



AGENDA

NORCOM Governing Board
May 13, 2022

1. Call to Order
2. Roll Call
3. Open Communications from the Public
4. Consent Agenda
 - A. Governing Board Meeting Minutes April 8, 2022
 - B. AP Reports April
5. For Board Briefing
 - A. Telecommunicator Week Support -Wrap up
6. Newsletter
 - A. May Information Technology and Operations Newsletter
7. Executive Session

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

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

The next Governing Board meeting is scheduled for June 10, 2022.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 05/13/2022
Subject: Governing Board Meeting Minutes April 8, 2022

Executive Summary:

The April 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

Legal Review: No

Joint Operations Board Review: No

Attachments

Governing Board Minutes 040822



MEMBERS

Jay Hagen	City of Bellevue
Bruce Kroon	City of Bothell
Dawn Hanson	City of Clyde Hill
Beth Goldberg	City of Kirkland (Vice-Chair)
Jeff Sass	City of Medina
Ed Holmes	City of Mercer Island
Dan Yourkoski	City of Normandy Park
Joshua Erskine	Duvall Fire District #45
Jeff Clark	Eastside Fire & Rescue (Chair)
Brian Culp	Fire District #27
Mike Morris	Northshore Fire Department
Adrian Sheppard	Redmond Fire Department
Matt Cowan	Shoreline Fire Department
Jeff Clark	Woodinville Fire & Rescue

ABSENT

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

VISITORS

Nick Curry	NAG
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
Deanna Gregory	Pacifica Law Group
Nathan Way	Applications & Security Architect
Zeb Middleton	Senior Systems Engineer
Sean Goehner	Systems Engineer
Brittney Rhodes	Public Records Specialist
Maggie Johanson	Administrative Assistant



o **Call to Order**

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

o **Roll Call**

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

o **Open Communications from the Public**

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

o **Consent Agenda**

- **Governing Board Minutes for February 11, 2022 Meeting**
- **Accounts Payable Report February & March 2022**
- **2020 Financial Audit Results**
- **Amending the November 11th 2022 meeting date to November 10th 2022**

There was no discussion on any consent agenda items.

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

Motion carried.

o **For Board Briefing**

- **2022 National Public Safety Telecommunicator Week – April 10th – 16th**

Director Hamilton introduced the topic of National Public Safety Telecommunicators Week. Deputy Director Louie provided a background of this event that started back in 1981 in California. A proclamation was made that National Public Safety Telecommunicator Week would be held annually during the second week of April. National Public Safety Telecommunications Personnel are honored across the nation during this week long celebration to thank those who dedicate their lives to serving the public and first responders. This year there is a joint theme with all the PSAP's in the



area, the theme is “We are the calm in the rainbow of chaos” representing the global pandemic along with all the events in a regular workday as a telecommunicator. PSAP’s are encouraged to share pictures of the event. Deputy Director Louie commented that it means a lot for agencies to come up to the dispatch center and looks forward to seeing members of our agencies come up to visit.

- **Pulse Point Respond – Project Update**

NORCOM’s Fire agencies requested staff research the feasibility of implementing PulsePoint. In October of 2021 staff brought forward the request for approval of the PulsePoint Respond Application. This app empowers everyday citizens to provide life-saving assistance to victims of sudden cardiac arrest. A generous one year start up grant from the Medic One Foundation allowed us to move forward with researching, configuring and testing Pulse Point Respond. Fire Liaison James provided an update on the current progress, next steps and anticipated go live date. It was announced that a soft-launch date of mid-May is in place with July 2022 as the anticipated go live date. Chief Hagen stated he would like to see a way to coordinate a way to inform the public about Pulse Point Respond. Fire Liaison James indicated that Medic One has a marketing strategy, a few examples are advertising on buses and in movie theatres. Director Hamilton commented that we are also tracking Valley Com’s Implementation of PulsePoint and may have a joint rollout which would allow information to be distributed to the public covering a larger area.

- **Single CAD Update – Tyler Fire Migration**

Director Myers provided an update on the Single CAD project. She stated a lot of work has been accomplished and is very proud of all the work done so far. There are several parts to the migration including installation, training and scheduling. The original proposed migration date was May 3, 2022 however a joint decision was made to delay the installation until July 11, 2022 which has not been confirmed by Tyler we are waiting to hear back from them if this date is possible and will confirm once we hear back.

- **May 2022 Principals Assembly Agenda Review**

Director Hamilton provided a Draft Agenda for the Principals Assembly meeting on May 13, 2022 requesting input and direction from the Board on their expectations. Deputy City Manager Goldberg asked for instructions for a hybrid option. Deanna Gregory stated public meetings must have a telephone option for the public.

- **SB 5555 Update**

SB 5555 formally recognizes Telecommunicators as part of the First Responder Family and established a Certification Board in Washington through the state E-911 Coordination Office. A certification and training program for public safety telecommunicators throughout the state will be created by the Board. This legislation is very important to the professional growth of primary PSAP’s across the state. Director Myers provided an update that SB 5555 passed the legislature, was signed on March 31 and will go into effect on June 9th. The process of creating a Board and establishing



guidelines are two major items that are being developed. Director Myers thanked the cities, Fire & Police for their support.

- **NORCOM Logo**

Director Hamilton introduced the NORCOM Logo for discussion and expressed the importance of a LOGO, stating for many years NORCOM has utilized the red, white and blue logo. During the website update in 2020 the website development firm provided some suggestions of trends and reader preferences being black, white and grey's. The logo on our website is displayed in black, white and yellow however the official request was never made. The change to the logo is merely in color only. Prior to bringing this topic to the Board NORCOM staff were polled on their preference, the black, white and yellow was the preferred. Chief Clark asked if this required the Board Decision since it just a color change. NORCOM Governing Board decided unanimously to adopt the new color scheme for the logo.

- **For Board Decision**

- **Resolution 199 – Approving the 2023 Budget Policy**

Deputy City Manager Goldberg made a motion to approve Resolution 199. Chief Cowan seconded the motion.

Motion carried.

- **Resolution 200 – Amending the 2022 Budget**

Deputy City Manager Goldberg made a motion to approve Resolution 200. Chief Holmes seconded the motion.

Motion carried.

- **Appointment of Deputy City Manager Beth Goldberg to Board Chair and selection and appointment of new Governing Board Vice-Chair**

Section 6 (j) of the ILA provides the term of our Governing Board Chair representatives.

Chief Clark's term has expired moving Vice Chair Deputy City Manager Goldberg into the Chair position this will require a nomination of a new Vice Chair.

Director Hamilton thanked Chief Clark for his time serving as chair, he stated Chief Clark was an excellent sounding board and he appreciates and values his mentorship.

Chief Holmes nominated Chief Sass, he excepted the nomination.



Chief Holmes made a motion Chief Sass for Vice Chair. Chief Yourkoski seconded the motion.

Motion carried.

o **Newsletter**

- **April Information Technology & Operations Updates Newsletter**

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

o **Executive Session**

An Executive Session was held to discuss the Executive Directors Review. The Executive Session started at 9:51 with a request for 15 minutes. It was announced there will be action to be taken after Executive Session. An additional 15 minutes were requested. Executive Session ended at 10:15.

Chief Clark requested a roll call of present Governing Board members prior to resuming the initial Governing Board meeting. Maggie Johanson, NORCOM Administrative Assistant, reported there was a quorum.

Action taken was the consideration of compensation for the Executive Director.

Chief Clark motioned to approve a 6% cola to the Executive Director effective immediately along with leave bank cash out options. Chief Holmes seconded the motion.

Motion carried.

o **Adjournment**

Chief Cowan made a motion to adjourn the meeting. Motion seconded by all.

Motion carried.

The meeting adjourned at 10:21.



The next Governing Board meeting is scheduled for May 13, 2022. Prior to the regular Governing Board Meeting the Annual Principals Assembly Meeting will be held.

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 05/13/2022
Subject: AP Reports April

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 April

NORCOM
ACTIVITY MARCH 29, 2022 THROUGH APRIL 30, 2022

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,208,388.95

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 April 30, 2022

	2022 Budget	April Activity	2022 Collected to Date	% collected
Agency Revenue	12,580,410	-	\$ 6,290,205	50%
Agency Reimbursements	156,000	18,412	\$ 53,294	34%
Grants/Intergovernmental/Interest	140,000	31,233	\$ 31,960	23%
Total	12,876,410	49,645	6,375,459	50%
Transfers In	1,116,691	292,000	\$ 584,000	52%
Revenues + Transfers	13,993,101	341,645.10	6,959,459	50%

Expenses

	2022 Budget	April Activity	2022 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,846,168	\$ 567,698	\$ 2,151,136	27%	5,695,032
Salaries & Wages - Overtime	242,405	\$ 53,877	\$ 237,001	98%	5,404
Professional Reimbursements	4,200	\$ 162	\$ 1,131	27%	3,069
Medical	1,169,166	\$ 93,600	\$ 383,292	33%	785,874
Dental	98,425	\$ 7,804	\$ 31,769	32%	66,656
Vision	13,080	\$ 1,022	\$ 4,154	32%	8,926
Long-Term Care	6,600	\$ 447	\$ 1,871	28%	4,729
Medicare	117,345	\$ 8,330	\$ 32,050	27%	85,295
MEBT	494,564	\$ 38,603	\$ 148,584	30%	345,980
PERS	881,324	\$ 62,316	\$ 242,341	27%	638,983
Washington FMLA	16,478	\$ 1,001	\$ 3,851	23%	12,627
Unemployment	90,200	\$ 22,429	\$ 42,474	47%	47,726
Workers Comp	35,162	\$ 1,412	\$ 5,347	15%	29,815
Total Personnel	11,015,117	858,701	\$ 3,285,001	30%	7,730,116
Advertising	5,000	\$ -	\$ 579	12%	4,421
Bank Fees	250	\$ 2	\$ 86	34%	164
Cellular,Pager & Radio Svcs	51,816	\$ 2,948	\$ 11,736	23%	40,080
Computer Hardware-Non Capital	10,000	\$ -	\$ -	0%	10,000
Consumable Goods	9,950	\$ 1,636	\$ 2,747	28%	7,203
Dues & Memberships	11,685	\$ -	\$ 9,196	79%	2,489
Equipment Leases	20,520	\$ 1,626	\$ 7,178	35%	13,342
Facility Lease	696,952	\$ 72,935	\$ 207,214	30%	489,738
Financial Audit	23,230	\$ 139	\$ 9,398	40%	13,832
Hosted Services	116,720	\$ 18,279	\$ 49,488	42%	67,232
HR Services	63,000	\$ 4,857	\$ 15,156	24%	47,844
Insurance	75,000	\$ -	\$ 74,116	99%	884
Legal Services	210,000	\$ -	\$ -	0%	210,000
Local Travel/Training/ Mileage	9,000	\$ 2,049	\$ 2,466	27%	6,534
Network Service	29,091	\$ 2,337	\$ 7,488	26%	21,603
Office Furniture	7,750	\$ 330	\$ 330	4%	7,420
Office Supplies	8,000	\$ 252	\$ 1,184	15%	6,816
Operating Supplies	4,000	\$ 85	\$ 1,551	39%	2,449
Parking Lease	61,524	\$ 2,401	\$ 15,769	26%	45,755
Payroll Services	25,000	\$ 944	\$ 4,186	17%	20,814
Postage	750	\$ 50	\$ 291	39%	459
Printing	1,100	\$ -	\$ -	0%	1,100
Professional Services	33,650	\$ 26,905	\$ 63,218	188%	(29,568)
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	\$ 73,662	\$ 102,756	10%	911,636
Radio Site Lease	52,177	\$ 2,000	\$ 3,697	7%	48,480
Recruitment Supplies	2,000	\$ -	\$ -	0%	2,000
Small Tools & Minor Equipment	14,750	\$ 822	\$ 2,077	14%	12,673
Software/Licensing	102,440	\$ 687	\$ 1,877	2%	100,563
Telephone Services	46,100	\$ 3,621	\$ 12,087	26%	34,013
Training/Conf Registrations	3,500	\$ 439	\$ 589	17%	2,911
Training/Conf Registrations/ Travel	10,500	\$ 65	\$ 358	3%	10,142
Transfers Out	313,261	\$ -	\$ 50,000	16%	263,261
Total Supplies & Services	3,176,245	219,070	\$ 656,820	21%	2,519,425
GRAND TOTAL	14,191,362	1,077,770	\$ 3,941,821	28%	10,249,541

502- Capital Projects

	2022 Budget	April Activity	2022 Spending to Date	% used	Remaining Balance
R&M - Software Maintenance	698,487	\$ 50,278	\$ 309,682	44%	388,805

503- Equipment Replacement:

	2022 Budget	April Activity	2022 Spending to Date	% used	Remaining Balance
Computer Hardware-NonCapital	163,670	\$ 896	\$ 3,774	2%	159,896
R&M Software Maintenance	136,330	\$ -	\$ 2,500	2%	133,830
	300,000	\$ 896	\$ 6,274	2%	293,726

505-E 911 Escrow

Revenues:	2022 Budget	April Activity	Collected to Date	% collected
E-911 Escrow	1,166,691	-	\$ -	0%
Investment Interest	-	-	\$ 536	
	1,166,691	-	\$ 536	0%

Expenditures:	2022 Budget	April Activity	2022 Spending to Date	% used	Remaining Balance
Transfers Out	1,116,691	\$ 292,000	\$ 584,000	52%	532,691

NORCOM Financial Summary
for Period Ending April 30, 2022

	2022 Amended Budget		Actual	Percent of Budget
501 - Operating Fund				
2022 Beginning Fund Balance				
Agency Revenue	148,261		\$148,261	
Other Revenue	12,580,410	\$	6,290,205	50.00%
Transfers In	296,000	\$	85,254	28.80%
	1,166,691		584,000	50.06%
Revenue Collected	14,043,101		6,959,459	49.56%
Total Resources	14,191,362		7,107,720	
Personnel Expenditures	11,015,117	\$	3,285,001	29.82%
Operating Expenditures	2,836,471	\$	656,820	23.16%
Transfers Out	313,261	\$	50,000	15.96%
Total Expenditures	14,164,849		3,991,821	28.18%
Available Fund Balance	\$26,513		\$3,115,899.07	
502 - Capital Projects Fund				
2022 Beginning Fund Balance				
Investment Interest	538,261		\$538,264	
Non-Operating Revenue	-		-	0.00%
Transfers In	563,261		-	0.00%
Revenue Collected	563,261		-	0.00%
Total Resources	1,101,522		538,264	
Expenditures	698,897	\$	-	0.00%
Transfers Out	-	\$	-	0.00%
Total Expenditures	698,897		-	0.00%
Available Fund Balance	\$402,625		\$538,264	
503 - Equipment Replacement Reserve				
2022 Beginning Fund Balance				
Investment Interest	501,404		\$501,404	
Non-Operating Revenue	-		-	0.00%
Transfers In	50,000		-	0.00%
Revenue Collected	50,000		-	0.00%
Total Resources	551,404		501,404	
Expenditures	300,000	\$	2,500	0.83%
Transfers Out	-		-	0.00%
Total Expenditures	300,000		2,500	0.83%
Available Fund Balance	\$251,404		\$498,904	

	2022 Adopted Budget		Actual	Percent of Budget
504 - Operating Expense Reserve				
2022 Beginning Fund Balance				
Investment Interest	\$	160,751	\$160,751	
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	
505 - E-911 Escrow Trust				
2022 Beginning Fund Balance				
Operating Revenue	\$85,719		\$85,719	
Investment Interest	1,116,691	\$	536	0.05%
Revenue Collected	1,116,691		1,072	0.10%
Total Resources	1,202,410		86,791	
Expenditures	-		-	0.00%
Transfers Out	1,116,691		584,000	52.30%
Total Expenditures	1,116,691		584,000	52.30%
Available Fund Balance	\$85,719		-\$497,209	
506 - Rate Stabilization Reserve				
2022 Beginning Fund Balance				
Investment Interest	\$807,041		\$807,041	
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: 05/13/2022
Subject: Telecommunicator Week Support -Wrap up

Executive Summary:

NORCOM would like to thank the Governing Board and NORCOM's owner agencies for their support of Telecommunicator Week this year.

Background:

This week-long event was established in 1981 as a time to celebrate and thank those who dedicate their lives to serving the public as Telecommunicators. Since the time that NORCOM went live in 2009, the Governing Board and the owner agencies that makeup NORCOM have been supportive of Telecommunicator Week, occurring the second week of April every year. This year, in a show of continued partnership, NORCOM's agencies continued that tradition of support. NORCOM would like to take a moment to thank the Board and NORCOM's owner agencies for their support, their contributions, and for taking the time to visit the Communications Center staff.

While it would be impossible to list every contribution by every agency, NORCOM would like to thank our agencies for helping us celebrate our dispatch team. We are grateful for your kind words, snacks, gifts, and various meals. We are also grateful for your valuable time, stopping by to visit your dispatchers. The agency challenge coins, baseball caps, clothing, and patches allow your dispatchers to support our agencies with pride.

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 has no recommendations on this topic and only wants to offer thanks.

Staff Comments:

N/A

Options

Risks

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: 05/13/2022
Subject: May Information Technology and Operations Newsletter

Executive Summary:

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

Background:

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

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

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

Staff Comments:

None

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

Attachments

Information Technology & Operations Updates Newsletter



Information Technology Updates

From: Katy Myers, DDofA

May 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 continues with agreements and contracts. Also working on full scope of known work.

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

- Rolled out updated agency administrator identifier and page.
- Revamped user administration features
- Bug fixes, report updates

Tyler Fire Migration

Week of July 11th migration is confirmed. Published training PowerPoints and videos.

PulsePoint

Central Square connected and data flowing.

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 extending through June.

Navigator

- User agencies working on policies.
- Response plans will begin being entered into the system.

Redmond Back-Up Center

Supply chain delayed our receipt of products, so Redmond work continues. Electrical and networking inspections passed.

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.

"Chris is always very responsive, very thorough, and resolves any GIS issues quickly."

Last Month: 15 surveys returned

- Better than expected – 40
- As expected – 12

Service Requests

Month	Inbound	Completed	Overdue
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
Apr '22	205	207	0



Operations Updates

From: Roky Louie, Deputy Director Operations

May 2022

Single CAD Data Migration

The majority of the focus of the Operations Division is preparation for the single CAD migration, currently scheduled for the week of July 11th. In addition to creating and training on new procedures tailored to the slightly different ways that Tyler CAD works in comparison with Central Square, the Operations Division is responsible for migrating a portion of the data from Central Square to Tyler. Essentially a massive data entry project, this work is ultimately being done by supervisors and dispatchers during periods of low activity and it is not an insignificant amount of work.

The data needed to be transferred includes over 18,000 premise notes and caution notes, 1,500 radio IDs, all fire personnel jackets, over 9,600 preplans, response plans, reduced response plans, and resource emergency response plans for all fourteen fire agencies, pager numbers, active 911 strings, first due size ups, and paging groups.

Each supervisor has been assigned a section of data and is responsible for completing the work personally, along with further distributing that work to their team of dispatchers.

Natural Gas Screening

In conjunction with the Zone 1 Hazmat committee, Operations Chiefs and with approval of the Zone 1 Chiefs, NORCOM has updated the call screening procedures for Natural Gas incidents. Making sure the King County Model Procedures were still being adhered to, we were able to streamline the flowchart used to determine the appropriate call type. This will result in fewer Natural Gas Major incidents being sent unnecessarily as well as faster call

processing times. NORCOM's policies and procedures have been updated and the streamlined process has already resulted in the intended changes.

UAS Drone Emphasis Training

Across our region many of our Fire and Police agencies have been acquiring and launching drones in the field. NORCOM is in the early stages of determining how this new technology will specifically impact dispatch procedures. Bellevue Police have acquired many drones and are beginning to use them in the field. Eastside Fire and Rescue have access to drones that are aiding in search and rescue enhancements, missing persons searches, monitoring of agency responses, and much more. Police Collision scenes are being investigated with much more efficiency as well as active crimes scenes being positively impacted by the use of drones. NORCOM is currently helping our dispatchers become more familiar with drones and the types of moments that we should be requesting them for an active call in progress. Agencies in the greater King and Snohomish Counties have started collaborating with training and agency assists as well. New technology often presents new challenges to our staff, but I have specifically noticed that the reception to drones has been universally positive in all areas of our industry and among the community.

Training

The training department issued training on ShieldForce. Two trainees attended the King County Basic Criteria Based Dispatch medical class. Four trainees are currently training on call receiving. The team continues to test and develop training for the single CAD migration.