



AGENDA

NORCOM Governing Board
November 12, 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 October 8, 2021
 - B. AP Reports October
5. For Briefing to Board
 - A. Reporting the Disaster Recovery Project Completed
 - B. Draft Resolution 196 -NORCOM Agency Service Agreements and Mergers- Inter-local Agreement (ILA) considerations
6. Information Technology & Operations Newsletters
 - A. Information Technology and Operations 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 December 10, 2021



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 11/12/2021
Subject: Governing Board Meeting Minutes October 8, 2021

Executive Summary:

The October 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

Attachments

Governing Board Minutes 100821



MEMBERS

Nathan McCommon	City of Bellevue
Kyle Kolling	City of Clyde Hill
Tracey Dunlap	City of Kirkland (Vice-Chair)
Beth Goldberg	City of Kirkland
Steve Burns	City of Medina
Ed Holmes	City of Mercer Island
Dan Yourkoski	City of Normandy Park
Mark Correia	City of Snoqualmie
Joshua Erskine	Duvall Fire District #45
Jeff Clark	Eastside Fire & Rescue (Chair)
Brian Culp	Fire District 27
Doug McDonald	Northshore Fire Department
Adrian Sheppard	Redmond Fire Department
Matt Cowan	Shoreline Fire Department
Jeff Clark	Woodinville Fire & Rescue

ABSENT

Bruce Kroon	City of Bothell
Jay Wiseman	Snoqualmie Pass Fire
James Knisley	Skykomish Fire District #50
Michael Olson	City of Kirkland (Board Treasurer)

VISITORS

Jami Hoppen	KC911
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NORCOM STAFF

Bill Hamilton	Executive Director
Katy Myers	Deputy Director, Administrative Services
Marianne Ryerson	Finance Manager
Jeremy Henshaw	Law Enforcement Liaison
Cory James	Fire Liaison
Deanna Gregory	Pacifica Law Group
Brittney Rhodes	Public Records Specialist
Maggie Johanson	Administrative Assistant



o **Call to Order**

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

o **Roll Call**

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

o **Open Communications from the Public**

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

o **Consent Agenda**

- **Governing Board Minutes for September 10, 2021 Meeting**
- **Accounts Payable Report September 2021**
- **Removal of Capital Assets from Accounting Records**

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**

- **Pulse Point Respond – Request for approval**

Director Hamilton introduced Pulse Point Respond and requested a final decision be made today on this topic. The Board was briefed on the Pulse Point Respond application at both the August and September Governing Board meetings with details on the product and addressing previous Board concerns. Director Hamilton stated that since the last meeting NORCOM has received a One-Year Grant from Medic One which will fund full implementation costs, NORCOM is grateful for Medic One's responsiveness, support and potential partnership. The set up time, including testing is expected to be from 120 – 150 days from the execution of a contract with a robust public facing media communications plan to the public. Chief Clark thanked the staff for the quick movement forward on this project.



Chief Cowan made a motion to approve Pulse Point Respond. Chief Sheppard seconded the motion.

Motion carried.

- **Appointment of Vice-Chair to fill vacancy**

Director Hamilton announced that Deputy City Manager Dunlap our current Vice-Chair is being replaced by Deputy City Manager Goldberg at the City of Kirkland. This change vacates 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. Chief Clark nominated Deputy City Manager Beth Goldberg to fill the position of NORCOM Governing Board Vice-Chair. By majority vote the Governing Board approved Deputy City Manager Goldberg as the new Vice-Chair.

Director Hamilton took a moment to thank Deputy City Manager Dunlap stating she has been with NORCOM since the beginning and implementation of NORCOM back in 2009 and has forged a legacy of respect, never slowing in her support. She has held various positions including interim Executive Director. She is highly respected, skilled in leadership & management, a great mentor showing grace under fire and an artful communication style. NORCOM staff thanked Deputy City Manager Dunlap for everything she has done for NORCOM and that we are forever grateful for being such a great public servant.

- **Department Reports**

- **October Information Technology Updates Newsletter**

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

- **Executive Session**

An Executive session was held to brief the Board on a confidential matter. The Executive session started at 9:15 with a request for 30 minutes. Executive session ended at 9:42.

No action was taken.

Regular session resumed at 9:45.



o **Adjournment**

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

Motion carried.

The meeting adjourned at 09:46.

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

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 11/12/2021
Subject: AP Reports October

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:

None

Options

Risks

Finance Committee Review: Yes

Legal Review: No

Joint Operations Board Review: No

Attachments

AP Reports October

NORCOM
ACTIVITY OCTOBER 1, 2021 THROUGH OCTOBER 31, 2021

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,065,006.30

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

501- Operating

for Period Ending October 31, 2021

	2021 Budget	October Activity	2021 Collected to Date	% collected
Agency Revenue	11,754,115	-	\$ 11,754,115	100%
Agency Reimbursements	200,918	12,953	\$ 94,194	47%
Grants/Intergovernmental/Interest	350,000	89,538	\$ 205,059	59%
Total	12,305,033	102,492	12,053,368	98%

Transfers In	1,116,691	311,449	\$ 751,247	67%
Revenues + Transfers	13,421,724	413,940,97	12,804,615	95%

Expenses

	2021 Budget	October Activity	2021 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,638,542	\$ 532,690	\$ 5,677,373	74%	1,961,169
Salaries & Wages - Overtime	167,586	\$ 41,977	\$ 287,602	172%	(120,016)
Professional Reimbursements	4,200	\$ 323	\$ 3,328	79%	872
Medical	1,119,908	\$ 87,521	\$ 907,718	81%	212,190
Dental	96,868	\$ 7,514	\$ 77,283	80%	19,585
Vision	12,850	\$ 995	\$ 10,251	80%	2,599
Long-Term Care	6,600	\$ 480	\$ 4,751	72%	1,849
Medicare	113,434	\$ 7,725	\$ 80,114	71%	33,319
MEBT	480,243	\$ 34,939	\$ 370,131	77%	110,112
PERS	1,005,972	\$ 58,667	\$ 701,387	70%	304,585
Washington FMLA	16,302	\$ 825	\$ 8,758	54%	7,544
Unemployment	79,288	\$ 1,709	\$ 55,123	70%	24,165
Workers Comp	12,447	\$ 1,251	\$ 12,583	101%	(136)
Total Personnel	10,754,239	776,615	\$ 8,196,401	76%	2,557,838

Advertising	10,000	\$ 396	\$ 1,427	14%	8,573
Bank Fees	50	\$ -	\$ 155	310%	(105)
Cellular, Pager & Radio Svcs	50,588	\$ 3,793	\$ 30,928	61%	19,660
Computer Hardware-Non Capital	10,100	\$ 213	\$ 3,225	32%	6,875
Consumable Goods	5,830	\$ 393	\$ 4,965	85%	865
Dues & Memberships	11,110	\$ 700	\$ 10,442	94%	668
Equipment Leases	19,500	\$ 1,463	\$ 15,982	82%	3,518
Facility Lease	670,456	\$ 72,035	\$ 561,927	84%	108,529
Financial Audit	23,000	\$ -	\$ 52,032	226%	(29,032)
Hosted Services	118,123	\$ 18,054	\$ 90,447	77%	27,676
HR Services	65,500	\$ 213	\$ 55,233	84%	10,267
Insurance	80,000	\$ -	\$ 77,185	96%	2,815
Local Travel/Training/ Mileage	6,450	\$ 993	\$ 2,251	35%	4,199
Network Service	21,142	\$ 3,212	\$ 22,708	107%	(1,566)
Office Furniture	7,750	\$ -	\$ 118	2%	7,632
Office Supplies	7,600	\$ 571	\$ 2,534	33%	5,066
Operating Supplies	2,350	\$ 574	\$ 2,965	126%	(615)
Parking Lease	82,800	\$ 4,650	\$ 43,800	53%	39,000
Payroll Services	29,700	\$ 934	\$ 19,412	65%	10,288
Postage	1,000	\$ -	\$ 335	34%	665
Printing	1,100	\$ -	\$ 79	7%	1,021
Professional Services	171,440	\$ 27,334	\$ 246,783	144%	(75,343)
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	\$ 113,600	\$ 915,410	101%	(7,965)
Radio Site Lease	50,657	\$ 566	\$ 8,853	17%	41,804
Recruitment Supplies	2,000	\$ -	\$ 551	28%	1,449
Small Tools & Minor Equipment	14,750	\$ 1,453	\$ 6,093	41%	8,657
Software/Licensing	93,004	\$ 3,732	\$ 32,875	35%	60,128
Telephone Services	46,100	\$ 2,270	\$ 32,867	71%	13,233
Training/Conf Registrations	3,000	\$ -	\$ 942	31%	2,058
Training/Conf Registrations/ Travel	5,750	\$ 1,204	\$ 1,673	29%	4,077
Transfers Out	50,000	\$ -	\$ -	0%	50,000
Total Supplies & Services	2,717,485	258,354	\$ 2,247,246	83%	470,239
GRAND TOTAL	13,471,724	1,034,969	\$ 10,443,647	78%	3,028,077

502- Capital Projects

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

505-E 911 Escrow

Revenues:	2021 Budget	October Activity	Collected to Date	% collected
E-911 Escrow	1,166,691	291,673	\$ 875,019	75%
Investment Interest	-	-	\$ 1,959	
	1,166,691	291,673	\$ 876,978	75%

Expenditures:	2021 Budget	October Activity	2021 Spending to Date	% used	Remaining Balance
Transfers Out	1,116,691	\$ 292,000	\$ 720,000	64%	396,691

NORCOM Financial Summary
for Period Ending October 31, 2021

	2021 Adopted Budget	Actual	Percent of Budget
<u>501 - Operating Fund</u>			
2021 Beginning Fund Balance			
Agency Revenue	11,754,115	\$ 11,754,115	100.00%
Other Revenue	550,918	\$ 299,253	54.32%
Transfers In	1,166,691	751,247	64.39%
Revenue Collected	13,471,724	12,804,615	95.05%
Total Resources	13,471,724	12,804,615	
Personnel Expenditures	10,754,239	\$ 8,196,401	76.22%
Operating Expenditures	2,667,485	\$ 2,247,246	84.25%
Transfers Out	50,000	-	0.00%
Total Expenditures	13,471,724	10,443,647	77.52%
<u>Available Fund Balance</u>	\$0	\$2,360,968.00	
<u>502 - Capital Projects Fund</u>			
2021 Beginning Fund Balance			
Investment Interest	638,154	\$638,154	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%
<u>Available Fund Balance</u>	\$297,485	\$570,190	
<u>503 - Equipment Replacement Reserve</u>			
2021 Beginning Fund Balance			
Investment Interest	696,823	\$696,823	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%
<u>Available Fund Balance</u>	\$343,323	\$534,648	
<u>504 - Operating Expense Reserve</u>			
2021 Beginning Fund Balance			
Investment Interest	\$ 160,751	\$160,751	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%
<u>Available Fund Balance</u>	\$160,751	\$160,751	
<u>505 - E-911 Escrow Trust</u>			
2021 Beginning Fund Balance			
Operating Revenue	\$83,371	\$83,371	78.53%
Investment Interest	1,116,691	\$ 876,978	0.00%
Revenue Collected	1,116,691	878,937	78.71%
Total Resources	1,200,062	962,308	
Expenditures	-	-	0.00%
Transfers Out	1,116,691	720,000	64.48%
Total Expenditures	1,116,691	720,000	64.48%
<u>Available Fund Balance</u>	\$83,371	\$242,308	
<u>506 - Rate Stabilization Reserve</u>			
2021 Beginning Fund Balance			
Investment Interest	\$807,041	\$807,041	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%
<u>Available Fund Balance</u>	\$807,041	\$807,041	



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 11/12/2021
Subject: Reporting the Disaster Recovery Project Completed

Executive Summary:

NORCOM Management's reporting on the completion of the Disaster Recovery Project.

Background:

The Governing Board approved the 2018-2019 Disaster Recovery Project, allocating funds to create a seamless failover opportunity for all of NORCOM's mission critical software systems.

Two Resolutions were issued to approve funding for a total of \$525,000 to purchase new storage Area Network and operating software.

Total expenditures related to the Disaster Recover project were \$669,595. NORCOM Management identified some costs (\$219,091) were eligible for federal grant reimbursement under the Next Generation 911 program with a matching rate of 40%. Total federal fund contributions towards this project was \$131,454, resulting in overall costs paid for with NORCOM's Capital Project Fund as its funding source of \$538,141:

Year	Cost	NORCOM funded costs
2018	450,505	450,505
2020	199,641	79,856
2021	19,449	7,780
Total:	669,595	538,141

Past Board or Other Related Actions:

The Governing Board approved the 2018-2019 Disaster Recovery Project allocating \$500,000 to the project, adding \$25,000 in 2018 due to savings found in the JIPTL for projects budget by completed with minor or no expense.

At the December 14, 2018 meeting the Governing Board approved Phased I disaster recovery purchases related to software required for the project. In the March 8, 2019 meeting the Board approved Phase II expenditures.

The goal was to increase the overall system uptime and improve resiliency by geo-diversifying our server environment. The Disaster Recovery site is very similar in capabilities to the hardware used at NORCOM

in Bellevue. In 2021, the infrastructure portion was completed, and we now have connectivity between the Disaster Recovery site and the Bellevue site. The Disaster Recovery site currently holds backup copies of NORCOM's critical data.

Policy and Strategic Implications:

This project supports NORCOM's ability to store and restore data in the case of critical failures at our Primary Bellevue site.

NORCOM Staff Recommendation:

N/A

Staff Comments:

Nothing Additional

Options

Risks

Finance Committee Review: Yes

Legal Review: No

Joint Operations Board Review: No

Attachments

Disaster Recovery Project

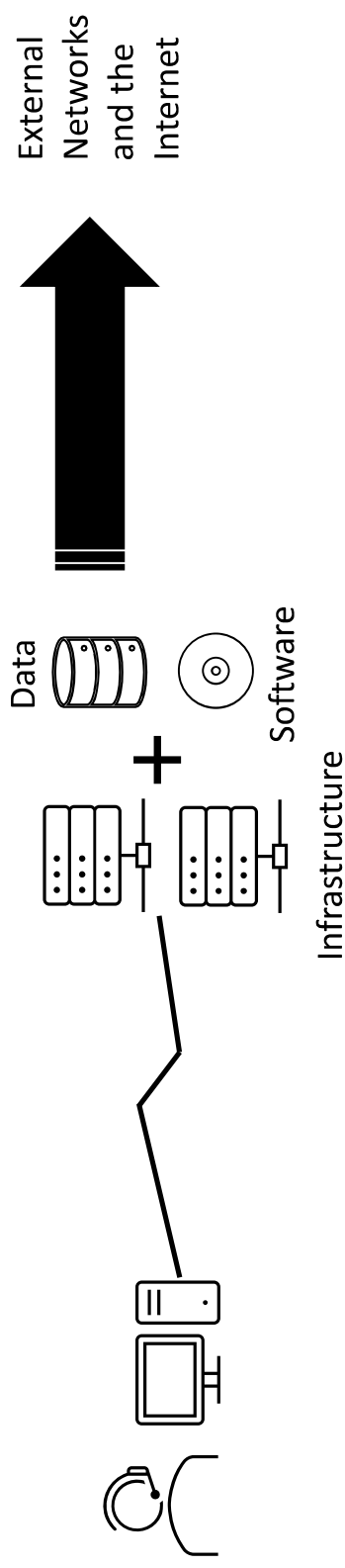
Disaster Recovery Site Infrastructure Project

Project Completion Summary

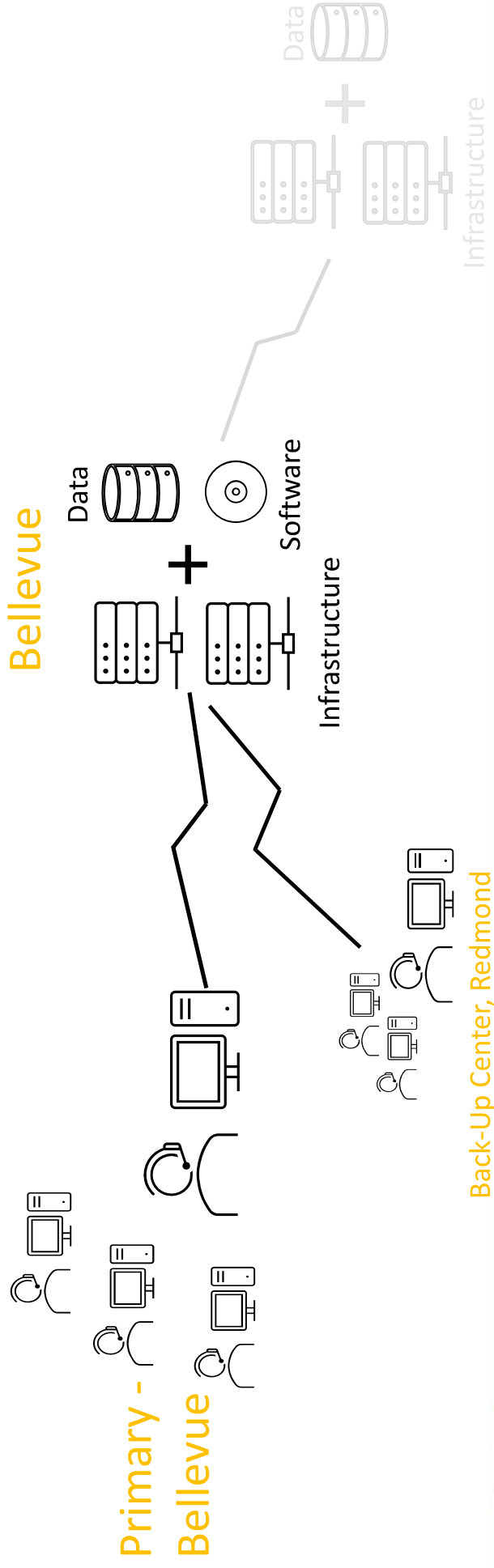


NORCOM 9-1-1

Call Taking & Dispatching Functions



Disaster Recovery Site Infrastructure Project:

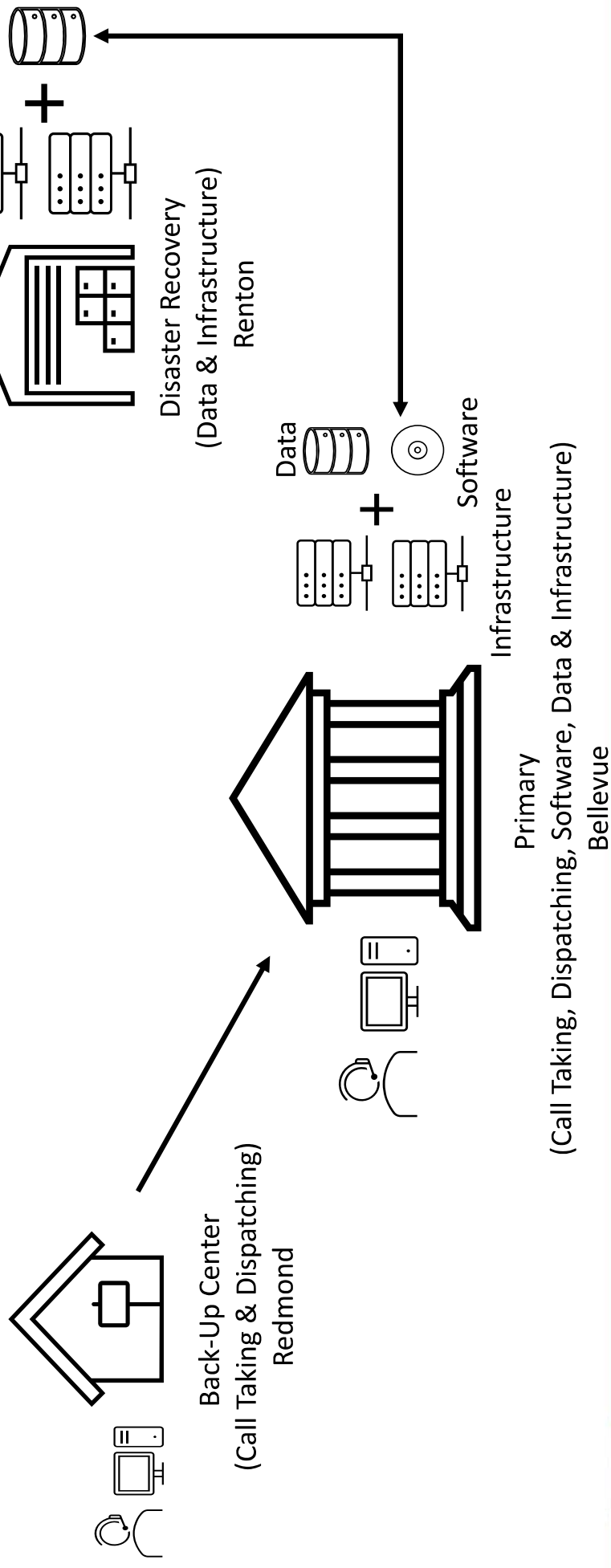


Disaster Recovery Site Infrastructure Project:

- Server and Network equipment purchased, deployed and configured at Renton Facility
- Established connectivity between Disaster Recovery and Bellevue sites.
- Scheduled backup copies of NORCOM critical data to the Renton Facility.

This achieves a “cold backup” – all critical data is backed up and can be restored in case of critical failure at Primary site.

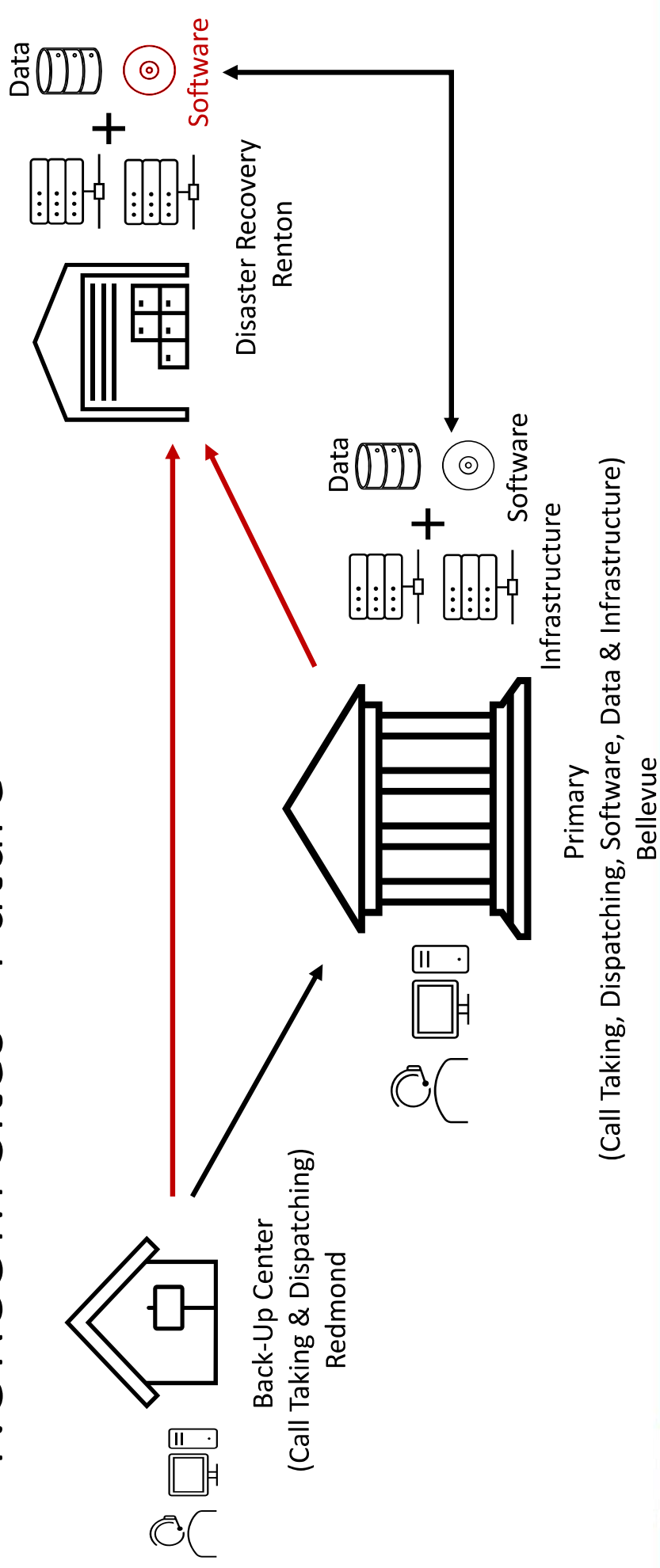
NORCOM Sites



Next Steps

- Update the Continuity of Operations Plan (COOP)
 - Identify what systems are mission-critical
- Install mission-critical software applications at the DR Site
 - Configure systems to fail over to DR Site in case of failure or planned outages at Primary site
- Connect the Redmond Backup Center to the DR Site

NORCOM Sites - Future



Long Term Benefits

1. DR site will be able to run mission-critical systems
2. Redmond Backup Center can access the DR site in the case of evacuation & technical failures at the Primary Site
3. Primary Site can access DR site in case of technical failures

Increased Resiliency, Decreased System Down Time



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 11/12/2021
Subject: Draft Resolution 196 -NORCOM Agency Service Agreements and Mergers- Inter-local Agreement (ILA) considerations

Executive Summary:

No action is required of the Governing Board at this time.

Woodinville Fire and Rescue ("Woodinville"), a Principal of NORCOM, has entered into a long-term service agreement with Eastside Fire & Rescue ("ESFR"). Pursuant to the services agreement, ESFR will provide all Operational Fire services for Woodinville Fire. Woodinville Fire will continue to be governed by its elected Board of Commissioners, will retain title to its capital assets, and will retain its separate legal entity status, and all operations, staffing and services previously provided by Woodinville will be assumed by Eastside.

The NORCOM Interlocal Agreement (ILA) was signed in 2007 and at that time did not contemplate such service agreements, particularly as it relates to agency voting, defining a quorum or agency billing responsibilities.

Staff respectfully requests that the Board consider and discuss this as it relates to the adequacy of the current ILA language as well as the proposed remedy via the proposed DRAFT Resolution. Staff will incorporate the Board's input and direction for formal Board consideration at the December Governing Board meeting.

Please see the attached Resolution DRAFT and ILA Section 6 for consideration and reference.

Background:

The following is the current language contained in the ILA.

Section 6(p)

In the event a Principal annexes to another Principal, or becomes a member agency of a Public Safety Interlocal Operation that is a Principal, and as a result of such annexation or contractual action (collectively herein, "merger"), a public safety operation (e.g. fire/EMS operation or police operation) of the "merged" Principal is no longer Directly Served by NORCOM, then the "merged" Principal's rights and obligations under this Agreement (including its seat and voting rights on the Governing Board) with respect to the merged public safety operation shall be assumed in full by the Principal into which it has merged, including without limitation any amounts owed NORCOM for services rendered or with respect to any borrowing program per Section 13. Provided, however, that if a "merged" Principal retains a separate public safety operation that is Directly Served by NORCOM, that Principal shall remain a Principal and shall retain all its rights

and obligations under this Agreement with respect to its Directly Served public safety operation.

Past Board or Other Related Actions:

NA

Policy and Strategic Implications:

Should multiple mergers occur, the Governing Board may wish to consider a more detailed revision to the current NORCOM ILA language.

NORCOM Staff Recommendation:

NORCOM staff has conducted a thorough review and analysis and recommends the Board discuss the topic, review the attached DRAFT resolution and provide input and direction to staff.

Staff Comments:

Nothing additional

Options

Risks

Finance Committee Review: No

NA

Legal Review: Yes

NORCOM legal Counsel has provided input and guidance in regard to the DRAFT Resolution.

Joint Operations Board Review: No

None

Attachments

ILA - Principal Members

Draft Resolution 196

42 a. A Member representing a Principal that has given notice of withdrawal
43 or which has been terminated by vote of the Governing Board shall be
44 authorized to cast votes at the Governing Board only on those matters
45 defined in Section 19.g.
46

① i. Items Requiring Supermajority Vote for Approval. A Supermajority Vote
2 of the Governing Board shall be required in order to approve the following items or
3 actions:

- 4 i. Approval or amendment of NORCOM budget, including the User
5 Fee formula;
- 6 ii. A decision to request Principals issue debt for or on behalf of
7 NORCOM;
- 8 iii. A decision to acquire assets, equipment, real or personal property
9 valued at over \$500,000 per Section 14;
- 10 iv. Admission of a new Principal;
- 11 v. Appointing the Executive Director (a Simple Majority Vote is
12 required for removal of the Executive Director).;
- 13 vi. Amendment of this Agreement (except for those amendments
14 requiring unanimous consent of Principals under section 20 of this
15 Agreement).
- 16 vii. Expansion of the scope of services provided by NORCOM; and
- 17 viii. Adoption or amendment of the NORCOM Bylaws, or amendment
18 of the NORCOM Articles of Incorporation subject to other
19 applicable requirements of Chapter 24.06 RCW.

20
21 j. Officers. The Governing Board shall have two officers, a Chair and Vice-
22 Chair. It will be the function of the Chair to preside at the meetings of the Governing
23 Board. The Vice-Chair shall assume this role in absence of the Chair. At the first
24 meeting of the Governing Board, the officers shall be elected by Simple Majority Vote of
25 the Members, and shall serve until the date of the first Principals Assembly. Annually
26 thereafter, at the Principals Assembly the Vice Chair shall assume the role of Chair and
27 the Governing Board shall elect a new Vice-Chair by Simple Majority Vote. In the event
28 of a vacancy in the Chair position, the Vice-Chair shall assume the Chair for the balance
29 of the term of the departed Chair. In the event of a vacancy in the Vice-Chair position,
30 the Governing Board shall by Simple Majority Vote elect a new Vice-Chair to serve to
31 the balance of the term of the departed Vice-Chair. An officer elected to fill the
32 unexpired term of his or her predecessor shall not be precluded from serving a full annual
33 term of office following the end of such unexpired term. Any officer appointed by the
34 Board may be removed by Simple Majority Vote of the Board upon 30 days' written
35 notice, with or without cause, in which event the Board shall promptly elect a new officer
36 who shall serve until the next Principals Assembly. The Board may appoint persons to
37 serve as Secretary and Treasurer of NORCOM, provided that such persons shall not be
38 Members of the Governing Board.

39 k. Staffing. The Executive Director shall assign agency staff to support the
40 Governing Board as he or she deems appropriate.

41 l. Meetings. The Governing Board shall meet not less than four (4) times
42 per year, at least once each calendar quarter, at a time and place designated by the Chair
43 of the Governing Board or by a majority of its Members. Not less than fourteen (14)
44 days advance notice of regular meetings shall be given. Special meetings may be called
45 by the Chair or any two (2) Members upon giving all other Members not less than seven
46 (7) days prior notice. In an emergency, the Governing Board may dispense with written

this ____ day of December, 2021.

Passed by a Supermajority Vote of the Governing Board in an open

its passage and adoption.

Section 2. Effective Date. This resolution shall take effect immediately

respect to all other persons and all other circumstances, remain valid and enforceable in all other provisions of this resolution in all other respects, and the offending provision, if modified, it is null and void with respect to the particular person or circumstance within the limits of enforceability or validity. If the offending provision, as to any person or circumstance, the offending provision, if feasible, is modified, appeal periods having run, holds any provision of this resolution invalid or unenforceable. If a court of competent jurisdiction, all appeals having been exhausted, severable. If a court of competent jurisdiction, all appeals having been exhausted,

Section 4. Severability. The provisions of this resolution are severable.

the provisions of this resolution are ratified and confirmed in all respects.

Signed in authentication thereof on this _____ day of _____, 2021.

NORTH EAST KING COUNTY
REGIONAL PUBLIC SAFETY
COMMUNICATIONS AGENCY

By _____
Chair, NORCOM Governing Board

Attest: _____

EXHIBIT A

AMENDMENT TO INTERLOCAL AGREEMENT

(attached)

**AMENDMENT TO
NORTH EAST KING COUNTY REGIONAL PUBLIC SAFETY
COMMUNICATIONS AGENCY INTERLOCAL AGREEMENT**

This AMENDMENT TO NORTH EAST KING COUNTY REGIONAL PUBLIC SAFETY COMMUNICATIONS AGENCY INTERLOCAL AGREEMENT (this "Amendment") dated this ____ day of December, 2021, amends that certain NORTH EAST KING COUNTY REGIONAL PUBLIC SAFETY COMMUNICATIONS AGENCY INTERLOCAL AGREEMENT, dated October 17, 2007 (the "Interlocal Agreement").

WITNESSETH

WHEREAS, the Northeast King County Regional Public Safety Communications Agency ("NORCOM") is a consolidated public safety communications agency formed by and serving as an instrumentality of its member public agencies (the "Principals") pursuant to chapters 39.34 and 24.06 of the Revised Code of Washington ("RCW") and the Interlocal Agreement; and

WHEREAS, pursuant to Sections 6.i and 20 of the Interlocal Agreement, the NORCOM Governing Board (the "Governing Board") by Supermajority Vote (as defined in the Interlocal Agreement) has authority to amend certain provisions of the Interlocal Agreement; and

WHEREAS, Section 6.p. of the Interlocal Agreement provides direction with respect to Governing Board operations in the event that a Principal annexes or is merged into another Principal or becomes a member agency of a Public Safety Interlocal Operation that is a Principal; and

WHEREAS, the Governing Board now desires to clarify that the treatment in the ILA for an annexed or merged Principal shall apply when a Principal is effectively "merged" into another Principal under the terms of a service agreement;

NOW, THEREFORE, in consideration of the foregoing premises the Interlocal Agreement is amended as follows:

AGREEMENTS

Section 1.01. Definitions. All words and phrases not otherwise defined herein shall have the meanings given to them in the Agreement.

Section 1.02. Amendment to Interlocal Agreement. Section 6.p. (Merger of a Principal with another Principal Directly Served by NORCOM) of the Agreement is hereby amended as follows (additions are double underlined and deletions are stricken):

Section 6.p. Merger of a Principal with another Principal Directly Served by NORCOM. In the event a Principal annexes to another Principal, or becomes a member agency of a Public Safety Interlocal Operation that is a Principal, or enters into a service or other operating contract pursuant to which another Principal effectively assumes all operations of the Principal, and as a result of such annexation or contractual action (collectively herein, "merger"), a public safety operation (e.g. fire/EMS operation or police operation) of the "merged" Principal is no longer Directly Served by NORCOM, then the "merged" Principal's rights and obligations under this Agreement (including its seat and voting rights on the Governing Board, for all purposes, including establishing a quorum) with respect to the merged public safety operation shall be assumed in full by the Principal into which it has merged, including without limitation any amounts owed NORCOM for services rendered or with respect to any borrowing program per Section 13. Provided, however, that if a "merged" Principal retains a separate public safety operation that is Directly Served by NORCOM, that Principal shall remain a Principal and shall retain all its rights and obligations under this Agreement with respect to its Directly Served public safety operation as agreed to by NORCOM and such Principal.

Section 1.03. Ratification and Confirmation. All other terms and conditions of the Interlocal Agreement are hereby ratified and confirmed.

Section 1.04. Effective Date. The amendment set forth herein shall be effective after approved by an affirmative Supermajority Vote of the Governing Board, as provided in the Interlocal Agreement.

Dated: _____, 2021.

NORTH EAST KING COUNTY
REGIONAL PUBLIC SAFETY
COMMUNICATIONS AGENCY

By _____
Chair, NORCOM Governing Board



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 11/12/2021
Subject: Information Technology and Operations Newsletter

Executive Summary:

The November Newsletter contains Information Technology & Operations updates and is presented to the Board for review, input, and questions.

Background:

The Information Technology and Operations Updates are routinely provided to the Board.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends the Board review the updates and offer input or questions as desired.

Staff Comments:

None

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

Attachments

November IT & Operations Updates



Information Technology Updates

From: Katy Myers, DDofA

November 2021

Radio

PSERN

Waiting for next steps to plan and build the Radio to CAD interface (CADi).

Snoqualmie Pass Fire & Rescue

NORCOM and KITTCOM have established network connectivity. Operations will set up procedures for a new radio transmitter.

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 training and installation during Q4 of 2023.

Systems and Programs

RAADAR

- Created a daily shift log for Bellevue Police.
- Bug fixes
- Programming code optimizations continue.
- Initial configuration of the Google Cloud Platform.

Projects

Tyler Fire Migration

NORCOM staff have met three times to identify tasks, dependencies and begin a draft schedule. Have met with our Tyler Project Manager and connected with Tyler lead interface developers to begin planning for interface work.

Tyler Upgrade to 2021.1 SP3

Installation into TEST environment complete. Testing is beginning. Scheduled Go-Live for March 2022. The version includes bug fixes and new features.

Shield Force

Installation into TEST environment complete. Testing and dispatch workflow impact investigation will begin soon. Scheduled Go-Live **after** March 2022.

Redmond Back-Up Center

Contractors have completed the first phase. Waiting arrival of the new UPS to complete the project.

Alpha-Numeric Paging System

No update.

PulsePoint

Contract finalization.

Bellevue PD Body-Worn Cameras

Draft IT Services agreement being reviewed by the City of Bellevue. This project is pushed out, start date sometime in 2022.

Northshore Fire

Providing emergency IT support and critical infrastructure work. Infrastructure work has started.

Navigator

Tyler Technologies prototype of officer/deputy workflow and coding completed. Working with KCSO on workflow within the Tiburon/Mark 43 system. Test environment build is completed.

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 an opportunity to share comments.

“Super quick response and Andrew was able to do exactly what I asked!”

Last Month: 13 surveys returned

- Better than expected – 41
- As expected – 3
- 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
Oct '21	205	235	0

Important Upcoming Dates

- Tyler TEST: CAD, Mobile for Police, and Shieldforce testing is getting started



Operations Updates

From: Roky Louie, Deputy Director Operations

November 2021

Continuity of Operations Plan

NORCOM will begin reviewing the state of its Continuity of Operations Plan (COOP) this month. This review will include current policy and practice, previous drafts of the plan, and a look at what other emergency communications centers have in place.

Once the review is complete NORCOM will determine a scope of project and begin working on updating and modernizing its COOP, with an emphasis on policy, technology, and the current Disaster Recovery Site.

Training

NORCOM had our 5 new hires attend the 40 hour King County Basic Criteria Based Dispatch class (KCEMS), instructed by one of our communications Training Officers (CTOs). One of our newly hired CTOs attended a 32 hour CTO course in October. We continued to work with KCEMS on building a new QI feedback platform. This will be center focused rather than individual and could be used to identify trends and additional training needs. We are building training for the police priority changes to roll out as our quarterly training for all dispatchers.

NORCOM is also looking for training opportunities for its staff that focus on employee mental health and stress management training.

Community

NORCOM is participating in a food drive competition to bring in food for those in need during the holidays. NORCOM is competing with surrounding emergency call centers to see who will bring in the most food for the drive.

Fire Operations

This month has been heavily focused on the fire station movement and construction for both Bothell and Kirkland Fire Departments. Bothell Station 45 has been torn down and is being rebuilt from the ground up. During the day, the crews will be at Cedar Grove Park at a temporary station. At night, they will be located behind Station 44. Coming soon will be Kirkland fire station 24 located near 100th Ave NE and NE 132nd St. Work has been done to adjust response areas for this station as well as creating response plans. Look for more fire station movement and creation from both Bothell and Kirkland as well as some other potential agencies.

Police Operations

In January of 2021 NORCOM began its second year of radio skill building tests with both dispatchers and field units. When our radios flash the message “Site Trunking” that is a result of our King County radio system failing. When a failure of this magnitude occurs communicating with dispatch and other units in the field becomes challenging across the county. In late 2019 NORCOM began working with Sgt. Gidlof (Medina Police) to design a quarterly skills test for dispatchers and field units. This testing takes place on random days, shifts, and times throughout the year to ensure that our internal staff as well as police and fire field units know what to do when the County radio system fails. It is critical that we are all prepared for a potential radio system failure County wide. The most recent training exercise that was conducted in September had an excellent response and went through with no problems for NORCOM staff, police, or fire agencies. It is a combined effort in maintaining training exercises like this that point to excellent relations between ours and your front line staff that keeps field units and the public safe during emergency events.