



AGENDA

NORCOM Governing Board

January 14, 2022, 9:00 am

1. Call to Order
2. Roll Call
3. Open Communications from the Public
4. Consent Agenda
 - A. Governing Board Meeting Minutes December 10, 2021
 - B. AP Reports December
 - C. 2020 Financial and Accountability Audit Underway
5. For Briefing to Board
 - A. Public Safety Telecommunicator Operational Console Replacement Project
 - B. NORCOM Projects Overview
 - C. Employee COVID Update
6. For Board Decision
 - A. Senate Bill SB 5555 – Concerning Public Safety Telecommunicators
7. January Newsletter
 - A. Information Technology and Operations Newsletter
8. Executive Session

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

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

- *RCW 42.30.110(1)(f) to receive and evaluate complaints brought against an employee.*

9. Adjournment

The next Governing Board meeting is scheduled for February 11, 2022



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 01/14/2022
Subject: Governing Board Meeting Minutes December 10, 2021

Executive Summary:

The December 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

NA

Legal Review: No

NA

Joint Operations Board Review: No

NA

Attachments

Governing Board Minutes 121021



MEMBERS

Nathan McCommon	City of Bellevue
Butch Noble	City of Bothell
Dawn Hanson	City of Clyde Hill
Beth Goldberg	City of Kirkland (Vice-Chair)
Steve Burns	City of Medina
Ed Holmes	City of Mercer Island
Dan Yourkoski	City of Normandy Park
Mark Correia	City of Snoqualmie
Joshua Erskine	Duvall Fire District #45
Jeff Clark	Eastside Fire & Rescue (Chair)
Brian Culp	Fire District #27
Adrian Sheppard	Redmond Fire Department
Matt Cowan	Shoreline Fire Department
Jeff Clark	Woodinville Fire & Rescue
Michael Olson	City of Kirkland (Board Treasurer)

ABSENT

Doug McDonald	Northshore Fire Department
Jay Wiseman	Snoqualmie Pass Fire
James Knisley	Skykomish Fire District #50

VISITORS

Jami Hoppen	KC911
Deb Flewelling	KC911
Mozelle Fok	City of Bellevue

NORCOM STAFF

Bill Hamilton	Executive Director
Roky Louie	Deputy Director, Operations
Katy Myers	Deputy Director, Administrative Services
Judy Cayton	Human Resource Manager
Marianne Ryerson	Finance Manager
Jeremy Henshaw	Law Enforcement Liaison
Cory James	Fire Liaison
Nathan Way	Applications & Security Architect
Sean Goehner	Systems Engineer
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 9:01 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 November 12, 2021 Meeting**
- **Accounts Payable Report November 2021**

There was no discussion on any consent agenda items.

Deputy City Manager McCommon made a motion to approve the Consent Agenda. City Administrator Correia seconded the motion.

Motion carried.

- **For Board Briefing**

- **Staffing Update**

Director Hamilton introduced the topic of NORCOM's staffing issues which are similar to other PSAP's. HR and the recruiting team have been working hard to creatively improve the situation and are beginning to see results. Human Resource Manager Cayton briefed the Board on staff numbers from August 2021 then showed the increase in December 2021. Over 40 candidates have been interviewed in the last several months to fill the positions to get our Telecommunicator staffing back up to 62, we are currently at 59. Human Resource Manager Cayton discussed the recruiting challenges, current strategies, and NORCOM's strengths as an organization.



- **NORCOM Liaisons – A Year in Review**

Director Hamilton introduced Law Enforcement Liaison Jeremy Henshaw and Fire Liaison Cory James and explained how these positions are unique to NORCOM. Director Hamilton requested that both Liaisons provide a highlight of 2021. Law Enforcement Liaison Henshaw explained that ongoing COVID-19 concerns, Blake Legislation, 1310 Legislation along with PSERN upgrades, and Washington State WACIC database formatting changes as just a few of the 2021 projects. He stated the collaboration of all staff was key to our successful year, embracing the idea of helping others. Fire Liaison James agreed that collaboration between NORCOM's IT, GIS, Finance, Operations and our agencies all working together shows how successful partnerships work. Fire Liaison James provided an overview of several 2021 projects including migrating Woodinville to Eastside Fire & Rescue's jurisdiction, Paging solutions, Single CAD, PulsePoint, Station 24 and 45 Fire Station Construction and Movement, NFORS, and Cascadia Rising Preparation.

- **For Board Decision**

- **Resolution 198 – Adoption of the 2022 Budget**

Finance Manager Ryerson presented the NORCOM Budget Process, Key Budgeted Items, 2022 Fund Summary, and the 2022 Budget Narrative for review and discussion.

Chief Yourkoski made a motion to approve Resolution 198. Deputy City Manager McCommon seconded the motion.

Motion carried.

- **Resolution 197 – Establishing Juneteenth as a legal holiday for NORCOM**

Chief Holmes made a motion to approve Resolution 197. Deputy City Manager Goldberg seconded the motion.

Motion carried.

- **Resolution 196 – NORCOM Agency Service Agreement and Mergers**

A draft version of Resolution 196 was presented at the November 2021 Governing Board meeting for review and feedback.

Chief Cowan made a motion to approve Resolution 196. Chief Sheppard seconded the motion.

Motion carried.



o **Department Reports**

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

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

o **Executive Session**

An Executive session was held to brief the Board on a confidential matter and NORCOM Associated Guild Collective Bargaining Agreement. The Executive session started at 9:40 with a request for 20 minutes, Executive session ended at 10:00.

Action will be taken. A vote is requested on the NORCOM Associated Guild Contract.

The public Governing Board meeting resumed at 10:01.

• **NORCOM Associated Guild Contract**

After Executive Session ended and the public meeting was back in session a second roll call was held and it was determined a quorum was present. Deputy City Manager McCommon made a motion to accept the NORCOM Associated Guild Contract for January 1, 2022 – December 31, 2025 in redline version and to allow Director Hamilton to sign the contract once finalized. City Administrator Correia seconded the motion.

Motion carried.

o **Adjournment**

The meeting adjourned at 10:04.

The next Governing Board meeting is scheduled for January 14, 2022.

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 01/14/2022
Subject: AP Reports December

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:

Please note- the figures shown in the financial summary and Budget to Actual Analysis do not represent final 2021 activities. Several final accounting activities are required before closing 2021 books including:

- E911 December Escrow activities
- 4th Quarter NG911 grant reimbursement
- Fund transfers

NORCOM management will continue working on these activities and prepare final 2021 reporting and recommendations on carry-forward amounts in March 2022.

Options

Risks

Finance Committee Review: Yes

The Finance Committee routinely reviews the monthly budgetary report.

Legal Review: No

NA

Joint Operations Board Review: No

NA

Attachments

Monthly Budget to Actuals Summary and AP Reports December

NORCOM

ACTIVITY NOVEMBER 29, 2021 THROUGH DECEMBER 31, 2021

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,649,051.17

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 December 31, 2021

	2021 Budget	December Activity	2021 Collected to Date	% collected
Agency Revenue	11,754,115	-	\$ 11,754,115	100%
Agency Reimbursements	200,918	46,672	\$ 181,957	91%
Grants/Intergovernmental/Interest	350,000	32,054	\$ 241,999	69%
Total	12,305,033	78,726	12,178,071	99%
Transfers In	1,116,691	-	\$ 751,247	67%
Revenues + Transfers	13,421,724	78,726.27	12,929,318	96%

Expenses

	2021 Budget	December Activity	2021 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,638,542	\$ 897,504	\$ 7,120,095	93%	518,447
Salaries & Wages - Overtime	167,586	\$ 80,917	\$ 423,716	253%	(256,130)
Professional Reimbursements	4,200	\$ 485	\$ 4,135	98%	65
Medical	1,119,908	\$ 96,586	\$ 1,094,738	98%	25,170
Dental	96,868	\$ 8,148	\$ 93,071	96%	3,796
Vision	12,850	\$ 1,059	\$ 12,327	96%	523
Long-Term Care	6,600	\$ 473	\$ 5,670	86%	930
Medicare	113,434	\$ 13,252	\$ 101,426	89%	12,008
MEBT	480,243	\$ 57,580	\$ 464,029	97%	16,214
PERS	1,005,972	\$ 98,834	\$ 861,079	86%	144,894
Washington FMLA	16,302	\$ 1,361	\$ 10,977	67%	5,325
Unemployment	79,288	\$ 595	\$ 56,537	71%	22,751
Workers Comp	12,447	\$ 1,905	\$ 15,780	127%	(3,334)
Total Personnel	10,754,239	1,258,698	\$ 10,263,580	95%	490,659
Advertising	10,000	\$ -	\$ 1,803	18%	8,197
Bank Fees	50	\$ -	\$ 155	310%	(105)
Cellular,Pager & Radio Svcs	50,588	\$ 3,016	\$ 36,955	73%	13,633
Computer Hardware-Non Capital	10,100	\$ 45,632	\$ 48,857	484%	(38,757)
Consumable Goods	5,830	\$ 371	\$ 5,767	99%	63
Dues & Memberships	11,110	\$ 100	\$ 11,435	103%	(325)
Equipment Leases	19,500	\$ 2,370	\$ 20,024	103%	(524)
Facility Lease	670,456	\$ 72,035	\$ 678,721	101%	(8,265)
Financial Audit	23,000	\$ 3,280	\$ 55,312	240%	(32,312)
Hosted Services	118,123	\$ -	\$ 90,463	77%	27,661
HR Services	65,500	\$ 42,352	\$ 76,851	117%	(11,351)
Insurance	80,000	\$ -	\$ 77,185	96%	2,815
Local Travel/Training/ Mileage	6,450	\$ 385	\$ 2,805	43%	3,645
Network Service	21,142	\$ 4,240	\$ 27,424	130%	(6,283)
Office Furniture	7,750	\$ -	\$ 118	2%	7,632
Office Supplies	7,600	\$ 126	\$ 2,703	36%	4,897
Operating Supplies	2,350	\$ 139	\$ 3,215	137%	(865)
Parking Lease	82,800	\$ 8,434	\$ 56,769	69%	26,031
Payroll Services	29,700	\$ 1,486	\$ 21,292	72%	8,408
Postage	1,000	\$ 204	\$ 597	60%	403
Printing	1,100	\$ -	\$ 79	7%	1,021
Professional Services	31,440	\$ 97,614	\$ 344,460	1096%	(313,020)
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	\$ 7,229	\$ 953,768	105%	(46,323)
Radio Site Lease	50,657	\$ 566	\$ 9,984	20%	40,673
Recruitment Supplies	2,000	\$ -	\$ 551	28%	1,449
Small Tools & Minor Equipment	14,750	\$ 147	\$ 6,241	42%	8,509
Software/Licensing	93,004	\$ 10,845	\$ 62,486	67%	30,518
Telephone Services	46,100	\$ 4,194	\$ 40,346	88%	5,754
Training/Conf Registrations	3,000	\$ -	\$ 942	31%	2,058
Training/Conf Registrations/ Travel	5,750	\$ -	\$ 1,771	31%	3,979
Transfers Out	50,000	\$ 50,000	\$ 50,000	100%	-
Total Supplies & Services	2,717,485	354,765	\$ 2,692,129	99%	25,356
GRAND TOTAL	13,471,724	1,613,463	\$ 12,955,709	96%	516,015

502- Capital Projects

	2021 Budget	December Activity	2021 Spending to Date	% used	Remaining Balance
R&M - Software Maintenance	340,669	\$ 59,080	\$ 127,044	37%	213,625
	340,669	59,080	127,044	37%	213,625

503- Equipment Replacement:

	2021 Budget	December Activity	2021 Spending to Date	% used	Remaining Balance
Computer Hardware-NonCapital	43,000	\$ 2,129	\$ 8,723	20%	34,277
R&M Software Maintenance	360,500	\$ -	\$ 234,487	65%	126,013
	403,500	\$ 2,129	\$ 243,210	60%	160,290

505-E 911 Escrow

Revenues:	2021 Budget	December Activity	Collected to Date	% collected
E-911 Escrow	1,166,691	-	\$ 875,019	75%
Investment Interest	-	-	\$ 2,348	
	1,166,691	-	\$ 877,367	75%
Expenditures:	2021 Budget	December Activity	2021 Spending to Date	% used
Transfers Out	1,116,691	\$ -	\$ 720,000	64%

NORCOM Financial Summary

for Period Ending December 31, 2021

	2021 Adopted Budget	Actual	Percent of Budget
<u>501 - Operating Fund</u>			
2021 Beginning Fund Balance	-	\$0	
Agency Revenue	11,754,115	\$ 11,754,115	100.00%
Other Revenue	550,918	\$ 423,956	76.95%
Transfers In	1,166,691	751,247	64.39%
Revenue Collected	13,471,724	12,929,318	95.97%
Total Resources	13,471,724	12,929,318	
Personnel Expenditures	10,754,239	\$ 10,263,580	95.44%
Operating Expenditures	2,667,485	\$ 2,692,129	100.92%
Transfers Out	50,000	\$ 50,000	100.00%
Total Expenditures	13,471,724	13,005,709	96.54%
Available Fund Balance	\$0	\$ (76,390.77)	
<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	\$ 127,044	37.29%
Transfers Out	-	\$ -	0.00%
Total Expenditures	340,669	127,044	37.29%
Available Fund Balance	\$297,485	\$511,110	
<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	\$ 234,487	58.11%
Transfers Out	-	-	0.00%
Total Expenditures	403,500	234,487	58.11%
Available Fund Balance	\$343,323	\$462,336	

	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	\$ 877,367	78.57%
Investment Interest	-	2,348	0.00%
Revenue Collected	1,116,691	879,716	78.78%
Total Resources	1,200,062	963,087	
Expenditures	-	-	0.00%
Transfers Out	1,116,691	720,000	64.48%
Total Expenditures	1,116,691	720,000	64.48%
Available Fund Balance	\$83,371	\$243,087	
<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	



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 01/14/2022
Subject: 2020 Financial and Accountability Audit Underway

Executive Summary:

The State Auditor's Office has started NORCOM's Financial and Accountability audits for the year ending December 31, 2020. The auditors have prepared the attached Audit Entrance Document for the Board's review detailing the scope of the audit and other important audit information.

Background:

More information about the auditor's office may be found in the office's annual report: [State Auditor's Office 2021 Annual Report](#) and [Office of the Washington State Auditor- September Audit Connection Blog](#)

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

N/A

Staff Comments:

Nothing additional

Options

Risks

Finance Committee Review: Yes

The Finance Committee is aware of this routine audit. The cost of the audit has been accounted for in the 2022 budget.

Legal Review: No

NA

Joint Operations Board Review: No

NA

Attachments

NORCOM 2020 Audit Entrance Packet Pages 1-4



Office of the Washington State Auditor

Pat McCarthy

Entrance Conference: NORCOM

The Office of the Washington State Auditor's vision is increased trust in government. Our mission is to provide citizens with independent and transparent examinations of how state and local governments use public funds, and develop strategies that make government more efficient and effective.

The purpose of this meeting is to share our planned audit scope so that we are focused on the areas of highest risk. We value and appreciate your input.

Audit Scope

Based on our planning, we will perform the following audits:

Accountability audit for January 1, 2020 through December 31, 2020

We will examine the management, use and safeguarding of public resources to ensure there is protection from misuse and misappropriation. In addition, we will evaluate whether there is reasonable assurance for adherence to applicable state laws, regulations and policies and procedures.

We plan to evaluate the following areas:

- Payroll disbursements – review of bonus payments, employee recognition, and severance pay
- Credit card disbursements

Financial statement audit for January 1, 2020 through December 31, 2020

We will provide an opinion on whether your financial statements are presented fairly, in all material respects, in accordance with the applicable reporting framework. The audit does not attempt to confirm the accuracy of every amount, but does search for errors large enough to affect the conclusions and decisions of a financial statement user.

Engagement Letter

We have provided an engagement letter that confirms both management and auditor responsibilities, and other engagement terms and limitations. Additionally the letter identifies the cost of the audit, estimated timeline for completion and expected communications.

Levels of Reporting

Findings

Findings formally address issues in an audit report. Findings report significant results of the audit, such as significant deficiencies and material weaknesses in internal controls; misappropriation; and material abuse or non-compliance with laws, regulations or policies. You will be given the opportunity to respond to a finding and this response will be published in the audit report.

Management Letters

Management letters communicate control deficiencies, non-compliance, misappropriation, or abuse that are less significant than a finding, but still important enough to be formally communicated to the governing body. Management letters are referenced, but not included, in the audit report.

Exit Items

Exit items address control deficiencies, non-compliance with laws or regulations, or errors that have an insignificant effect on the audit objectives. These issues are informally communicated to management.

Important Information

Confidential Information

Our Office is committed to protecting your confidential or sensitive information. Please notify us when you give us any documents, records, files, or data containing information that is covered by confidentiality or privacy laws.

Audit Costs

The cost of the audit is estimated to be approximately \$22,600.

Expected Communications

During the course of the audit, we will communicate with Marianne Ryerson, Finance Manager, on the audit status, any significant changes in our planned audit scope or schedule and preliminary results or recommendations as they are developed.

Please let us know if, during the audit, any events or concerns come to your attention of which we should be aware. We will expect the Finance Manager to keep us informed of any such matters.

Audit Dispute Process

Please contact the Audit Manager or Assistant Director to discuss any unresolved disagreements or concerns you have during the performance of our audit. At the conclusion of the audit, we will summarize the results at the exit conference. We will also discuss any significant difficulties or disagreements encountered during the audit and their resolution.

Loss Reporting

State agencies and local governments are required to immediately notify our Office in the event of a known or suspected loss of public resources or other illegal activity. These notifications can be made on our website at www.sao.wa.gov/report-a-concern/how-to-report-a-concern/fraud-program/.

Peer Reviews of the Washington State Auditor's Office

To ensure that our audits satisfy *Government Auditing Standards*, our Office receives external peer reviews every three years by the National State Auditors Association (NSAA). The most recent peer review results are available online at www.sao.wa.gov/about-sao/who-audits-the-auditor/. Our Office received a “pass” rating, which is the highest level of assurance that an external review team can give on a system of audit quality control.

Emerging Issues

Some of the emerging issues affecting local governments are the following:

- December 2021 GASB Update – see attached
- SAO 2021 Annual Report – see attached
- September 2021 Audit Connection – see attached

Working Together to Improve Government

Audit Survey

When your report is released, you will receive an audit survey from us. We value your opinions on our audit services and hope you provide us feedback.

Local Government Support Team

This team provides support services to local governments through the Budget, Accounting, and Reporting System (BARS) and annual online filing technical assistance, provides accounting, reporting and BARS training. Our website and client portal offers many resources, including a client Help Desk that answers auditing and accounting questions, updated BARS manuals, access to resources and recorded trainings, and additional accounting and reporting resources. Additionally this team assists with the online filing of your financial statements.

The Center for Government Innovation

The Center for Government Innovation of the Office of the Washington State Auditor offers services designed to help you, help the residents you serve at no additional cost to your government. What does this mean? They provide expert advice in areas like building a Lean culture to help local governments find ways to be more efficient, effective and transparent. The Center also provides financial management technical advice and best practices and resources. These can be accessed from the “Improving Government” tab of our SAO website and help you act on accounting standard changes, comply with regulations, protect public resources, minimize your cybersecurity risk and respond to recommendations in your audit. The Center also offers the Financial Intelligence Tool, better known as FIT, to help you assess and monitor your finances and compare your financial operations to other local governments like you. You can email the Center for a personal training session to learn all the benefits using the FIT tool can provide. The Center understands that time is your most precious commodity as a public servant, and wants to help you do more with the limited hours you have. If you are interested in learning how the Center can help you maximize your effect in government, call them at (564) 999-0818 or email them at Center@sao.wa.gov.

Audit Team Qualifications

Kelly Collins, CPA, Director of Local Audit – Kelly has been with the Washington State Auditor’s Office since 1992. In her role, she oversees the audit teams that perform the audits for over 2,200 local governments. She serves on the Washington Finance Officers Association Board and is a member of the Washington Society of Certified Public Accountants’ Government Auditing and Accounting Committee. Phone: (564) 999-0807 or Kelly.Collins@sao.wa.gov

Mark Rapozo, CPA, Assistant Director of Local Audit – Mark has been with the Washington State Auditor’s Office since 1983. In his role as Assistant Director, he assists with the statewide oversight and management of all the audits for local government. He also served as the chairman of the Local Records Committee of the Washington State Archives for 10 years. Phone: (564) 999-0794 or Mark.Rapozo@sao.wa.gov

Wendy Choy, Program Manager – Wendy has been with the Washington State Auditor’s Office since 2002 and is also the Program Manager for public hospital districts. In her role, she oversees Team North King County which performs the audits for over 85 state and local governments. She has also worked on four teams covering different audits throughout the King County and south Snohomish County regions. Wendy received her Bachelor of Arts degree in Business Administration with a concentration in accounting at the University of Washington. Phone: (425) 502-7067 or Wendy.Choy@sao.wa.gov

Clay Trushinsky, Assistant Audit Manager – Clay has been with the State Auditor’s Office since 2015. During his time with the office, he has performed multiple financial, accountability, and federal compliance audits for cities, counties, special purpose districts, housing authorities, and school districts. Clay received his Bachelor of Arts degree in Business Administration with a concentration in accounting from Pacific Lutheran University. Prior to working at the SAO, Clay was an accountant with a local CPA firm. (425) 900-5644 or Clay.Trushinsky@sao.wa.gov

Jessie Fleming, CFE, Audit Lead – Jessie has been with the Washington State Auditor’s Office since June 2015. She earned her Bachelor’s degree in Business Administration with a focus in accounting from Gonzaga University. She has been assigned to various audit types including cities, counties, and schools. In 2017, Jessie earned her Master’s degree in Business Administration from Gonzaga University. Phone: (425) 900-5616 or Jessica.Fleming@sao.wa.gov



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 01/14/2022
Subject: Public Safety Telecommunicator Operational Console Replacement Project

Executive Summary:

No action is needed from the Board:

NORCOM has 17 primary dispatch operational consoles often referred to as "dispatch desk furniture." These consoles are specifically manufactured for the dispatch function, consisting of the physical structure which houses the radios, computers, multiple monitors, wiring and other devices that each dispatcher uses on a daily basis. The current console furniture was already in place when NORCOM began in 2009 and had a projected lifespan of ten years, but is currently sixteen years old and increasingly in need of repair.

Replacement of the console furniture, including installation and removal of old equipment, has an estimated cost of \$500,000. Staff has confirmed that no console-specific replacement budget currently exists. No action is needed at this time. Staff is proactively advising the Governing Board of this need and will likely make a recommendation during the 2023 budget process to create a yearly funding contribution for a future purchase.

Background:

The existing consoles were purchased in 2006 by the previous City of Bellevue Eastside Dispatch Center. These became NORCOM property in 2009 and with few exceptions, continue to be used non-stop. The original warrantied lifespan for the furniture was 10 years, putting the current equipment far past its useful life expectancy. The consoles are suffering from an increasing number of physical breaks, such as the door hinges on the computer cabinets, and mechanical failures for the ergonomic platform elevating motors. Because of the age of the equipment design, the current equipment is sufficiently out of date to the point that replacement parts are no longer available.

Past Board or Other Related Actions:

In April 2021 NORCOM received an inspection report regarding evaluation and repair of the consoles. It was determined that full replacement was needed, as parts were no longer available and the frequency of needed repairs was increasing. In June of 2021, the Governing Board was presented with an estimated cost of \$500,000 for complete console furniture replacement including the cost to replace the existing seventeen consoles, the teardown, removal, and disposal of existing equipment, and the rewiring of new computers, radios, and other electronics. This was presented as a future Capital Project.

Policy and Strategic Implications:

The dispatch consoles are part of the critical infrastructure necessary in administering the core functions of NORCOM as a Public Safety Answering Point. As the equipment continues to age past the end of life, an increasing number of failures are impacting operations. Examples include; console motor failures, a console no longer being able to be raised or lowered to accommodate height differences between dispatchers, and various doors and hinges on computer cabinets breaking or becoming unusable. It is not uncommon for a console to be unusable until staff is able to make emergency and sometimes creative repairs.

Replacing the console furniture will provide for reliable usage and functionality, as well as more suitable employee ergonomics for our critical 24/7 staff.

NORCOM Staff Recommendation:

No action is needed at this time. NORCOM is advising the board of this situation at this time in advance of the 2023 budget process.

Staff Comments:

N/A

Options

NORCOM could continue to operate with its existing, deteriorating furniture.

Risks

A delay in approving dispatch console furniture replacement could have impacts on service delivery. Equipment failure could damage computers, radios, and other equipment and conceivably result in injury as well.

Finance Committee Review: Yes

NA

Legal Review: No

NA

Joint Operations Board Review: No

NA

Attachments

Dispatch Console Replacement Project

Capital Projects – Dispatch Console Replacement

- Current dispatch consoles are aging and the vendor no longer has replacement parts to repair items
- **Budget impact-** Capital Projects Fund- requesting increase in budgeted transfers to establish funding reserve for this project.



Capital Projects – Dispatch Console Replacement



- Detailed estimate puts project cost at \$500k.
- One option, Watson Furniture, is an approved vendor with the National Association of State Procurement Officials (NASPO)
- Current consoles were installed in 2006.
- Product lifetime is rated at 10 years.
- Replacement parts are unavailable.
- Recommend allocating funds in 2023, and 2024 for a 2024 replacement



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 01/14/2022
Subject: NORCOM Projects Overview

Executive Summary:

NORCOM tracks projects on a multi-year basis to help manage project workload and staff resources. The projects are listed with approved projects in color followed by unapproved but anticipated projects in gray. Project timing is estimated to the best of staff's ability based on available information and regularly updated. This list can help guide planning and decision-making by the NORCOM management team, financial committee, and Governing Board.

Background:

Improved flexibility, transparency, and timeliness of project review and approval for internal and external projects is a goal of NORCOM. The multi-year project tracking list provides insight into NORCOM resource needs and helps management control and schedule future projects.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

Project requests come from NORCOM agencies, external partner agencies, vendors, internal staff, or others. Each request is reviewed internally for resources, costs, and timeliness. Projects that require new funding are taken to the Finance Committee for review and input, then to the Board for approval via the annual budget approval process. Projects requested outside the annual budget process will follow the same process but may require alternative funding solutions. These projects will have a fiscal note attached to the project approval.

NORCOM Staff Recommendation:

The Board receives and reviews this update and the project calendar.

Staff Comments:

The updated process allows for flexibility when managing multiple project requests. Scheduling of approved projects is integrated into the list, and requestors know when work is scheduled on their project.

Options

N/A

Risks

N/A

Finance Committee Review: Yes

All projects requiring funding on the list have been reviewed and approved through prior board action and included finance committee input as necessary.

Legal Review: No

N/A

Joint Operations Board Review: No

N/A

Attachments

Project List

2021 Projects

Grey = Planning/Scoping	2021																																																			
	January				February				March					April				May					June				July				August				September			October				November					December					
	4	11	18	25	1	8	15	22	1	8	15	22	29	5	12	19	26	3	10	17	24	31	7	14	21	28	5	12	19	26	2	9	16	23	30	6	13	20	27	4	11	18	25	1	8	15	22	29	6	13	20	27
Out of Office/Black-Outs																															Vendors Off																					
E911 Phone Replacement	Vendor Eval & Selection									Contract Negotiation																		GIS/ESInet																								
PSERN																															System Testing				Pilot Testing																	
Back-Up Center	Vendor Bids													Contract Negotiations & Signature														Build																								
Tyler Upgrade																															Testing																					
ShieldForce																															Operations Impact Assessment																					
Alpha-Numeric Paging																															Investigation & Research (Fire)																					
RAADAR Cloud																															Kick-off, Build and Closeout																					
Single CAD																															Contract			Build & Test																		
NorthShore&LFP IT Support																															IT Support																					
Body-Worn Cameras																															Scoping/Contract																					
Pulse Point																															Approval and Kick-off																					
Enumclaw RAADAR																															Build & Test																					
ESF&R Response Areas																															Scope, Dev & Test																					

2022 Projects

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2023 Projects

[illegible]



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 01/14/2022
Subject: Employee COVID Update

Executive Summary:

NORCOM staff wishes to present a brief update of COVID impacts to NORCOM staff.

Background:

NORCOM has experienced an uptick in COVID cases. Since December 26, 5 employees have tested positive. All of them were fully vaccinated and all have since returned.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

None

NORCOM Staff Recommendation:

N/A

Staff Comments:

Nothing additional

Options

Risks

Increased overtime

Finance Committee Review: No

NA

Legal Review: No

NA

Joint Operations Board Review: No

NA



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 01/14/2022
Subject: Senate Bill SB 5555 – Concerning Public Safety Telecommunicators

Executive Summary:

On January 10th, 2022 Senator Kevin Van De Wege (D), 24th legislative district, introduced SB 5555 – *Concerning Public Safety Telecommunicators (PST)*. SB 5555 seeks to recognize Public Safety Dispatchers as first responders and establishes a formal certification and training program for 911 Public Safety Telecommunicators (PST). It has been assigned to the ***Senate Government and Elections Committee***.

Should SB 5555 become law, a certification board will be established and comprised as follows:

- The chair or vice-chair of the State Enhanced 911 Advisory Committee;
- Two 911 Emergency Communication Center directors or 911 coordinators (one from the east side of the state and one from the west);
- Two labor union representatives;
- One representative appointed by the Washington Association of Sheriffs and Police Chiefs;
- One representative appointed by the Washington Fire Chiefs Association;
- One representative from the Washington Association of Counties; and
- Two public safety telecommunicators from a 911 Emergency Communications Center (1 from the east side of the state and 1 from the west).

Note: The State Enhanced 911 Coordination Office will provide staff support and assistance to the certification board.

Background:

Senate Bill SB 5555 establishes a volunteer PST Certification Board empowered to:

- Set minimum training standards for Public Safety Telecommunicators
- Ensure PST training programs meet the standard
- Set the certification and recertification requirements
- Plan the transition process for existing PSTs to obtain initial certification

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

Passage of the bill establishes a certification board in the State Enhanced 911 Coordination Office to approve standard training programs and set certification and recertification requirements for Public Safety Telecommunicators throughout the state at no additional taxpayer cost. The state 911 office shall provide the funding.

NORCOM Staff Recommendation:

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

Staff Comments:

Nothing additional

Options

The Board has several options to include:

- Receive the information and take no actions
- Receive the information and provide direction to staff
- Formally support SB 5555
- Formally object to SB 5555

Risks

Finance Committee Review: No

N/A

Legal Review: No

N/A

Joint Operations Board Review: No

N/A

Attachments

Senate Bill 5555

SENATE BILL 5555

State of Washington

67th Legislature

2022 Regular Session

By Senator Van De Wege

Prefiled 12/17/21.

1 AN ACT Relating to public safety telecommunicators; amending RCW
2 38.52.520; and adding a new chapter to Title 38 RCW.

3 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

4 NEW SECTION. **Sec. 1.** (1) The legislature acknowledges that a
5 primary responsibility of government is to ensure public safety and
6 that almost always an emergency response begins with a request to 911
7 for assistance. Requests to 911 and subsequent emergency response
8 communications are managed by public safety telecommunicator
9 professionals. These first responders are essential workers who
10 continue public service throughout the pandemic, who are essential to
11 triage requests for emergency responses and provide lifesaving
12 instructions and guidance to those who call 911, ensuring the
13 appropriate response for the situation; law enforcement, behavioral
14 health, fire, and emergency medical. The public safety
15 telecommunicator also dispatches, tracks, processes, and transmits
16 information from the public and continually communicates with
17 responders providing an additional layer of safety. The legislature
18 takes special note of the contributions made by public safety
19 telecommunicators whose tasks are arduous and whose working
20 conditions may be contributing to the high and often critical
21 turnover among the principal cadre of professionals who receive and

1 process requests from the public for emergency response and provide
2 emergency communications with public safety responders.

3 (2) The legislature also recognizes that public safety
4 telecommunicators are the only public safety professionals who are
5 not required to be certified and do not have standard initial
6 training requirements to perform their critical public safety
7 function. Further, employers of public safety telecommunicators face
8 challenges in attracting suitable candidates, training, and retaining
9 of staff due to the high demand and high stress environment of this
10 critical public safety profession.

11 (3) The legislature finds and declares that:

12 (a) Public safety telecommunicators must have a formal system of
13 training, and certification and recertification standards, to ensure
14 a standardized response is given when the public seeks assistance
15 during an emergency and that standardized communications are in place
16 to support public safety responders within Washington state.

17 (b) The quality of emergency response in most cases begins with
18 the competence of public safety telecommunicators. To ensure the
19 availability and quality of trained public safety telecommunicators,
20 the legislature recognizes the need to adopt and implement
21 standardized training programs and certification and recertification
22 requirements.

23 NEW SECTION. **Sec. 2.** The definitions in this section apply
24 throughout this chapter unless the context clearly requires
25 otherwise.

26 (1) "Certification board" means the voluntary public safety
27 telecommunicator certification board.

28 (2) "Public safety answering point" includes primary public
29 safety answering points that receive enhanced 911 calls directly from
30 the public and secondary public safety answering points that receive
31 enhanced 911 calls only on a transfer or relay basis from the primary
32 public safety answering point.

33 (3) "Public safety telecommunicator" means a first responder,
34 regardless of title, who has successfully completed the training,
35 certification, or recertification standards established in the state
36 of Washington. This includes an employee of the state, a local public
37 agency, or an independent governmental agency whose primary
38 responsibility is to receive, process, transmit, or dispatch 911
39 emergency and nonemergency calls for law enforcement, fire, emergency

1 medical, and other public safety services by telephone, radio, or
2 other communication devices and includes an individual who promoted
3 from this position and supervises individuals who perform these
4 functions.

5 (4) "State-approved training program" means a public safety
6 telecommunicator certified training program approved by the
7 certification board to meet the requirements of a state-approved
8 public safety telecommunicator training, certification, and
9 recertification standards. For community colleges, vocational-
10 technical institutes, skill centers, and secondary schools as
11 described in chapter 28B.50 RCW, public safety telecommunicator
12 certified training programs shall be approved by the certification
13 board in cooperation with the board for community and technical
14 colleges or the superintendent of public instruction.

15 NEW SECTION. **Sec. 3.** The certification board is established in
16 the state enhanced 911 coordination office to create a certification
17 and training program for public safety telecommunicators throughout
18 the state.

19 NEW SECTION. **Sec. 4.** Duties of the certification board include:
20 (1) Adopting bylaws for the certification board;
21 (2) Adopting rules, with the advice and assistance of the
22 enhanced 911 advisory committee, to implement the provisions of this
23 chapter including, but not limited to, rules to implement a state-
24 approved training program for process, policy, and procedure;
25 (3) Reviewing and approving state-approved training programs
26 biennially. State-approved training programs should be consistent
27 with industry standards;
28 (4) Setting all public safety telecommunicator certification,
29 registration, and renewal fees, and to collect and deposit all such
30 fees in the enhanced 911 account established under RCW 38.52.540; and
31 (5) Establishing recertification requirements.

32 NEW SECTION. **Sec. 5.** The certification board shall represent
33 diverse stakeholders of the 911 system and shall consist of the
34 following volunteer members:

35 (1) The chair or vice chair of the enhanced 911 advisory
36 committee;

1 (2) Two public safety answering point directors or 911
2 coordinators, one from the eastside and one from the westside of the
3 Cascade mountains appointed by the 911 advisory committee, who must
4 be an association of public-safety communications officials/national
5 emergency number association member;

6 (3) Two labor union representatives from labor unions
7 representing public safety telecommunicators;

8 (4) One representative appointed by the Washington association of
9 sheriffs and police chiefs;

10 (5) One representative appointed by the Washington state fire
11 chiefs association;

12 (6) One representative from the Washington state association of
13 counties appointed by the Washington state association of counties;
14 and

15 (7) Two public safety telecommunicators from a public safety
16 answering point, one from the eastside and one from the westside of
17 the Cascade mountains appointed by the 911 advisory committee.

18 **Sec. 6.** RCW 38.52.520 and 2010 1st sp.s. c 19 s 15 are each
19 amended to read as follows:

20 A state enhanced 911 coordination office, headed by the state
21 enhanced 911 coordinator, is established in the emergency management
22 division of the department. Duties of the office include:

23 (1) Coordinating and facilitating the implementation and
24 operation of enhanced 911 emergency communications systems throughout
25 the state;

26 (2) Seeking advice and assistance from, and providing staff
27 support for, the enhanced 911 advisory committee;

28 (3) Providing staff support and assistance to the certification
29 board established under section 3 of this act that includes, but may
30 not be limited to:

31 (a) Establishing forms and procedures necessary to administer
32 chapter 38.--- RCW (the new chapter created in section 7 of this
33 act);

34 (b) Issuing a public safety telecommunicator registration and
35 certification to any applicant who has met the requirements for
36 certification under chapter 38.--- RCW (the new chapter created in
37 section 7 of this act); and

38 (c) Maintaining the official record for the department of all
39 applicants and persons with registrations and certificates under

1 chapter 38.--- RCW (the new chapter created in section 7 of this
2 act).

3 (4) Recommending to the utilities and transportation commission
4 by August 31st of each year the level of the state enhanced 911
5 excise tax for the following year;

6 ~~((4))~~ (5) Considering base needs of individual counties for
7 specific assistance, specify rules defining the purposes for which
8 available state enhanced 911 funding may be expended, with the advice
9 and assistance of the enhanced 911 advisory committee; and

10 ~~((5))~~ (6) Providing an annual update to the enhanced 911
11 advisory committee on how much money each county has spent on:

12 (a) Efforts to modernize their existing enhanced 911 emergency
13 communications system; and

14 (b) Enhanced 911 operational costs.

15 NEW SECTION. Sec. 7. Sections 1 through 5 of this act
16 constitute a new chapter in Title 38 RCW.

--- END ---



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 01/14/2022
Subject: Information Technology and Operations Newsletter

Executive Summary:

The January 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
NA

Legal Review: No
NA

Joint Operations Board Review: No
NA

Attachments

January IT & Operations Newsletter



Information Technology Updates

From: Katy Myers, DDofA

January 2022

Radio

PSERN

The hardware and labor portion of the CADi work will be added to the PSERN project and NORCOM's contract with PSERN will be updated to pass through those costs. Waiting to receive quotes for the work from Motorola.

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

- Wrapped up initial RAADAR cloud deployment.
- Developed workflow to automatically update cloud RAADAR servers when new RAADAR builds are published.
- Cloud RAADAR working well with NORCOM agencies.
- Registered raadar.org and raadar.dev domains to use with cloud RAADAR.
- Registered new SSL certificates for the new domains.

Projects

Tyler Fire Migration

Data scrubbing continues, and meetings are scheduled with each agency to review response plans. CAD export build scheduled in January '22. This export will be the base for the ESO data transfer. LiveMUM and Tyler techs scheduled to review the interface control document.

Tyler Upgrade to 2021.1 SP3

Testing has begun. Scheduled Go-Live for March 2022. The version includes bug fixes and new features.

Shield Force

Scheduled Go-Live **after** March 2022.

Redmond Back-Up Center

City of Redmond permitting required more extensive plans as this is a public safety building. Contractors are waiting for those to be completed by engineering to submit for approval.

Alpha-Numeric Paging System

Providing stakeholder update to Zone 1 Fire OPS and Fire Chiefs to identify next steps.

PulsePoint

Kickoff meeting held with PulsePoint. NORCOM Server built.

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. Extended contract for support through March '22.

Navigator

- Kirkland and Bothell police agency working through end-to-end workflow with internal testing team.
- KCSO agencies exploring internal application functionality for ways to simplify the workflow for users.

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.

"I really appreciate Khai Tran and Melanie Labuguen. I have worked with both of them twice regarding getting me and my co-worker our logins for both LERMS and Jeff-net for the False Alarm program. They are both fast, efficient, and pleasant to work with. Thank you Khai and Melanie!"

Last Month: 13 surveys returned

- Better than expected – 33
- As expected – 19

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
Nov '21	221	193	3*
Dec '21	173	190	1

*2 overdue items were code development and were mislabeled as overdue, other item was a configuration change to LERMS that required a week to complete.



Operations Updates

From: Roky Louie, Deputy Director Operations

January 2022

Paper Schedule

In December of 2021 UKG, formerly Kronos, the company that provides the Telestaff product, was the victim of a ransomware attack. Since NORCOM currently uses UKG's cloud based Telestaff program, NORCOM Operations was impacted by this attack.

In a relatively short period of time NORCOM developed a functioning paper version of the schedule, and successfully implemented a plan to make sure that payroll information was transmitted properly and everyone got paid correctly and on time.

This effort required significant collaboration internally, to include NORCOM's Finance Manager, Training Coordinator, supervisors, and the Telecommunicator group. Both Liaisons also aided, primarily with the completion of payroll, leaning on their long experience as former NORCOM supervisors.

This effort not only demonstrated NORCOM's ability to once again rise to the occasion, but also helped develop system of backup procedures for the contingency should NORCOM's scheduling system be impacted again.

Fire Liaison Projects

The Fire Liaison started off the New Year with several projects. First was changing "Motor Vehicle Accident" call types to "Motor Vehicle Collision". This better aligns our agencies with the National Fire Protection Association as well as our surrounding fire agencies. Staying up to date with national trends and proper nomenclature is important for NORCOM and our customers. Since the change was made on January 1st, NORCOM has dispatched over 60 incidents with the new call type with no issues reported. Starting off the year also came with some changes to Automatic Fire Alarm

response plans for Bellevue Fire. These changes were implemented on the morning of January 3rd and after approximately 50 incidents dispatched, there have been no reports of issues as a result of these changes. Priority now shifts for the Fire Liaison to the Single CAD migration project with an emphasis on working with our agencies to verify data.

Priority Event School Lockdown Procedure

Safety of our schools and community is always our highest priority. With that goal in mind, NORCOM began working with our partnering agencies to implement procedures that allow an officer to request a lockdown of a selected location, also automatically notifying all pre-defined surrounding locations. Once a primary address is identified, a dispatcher can send a cell phone and/or email notification to the selected location as well as any predefined surrounding locations to initiate a lockdown due to a priority event. This new procedure allows for quick notification of all locations within the defined radius with one consistent message request.

Training

The Training Department issued the last four (4) annual hours of continuing education from King County EMS. This training was a set of videos on topics such as stress and resilience, PTSD and neurological emergencies. Training was also delivered to reinforce the changes made within our police and fire departments surrounding traffic and motor vehicle collisions.

Two trainees completed their eighteen month training process and are now fully trained dispatchers. One trainee completed the new hire Call Receiving Academy and begin one-on-one floor training.