



AGENDA

NORCOM Governing Board

April 8, 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 February 11, 2022
 - B. AP Reports February & March
 - C. 2020 Financial Audit Results
 - D. Amending the November 11th, 2022 meeting date to November 10th, 2022
5. For Briefing to Board
 - A. 2022 National Public Safety Telcommunicator Week - April 10th - 16th
 - B. Pulse Point Respond – Project Update
 - C. Single CAD Update - Tyler Fire Migration
 - D. May 2022 Principals Assembly agenda review
 - E. SSB 5555-An Update
 - F. NORCOM Logo
6. For Board Decision
 - A. Resolution 199 - Approving the 2023 Budget Policy
 - B. Resolution 200 - Amending the 2022 Budget

- C. Appointment of Deputy City Manager Beth Goldberg to Board Chair, and Selection and appointment of new Governing Board Vice-Chair
- 7. Newsletter
 - A. April 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 May 13, 2022. NORCOM's Principal Assembly meeting will proceed the general May Governing Board Meeting.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 04/08/2022
Subject: Governing Board Meeting Minutes February 11, 2022

Executive Summary:

The February 2022 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 021122



MEMBERS

Nathan McCommon	City of Bellevue
Bruce Kroon	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

Mike Morris	Northshore Fire Department
Jay Wiseman	Snoqualmie Pass Fire
James Knisley	Skykomish Fire District #50

VISITORS

Jami Hoppen	KC911
David Mendel	PSERN
Michele Plorde	KC EMS

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
Zeb Middleton	Senior Systems Engineer
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 9:00 a.m. The meeting was posted publicly and held via video conference due to the COVID pandemic restrictions.

- **Roll Call**

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

- **Open Communications from the Public**

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

- **Consent Agenda**

- **Governing Board Minutes for January 14, 2022 Meeting**
- **Accounts Payable Report January 2022**
- **Collective Bargaining Agreements Finalized**

There was no discussion on any consent agenda items.

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

Motion carried.

- **For Board Briefing**

- **Alpha Numeric Paging System Project Update**

Director Hamilton stated that no formal action is required on the topic of Alpha Numeric Paging. Staff is providing an update to keep the Board informed. NORCOM's management has continued to investigate methods for moving forward to update the Alpha Numeric Paging System for our Fire customers. Deputy Director Myers provided an overview stating NORCOM has nine paging sites in King County and NORCOM owns the paging equipment at each site. The paging master site which is the brains of the system is owned and operated by SNO911. Deputy Director Myers explained the transmitting process for the messages which are delivered to the individuals via belt pagers. The Fire Agencies have determined that the most cost-effective and least complex option is to maintain the paging system. Deputy Director Myers provided a detailed presentation of



the status, work tied to NORCOM sites, and the public safety microwave systems. In summary, the upgrade of the paging system is a complex project with many moving parts and is not as easy as a few short months, and it will require a significant amount of work. NORCOM will meet monthly with SNO911 and come back for review and approval as the process continues.

- **Staff Update**

Director Hamilton introduced the topic of the staffing shortage in the Telecommunicator workgroup, which continues to be a concern along with the recent COVID cases within the workgroup. Human Resource Manager Cayton stated there had been 19 COVID cases between Telecommunicators and Supervisors since Christmas, 13 cases in the last three weeks which creates longer hours, an increase in overtime and a morale concern. Staff is working together in various areas to address the overtime concerns. Human Resource Manager Cayton provided a staffing update stating NORCOM has budgeted for 62 Telecommunicators, currently we have 57 which includes 12 in various stages of training. A thankyou to our Fire Customers and King County for the continued support with consultations, test kits and booster shots.

- **Executive Directors Annual Performance Review**

Chief Clark stated the current Executive Director's Performance review is due in April. Chief Clark will be sending out an email to all Board members regarding the Annual Performance Review for Director Hamilton. Once all input is received, it will be assembled by the Board. He stated in advance that he appreciates the support of everyone. Chief Yourkoski emphasized that it only works if everyone participates.

- **For Board Decision**

- **Cancellation of March Governing Board Meeting**

Due to scheduling conflict, NORCOM's Governing Board Chair and Vice-Chair cannot attend the March 11, 2022 meeting. NORCOM Staff would like to discuss the possibility of canceling the March 11, 2022 meeting. NORCOM's ILA requires the Governing Board to meet at least four times a year. Canceling the March meeting would allow us to stay within the ILA guidelines. A reminder that nominations for the new vice-chair will be requested at the April 2022 meeting.

Deputy City Manager McCommon asked about the Principal Assembly meeting which is traditionally held in April of each year. Due to the current situation it was suggested that we have the Principal Assembly meeting in May when it can be in person which is much more effective.

Chief Holmes made a motion to approve the cancellation of the March Governing Board meeting. Deputy City Manager McCommon seconded the motion.

Motion carried.



o **Department Reports**

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

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

o **Executive Session**

No executive session was held.

o **Adjournment**

Chief Holmes made a motion to adjourn the meeting. Deputy City Manager McCommon seconded the motion.

Motion carried.

The meeting adjourned at 9:30.

The next Governing Board meeting is scheduled for April 8, 2022.

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 04/08/2022
Subject: AP Reports February & March

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

Monthly Budget to Actuals Summary and AP Reports February

Monthly Budget to Actuals Summary and AP Reports March

NORCOM

ACTIVITY FEBRUARY 1, 2022 THROUGH FEBRUARY 28, 2022

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,050,256.24

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 February 28, 2022

	2022 Budget	February Activity	2022 Collected to Date	% collected
Agency Revenue	12,580,410	-	\$ 3,145,102	25%
Agency Reimbursements	156,000	-	\$ 13,094	8%
Grants/Intergovernmental/Interest	140,000	-	\$ 149	0%
Total	12,876,410	-	3,158,344	25%
Transfers In	1,116,691	-	\$ 292,000	26%
Revenues + Transfers	13,993,101	-	3,450,344	25%

Expenses

	2022 Budget	February Activity	2022 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,846,168	\$ 573,293	\$ 1,017,877	13%	6,828,291
Salaries & Wages - Overtime	242,405	\$ 74,830	\$ 123,000	51%	119,405
Professional Reimbursements	4,200	\$ 323	\$ 646	15%	3,554
Medical	1,169,166	\$ 97,936	\$ 194,628	17%	974,538
Dental	98,425	\$ 8,155	\$ 16,080	16%	82,345
Vision	13,080	\$ 1,075	\$ 2,100	16%	10,980
Long-Term Care	6,600	\$ 481	\$ 952	14%	5,648
Medicare	117,345	\$ 8,687	\$ 15,298	13%	102,047
MEBT	494,564	\$ 40,278	\$ 70,903	14%	423,661
PERS	881,324	\$ 65,884	\$ 116,076	13%	765,248
Washington FMLA	16,478	\$ 1,044	\$ 1,837	11%	14,641
Unemployment	90,200	\$ 7,341	\$ 12,923	14%	77,277
Workers Comp	35,162	\$ 1,482	\$ 2,526	7%	32,636
Total Personnel	11,015,117	880,809	\$ 1,574,847	14%	9,440,270
Advertising	5,000	\$ -	\$ 97	2%	4,903
Bank Fees	250	\$ -	\$ 63	25%	187
Cellular,Pager & Radio Svcs	51,816	\$ 2,835	\$ 3,869	7%	47,947
Computer Hardware-Non Capital	10,000	\$ -	\$ -	0%	10,000
Consumable Goods	9,950	\$ 596	\$ 621	6%	9,329
Dues & Memberships	11,685	\$ 110	\$ 8,874	76%	2,811
Equipment Leases	20,520	\$ 2,086	\$ 2,190	11%	18,330
Facility Lease	696,952	\$ -	\$ -	0%	696,952
Financial Audit	23,230	\$ 9,259	\$ 9,259	40%	13,971
Hosted Services	116,720	\$ 1,260	\$ 10,692	9%	106,028
HR Services	63,000	\$ 3,622	\$ 3,901	6%	59,099
Insurance	75,000	\$ -	\$ 74,116	99%	884
Local Travel/Training/ Mileage	9,000	\$ 266	\$ 266	3%	8,734
Network Service	29,091	\$ 1,860	\$ 1,860	6%	27,231
Office Furniture	7,750	\$ -	\$ -	0%	7,750
Office Supplies	8,000	\$ 615	\$ 658	8%	7,342
Operating Supplies	4,000	\$ 854	\$ 1,327	33%	2,673
Parking Lease	61,524	\$ 4,652	\$ 9,302	15%	52,222
Payroll Services	25,000	\$ 1,316	\$ 1,874	7%	23,126
Postage	750	\$ -	\$ 116	15%	634
Printing	1,100	\$ -	\$ -	0%	1,100
Professional Services	158,650	\$ 27,178	\$ 27,178	17%	131,472
R&M - Network Equipment	138,137	\$ -	\$ -	0%	138,137
R&M - Office Equipment	5,000	\$ -	\$ -	0%	5,000
R&M - Software Maintenance	1,014,392	\$ 13,861	\$ 28,394	3%	985,998
Radio Site Lease	52,177	\$ 1,131	\$ 1,697	3%	50,480
Recruitment Supplies	2,000	\$ -	\$ -	0%	2,000
Small Tools & Minor Equipment	14,750	\$ 1,133	\$ 1,133	8%	13,617
Software/Licensing	102,440	\$ 399	\$ 1,191	1%	101,249
Telephone Services	46,100	\$ 2,883	\$ 4,175	9%	41,925
Training/Conf Registrations	3,500	\$ -	\$ -	0%	3,500
Training/Conf Registrations/ Travel	10,500	\$ 279	\$ 279	3%	10,221
Transfers Out	250,000	\$ -	\$ 50,000	20%	200,000
Total Supplies & Services	3,152,984	76,196	\$ 243,134	8%	2,909,850
GRAND TOTAL	14,168,101	957,006	\$ 1,817,981	13%	12,350,120

502- Capital Projects

	2022 Budget	February Activity	2022 Spending to Date	% used	Remaining Balance
R&M - Software Maintenance	482,334	\$ 205,116	\$ 254,667	53%	227,667
	340,669	205,116	254,667	75%	227,667

503- Equipment Replacement:

	2022 Budget	February Activity	2022 Spending to Date	% used	Remaining Balance
Computer Hardware-NonCapital	163,670	\$ 2,419	\$ 2,419	1%	161,251
R&M Software Maintenance	136,330	\$ -	\$ 2,500	2%	133,830
	300,000	\$ 2,419	\$ 4,919	2%	295,081

505-E 911 Escrow

Revenues:	2022 Budget	February Activity	Collected to Date	% collected
E-911 Escrow	1,166,691	-	\$ -	0%
Investment Interest	-	-	\$ 192	
	1,166,691	-	\$ 192	0%

Expenditures:

	2022 Budget	February Activity	2022 Spending to Date	% used	Remaining Balance
Transfers Out	1,116,691	\$ -	\$ 292,000	26%	824,691

NORCOM Financial Summary

for Period Ending February 28, 2022

	2022 Adopted Budget	Actual	Percent of Budget
<u>501 - Operating Fund</u>			
2022 Beginning Fund Balance	-	\$0	
Agency Revenue	12,580,410	\$ 3,145,102	25.00%
Other Revenue	296,000	\$ 13,242	4.47%
Transfers In	1,166,691	292,000	25.03%
Revenue Collected	14,043,101	3,450,344	24.57%
Total Resources	14,043,101	3,450,344	
Personnel Expenditures	11,015,117	\$ 1,574,847	14.30%
Operating Expenditures	2,777,984	\$ 243,134	8.75%
Transfers Out	250,000	\$ 50,000	20.00%
Total Expenditures	14,043,101	1,867,981	13.30%
Available Fund Balance	\$0	\$1,582,362.89	
<u>502 - Capital Projects Fund</u>			
2022 Beginning Fund Balance	297,485	\$297,485	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	500,000	-	0.00%
Revenue Collected	500,000	-	0.00%
Total Resources	797,485	297,485	
Expenditures	480,334	\$ 254,667	53.02%
Transfers Out	-	\$ -	0.00%
Total Expenditures	480,334	254,667	53.02%
Available Fund Balance	\$317,151	\$42,818	
<u>503 - Equipment Replacement Reserve</u>			
2022 Beginning Fund Balance	343,323	\$343,323	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	50,000	-	0.00%
Revenue Collected	50,000	-	0.00%
Total Resources	393,323	343,323	
Expenditures	300,000	\$ 2,500	0.83%
Transfers Out	-	-	0.00%
Total Expenditures	300,000	2,500	0.83%
Available Fund Balance	\$93,323	\$340,823	

	2022 Adopted Budget	Actual	Percent of Budget
<u>504 - Operating Expense Reserve</u>			
2022 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>			
2022 Beginning Fund Balance	\$83,371	\$83,371	
Operating Revenue	1,116,691	\$ 192	0.02%
Investment Interest	-	192	0.00%
Revenue Collected	1,116,691	383	0.03%
Total Resources	1,200,062	83,754	
Expenditures	-	-	0.00%
Transfers Out	1,116,691	292,000	26.15%
Total Expenditures	1,116,691	292,000	26.15%
Available Fund Balance	\$83,371	-\$208,246	
<u>506 - Rate Stabilization Reserve</u>			
2022 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	300,000	-	0.00%
Total Expenditures	300,000	-	0.00%
Available Fund Balance	\$507,041	\$807,041	

NORCOM

ACTIVITY MARCH 1, 2022 THROUGH MARCH 28, 2022

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$887,393.28

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

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 March 28, 2022

	2022 Budget	March Activity	2022 Collected to Date	% collected
Agency Revenue	12,580,410	3,145,103	\$ 6,290,205	50%
Agency Reimbursements	156,000	399	\$ 34,882	22%
Grants/Intergovernmental/Interest	140,000	126	\$ 441	0%
Total	12,876,410	3,145,627	6,325,529	49%
Transfers In	1,116,691	-	\$ 292,000	26%
Revenues + Transfers	13,993,101	3,145,626.90	6,617,529	47%

Expenses

	2022 Budget	March Activity	2022 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,846,168	\$ 565,561	\$ 1,583,438	20%	6,262,730
Salaries & Wages - Overtime	242,405	\$ 63,273	\$ 186,078	77%	56,327
Professional Reimbursements	4,200	\$ 323	\$ 969	23%	3,231
Medical	1,169,166	\$ 95,065	\$ 289,693	25%	879,474
Dental	98,425	\$ 7,885	\$ 23,965	24%	74,460
Vision	13,080	\$ 1,032	\$ 3,132	24%	9,948
Long-Term Care	6,600	\$ 472	\$ 1,424	22%	5,176
Medicare	117,345	\$ 8,422	\$ 23,720	20%	93,625
MEBT	494,564	\$ 39,078	\$ 109,981	22%	384,583
PERS	881,324	\$ 63,949	\$ 180,025	20%	701,299
Washington FMLA	16,478	\$ 1,013	\$ 2,850	17%	13,628
Unemployment	90,200	\$ 7,122	\$ 20,045	22%	70,155
Workers Comp	35,162	\$ 1,409	\$ 3,935	11%	31,227
Total Personnel	11,015,117	854,602	\$ 2,429,255	22%	8,585,863
Advertising	5,000	\$ -	\$ 292	6%	4,708
Bank Fees	250	\$ -	\$ 63	25%	187
Cellular,Pager & Radio Svcs	51,816	\$ 3,229	\$ 7,098	14%	44,718
Computer Hardware-Non Capital	10,000	\$ -	\$ -	0%	10,000
Consumable Goods	9,950	\$ 490	\$ 1,111	11%	8,839
Dues & Memberships	11,685	\$ 323	\$ 9,196	79%	2,489
Equipment Leases	20,520	\$ 1,842	\$ 4,031	20%	16,489
Facility Lease	696,952	\$ 134,279	\$ 134,279	19%	562,673
Financial Audit	23,230	\$ -	\$ 9,259	40%	13,971
Hosted Services	116,720	\$ 20,517	\$ 31,209	27%	85,511
HR Services	63,000	\$ 5,585	\$ 9,486	15%	53,514
Insurance	75,000	\$ -	\$ 74,116	99%	884
Local Travel/Training/ Mileage	9,000	\$ 151	\$ 417	5%	8,583
Network Service	29,091	\$ 3,291	\$ 5,151	18%	23,940
Office Furniture	7,750	\$ -	\$ -	0%	7,750
Office Supplies	8,000	\$ 275	\$ 933	12%	7,067
Operating Supplies	4,000	\$ 138	\$ 1,466	37%	2,534
Parking Lease	61,524	\$ 4,066	\$ 13,368	22%	48,156
Payroll Services	25,000	\$ 418	\$ 2,691	11%	22,309
Postage	750	\$ 125	\$ 241	32%	509
Printing	1,100	\$ -	\$ -	0%	1,100
Professional Services	158,650	\$ 8,779	\$ 35,957	23%	122,693
R&M - Network Equipment	138,137	\$ -	\$ -	0%	138,137
R&M - Office Equipment	5,000	\$ -	\$ -	0%	5,000
R&M - Software Maintenance	1,014,392	\$ -	\$ 28,394	3%	985,998
Radio Site Lease	52,177	\$ -	\$ 1,697	3%	50,480
Recruitment Supplies	2,000	\$ -	\$ -	0%	2,000
Small Tools & Minor Equipment	14,750	\$ 123	\$ 1,256	9%	13,494
Software/Licensing	102,440	\$ -	\$ 1,191	1%	101,249
Telephone Services	46,100	\$ 2,307	\$ 6,482	14%	39,618
Training/Conf Registrations	3,500	\$ 150	\$ 150	4%	3,350
Training/Conf Registrations/ Travel	10,500	\$ 14	\$ 293	3%	10,207
Transfers Out	250,000	\$ -	\$ 50,000	20%	200,000
Total Supplies & Services	3,152,984	186,102	\$ 429,829	14%	2,723,155
GRAND TOTAL	14,168,101	1,040,704	\$ 2,859,083	20%	11,309,018

502- Capital Projects

	2022 Budget	March Activity	2022 Spending to Date	% used	Remaining Balance
R&M - Software Maintenance	482,334	\$ -	\$ 254,667	53%	227,667
	340,669	-	254,667	75%	227,667

503- Equipment Replacement:

	2022 Budget	March Activity	2022 Spending to Date	% used	Remaining Balance
Computer Hardware-NonCapital	163,670	\$ 459	\$ 2,878	2%	160,792
R&M Software Maintenance	136,330	\$ -	\$ 2,500	2%	133,830
	300,000	\$ 459	\$ 5,378	2%	294,622

505-E 911 Escrow

Revenues:	2022 Budget	February Activity	Collected to Date	% collected
E-911 Escrow	1,166,691	-	\$ -	0%
Investment Interest	-	-	\$ 192	
	1,166,691	-	\$ 192	0%

Expenditures:

	2022 Budget	February Activity	2022 Spending to Date	% used	Remaining Balance
Transfers Out	1,116,691	\$ -	\$ 292,000	26%	824,691

NORCOM Financial Summary

for Period Ending March 28, 2022

	2022 Adopted Budget	Actual	Percent of Budget
<u>501 - Operating Fund</u>			
2022 Beginning Fund Balance	-	\$0	
Agency Revenue	12,580,410	\$ 6,290,205	50.00%
Other Revenue	296,000	\$ 35,324	11.93%
Transfers In	1,166,691	292,000	25.03%
Revenue Collected	14,043,101	6,617,529	47.12%
Total Resources	14,043,101	6,617,529	
Personnel Expenditures	11,015,117	\$ 2,429,255	22.05%
Operating Expenditures	2,777,984	\$ 429,829	15.47%
Transfers Out	250,000	\$ 50,000	20.00%
Total Expenditures	14,043,101	2,909,083	20.72%
Available Fund Balance	\$0	\$3,708,445.41	
<u>502 - Capital Projects Fund</u>			
2022 Beginning Fund Balance	297,485	<i>\$297,485</i>	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	500,000	-	0.00%
Revenue Collected	500,000	-	0.00%
Total Resources	797,485	297,485	
Expenditures	480,334	\$ 254,667	53.02%
Transfers Out	-	\$ -	0.00%
Total Expenditures	480,334	254,667	53.02%
Available Fund Balance	\$317,151	\$42,818	
<u>503 - Equipment Replacement Reserve</u>			
2022 Beginning Fund Balance	343,323	<i>\$343,323</i>	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	50,000	-	0.00%
Revenue Collected	50,000	-	0.00%
Total Resources	393,323	343,323	
Expenditures	300,000	\$ 2,500	0.83%
Transfers Out	-	-	0.00%
Total Expenditures	300,000	2,500	0.83%
Available Fund Balance	\$93,323	\$340,823	

	2022 Adopted Budget	Actual	Percent of Budget
<u>504 - Operating Expense Reserve</u>			
2022 Beginning Fund Balance	\$ 160,751	<i>\$160,751</i>	
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>			
2022 Beginning Fund Balance	\$83,371	<i>\$83,371</i>	
Operating Revenue	1,116,691	\$ 192	0.02%
Investment Interest	-	192	0.00%
Revenue Collected	1,116,691	383	0.03%
Total Resources	1,200,062	83,754	
Expenditures	-	-	0.00%
Transfers Out	1,116,691	292,000	26.15%
Total Expenditures	1,116,691	292,000	26.15%
Available Fund Balance	\$83,371	-\$208,246	
<u>506 - Rate Stabilization Reserve</u>			
2022 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	300,000	-	0.00%
Total Expenditures	300,000	-	0.00%
Available Fund Balance	\$507,041	\$807,041	



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 04/08/2022
Subject: 2020 Financial Audit Results

Executive Summary:

The State Auditor's Office has completed NORCOM's Financial and Accountability audits for the year ended December 31, 2020. The "clean audit" results are included for Board review.

Background:

The audit resulted in a clean opinion on NORCOM's financial statements, and no findings or management letters for the Accountability audit.

There were a few immaterial errors found during the audit of the City's financial statements and Accountability audits. These errors are listed as "exit items" and include recommendations made by the State Auditor's office to address before the next audit.

Copies of the published reports may be found online at: [2020 Financial Audit Report](#) & [2020 Accountability Report](#)

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

N/A

Staff Comments:

N/A

Options

Risks

Finance Committee Review: Yes

The Finance Committee has been briefed in regard to the audit and related report.

Legal Review: No

NA

Joint Operations Board Review: No

NA

Attachments

SAO 2020 Audit Exit Summary



Office of the Washington State Auditor

Pat McCarthy

Exit Conference: North East King County Regional Public Safety Communication Agency (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 the results of your audit and our draft reporting. We value and appreciate your participation.

Audit Reports

We will publish the following reports:

- Accountability audit for January 1, 2020 through December 31, 2020 - see draft report.
- Financial statement audit for January 1, 2020 through December 31, 2020 – see draft report.

Audit Highlights

- We would like to thank Marianne Ryerson, Finance Manager, for her cooperation and timely responses to our requests throughout the audit and commitment to strengthening Agency processes.
- We would like to thank the Agency for its professional and positive interactions with SAO throughout the audit.
- We would like to thank the Agency for its commitment to strengthening the relationship with the Office of the Washington State Auditor.

Recommendations not included in the Audit Reports

Exit Items

We have provided exit recommendations for management's consideration. Exit items address control deficiencies or non-compliance with laws or regulation that have an insignificant or immaterial effect on the entity, or errors with an immaterial effect on the financial statements. Exit items are not referenced in the audit report.

Communications required by audit standards

In relation to our financial statement audit report, we would like to bring to your attention:

- Uncorrected misstatements in the audited financial statements are summarized on the attached schedule. We agree with management's representation that these misstatements are immaterial to the fair presentation of the financial statements.
- There were no material misstatements in the financial statements corrected by management during the audit.

Finalizing Your Audit

Report Publication

Audit reports are published on our website and distributed via e-mail in an electronic .pdf file. We also offer a subscription service that allows you to be notified by email when audit reports are released or posted to our website. You can sign up for this convenient service at: <https://portal.sao.wa.gov/SAOPortal>.

Management Representation Letter

We have included a copy of representations received from management.

Audit Cost

At the entrance conference, we estimated the cost of the audit to be \$22,600 and actual audit costs will approximate that amount.

Your Next Scheduled Audit

Your next audit is scheduled to be conducted in December 2022 and will cover the following general areas:

- Accountability for Public Resources
- Financial Statement

The estimated cost for the next audit based on current rates is \$22,900 plus travel expenses. This preliminary estimate is provided as a budgeting tool and not a guarantee of final cost

If expenditures of federal awards are \$750,000 or more in any fiscal year, notify our Office so we can schedule your audit to meet federal single audit requirements. Federal awards can include grants, loans, and non-cash assistance such as equipment and supplies.

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 feedback.

Local Government Support Team

This team provides support services to local governments through technical assistance, comparative statistics, training, and tools to help prevent and detect a loss of public funds. Our website and client portal offers many resources, including a client Help Desk that answers auditing and accounting questions. 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 is designed to offer services specifically to help you help the residents you serve at no additional cost to your government. What does this mean? We provide expert advice in areas like Lean, peer-to-peer networking and culture-building to help local governments find ways to be more efficient, effective and transparent. The Center can help you by providing assistance in financial management, cybersecurity and more. Check out our best practices and other resources that help local governments act on accounting standard changes, comply with regulations, and respond to



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 04/08/2022
Subject: Amending the November 11th, 2022 meeting date to November 10th, 2022

Executive Summary:

NORCOM Governing Board meetings usually occur on the second Friday of each month. However, Friday, November 11th, 2022 is a National Holiday (Veterans Day), and Governing Board members may be unavailable. Staff recommends moving this Governing Board meeting date to November 10th, 2022, and respectfully requests Board direction in this regard.

Background:

Nothing additional

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

Nothing additional.

Staff Comments:

Nothing additional

Options

Risks

Finance Committee Review: No

N/A

Legal Review: No

N/A

Joint Operations Board Review: No

N/A



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 04/08/2022
Subject: 2022 National Public Safety Telecommunicator Week - April 10th - 16th

Executive Summary:

Every year during the second full week of April, public safety telecommunications personnel are honored across the nation. This week-long event is a time to celebrate and thank those who dedicate their lives to serving the public and first responders. It is a week set aside to recognize their hard work, professionalism, selflessness, and dedication.

Background:

Past Board or Other Related Actions:

The Governing Board has supported Telecommunicator Week in previous years.

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

Staff respectfully encourages the Governing Board and the agencies served to continue to support and recognize the critical work performed by Telecommunicators.

Staff Comments:

N/A

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 04/08/2022
Subject: Pulse Point Respond – Project Update

Executive Summary:

Staff wishes to provide an update to the Governing Board regarding the mobile application, PulsePoint Respond, to include project status and timeline.

Background:

NORCOM's Fire customers had previously requested that staff research the feasibility of implementing PulsePoint. That research has been completed, the project was determined to be feasible, funding has been identified and full implementation is approaching.

There are currently ten 911 Communications Centers in Washington that have implemented PulsePoint.

Past Board or Other Related Actions:

At the October 2021 Governing Board meeting, staff brought forward a request for approval of the PulsePoint Respond application. A motion was made to approve the project which included first year costs and project implementation funding from the Medic One Foundation. That motion was carried, and staff have begun the process of implementing the project.

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

This is a briefing on project status and timeline only.

Staff Comments:

N/A

Options

Risks

Finance Committee Review: Yes

The Finance Committee is aware of this project and related initial funding source.

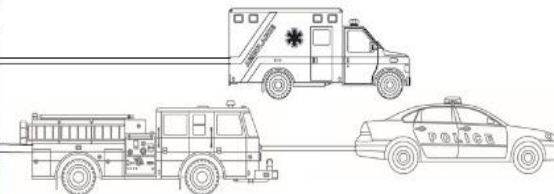
Legal Review: No

Attachments

Pulse Point

PulsePoint

A Regional Approach



**HELP
STARTS
HERE**

Pulse Point

- *PulsePoint Respond* is an app which empowers everyday citizens to provide life-saving assistance to victims of sudden cardiac arrest.
- App subscribers who have indicated they are trained in (CPR) can be notified if someone nearby is having a cardiac emergency and may require CPR.
- If the cardiac emergency is in a public place, the application will alert users in the vicinity of the need for CPR; simultaneous with the dispatch of advanced medical care.
- The application can also direct these potential rescuers to the exact location of the closest Automated External Defibrillator (AED).

NOT Just for CPR

- PulsePoint is commonly thought of as “the CPR app,” but its importance and utility to the community can go much deeper.
- PulsePoint can also keep subscribers informed of other user defined emergency activity in real time.
- The goal is that subscribers share this “beyond CPR” usefulness to help build and sustain an engaged and reliable network of CPR-trained individuals.
- This “beyond CPR” combination is crucial to achieve sustained interest and broad community adoption, thus building a network of possible lifesavers.

Funding

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

Total estimated first year costs: \$55,500

Total estimated annual costs: \$18,000

First Year:

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

Current Progress

- On-site PulsePoint server at NORCOM is up and running with the interface passing data from NORCOM's CAD system to PulsePoint.
- Data validation has been completed, confirming the correct data is being passed to PulsePoint.
- Preliminary testing has begun and no issues have been identified.

Next Steps

- Additional minor configuration and fire agency input to further adjust how agencies display in the application and how it shows incident information.
- Finalize the list of call types that will display in the application.
- Media roll-out
 - Medic One Foundation has sponsorship for media campaign.
 - Will work with individual agencies to synchronize common messaging and media plans.

Timeline

- More configuration and testing needs to occur before hard dates are set.
- Soft-launch anticipated in mid-May
 - This is for invited guests only and should include agency testers and any internal staff that wish to be part of testing
- Media implementation planning is starting
- Go-live anticipated prior to July 2022

Questions, Next Steps, Direction



MEDIC ONE FOUNDATION

PulsePoint
RESPOND



NORCOM 9-1-1



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 04/08/2022
Subject: Single CAD Update - Tyler Fire Migration

Executive Summary:

This update is advisory in nature. No decisions are required at this time.

The Single CAD project continues to make great strides. The CAD and mobile configuration work are finished, and interface implementations are tested as they come online. Training for NORCOM dispatch has started, and a train-the-trainer class was held for fire agencies. The team has learned of challenges that will impact the delivery of training and complete installation of the mobile application in fire apparatus in time for a May 3, 2022 migration.

Working with the Zone 1 Fire Operations group, a joint decision was made to delay the migration for a few months. This extra time allows all agencies, including NORCOM, to train and migrate successfully. Tyler is reworking their resource calendar to accommodate our request to push out the migration. The new migration hasn't been finalized; however, we identified the week of July 11, 2022 as optimal and await Tyler's resource availability confirmation.

Background:

It is vital to project success that employees receive training, the installations are completed, and all necessary system components are ready for migration. Throughout this project, all agencies and NORCOM staff have consistently engaged and participated. Attendance at workshops and classes and discussion through email has been robust. This delay is not due to any lack of effort.

The time needed to have agency IT resources install the mobile application and get users to access to the training applications is very tight. Training calendars and employees' availability to attend training make it impossible to ensure all staff – field and in dispatch - can receive the training before migration. While many project pieces are completed, these final tasks require additional time.

A few other projects are dependent on the Single Cad Migration. This delay won't impact the PulsePoint go live, but it may adjust how NFORS proceeds. The start of the CAD-to-CAD interface with SNO911 is delayed. NORCOM is working with the vendors and the fire agencies to manage these impacts and determine the best route forward.

Multiple dates to push the migration to were considered. The minimum additional time needed, increased workload and employee availability during the summer months, project stagnation, and training methodology impacted the final date selection. Taking into all this, the project team and Zone 1 Fire Operations determined that the week of July 11, 2022, would be the best time.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

This update is advisory in nature. No decisions are required at this time.

Staff Comments:

N/A

Options**Risks**

Early May was a good choice because it has a lower workload. Historical data was considered when selecting July 11, 2022 and while there is an increase in workload it is not unusually busy. There could be events or weather impacts that could cause a significant increase in workload during this week. The cut over plan will consider any in-progress events or other anomalies prior to the final migration.

The July date is past the annual maintenance date for Central Square. NORCOM will continue to operate on Central Square through the cut-over and have Central Square available after cut-over, but it will be operating without a maintenance contract. The length of time operating without maintenance is a few months and maintenance is not necessary as the system will not be updated. NORCOM will work with Central Square to identify support options during the additional times should there be an issue requiring technical support.

Finance Committee Review: Yes

The Finance Committee has been briefed regarding the single CAD project.

Legal Review: No

N/A

Joint Operations Board Review: No

N/A

Attachments

Single CAD Update

Single CAD Project

- Installations – packages ready, instructions done, working with IT at fire agencies to get those completed. NORCOM IT can also help for agencies that can't meet the deadline.
- Training
 - Basic MDC now
 - Advanced MDC later as agencies want
 - Resources include training outline, videos, PowerPoint, can you send
- Schedule



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 04/08/2022
Subject: May 2022 Principals Assembly agenda review

Executive Summary:

On May 13, 2022 NORCOM will convene a Principals Assembly as required by Section 8 of the ILA. Staff has prepared a DRAFT agenda in advance of this meeting and seeks input and direction from the Governing Board.

Background:

Section 8 of the NORCOM Interlocal Agreement notes the following (in part):

The Principals Assembly shall be convened by the Governing Board for one meeting each April. At the joint meeting of the Assembly and the Governing Board, the Executive Director shall present an annual report which shall: (1) review the activities of NORCOM for the previous calendar year; (2) present the work program and significant events for the upcoming calendar year; (3) present a financial management report for NORCOM; and (4) report on performance benchmarks of NORCOM activities.

Past Board or Other Related Actions:

Due to the complications and safety concerns of the COVID pandemic, the Principals Assembly was not convened in 2020 and 2021.

Policy and Strategic Implications:

The Principals Assembly requirements are noted within the NORCOM ILA.

NORCOM Staff Recommendation:

NORCOM Staff respectfully requests that the Board receive this information and provide direction as desired.

Staff Comments:

Nothing Additional.

Options

Risks

Finance Committee Review: Yes

Review and discuss a proposed agenda in advance of the May Principals Assembly meeting.

Legal Review: No

N/A

Joint Operations Board Review: No

N/A

Attachments

ILA Section 8 Principals Assembly

Draft Agenda Principal Assembly



NORCOM Interlocal Agreement

SECTION 8. PRINCIPALS ASSEMBLY.

The legislative body of each Principal shall annually appoint one of its members to represent the legislative body at the Principals Assembly. The Principals Assembly shall be convened by the Governing Board for one meeting each April. At the joint meeting of the Assembly and the Governing Board the Executive Director shall present an annual report which report shall: (1) review the activities of NORCOM for the previous calendar year; (2) present the work program and significant events for the upcoming calendar year; (3) present a financial management report for NORCOM; and (4) report on performance benchmarks of NORCOM activities.

Also at the Assembly, the Chair and Vice Chair of the Joint Operating Board shall present the Joint Operating Board proposed budget policy for the upcoming budget. The Principals' legislative representatives at the Assembly may vote to recommend changes to the proposed budget policy, work program and performance measures program, and may provide additional comment and question to the Governing Board. Voting by Principals' legislative representatives shall be based on one-vote per Principal with a simple majority vote of Principals represented at the meeting required to approve any recommendation to be forwarded to the Governing Board. At the joint meeting of the

Principals Assembly and the Governing Board, the Governing Board shall conduct the annual meeting for NORCOM as required by the bylaws and shall elect the Vice-Chair of the Governing Board for the next year as provided in Section 6.j. The action and deliberations of the Assembly shall be reported to the Governing Board no later than May 1 by written report prepared by or at the direction of the Executive Director. The actions and recommendations of the Principals Assembly shall be advisory to the Governing Board.

DRAFT



AGENDA

NORCOM Governing Board Principal Assembly
Kirkland PD Totem Lake Room
May 13, 2022, 9:00 am

1. Roll Call
2. Introductions
3. Approval of Minutes from 4/12/2019 Principal Assembly Meeting
4. General Overview
5. NORCOM Financial Report
6. Human Resources Report
7. Technology Report
8. Operations Report
9. Closing
10. Adjournment

NORCOM's May General Governing Board meeting will commence following the adjournment of the
Principal Assembly Meeting



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 04/08/2022
Subject: SSB 5555-An Update

Executive Summary:

The Governing Board was previously briefed on SB 5555. Staff will present a brief update.

Background:

Nothing Additional

Past Board or Other Related Actions:

The Board has previously voiced unanimous support for the substitute Senate Bill 5555.

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends the Governing Board receive this update.

Staff Comments:

Nothing additional.

Options

Risks

Finance Committee Review: No
N/A

Legal Review: No
N/A

Joint Operations Board Review: No
N/A



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 04/08/2022
Subject: NORCOM Logo

Executive Summary:

NORCOM has utilized the current red, white and blue logo for many years. When NORCOM updated the website in 2020, staff gave careful consideration to updating the site in numerous ways. This included information flow, ease of use to the public, more publicly accessible Governing Board meeting documentation, and creating a more representative professional impression for prospective applicants.

The contracted website development firm suggested blacks/whites/greys as colors that best represent current professional marketing/branding trends and reader preferences. Staff requested the addition of the yellow line within the updated website logo (which is representative of a nationwide Telecommunicator tradition of honoring those who serve, akin to the thin red line often associated with firefighters).

The current website logo is therefore reflective of this recommendation but differs from the established red, white, and blue logo.

Staff is requesting formal direction from the Board.

Background:

Prior to bringing this topic to the Board, the NORCOM team was polled as to their logo preference (between the two existing logos). All understood that this poll was merely to inform the Board. Of the fifty-seven employees who responded, 68.42% preferred the black/white/grey and yellow line logo.

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 provide direction and or decision as to the NORCOM logo.

Staff Comments:

Options

Risks

Finance Committee Review: No

NORCOM logo decision

Legal Review: No

N/A

Joint Operations Board Review: No

N/A

Attachments

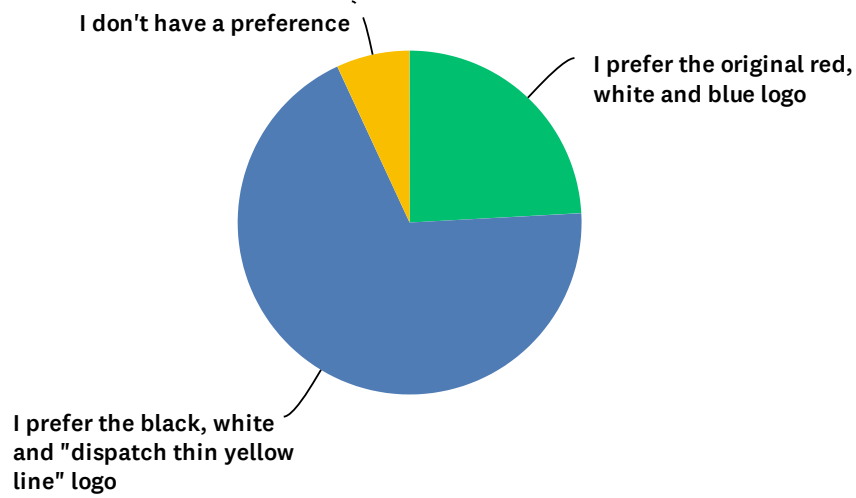
Logo

Team Poll-which logo do you prefer ?



Q1 Which logo do you prefer?

Answered: 58 Skipped: 0



ANSWER CHOICES	RESPONSES	
I prefer the original red, white and blue logo	24.14%	14
I prefer the black, white and "dispatch thin yellow line" logo	68.97%	40
I don't have a preference	6.90%	4
TOTAL		58



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 04/08/2022
Subject: Resolution 199 - Approving the 2023 Budget Policy

Executive Summary:

Under the ILA, the Governing Board must approve the subsequent year's Budget Policy and Calendar to officially proceed with budget development and adoption. The Finance Committee must approve the policy for adoption by the Board.

Background:

The board has approved all budget policies presented in the past. The 2023 policy has been amended slightly by the Finance Committee to include the consideration for rate increase smoothing practices allowing for easier budget planning for all participating agencies and long term project funding goals.

Past Board or Other Related Actions:

Policy and Strategic Implications:

This does not amend or create new policy. This document sets forth the budgeting process for 2023.

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends to adopt.

Staff Comments:

Recommends to adopt.

Options

Risks

As the policy is required by the ILA, disapproval would result in the inability to move forward with 2023 budget processes.

Finance Committee Review: Yes

The Finance Committee is aware of this and staff's action is consistent with the direction provided.

Legal Review: No

NA

Joint Operations Board Review: No

NA

Fiscal Impact

Budgeted Y/N: N

Fiscal Year: 2023

Account (s):

Fiscal Note:

Fiscal Impact:

This policy sets forth the process to create and adopt the 2023 budget and it necessary for future funding.

Attachments

R199 - Adoption of 2023 Budget Policy

RESOLUTION 199

**A RESOLUTION OF THE GOVERNING BOARD OF NORCOM APPROVING THE 2023
BUDGET POLICY**

WHEREAS, pursuant to Section 12(b) of the North East King County Regional Public Safety Communications Agency Interlocal Agreement (the “Interlocal Agreement”), the Governing Board of NORCOM is required to adopt a budget policy for the upcoming annual budget no later than June 1; and

WHEREAS, the NORCOM Finance Manager has prepared and submitted to the Finance Committee a proposed budget policy for fiscal year 2023 for review and recommendation; and

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

Section 1. Approval of the Budget Policy. Pursuant to the terms of the Interlocal Agreement, the Governing Board hereby approves the budget policy for fiscal year 2023, substantially in the form presented to the Governing Board and attached hereto as Exhibit A and incorporated herein by this reference.

Section 2. Further Authority; Prior Acts. All NORCOM officials, their agents, and representatives are hereby authorized and directed to undertake all action necessary or desirable from time to time to carry out the terms of, and complete the transactions contemplated by, this resolution. All acts taken pursuant to the authority of this resolution but prior to its effective date are hereby ratified and confirmed.

Section 3. Effective Date. This resolution shall take effect immediately upon its passage and adoption.

Passed by a majority vote of the Governing Board in an open public meeting on this 8th of April, 2022.

Signed in authentication thereof on this 8th day of April 2022.

Chair

Attest

Appendix A.

NORCOM

2023 Proposed Budget Policy

NORCOM's budget process is part of an overall policy framework that guides the services and functions of the agency. The budget serves a key role by allocating financial resources to the programs, which implement NORCOM's mission and core values. The budget also establishes financial policies to influence the availability of future resources that continue to carry out NORCOM's mission and core values.

Budget Policy development involves several steps. NORCOM budget policy starts with an understanding of service levels, needs and issues impacting operations. NORCOM's management team evaluates performance measures to assess organizational costs and effectiveness, and determine issues impacting 2023 operating priorities and the level of funding for each. Budget policies are statements that describe how financial resources will be obtained, allocated, managed, and controlled.

NORCOM's mission statement and core values are the broad policy statements that outline the objectives of the Governing Board. Budget objectives are policy statements summarizing the actions that are to be implemented in the budget.

Financial Management Policies

The following policies will guide the manner in which NORCOM develops, allocates, manages and controls financial resources available to the agency. These policies are the goals that the Governing Board seeks to achieve in its decision making and most are documented in NORCOM's Standard Operating Procedures. However, since fiscal conditions and circumstances continually shift and change in response to operating needs, it may not be practical or always desirable to continually achieve these policies. Therefore, these policies are intended to guide, not govern, financial decision making and may not be fully achieved within any budget period.

General Financial Goals

- To provide a financial base sufficient to sustain reliable, high-quality, resilient emergency service communications for police, fire, and emergency medical services.
- To be able to withstand local and regional economic hardships sustained by our participating and subscribing agencies and adjust to changes in their service level requirements.
- To adapt to changing funding resources from other governments.
- To implement strategies to allow for stabilized year-over-year assessment fees to participating and subscribing agencies.

Operating Budget Policies

- The operating budget is NORCOM's comprehensive financial plan which provides for the level of services prescribed by the Participating Agencies, including additional services or new programs as approved in subsequent years. A new budget will be adopted every year as a result of a comprehensive process incorporating any newly approved programs, inflationary increases, and other expenses. New programs will be analyzed by the NORCOM Leadership before being presented to the Governing Board for their analysis and review and, if approved, incorporated into the budget. No "one-time" expenses will be carried forward into subsequent budgets without specific authority.
- NORCOM defines a balanced budget as current annual revenues (including fund balances) being equal to or greater than current annual expenditures.
- All current operating expenditures will be paid from current revenues and cash carried over from the prior year. Current revenues and operating expenditures will be reviewed monthly during the year.

NORCOM will maintain revenue and expenditure categories according to state statute and administrative regulation.

Amendment/Adjustment Policies:

- All supplemental appropriations for programs requested after the original budget is adopted, will only be approved by the Governing Board after consideration of the availability of revenues.

Revenue Policies:

- "Other" Revenues shall be realistically estimated and based upon the most recent information available.
- NORCOM will follow a vigorous policy of collecting revenues.
- NORCOM will seek to avoid dependence on temporary or unstable revenues to fund ongoing mission critical services.
- Grant funds or similar contractual revenue of a temporary nature will be budgeted only if they are committed at the time of the preliminary budget. Otherwise, separate appropriations will be made during the year as grants are awarded or contracts made.

Expenditure Policies:

- The NORCOM budget will provide for a sustainable level of service for the well-being of employees and safety of the emergency service providers.
- Expenditures approved by the Governing Board in the annual budget define NORCOM's spending limits for the upcoming year. In addition to legal requirements, NORCOM will maintain an operating philosophy of cost control and responsible financial management.

- The Governing Board will be provided with details for any new program including a summary of the expenditure, the recommended funding source, an analysis of the fiscal impact and a review of all reserves and previously approved amendments since budget adoption.
- Emphasis is placed on improving individual and work group productivity rather than adding to the work force. NORCOM will invest in technology and other efficiency tools to maximize productivity. NORCOM will request additional staff only after the need of such positions has been demonstrated and documented.

Capital Projects and Equipment Replacement

- NORCOM will maintain all its assets at an acceptable level to protect capital investment and to minimize future maintenance and replacement costs.
- NORCOM will conduct an equipment replacement and maintenance needs analysis, using a cash flow method, for the next several years, annually. From this projection a maintenance and replacement schedule will be developed and followed.
- Equipment Replacement will be fully funded according to the cash flow schedule to minimize large increases in User Fees from year to year resulting from acquisition or replacement of capital, and to fund the timely replacement of aging technology, equipment, and systems
- NORCOM will identify the estimated initial and ongoing costs and potential funding sources for each capital project proposal for the next five years before it is submitted for approval.
- NORCOM will coordinate development of the Capital Projects budget with development of the operating budget. Future operating costs associated with new capital projects will be projected and included in operating budget forecasts.

Operating Reserves and Contingency:

- NORCOM Leadership will demonstrate its analysis of prospective needs or plans for reserve funds by developing a minimum of 2 year forecasting of Operating, Capital and ER&R activities to the Finance Committee.
- Per section 12h of the ILA, each budget year the Governing Board shall set the Operating Expense Reserve at a level that ensures funds are on hand to reasonably address unforeseen operating contingencies. NORCOM's goal is to maintain the Operating Expense Reserve at a level equal to 5-10% of the total Operating Budget.
 - For the purpose of determining Operating Expense Reserve funding, the Governing Board defines the Operating Budget as the operating fund expenses less salaries, benefits, and one-time expenses.
- The Rate Stabilization Fund shall not exceed 10% of current Operating Fund Revenues. If it is determined that funds will be used to offset transition to higher rates or fund one-time

expenditures the designated amount shall be applied to the overall budget prior to calculating assessments.

- All expenditures drawn from reserve accounts shall require prior Board approval unless previously authorized for expenditure in the annual budget.

Accounting, Auditing, and Financial Reporting Policies

- NORCOM will establish and maintain a high standard of accounting practices.
- Accounting and budgetary systems will, at all times, conform to Generally Accepted Accounting Principles, the State of Washington Budgeting Accounting Reporting System (BARS) and local regulations.
- A comprehensive accounting system will be maintained to provide all financial information necessary to effectively operate NORCOM.
- NORCOM's budget documents shall be presented in a format that provides for logical comparison with prior annual actual totals wherever possible.
- Reports outlining the status of revenues and expenditures shall be done monthly beginning in March of each year and will be distributed to the Governing Board, Executive Director, Finance Committee, Department managers and any other interested party.
- An annual audit will be performed by the State Auditor's Office.

Budget Calendar

- In order to facilitate and implement the budget process the Finance Manager will develop and distribute a budget calendar.

2023 BUDGET CALENDAR

March

Finance Committee approves budget policy

Governing Board adopts budget policy

Date

March 1

March 11

April

Preliminary budget is drafted and distributed to Leadership

March 29

May

NORCOM Leadership submits any new projects or programs to Finance Committee for review

May 3

June

Budget Development complete

Presentation of preliminary budget to Finance Committee

June 24

June 28

July

User Fee updates complete

July 8

August

Proposed budget transmitted to Governing Board/ILA 12(c)

Public hearing & board approval by Governing Board/ ILA 12(c)

August 11

August 12

September

Participating agencies advised of budget and user fees/ ILA 12(c)

Sept. 9

December

Approval by the legislative authorities of each Participating/Subscriber/ ILA 12(c)

Governing Board adopts final budget/ ILA12(c)

December 9

December 9



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 04/08/2022
Subject: Resolution 200 - Amending the 2022 Budget

Executive Summary:

NORCOM traditionally amends the current year's budget with prior year carryover. The Operations Fund is budgeted to end with a zero fund balance. All other funds are budgeted with a fund balance updated with new and/or rollover projects.

After reconciling the 2021 ending fund balances, NORCOM Management has identified the rollover amounts in the Operating, Capital Projects, and Equipment Replacement Funds and presented the recommendations for amendment to the Finance Committee for its approval on March 1 st.

Resolution 200 has been prepared to recognize the 2021 carryforward balances in the Operating, Capital Project, and Equipment Replacement Funds into the 2022 Budget.

Background:

Past Board or Other Related Actions:

Each year NORCOM, in conjunction with financial statement preparation calculates carryover amounts to amend the current year's budget. Due to the timing of budget approval and the start of the fiscal year, it is necessary to amend the budget to maintain an accurate representation of the current financial needs of NORCOM.

Policy and Strategic Implications:

No Policy changes with these resolutions.

NORCOM Staff Recommendation:

NORCOM staff recommends the Board receive this request and recommends the approval of Resolution 200.

Staff Comments:

Staff to provide comments during the meeting.

Options

N/A

Risks

The request for budget amendment allows NORCOM to balance the 2021 Operating budget, carryover projects/expenses would not be budgeted without approval.

Finance Committee Review: Yes

The request for budget amendment allows NORCOM to balance the 2021 Operating budget, carryover projects/expenses would not be budgeted without approval.

Legal Review: No

NA

Joint Operations Board Review: No

NA

Attachments

R200 - Amending the 2022 Budget

Budget Updates

RESOLUTION 200

RESOLUTION OF THE GOVERNING BOARD OF NORCOM AMENDING THE 2022 BUDGET

WHEREAS, by Resolution 198, the NORCOM Governing Board adopted the 2022 budget; and

WHEREAS, the NORCOM Governing Board desires to amend the 2022 budget

NOW, THEREFORE, BE IT RESOLVED by NORCOM that:

Section 1. The changes to the 2022 Budget for NORCOM, attached and incorporated as Exhibit A, are adopted

Section 2. A summary of the 2022 amended budgeted resources are as follows:

	Operating	Capital Projects	Equipment Replacement	Operating Exp. Res.	E-911 Escrow	Rate Stabilization	Total All Funds
2022 Beg. Fund Balance		297,485	343,232	160,751	83,371	807,041	1,691,971
<i>Carry forward</i>	<i>148,261</i>	<i>240,779</i>	<i>158,081</i>		<i>2,348</i>		<i>549,469</i>
Total 2022 Revenues	12,849,897				1,166,691		14,016,588
Total 2022 Expenditures	13,851,588	698,897	300,000				14,850,485
Transfer Activities	853,430	563,261	50,000		-1,166,691	-300,000	-
Ending Fund Resources	-	402,628	251,404	160,751	85,709	501,041	1,407,543

Passed by a majority vote of the Governing Board in an open public meeting on this 8th of April, 2022.

Signed in authentication thereof on this 8th day of April, 2022.

Chair

Attest

NORCOM Budget
2022 Financial Summary - Budget Amendment

NORCOM Budget Description	Operating	Capital Projects	Equipment Replacement	Operating Exp. Res.	E-911 Escrow	Rate Stabilization	Total All Funds
Estimated Beginning Balance	\$ -	\$ 297,485	\$ 343,323	\$ 160,751	\$ 83,371	\$ 807,041	\$ 1,691,971
Add: 2021 budget carryforward	148,261	240,779	158,081		2,348		549,469
Amended Beginning Balance	148,261	538,264	501,404	160,751	85,719	807,041	2,241,440
Revenue:							
From Participating Agencies	12,553,897	-	-	-	-	-	\$ 12,553,897
E-911 Revenue	-	-	-	-	1,166,691	-	\$ 1,166,691
Miscellaneous Revenues	296,000	-	-	-	-	-	\$ 296,000
Interest Earnings	-	-	-	-	-	-	\$ -
Total Revenue	12,849,897	-	-	-	1,166,691	-	14,016,588
Total 2022 Resources	\$ 12,998,158	\$ 538,264	\$ 501,404	\$ 160,751	\$ 1,252,410	\$ 807,041	\$ 16,258,028
Expenditures							
Salaries & Wages	8,088,573	-	-	-	-	-	8,088,573
Personnel Benefits	2,926,544	-	-	-	-	-	2,926,544
Operating Services & Supplies	2,836,471	-	-	-	-	-	2,836,471
Capital Outlays	-	698,897	300,000	-	-	-	998,897
Total Expenditures	\$ 13,851,588	\$ 698,897	\$ 300,000	\$ -	\$ -	\$ -	\$ 14,850,485
Transfers:							
Transfers In	1,166,691	563,261	50,000	-	-	-	1,779,952
Transfer Out:							
To Operating	-	-	-	-	1,166,691	-	1,166,691
To Capital Projects	263,261					300,000	563,261
To ER & R	50,000	-	-	-		-	50,000
Transfers In less Transfers out	\$ 853,430	\$ 563,261	\$ 50,000	\$ -	\$ (1,166,691)	\$ (300,000)	\$ -
2022 Ending Fund Balance	\$ -	\$ 402,628	\$ 251,404	\$ 160,751	\$ 85,719	\$ 507,041	\$ 1,407,543
Change in Fund Balance	\$ (148,261)	\$ (135,636)	\$ (250,000)	\$ -	\$ -	\$ (300,000)	\$ (833,897)

NORCOM Budget Updates

Resolution #199

Approve 2023 Budget Policy

- The Governing Board must approve the subsequent year's Budget Policy and Calendar to official proceed with budget development and adoption

Resolution #200

Amend the 2022 budget to include prior year carryforward balances

- After reconciling 2021 ending fund balances, NORCOM Management has identified the rollover amounts in the Operating, Capital Projects, and Equipment Replacement Funds.
- Due to the timing of budget approval and the start of the fiscal year it is necessary to amend the budget to maintain an accurate representation of the current financial needs of NORCOM.

2023 Budget Policy

- Establishes policy framework to guide budget development
- Similar to prior year's policy
 - Updated to include consideration for developing rate increase smoothing practices allowing for easier budget planning for all participating agencies and long-term project funding goals
- Approved by the Finance Committee March 1, 2022

2021 Year End Budget Reconciliation – Operating Fund

Under collected revenues:

- KCEMS Funds: new contract shifted funds, unable to collect similar level of funds from prior year

Spending:

Overspent:

- Overtime: \$271,000
- Legal expenses: \$200,000

Savings areas:

- Salaries & benefits: \$560,000
- Radio site & parking leases: \$60,000
- IT Department- \$45,000

	2021 Adopted Budget	2021 Actuals	Variance
Beginning Fund Balance	-	-	
Participant Revenue	\$ 11,754,115	\$ 11,754,115	\$ -
Miscellaneous	\$ 550,918	\$ 492,478	\$ (58,440)
Total Resources	\$ 12,305,033	\$ 12,246,593	\$ (58,440)
Transfers In	\$ 1,166,691	\$ 1,166,691	\$ -
Total + Transfers	\$ 13,471,724	\$ 13,413,284	\$ (58,440)
	2021 Adopted Budget	2021 Actuals	Variance
Salaries & Wages- Regular	7,642,742	7,276,548	366,194
Salaries & Wages- Overtime	167,586	439,290	(271,704)
Benefits	2,943,911	2,747,821	196,090
Subtotal- Wages & Benefits	10,754,239	10,463,659	290,580
Supplies & Services	2,667,485	2,751,364	(83,879)
Total Expenditures	13,421,724	13,215,023	206,701
Transfers Out	50,000	50,000	-
Ending Fund Balance	\$ -	\$ 148,261	148,261

2021 Year End Budget Reconciliation – Capital Projects Fund

Revenues: RAADAR cloud hosting project was originally unbudgeted, however NORCOM was approved to receive NG911 grant funding to pay for 60% of costs.

Spending: supplier delays related to the Backup Center project resulted in an underspending of budgeted expenses for the year- will need to incorporate this spending in this year's budget.

	2021 Adopted	2021 Actuals	Variance
Beginning Fund Balance	638,154	638,154	-
Grant Revenue	-	29,234	29,234
Total Resources	638,154	667,388	-
Expenditures	340,669	129,130	211,539
Transfers Out	-	-	-
Ending Fund Balance	297,485	538,258	240,773

2021 Year End Budget Reconciliation – ER&R Fund

Savings: IT Department took advantage of vendor flash sale resulting in \$112k savings in budgeted costs

	2021 Adopted Budget	2021 Actuals	Variance
Beginning Fund Balance	696,823	696,823	
Transfers In	50,000	50,000	
Total Resources	746,823	746,823	-
Expenditures	403,500	245,419	158,081
Transfers Out	-	-	-
Ending Fund Balance	343,323	501,404	158,081

2022 Budget Amended- proposed

Operating fund:

- Increase budgeted expenses by \$85,000
- Transfer remaining carryforward balance into the Capital Projects fund

Capital Projects fund:

- Increase budget expenses to include remaining spending for Back-up Center project

ER&R Fund:

- Propose to keep resources in this fund to maintain proper reserves for future equipment replacement

NORCOM Budget 2022 Financial Summary - Budget Amendment							
NORCOM Budget Description	Operating	Capital Projects	Equipment Replacement	Operating Exp. Res.	E-911 Escrow	Rate Stabilization	Total All Funds
Estimated Beginning Balance	\$ -	\$ 362,528	\$ 343,323	\$ 160,751	\$ 83,371	\$ 807,041	\$ 1,757,014
2021 budget carryforward	148,261	240,779	158,081		2,348		
Revenue:							
From Participating Agencies	12,553,897	-	-	-	-	-	\$ 12,553,897
E-911 Revenue	-	-	-	-	1,166,691	-	\$ 1,166,691
Miscellaneous Revenues	296,000	-	-	-	-	-	\$ 296,000
Interest Earnings	-	-	-	-	-	-	\$ -
Total Revenue	12,849,897	-	-	-	1,166,691	-	14,016,588
Total 2022 Resources	\$ 12,998,158	\$ 603,307	\$ 501,404	\$ 160,751	\$ 1,252,410	\$ 807,041	\$ 15,773,602
Expenditures							
Salaries & Wages	8,088,573	-	-	-	-	-	8,088,573
Personnel Benefits	2,926,544	-	-	-	-	-	2,926,544
Operating Services & Supplies	2,836,471	-	-	-	-	-	2,836,471
Capital Outlays	-	698,897	300,000	-	-	-	998,897
Total Expenditures	\$ 13,851,588	\$ 698,897	\$ 300,000	\$ -	\$ -	\$ -	\$ 14,850,485
Transfers:							
Transfers In	1,166,691	563,261	50,000	-	-	-	1,779,952
Transfer Out:							
To Operating	-	-	-	-	1,166,691	-	1,166,691
To Capital Projects	263,261	-	-	-	-	300,000	563,261
To ER & R	50,000	-	-	-	-	-	50,000
Transfers In less Transfers out	\$ 853,430	\$ 563,261	\$ 50,000	\$ -	\$ (1,166,691)	\$ (300,000)	\$ -
2022 Ending Fund Balance	\$ -	\$ 467,671	\$ 251,404	\$ 160,751	\$ 85,719	\$ 507,041	\$ 923,117
Change in Fund Balance	\$ 148,261	\$ 345,922	\$ 66,162	\$ -	\$ 4,696	\$ (300,000)	\$ 265,041

Board Action

Resolution #199

Approve 2023 Budget Policy

Resolution #200

Amend the 2022 budget to include prior year carryforward balances



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 04/08/2022
Subject: Appointment of Deputy City Manager Beth Goldberg to Board Chair, and Selection and appointment of new Governing Board Vice-Chair

Executive Summary:

In accordance with Section 6 (j) of the Northeast King County Regional Public Safety Communications Agency Interlocal Agreement, the term of the current Governing Board Chair, Chief Jeff Clark has expired and as such the Governing Board Vice-Chair, Deputy City Manager Beth Goldberg will be appointed as the new Chair. As per the ILA, the Vice-Chair vacancy created shall be filled by a simple majority vote of the Board.

Background:

The term of Governing Board Chair, Chief Jeff Clark has expired and as such, the Governing Board Vice-Chair, Deputy City Manager Beth Goldberg will be appointed as the new Chair. This creates a vacancy in the Vice-Chair position.

Past Board or Other Related Actions:

None

Policy and Strategic Implications:

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

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends approval to select and appoint a new Governing Board Vice-Chair.

Staff Comments:

N/A

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 04/08/2022
Subject: April Information Technology and Operations Newsletter

Executive Summary:

The April 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

N/A

Legal Review: No

N/A

Joint Operations Board Review: No

N/A

Attachments

Information Technology & Operations Updates Newsletter



Information Technology Updates

From: Katy Myers, DDofA

April 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. No Change.

Alpha-Numeric Paging

NORCOM meets monthly with Sno911 planning for the replacement project. Work now is focused on finding and reviewing contracts, agreements and other documents implicated by the project.

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

- Added news page with latest news and dates for RAADAR. Any new features, changes, bug fixes and upcoming outage notifications will be posted there. Found under Updates > RAADAR news.
- Added Everett Traffic Cameras
- Feature changes: mobile address detail page displays full call logs for police calls now

Tyler Fire Migration

Fire OPS workshop #2, Mobile Configuration Workshop, Train the Trainer class held. ESO test connection completed, pending testers. Mobile Installation instructions done and distributed.

Shield Force

April 4 is go live. Waiting for agencies to receive DAC number to use for each of their devices so we can activate them.

PulsePoint

Finalizing the call types to share.

Bellevue PD Body-Worn Cameras

Draft IT Services agreement being reviewed by the City of Bellevue. Work tentatively set to begin in July.

Northshore Fire

Providing emergency IT support and critical infrastructure work. Contract expired March '22 will look at extending.

Navigator

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

Redmond Back-Up Center

Redmond work continues. Anticipate opening the back-up center in April.



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.

"Thank you for the exceptional customer service."

Last Month: 14 surveys returned

- Better than expected – 27
- As expected – 20
- Not assigned - 1

Service Requests

Month	Inbound	Completed	Overdue
Feb '21	194	199	0
Mar '21	240	228	1
Apr '21	214	225	0
May '21	329	404	2
June '21	259	224	2
July '21	213	210	1
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
Jan '22	231	218	2
Feb '22	164	161	0
Mar '22	291	271	2



Operations Updates

From: Roky Louie, Deputy Director Operations

April 2022

Staffing and Performance Analysis

The first quarter of 2022 was greatly impacted by low staffing and COVID related call outs. In the month of February, 13 Telecommunicators called out with COVID symptoms in three weeks. These combined factors have had a significant impact on overtime. As a result, staffing levels, and their affect on performance has been closely analyzed over the last couple of months.

The National Emergency Number Association (NENA) has established a call processing standard requiring that 90% of all 911 calls be answered within 15 seconds (NENA-STA-020.1-2020).

Over the last two months NORCOM has fallen below staffing levels 6.39% of the time, yet exceeded the NENA standard of 90%, answering 97.9% of calls within 15 seconds or less. Further, the data suggests that NORCOM may still be able comfortably meet the standard while understaffed. More data collection and analysis is needed, but this could lead to a slight lowering of staffing levels which would ultimately reduce overtime cost.

Fire Liaison Projects

For the past several months, NORCOM's Fire Liaison has been mostly focused on the data migration for the Tyler Fire Migration project. This involves taking a large amount of data from our current fire CAD system (Central Square), validating the data to ensure it is current, and then manually inputting the data into the Tyler CAD system. The different types of data are units, capabilities, fire stations, premise and caution notes, radio ID's, personnel, response plans and many other types of data. This part of the project could not have been completed without the input and work from our fire agencies to validate the data, and that work is greatly appreciated. The migration work is ongoing and will continue until the project is complete.

Police: Tyler ShieldForce APP

In 2019 NORCOM's partnering police agencies requested the purchase of Tyler CAD's mobile APP feature called ShieldForce. ShieldForce is a mobile application that works on smartphones, laptops, tablets, and watches (Android & Apple devices), which allows for police units in any role to access real-time data. Basically it is CADlite on a device. Successful testing and a pilot program were completed in 2021 by NORCOM IT and agencies. This capital project was funded by the NORCOM Governing Board in September of 2021. Once installed, officer's AVL location (GPS) would now be available when outside of a vehicle, WACIC/NCIC queries can be made in the field, officers will have the ability to scan a driver's license & run it from their phone, change units status, as well as added mapping and routing capabilities. ShieldForce is available for use by all NORCOM Police agencies starting on April 4th. NORCOM IT has made themselves available to help set up the APP on department devices. This APP will make working in the field more efficient and safe.

Training

The Training Department focused on testing for the Tyler Fire Migration and have now transitioned to training each Telecommunicator. This will be led by our Communications Training Officers (CTO) and given in a classroom setting. We recently promoted four CTOs to assist with the facilitation of this training.

The Training Department implemented a program that allowed each Telecommunicator to select an optional training to attend during the quarter. This was completed by each Telecommunicator.

Over the last month NORCOM had one trainee get released on call receiving, four trainees released from the academy to begin phone training and NORCOM hired two new Telecommunicators who started their academy work this week.