fund Balance</b>	<b>#REF!</b>	<b>#REF!</b>	



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 10/08/2021  
Subject: Removal of Capital Assets from Accounting Records

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### Executive Summary:

NORCOM staff is asking the Board to approve the removal of one asset from its accounting records.

Under current Capital Asset Policies, disposal of Capital Assets may occur only after being declared surplus by NORCOM's Governing Board.

### Background:

As part of NORCOM's work to implement new asset tracking and monitoring processes, including implementing a new asset tracking system, NORCOM staff identified equipment and assets defunct and no longer working for disposal. One of the items marked for disposal is a Plotter printer. The printer no longer works and NORCOM has not used in several years. NORCOM has the following information in its assets records of this asset:

Purchase date	Purchase Value	Depreciation as of September 2021	Book Value	
11/29/2013	\$ 7,112.02	\$5,571.08	\$1,540.94	

Please note: book value is a financial reporting mechanism, this does not represent current period expenditure.

The asset is to be disposed through the services of a recycling and destruction contractor.

### Past Board or Other Related Actions:

N/A

### Policy and Strategic Implications:

SOP 05-14- Capital assets requires Board approval for removal of assets.

### NORCOM Staff Recommendation:

NORCOM Staff recommends approval.

**Staff Comments:**

N/A

**Options**

**Risks**

As policies require board approval, disapproval would result in inaccurate financial reporting and risk of unclear audit opinion in the future.

**Finance Committee Review:** Yes

**Legal Review:** No

**Joint Operations Board Review:** No

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## **MEMORANDUM**

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 10/08/2021  
Subject: Pulse Point Respond- Request for approval

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### **Executive Summary:**

Staff wishes to update the Governing Board regarding the mobile application, PulsePoint Respond. A decision is respectfully requested from the Board.

At the September 2021 Governing Board meeting, staff briefed the Board regarding the PulsePoint Respond application, addressing past concerns, general functionality and cost.

Staff shared that the Pulse Point Respond application 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.

Staff has applied for and received full implementation funding via a one-year grant from the Medic One Foundation, contingent upon Board approval.

Total estimated first-year costs: \$60,000

Total estimated annual costs: \$18,000

Should the Board approve, staff will formally pursue and implement this product.

### **Background:**

NORCOM's Fire customers had previously 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 concerns and provided an update to the Board.

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.

Should the Board approve, the estimated implementation time (to include testing) is 120-150 days from the execution of a contract.

Any implementation will include a robust public awareness media campaign.

**Past Board or Other Related Actions:**

Nothing additional.

**Policy and Strategic Implications:**

None noted

**NORCOM Staff Recommendation:**

NORCOM staff has conducted a thorough review and analysis of Pulse Point Respond, to include previous concerns. Staff recommends approval of Pulse Point Respond.

**Staff Comments:**

N/A

**Options**

N/A

**Risks**

Although relatively nominal, the ongoing costs of Pulse Point will be absorbed by NORCOM customers.

**Finance Committee Review:** Yes

N/A

**Legal Review:** No

Should the board approve this partnership, any associated contract will be reviewed.

**Joint Operations Board Review:** No

N/A

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## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 10/08/2021  
Subject: Appointment of Vice-Chair to fill vacancy

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### Executive Summary:

Deputy City Manager Dunlap is the current Vice-Chair of the Governing Board. Deputy City Manager Beth Goldberg will soon be replacing Deputy City Manager Dunlap as the City of Kirkland's principal Governing Board representative. This change impacts the Vice-Chair position.

In accordance with Section 6 (j) of the NORCOM ILA, a vacancy created shall be filled by a simple majority vote of the Board. A vote appointing a new Vice-Chair is therefore required.

Following the established tradition, this position should likely be filled by another City Government representative for the remainder of this current term.

### Background:

The term of Governing Board Chair and Vice-Chair is one year.

### Past Board or Other Related Actions:

None

### Policy and Strategic Implications:

This process is established in Section 6(j) of the ILA.

### NORCOM Staff Recommendation:

NORCOM Staff recommends the Board select and appoint a new Governing Board Vice-Chair.

### Staff Comments:

N/A

### Options

N/A

### Risks

N/A

Finance Committee Review: No

N/A



**Legal Review:** No

N/A

**Joint Operations Board Review:** No

N/A

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## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 10/08/2021  
Subject: Information Technology Newsletter

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### **Executive Summary:**

The October 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

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## **Attachments**

October IT Updates



# Information Technology Updates

From: Katy Myers, DDofA

October 2021

## Radio

### PSERN

Met with PSERN to gain information on installing the Radio to CAD interface (CADi).

### Snoqualmie Pass Fire & Rescue

Kittcom has a consultant working on some projects to include this one. We are back working with them to confirm technical details.

## 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:** NORCOM is tentatively scheduled for installations Q4 of 2023.

## Systems and Programs

### RAADAR

- Completed changes for Issaquah PD Dispatch moving to Redmond Dispatch
- Bug fixes
- Final review of SOW and quote

### Other Notable Work

- First Due Size-Up –Completed!

## Projects

### Redmond Back-Up Center

Contractors have begun work.

### Alpha-Numeric Paging System

No update.

### PulsePoint

Pending Board approval to begin work.

### Bellevue PD Body-Worn Cameras

Completing development in house, working on a draft agreement with City of Bellevue.

## 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.

“The turnaround time on the resolution was very fast and I was able to get back to work quickly!”

Last Month: 11 surveys returned

- Better than expected – 19
- As expected – 7
- Worse than expected – 0
- No response - 0

### 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
Sep '21	191	208	1

## Important Upcoming Dates

- Tyler TEST CAD update scheduled for October 7, 2021
- Police CAD & Mobile version upgrade ready to begin testing late October
- Shield Force testing to begin in late October