



AGENDA

NORCOM Governing Board

Kirkland PD Totem Lake Room - June 10, 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 May 13, 2022
 - B. AP Reports May
 - C. Principals Assembly Meeting Minutes May 13, 2022
5. For Briefing to Board
 - A. 2023 Budget Development Update
 - B. Pulse Point Go Live Update
 - C. 988 - A Suicide Prevention and Mental Health Crisis resource
 - D. Shoreline Fire and Northshore Fire- NORCOM ILA impact assessment
6. Newsletters
 - A. June Information Technology and Operations Updates Newsletter
7. Adjournment

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



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 06/10/2022
Subject: Governing Board Meeting Minutes May 13, 2022

Executive Summary:

The May 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 051322



Meeting Minutes
NORCOM Governing Board
May 13, 2022

MEMBERS

Nathan McCommon	City of Bellevue
Bruce Kroon	City of Bothell
Dawn Hanson	City of Clyde Hill
Beth Goldberg	City of Kirkland (Chair)
Austin Gidlof	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
Ben Lane	Eastside Fire & Rescue
Adrian Sheppard	Redmond Fire Department
Matt Cowan	Shoreline Fire Department
Ben Lane	Woodinville Fire & Rescue
Michael Olson	City of Kirkland (Board Treasurer)

ABSENT

Jeff Sass	City of Medina (Vice-Chair)
Brian Culp	Fire District #27
Mike Morris	Northshore Fire Department
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

VISITORS

Nick Curry	NAG
Jami Hoppen	KC911
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
Brittney Rhodes	Public Records Specialist
Maggie Johanson	Administrative Assistant



Meeting Minutes
NORCOM Governing Board
May 13, 2022

o **Call to Order**

Deputy City Manager Beth Goldberg, Governing Board Chair, called the Governing Board meeting to order at 10:17 a.m. The meeting was posted publicly and offered in a hybrid format to allow the public to participate in person, telephonically or by video remote access.

o **Roll Call**

Deputy City Manager Goldberg 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 April 8, 2022 Meeting**
- **Accounts Payable Report April 2022**

There was no discussion on any consent agenda items.

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

Motion carried.

o **For Board Briefing**

- **Telecommunicator Week Support – Wrap Up**

Deputy Director of Operations Louie thanked the Governing Board and the NORCOM owner agencies for their support of Telecommunicator Week. The theme for Telecommunicators Week this year was “We are the calm in a rainbow of chaos”. There was a color theme to each day and throughout the week our agencies provided food and swag for the Telecommunicators which was distributed and also used for raffle prizes. Deputy Director Louie stated serving agencies is a source of pride and our Telecommunicators are proud to serve you.



**Meeting Minutes
NORCOM Governing Board
May 13, 2022**

o **Newsletter**

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

The May 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 Yourkoski made a motion to adjourn the meeting. Deputy City Manager McCommon seconded the motion.

Motion carried.

The meeting adjourned at 10:23.

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

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 06/10/2022
Subject: AP Reports May

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 May

NORCOM
ACTIVITY MAY 1, 2022 THROUGH MAY 26, 2022

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$947,002.33

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 May 26, 2022

	2022 Budget	May Activity	2022 Collected to Date	% collected
Agency Revenue	12,580,410	-	\$ 6,290,205	50%
Agency Reimbursements	156,000	14,859	\$ 68,153	44%
Grants/Intergovernmental/Interest	140,000	10,000	\$ 42,448	30%
Total	12,876,410	24,859	6,400,806	50%
Transfers In	1,116,691	-	\$ 584,000	52%
Revenues + Transfers	13,993,101	24,859.19	6,984,806	50%

Expenses

	2022 Budget	May Activity	2022 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,846,168	\$ 544,093	\$ 2,695,229	34%	5,150,939
Salaries & Wages - Overtime	242,405	\$ 45,607	\$ 282,608	117%	(40,203)
Professional Reimbursements	4,200	\$ 323	\$ 1,454	35%	2,746
Medical	1,169,166	\$ 89,074	\$ 472,366	40%	696,800
Dental	98,425	\$ 7,172	\$ 38,940	40%	59,485
Vision	13,080	\$ 947	\$ 5,101	39%	7,979
Long-Term Care	6,600	\$ 449	\$ 2,321	35%	4,279
Medicare	117,345	\$ 8,111	\$ 40,160	34%	77,185
MEBT	494,564	\$ 36,656	\$ 185,240	37%	309,324
PERS	881,324	\$ 60,099	\$ 302,440	34%	578,884
Washington FMLA	16,478	\$ 950	\$ 4,801	29%	11,677
Unemployment	90,200	\$ 9,955	\$ 52,429	58%	37,771
Workers Comp	35,162	\$ 1,371	\$ 6,718	19%	28,444
Total Personnel	11,015,117	804,806	\$ 4,089,807	37%	6,925,311
Advertising	5,000	\$ 743	\$ 1,322	26%	3,678
Bank Fees	250	\$ -	\$ 86	34%	164
Cellular,Pager & Radio Svcs	51,816	\$ 2,948	\$ 14,684	28%	37,133
Computer Hardware-Non Capital	10,000	\$ -	\$ -	0%	10,000
Consumable Goods	9,950	\$ 880	\$ 3,626	36%	6,324
Dues & Memberships	11,685	\$ -	\$ 9,196	79%	2,489
Equipment Leases	20,520	\$ 901	\$ 8,080	39%	12,440
Facility Lease	696,952	\$ 44,760	\$ 251,974	36%	444,978
Financial Audit	23,230	\$ -	\$ 9,398	40%	13,832
Hosted Services	116,720	\$ 4,995	\$ 54,483	47%	62,237
HR Services	63,000	\$ 4,035	\$ 19,191	30%	43,809
Insurance	75,000	\$ -	\$ 74,116	99%	884
Local Travel/Training/ Mileage	9,000	\$ 166	\$ 2,633	29%	6,367
Network Service	29,091	\$ 2,837	\$ 10,325	35%	18,766
Office Furniture	7,750	\$ 256	\$ 587	8%	7,163
Office Supplies	8,000	\$ 341	\$ 1,525	19%	6,475
Operating Supplies	4,000	\$ 64	\$ 1,615	40%	2,385
Parking Lease	61,524	\$ 2,414	\$ 18,183	30%	43,341
Payroll Services	25,000	\$ 923	\$ 5,109	20%	19,891
Postage	750	\$ -	\$ 291	39%	459
Printing	1,100	\$ 1,150	\$ 1,150	105%	(50)
Professional Services	243,650	\$ 16,285	\$ 79,503	33%	164,147
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	\$ 18,441	\$ 121,197	12%	893,195
Radio Site Lease	52,177	\$ -	\$ 3,697	7%	48,480
Recruitment Supplies	2,000	\$ -	\$ -	0%	2,000
Small Tools & Minor Equipment	14,750	\$ 130	\$ 2,208	15%	12,542
Software/Licensing	102,440	\$ -	\$ 1,877	2%	100,563
Telephone Services	46,100	\$ 3,365	\$ 15,452	34%	30,648
Training/Conf Registrations	3,500	\$ 409	\$ 998	29%	2,502
Training/Conf Registrations/ Travel	10,500	\$ -	\$ 358	3%	10,142
Transfers Out	313,261	\$ -	\$ 50,000	16%	263,261
Total Supplies & Services	3,176,245	106,044	\$ 762,864	24%	2,413,381
GRAND TOTAL	14,191,362	910,849	\$ 4,852,670	34%	9,338,692

502- Capital Projects

	2022 Budget	May Activity	2022 Spending to Date	% used	Remaining Balance
R&M - Software Maintenance	698,487	\$ 25,857	\$ 335,539	48%	362,948

503- Equipment Replacement:

	2022 Budget	May Activity	2022 Spending to Date	% used	Remaining Balance
Computer Hardware-NonCapital	163,670	\$ 2,932	\$ 6,706	4%	156,964
R&M Software Maintenance	136,330	\$ 752	\$ 3,252	2%	133,078
	300,000	\$ 3,684	\$ 9,958	3%	290,042

505-E 911 Escrow

Revenues:	2022 Budget	May Activity	Collected to Date	% collected
E-911 Escrow	1,166,691	299,792	\$ 299,792	26%
Investment Interest	-	-	\$ 536	
	1,166,691	299,792	\$ 300,328	26%

Expenditures:

	2022 Budget	May Activity	2022 Spending to Date	% used	Remaining Balance
Transfers Out	1,116,691	\$ -	\$ 584,000	52%	532,691

NORCOM Financial Summary

for Period Ending May 26, 2022

		2022 Amended Budget	Actual	Percent of Budget
<u>501 - Operating Fund</u>				
2022 Beginning Fund Balance		148,261	<i>\$148,261</i>	
	Agency Revenue	12,580,410	\$ 6,290,205	50.00%
	Other Revenue	296,000	\$ 110,601	37.37%
	Transfers In	1,166,691	584,000	50.06%
Revenue Collected		14,043,101	6,984,806	49.74%
Total Resources		14,191,362	7,133,067	
	Personnel Expenditures	11,015,117	\$ 4,089,807	37.13%
	Operating Expenditures	2,836,471	\$ 762,864	26.89%
	Transfers Out	313,261	\$ 50,000	15.96%
Total Expenditures		14,164,849	4,902,670	34.61%
Available Fund Balance		\$26,513	\$2,230,397.25	
<u>502 - Capital Projects Fund</u>				
2022 Beginning Fund Balance		538,264	<i>\$538,264</i>	
	Investment Interest	-	-	0.00%
	Non-Operating Revenue	-	-	0.00%
	Transfers In	563,261	-	0.00%
Revenue Collected		563,261	-	0.00%
Total Resources		1,101,525	538,264	
	Expenditures	698,897	\$ 335,539	48.01%
	Transfers Out	-	\$ -	0.00%
Total Expenditures		698,897	335,539	48.01%
Available Fund Balance		\$402,628	\$202,725	
<u>503 - Equipment Replacement Reserve</u>				
2022 Beginning Fund Balance		501,404	<i>\$501,404</i>	
	Investment Interest	-	-	0.00%
	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	\$ 9,958	3.32%
	Transfers Out	-	-	0.00%
Total Expenditures		300,000	9,958	3.32%
Available Fund Balance		\$251,404	\$491,446	

		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		\$85,719	<i>\$85,719</i>	
	Operating Revenue	1,116,691	\$ 299,792	26.85%
	Investment Interest	-	536	0.00%
Revenue Collected		1,116,691	300,328	26.89%
Total Resources		1,202,410	386,047	
	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	-\$197,953	
<u>506 - Rate Stabilization Reserve</u>				
2022 Beginning Fund Balance		\$807,041	<i>\$807,041</i>	
	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: 06/10/2022
Subject: Principals Assembly Meeting Minutes May 13, 2022

Executive Summary:

The May 10, 2022, Principals Assembly meeting 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

Principals Assembly Meeting Minutes 051322



Meeting Minutes
NORCOM Principals Assembly
May 13, 2022

MEMBERS

Nathan McCommon	City of Bellevue
Jay Hagen	City of Bellevue
Bruce Kroon	City of Bothell
Dawn Hanson	City of Clyde Hill
Beth Goldberg	City of Kirkland (Chair)
Austin Gidlof	City of Medina
Ed Holmes	City of Mercer Island
Dan Yourkoski	City of Normandy Park
Mark Correira	City of Snoqualmie
Joshua Erskine	Duvall Fire District #45
Ben Lane	Eastside Fire & Rescue
Adrian Sheppard	Redmond Fire Department
Matt Cowan	Shoreline Fire Department
Ben Lane	Woodinville Fire & Rescue
Michael Olson	City of Kirkland (Board Treasurer)

ABSENT

Jeff Sass	City of Medina (Vice-Chair)
Brian Culp	Fire District #27
Mike Morris	Northshore Fire Department
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

VISITORS

Nick Curry	NAG
Toby Nixon	Councilmember, City of Kirkland
Bruce Jones	Councilmember, City of Clyde Hill
Sue-Ann Hohimer	Mayor, City of Normandy Park
Katherine Ross	Mayor, City of Snoqualmie
Ken Callahan	Commissioner, Shoreline Fire Dept
Cara Christensen	Councilmember, City of Snoqualmie
Jami Hoppen	KC911
Michele Plorde	KC EMS



Meeting Minutes
NORCOM Principals Assembly
May 13, 2022

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
Brittney Rhodes	Public Records Specialist
Maggie Johanson	Administrative Assistant

o **Call to Order**

Deputy City Manager Beth Goldberg, Governing Board Chair, called the Principals Assembly meeting to order at 9:03 a.m. The meeting was posted publicly and offered in a hybrid format allowing the public to participate in person, telephonically or by video remote access.

o **Roll Call**

Deputy City Manager Goldberg requested a roll call of present Governing Board members. Maggie Johanson, NORCOM Administrative Assistant, reported there was a quorum.

o **Principals Assembly Meeting Minutes April 12, 2019 Approval**

• **Principals Assembly Minutes for April 12, 2019 Meeting**

Chief Yourkoski made a motion to approve the meeting minutes. Deputy City Manager McCommon seconded the motion.

Motion carried.



Meeting Minutes
NORCOM Principals Assembly
May 13, 2022

o **General Overview**

Director Hamilton stated the goal of the Principals Assembly Meeting is to provide an overview of YOUR 911 Communications Center. He stated he would be happy to visit any agencies to answer any questions. He also encouraged all agencies to come to visit and meet the team that serves your responders and the community at large. Director Hamilton announced that the 2021 Annual Report is available today at the meeting, will be mailed out and emailed out to all Governing Board members.

Director Hamilton presented a map with NORCOM's service area showing our diverse and unique geographical service area. This means that our dispatchers have to know various jurisdictional boundaries, varied agency protocols, and all the tools and assets used to answer the calls. Director Hamilton stated our focus is accountability and transparency across the Organization and to the Governing Board. Director Hamilton thanked the Governing Board for their support.

o **NORCOM Financial Report**

Finance Manager Marianne Ryerson provided an overview of NORCOM's finance structure, recent accomplishments, snapshot, focus & goals and looking forward. Several accomplishments allowing increased transparency, collaboration and confidence are the new payroll system, increased financial reporting, strengthening internal controls, and clean audit reports for 2018, 2019 & 2020. A few of the goals of the Finance department are proactive prioritization of Capital Project planning, setting rate increases each year to avoid large increases and allowing our subscriber agencies to budget better and a focus on the proper stewardship of public money.

o **Human Resource Report**

Human Resources Manager Judy Cayton provided an overview of NORCOM's Human Resources functions to include recruitment and retention, diversity, HR compliance, employee relations and several other areas of function. Human Resources Manager Cayton stated a few of the current priorities are increased staffing levels, continuing to navigate COVID, and employee engagement.



Meeting Minutes
NORCOM Principals Assembly
May 13, 2022

o **Technology Report**

Deputy Director of Administrative Services Katy Myers provided a summary of NORCOM's Information Technology Department. This included the department structure and the sites NORCOM IT services, building locations in Bellevue (primary location), Redmond (backup location) and Renton (disaster recovery site), 58 Fire Stations and 12 Radio Sites. A few unit goals are going online with a single CAD system in the next few months, a more robust help desk, and software and asset audit to reduce unused services providing cost savings. Deputy Director Myers provided an update on the Redmond backup center, which is the location our dispatchers move to if they are unable to work in our primary dispatch center. Looking forward, several projects are coming up to include Single CAD migration, CAD to CAD interface with SNO 911, Telephone Modernization, Continuity of Operations – Disaster recovery site failover, upgrading paging sites, and console replacement.

o **Operations Report**

Deputy Director of Operations Roky Louie provided an overview of NORCOM's Operations department, which is comprised of up to 62 Telecommunicators (10 of these are Communications Training Officers), 6 Supervisors, 1 Training Coordinator, and 2 Liaisons. Each shift consists of up to 12 employees, 24 hours a day, 365 days a year. Goals for Operations are Supervisor Development, which includes week long supervisor training, rotation of responsibilities and team building activities, and Data Driven Decisions. Deputy Director Louie stated several events are coming up including PSERN, Console Replacement, Single CAD and Emergency Operations Drills. At the end of Deputy Director Louie's presentation a baby delivery assist call was played as an example of a call that could stay with a Telecommunicator forever, this is just one positive example of a call.

o **Closing**

Director Hamilton closed by thanking everyone who attended the meeting and stated that our goal today was to provide an overview of YOUR 911 communications center and let you know that your communities and your first responders are in good hands.

o **Adjournment**



Meeting Minutes
NORCOM Principals Assembly
May 13, 2022

Chief Kroon made a motion to adjourn the Principals Assembly meeting. Deputy City Manager McCommon seconded the motion.

Motion carried.

The Principals assembly meeting adjourned at 10:05.

The General Governing Board meeting will commence in 10 minutes.

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 06/10/2022
Subject: 2023 Budget Development Update

Executive Summary:

NORCOM staff have prepared an informational update to show the budgetary and fee distribution impacts of significant project decisions identified in NORCOM's future.

Background:

The 2023 Operating fund budget development is near completion and final estimates are highly influenced by external cost increases and/or revenue reductions, as well as Board project approval decisions. Specific projects that have been a part of the ongoing 2023 updates to the Board are the Console Furniture Replacement project and creating the necessary funding for the future Alpha Numeric Paging Replacement.

NORCOM staff is on track to provide the final 2023 user fees on time as required in the adopted budget policy.

Under the 2023 Budget Policy upcoming deadlines are:

- June 24 – Budget Development Complete - final figures presented to Finance Committee
- July 8- User Fee Updates complete
- August 11- Board presentation- transmittal of budget/fees to Governing Board
- September 9- Agencies are advised of user fees

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

This does not amend or create a new policy.

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough analysis of the budgetary and fund balance impact of pending capital projects and recommends the Board receive this update and provide feedback and direction as desired.

Staff Comments:

Nothing additional

Options

Risks

Finance Committee Review: Yes

Detailed reporting was provided to the Finance Committee on Tuesday May 31st. The committee shared support for a more predictable year-over-year rate smoothing practice and upon close examination of the various models, supported an 8% smoothing. The Committee requested additional information such as 10-year fund predictions for Board review prior to the decision. NORCOM management is currently working on this request and will provide it before the formal adoption of the budget.

Legal Review: No

N/A

Joint Operations Board Review: No

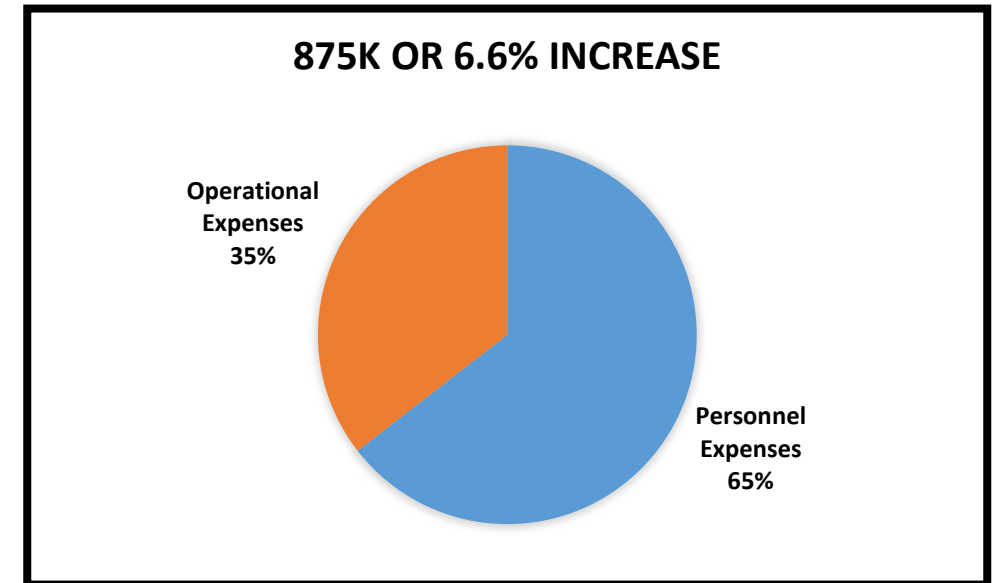
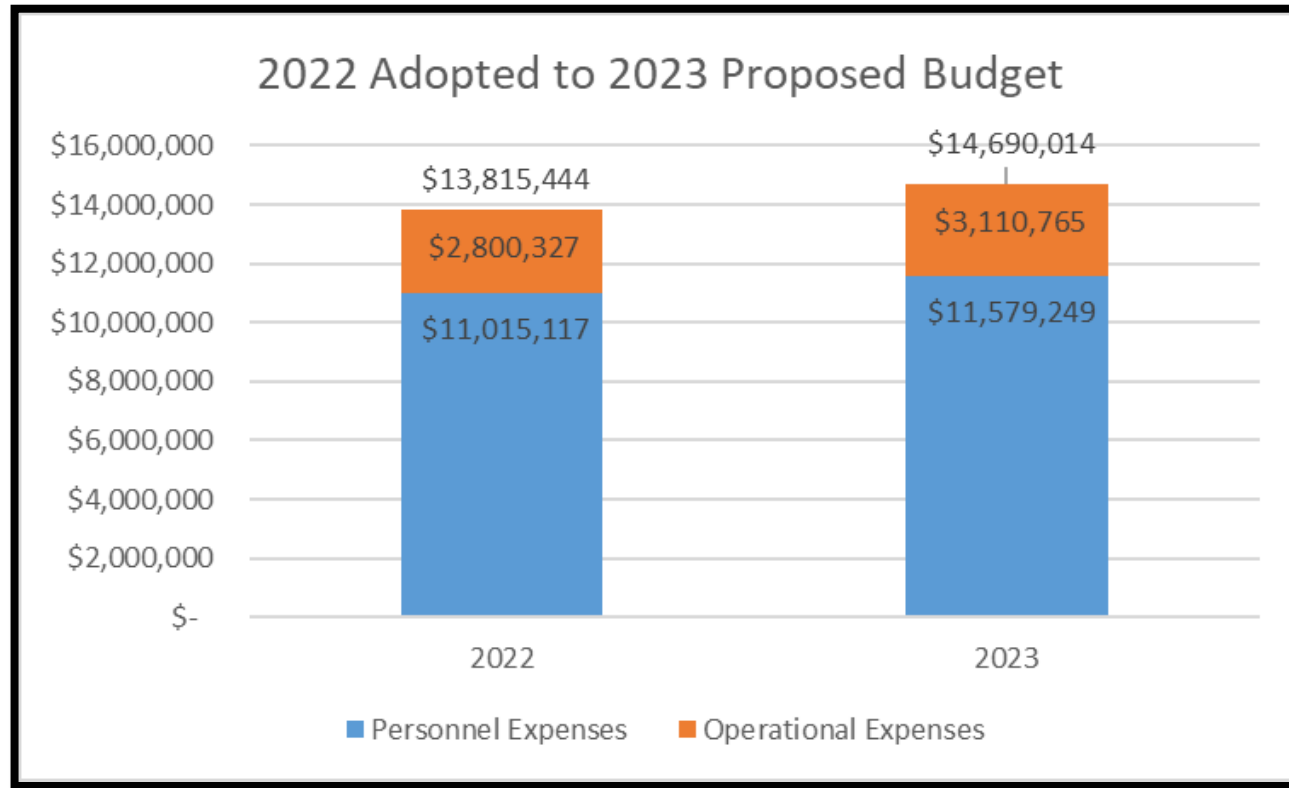
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Attachments

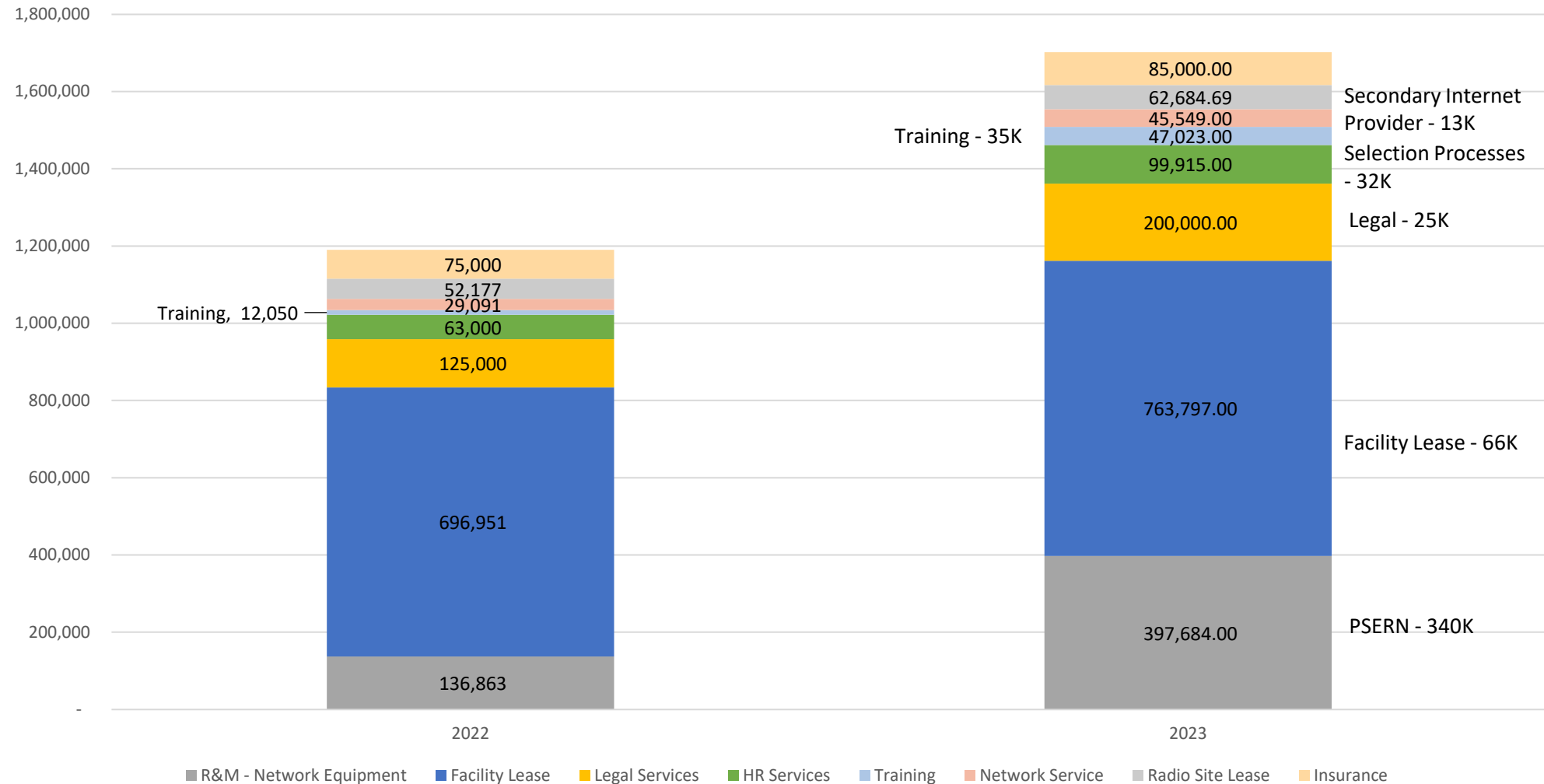
2023 Budget Update

2023 Budget Update

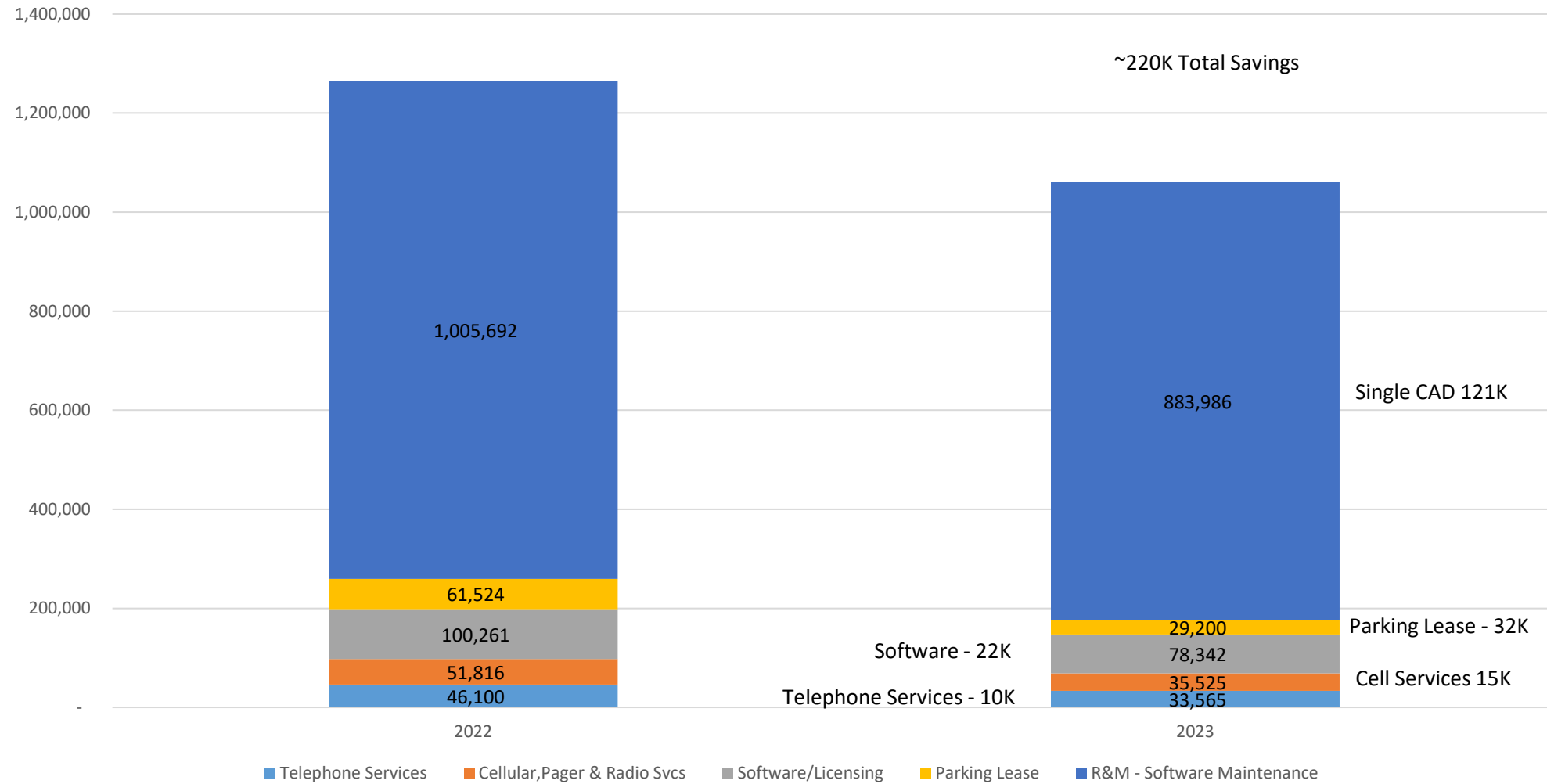
2022 Adopted to 2023 Proposed Operating Expenses



Operating Expense Budget Increase Drivers



Operating Expense Budget Savings



Operating Factors- Impact to 2023 Fee Increase

NORCOM								
2023 Budget Functional Distribution by Agency								
	2022	2023						
Personnel Expenditures	11,015,117	11,579,246						
Operational Expenditures	2,777,984	3,110,765						
Total Operating Expenses	13,793,101	14,690,011						
Plus:			This only funds operations No capital project expenses are included					
Capital Purchases	-	-						
Transfers Out	250,000	50,000						
Minus:								
Prior Year Fund Balance	-	-						
Miscellaneous Revenues	296,000	300,500						
Operating Transfers In	1,166,691	1,033,897						
Distribution to Agencies	12,580,410	13,405,614						
2021 User Fees - Budget Cost	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	2022 Total	2023 Total	Increase/ (Decrease)	Percent Change
Agency Total	2,594,635	1,294,317	3,813,381	5,919,935	12,580,410	13,405,614	825,204	6.6%

This only funds operations
No capital project expenses are included

Management Decisions

Savings Areas

- **Software Maintenance- Single CAD-** annual maintenance costs decrease
- **Software Maintenance- Shield Force-** Not reflected in budget but prevented extra costs-
- **Parking-** as a result of hybrid working options for admin/IT

Budget Increases

- **Personnel-** mirror negotiated contracts, increases to benefit costs, Overtime Wages.
- **Legal** – better address needs
- **Training & Professional Development** - past two years was extremely low, bumped to \$535 per person

External Factors

New & Increased Costs

- **Rent-** based on annual 2022: 8.1% increase.
- **PSERN-** Charges for updated radio system will begin April 2023.

Revenue Reduction

- **E-911 Revenues-** These funds are directly applied to the fee calculation to reduce our agency fee amount.

Budget 2023- Fee Smoothing Practice

- Establish a set rate to increase fees over a period of time
 - Review and possibly reset rate after few years if projections/outcomes change
- When Operating expenses are projected below the smoothing rate increase- allows for building other funds
- Utilize Rate Stabilization Reserve Fund if a year's needs are higher than the fee increase

2023 Budget- Other Funds

Capital Projects:

- **Alpha Numeric Paging-** \$600,000 (10-year replacement), 2022 committed \$300k from Rate Stabilization reserves to begin funding
- **Console Replacement-** \$750,000 , preferred timeline would be to start bids, etc. 2023, payments late 2023 in to 2024

ER&R Scheduled Costs	2023	2024	2025	2026
Total Expenses	\$230,185	\$108,685	\$218,042	\$415,011

Fund- Cash Flow Projections

	2022	2023	2024	2025	2026
Operating Fund- Beginning Balance	148,261	-	-	189,231	507,271
Fund Revenues	12,849,897	13,706,114	14,524,951	15,299,153	16,188,502
E911 transfers in	1,166,691	1,033,897	803,613	761,793	722,523
Fund Expenses	13,851,588	14,690,011	15,089,333	15,692,906	16,634,481
Transfers Out	313,261	50,000	50,000	50,000	50,000
Operating Fund - Ending Balance	-	-	189,231	507,271	733,815

Initial projections to Finance Committee included projections with a 6% smoothing increase

- With 6% smoothing, the surplus projected for 2024 is not enough to fund Capital Project and ERR needs
- Needs surpass reserve funds

Cap Project Fund - Beg. Balance	538,264	402,628	(347,372)	(947,372)	(947,372)
Project Fund Expenses	698,897	750,000	600,000	-	-
Project Revenues	563,261	-	-	-	-
Project Fund - Ending Balance	402,628	(347,372)	(947,372)	(947,372)	(947,372)

ER&R Fund - Beginning Balance	501,404	251,404	71,219	12,534	(155,508)
ER&R Fund Expenses	300,000	230,185	108,685	218,042	415,011
ER&R Revenues	50,000	50,000	50,000	50,000	50,000
ER&R Fund - Ending Balance	251,404	71,219	12,534	(155,508)	(520,519)

E911- Beginning Balance	83,371	83,371	83,371	83,371	83,371
Fund Revenues	1,166,691	1,033,897	803,613	761,793	722,523
Fund Expenses	1,166,691	1,033,897	803,613	761,793	722,523
E911 - Ending Balance	83,371	83,371	83,371	83,371	83,371

Reserves					
Reserves - Beginning Balance	967,792	667,792	667,792	667,792	667,792
Net Transfers In	-				
Net Transfers Out	300,000				
Reserves - Ending Balance	667,792	667,792	667,792	667,792	667,792

Cost to Fully Fund Capital & Equipment Needs

NORCOM								
2023 Budget Functional Distribution by Agency								
	2022	2023	2024					
Personnel Expenditures	11,015,117	11,579,246	11,870,086					
Operational Expenditures	2,777,984	3,110,765	3,315,001					
Total Operating Expenses	13,793,101	14,690,011	15,185,087					
Plus:								
Capital Purchases	-	-						
Transfers Out	250,000	1,100,000	50,000					
Minus:								
Prior Year Fund Balance	-	-						
Miscellaneous Revenues	296,000	300,500	315,000					
Operating Transfers In	1,166,691	1,033,897	803,613					
Distribution to Agencies	12,580,410	14,455,614	14,116,474					
2021 User Fees - Budget Cost	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	2022 Total	2023 Total	Increase/ (Decrease)	Percent Change
Agency Total	2,797,861	1,398,930	3,963,636	6,295,187	12,580,410	14,455,614	1,875,204	14.9%

8% Fee Smoothing

NORCOM								
2023 Budget Functional Distribution by Agency								
	2023	2024						
Personnel Expenditures	11,579,246	11,870,086						
Operational Expenditures	3,110,765	3,315,001						
Total Operating Expenses	14,690,011	15,185,087						
Plus:								
Capital Purchases	-							
Transfers Out	225,000	595,000						
Minus:								
Prior Year Fund Balance	-							
Miscellaneous Revenues	300,500	315,000						
Operating Transfers In	1,033,897	803,613						
Distribution to Agencies	13,580,614	14,661,474						
			2022/2023					
					2022	2023	Increase/ (Decrease)	Percent
2021 User Fees - Budget Cost	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	Total	Total		Change
Agency Total	2,628,506	1,314,253	3,723,717	5,914,138	12,580,410	13,580,614	1,000,204	8.0%

8% Fee Smoothing- Fund Cash Flow

Allows for potential Capital Projects
in 2025, 2026 @ \$200k/each year

Builds a healthier ERR Reserve

Less funds temporarily borrowed
from reserves

	2022	2023	2024	2025	2026
Operating Fund- Beginning Balance	148,261	-	-	589	159
Fund Revenues	12,849,897	14,006,114	14,793,063	15,870,118	16,793,725
E911 transfers in	1,166,691	1,033,897	803,613	761,793	722,523
Fund Expenses	13,851,588	14,690,011	15,185,087	15,944,341	16,741,558
Transfers Out	313,261	350,000	411,000	688,000	770,000
Operating Fund - Ending Balance	-	-	589	159	4,848

Cap Project Fund - Beg. Balance	538,264	402,628	2,628	2,628	205,628
Project Fund Expenses	698,897	750,000	600,000	-	-
Project Revenues	563,261	350,000	600,000	203,000	200,000
Project Fund - Ending Balance	402,628	2,628	2,628	205,628	405,628

ER&R Fund - Beginning Balance	501,404	251,404	71,219	12,534	139,492
ER&R Fund Expenses	300,000	230,185	108,685	218,042	415,011
ER&R Revenues	50,000	50,000	50,000	345,000	570,000
ER&R Fund - Ending Balance	251,404	71,219	12,534	139,492	294,481

E911- Beginning Balance	83,371	83,371	83,371	83,371	83,371
Fund Revenues	1,166,691	1,033,897	803,613	761,793	722,523
Fund Expenses	1,166,691	1,033,897	803,613	761,793	722,523
E911 - Ending Balance	83,371	83,371	83,371	83,371	83,371

Reserves					
Reserves - Beginning Balance	967,792	667,792	617,792	377,792	517,792
Net Transfers In	-			140,000	150,000
Net Transfers Out	300,000	50,000	240,000		
Reserves - Ending Balance	667,792	617,792	377,792	517,792	667,792



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 06/10/2022
Subject: Pulse Point Go Live Update

Executive Summary:

Staff wishes to provide an update to the Governing Board regarding the mobile application, PulsePoint Respond, to include notification of project completion.

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, and funding was identified.

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 began and subsequently completed the successful implementation of the project on June 2, 2022.

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

This is a briefing on project status only.

Staff Comments:

N/A

Options

Risks

Finance Committee Review: Yes

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

Legal Review: No
N/A

Joint Operations Board Review: No
N/A

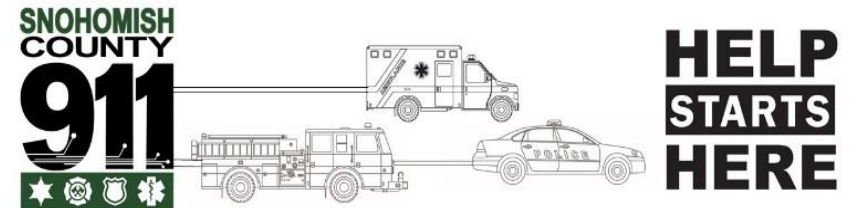
Attachments

Pulse Point Launch
Pulse Point Press Release

PulsePoint

Media and Public Launch
June 2, 2022

Regional Availability



NORCOM 9-1-1

Media Launch – June 2, 2022

- Media coverage by KIRO, KOMO, KONG and others including TV and radio spots
 - Occurred during National CPR & AED Awareness Week (June 1-7)
- Combined launch included NORCOM and Valley Com (South King County) fire agencies
 - Increased success and outreach of the media event
- With Seattle launch in 2016 and Snohomish in 2021, this brings PulsePoint to the entire region in addition to approximately 80 total agencies in WA State
- Goal of 20,000 community member subscribers
 - Tracked monthly



Acknowledgements and Questions



MEDIC ONE FOUNDATION

PulsePoint
RESPOND



CONTACT: Lee Keller
(206) 799-3805
lee@thekellergroup.com

Capt. Brad Chaney
(206) 321-9417
Brad.Chaney@southkingfire.org

KC FIRE CHIEFS/MEDIC ONE FOUNDATION ADOPT LIFE-SAVING APP

Goal to Turn Thousands into PulsePoint Civilian Responders

(Seattle, WA) June 2, 2022 - King County Fire Chiefs Association and Medic One Foundation today announced the county-wide launch of PulsePoint, a free life-saving mobile app that notifies users when someone nearby is in cardiac arrest and needs immediate help. The announcement highlights National CPR & AED Awareness Week, June 1-7, 2022.

"When a person goes into sudden cardiac arrest, every minute without CPR reduces their chance of survival, so immediate help from a bystander who can do CPR is critical," said **Dr. Tom Rea**, **Emergency Medical Services Program Director for King County**.

PulsePoint is like an AMBER alert for sudden cardiac arrest victims. It uses location-based technology to alert community members to a sudden cardiac arrest in their immediate vicinity so they can get to the victim first and start hands-only CPR in those critical, life-saving minutes before first responders are able to arrive. The app only alerts individuals to a cardiac arrest in public locations, not a private residence, and will now be available for the first time county-wide. In addition, the companion app, PulsePoint AED, allows users to report and update public AED locations so that community members can find a nearby AED when a cardiac emergency occurs. King County 911 dispatchers will also be able to access and share these AED locations with 911 callers.

"The PulsePoint app means community members can help save lives by administering hands-only CPR," said **Kirkland Fire Chief Joe Sanford**. "Whether neighbor or stranger, they can provide immediate help to someone in sudden cardiac arrest when they need it most – in those crucial minutes before medics get there."

This joint effort by **King County fire departments, NORCOM 911, Valley Communications, King County Fire Chiefs Association** and **Medic One Foundation** aims to recruit and empower more than 20,000 community members throughout King County to download the free app and become PulsePoint responders. No training is needed and whether or not someone responds is completely optional.

Enumclaw Fire Chief Randy Fehr said, "Our citizens are an integral part of the chain of survival and being notified by the PulsePoint app that someone nearby is in cardiac arrest can mean the difference between life and death."

With a grant from the Aldarra Foundation, Medic One Foundation is working with local fire agencies to bring PulsePoint to more communities in King and Snohomish counties. King County fire departments joins Seattle, Snohomish County and other fire agencies in western Washington that participate in PulsePoint.

The free PulsePoint app is available for iPhone and Android and can be [Downloaded here](#). Both PulsePoint and PulsePoint AED are also available for free download at the Apple App Store and on Google Play. For more information, visit [Medic One Foundation](#).

Media can access materials and additional information by scanning the QR code or calling Lee Keller at 206.799.3805.



#

About the Medic One Foundation

The Medic One Foundation's mission is to save lives by improving pre-hospital emergency care. We fund extraordinary training for our region's paramedics and innovative research to develop new methods of pre-hospital emergency care that improve survival rates and patient outcomes. The Medic One Foundation is a major reason why Seattle and King County have a survival rate for sudden cardiac arrest that is among the highest in the world. For more information, or to get involved, go to www.mediconefoundation.org.

About the King County Fire Chiefs Association (KCFCA)

KCFCA promotes fire prevention through legislation and education. We offer technical information and guidance and continue to encourage research and development of better firefighting techniques and equipment for fire suppression. We also strive to cultivate a closer fraternal fellowship between the branches of the fire service that serve King County, including EMS, Fire Prevention, Fire Suppression, Chief Officers, and Emergency Management personnel.

About Norcom 911

NORCOM is a consolidated 911 call-taking and dispatching communications center founded in 2007 by twenty public safety organizations in the northeast region of King County. The mission of NORCOM is to be a caring and trusted servant to those who need help and those who provide help. In addition, NORCOM manages two radio systems, supports two computer aided dispatch (CAD) systems, hosts multiple technology solutions, and provides 24/7/365 IT support for its staff and user agencies.

About Valley Communications Center

Located in Kent, Washington, Valley Communications Center is the Regional 9-1-1 Center that provides emergency communications services to communities of South King County. Valley Com, as we are known, is responsible for answering emergency 9-1-1 calls and dispatching resources such as police officers, firefighters and paramedics to citizens requiring assistance. Our service area spans from Seattle's southern border to a few blocks south of the Pierce County line and from Vashon Island to the foothills of the Cascade Mountain Range.

About PulsePoint

PulsePoint is a public 501(c)(3) non-profit foundation that builds applications for use by public safety agencies to increase community awareness during critical events. The PulsePoint Respond mobile app notifies trained individuals of the nearby need for CPR and the PulsePoint AED registry identifies AED (automated external defibrillator) locations for use by the public and 9-1-1 telecommunicators during emergency call taking. PulsePoint also provides specialized mobile apps for professional responders. Learn more at pulsepoint.org.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 06/10/2022
Subject: 988 - A Suicide Prevention and Mental Health Crisis resource

Executive Summary:

In October of 2020 the National Suicide Hotline Designation Act of 2020 was signed into law. This law established 988 as the easy-to-remember 3-digit number to connect people in crisis with life-saving resources. The law allows, but does not require, a fee or charge to be imposed at a state or local level. The funds are required to be reasonably attributed to a) ensuring the efficient and effective routing of calls made to the 988 to an appropriate crisis center and b) personnel and the provision of acute mental health, crisis outreach and stabilization services by directly responding to 988.

NORCOM staff has been involved in this conversation at both the local and state level.

Background:

In 2021 the Washington Legislature passed Second Substitute House Bill 1477. This is a complex piece of legislation that is related to the implementation of the national 988 crisis hotline system. The bill enhances and expands behavioral health crisis response and suicide prevention services by imposing an excise tax on certain telecommunications services. The current Washington tax began 10/1/2021 and is set at .24 cents per access line. The tax increased to .40 cents on 1/1/2023. The state 911 tax is .95 cents per line with .20 cents going to the state 911 office for statewide services and .75 cents going to the County from which the tax was collected. For King County, that revenue goes to the King County 911 office. They, in turn, will provide each PSAP in the county with a portion of funding.

The law also establishes crisis call center hubs and specifies deadlines in this process. The development of technologies and platforms to manage and operate the behavioral health crisis response and suicide prevention system is also established in the law. The law specifically states that the authority shall collaborate with the state-enhanced 911 coordination office to ensure the system developed will interoperate with 911, and includes training for 911 public safety telecommunicators.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

As the 988 implementation continues and the infrastructure and personnel resources are developed, NORCOM will continue to be part of this important conversation. We will develop internal policies to best support this endeavor and our communities.

NORCOM Staff Recommendation:

NORCOM Staff has conducted a review and analysis and recommends that the Board receive this information and respond or direct as desired.

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: 06/10/2022
Subject: Shoreline Fire and Northshore Fire- NORCOM ILA impact assessment

Executive Summary:

No Action is requested from the Board.

Effective June 1st, 2022, Shoreline Fire and Northshore Fire, both members of NORCOM, have entered into a long-term service agreement.

The NORCOM Interlocal Agreement (ILA) was created in 2007 and did not originally contemplate such service agreements, particularly as it relates to agency voting, defining a quorum or agency billing responsibilities. However, in response to a similar business arrangement between Eastside Fire and Woodinville Fire, the NORCOM Governing Board amended the NORCOM Interlocal Agreement via Resolution 196, on December 10th, 2021, providing for similar future arrangements.

Therefore, no further action is required from the Board.

Background:

The following is the current language contained in the ILA.

Section 6(p)

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

Provided, however, that if a "merged" Principal retains a separate public safety operation that is Directly Served by NORCOM, that Principal shall remain a Principal and shall retain all its rights and obligations under this Agreement with respect to its Directly Served public safety operation.

Past Board or Other Related Actions:

Nothing additional

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM staff recommends the Board receive this information and provide direction or clarification as desired.

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Staff Comments:

Nothing additional

Options

Risks

Finance Committee Review: No

Legal Review: Yes

Guidance regarding this subject matter has been provided by NORCOM's legal representative.

Joint Operations Board Review: No

Attachments

Res 196/Amendment to ILA

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

This AMENDMENT TO NORTH EAST KING COUNTY REGIONAL PUBLIC SAFETY COMMUNICATIONS AGENCY INTERLOCAL AGREEMENT (this "Amendment") dated this 10th day of December, 2021, amends that certain NORTH EAST KING COUNTY REGIONAL PUBLIC SAFETY COMMUNICATIONS AGENCY INTERLOCAL AGREEMENT, dated October 17, 2007 (the "Interlocal Agreement").

WITNESSETH

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

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

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

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

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

AGREEMENTS

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

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

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

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

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

Dated: December 10, 2021.

NORTH EAST KING COUNTY
REGIONAL PUBLIC SAFETY
COMMUNICATIONS AGENCY

By 
Chair, NORCOM Governing Board

Resolution 196

A RESOLUTION OF THE GOVERNING BOARD OF NORCOM, AMENDING THE NORCOM INTERLOCAL AGREEMENT TO CLARIFY THE STATUS OF CERTAIN MERGED PRINCIPALS FOR PURPOSES OF GOVERNING BOARD OPERATIONS, AND PROVIDING OTHER MATTERS RELATED THERETO.

WHEREAS, the Northeast King County Regional Public Safety Communications Agency ("NORCOM") is a consolidated public safety communications agency formed by and serving as an instrumentality of its member public agencies (the "Principals") pursuant to chapters 39.34 and 24.06 of the Revised Code of Washington ("RCW") and the NORCOM Interlocal Agreement dated October 17, 2007, including all subsequent amendments (the "ILA"); and

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

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

WHEREAS, in such event, the "merged" Principal's rights and obligations under the ILA (including its seat and voting rights on the Governing Board) are assumed in full by the Principal into which it has merged; and

WHEREAS, Woodinville Fire and Rescue ("Woodinville"), a Principal of NORCOM, has entered into a long-term service agreement with Eastside Fire & Rescue ("Eastside"); and

WHEREAS, pursuant to the services agreement, Woodinville will continue to be governed by its elected Board of Commissioners, will retain title to its capital assets, and will retain its separate legal entity status, and all operations, staffing and services previously provided by Woodinville will be assumed by Eastside; and

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

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

Section 1. Definitions. To the extent applicable, capitalized terms in this resolution are intended to have the same meanings as the terms that are so defined in Section 3 (“Definitions”) of the ILA. In any conflict of definitions, the ILA controls. When not provided for in the ILA, capitalized terms have the meanings assigned in this resolution, including in the recitals hereto.

Section 2. Amendment to Interlocal Agreement. The form of Amendment to Interlocal Agreement attached as Exhibit A (the “Amendment”) is hereby approved. The Chair of the Governing Board is hereby authorized and directed to execute the Amendment on behalf of the Governing Board.

Section 3. Further Authority; Prior Acts. The Chair of the Governing Board and the Executive Director are authorized and directed to take all as in their judgment may be necessary or desirable to carry out the provisions of this resolution. All actions taken prior to the effective date of this resolution in furtherance of and not inconsistent with the provisions of this resolution are ratified and confirmed in all respects.

Section 4. Severability. The provisions of this resolution are separate and severable. If a court of competent jurisdiction, all appeals having been exhausted or all appeal periods having run, holds any provision of this resolution invalid or unenforceable as to any person or circumstance, the offending provision, if feasible, is modified to be within the limits of enforceability or validity. If the offending provision cannot be modified, it is null and void with respect to the particular person or circumstance. All other provisions of this resolution in all other respects, and the offending provision with respect to all other persons and all other circumstances, remain valid and enforceable.

Section 5. Effective Date. This resolution shall take effect immediately upon its passage and adoption.

Passed by a Supermajority Vote of the Governing Board in an open meeting on this 10th day of December, 2021.

Signed in authentication thereof on this 10th day of December, 2021.

NORTH EAST KING COUNTY
REGIONAL PUBLIC SAFETY
COMMUNICATIONS AGENCY

By 
Chair, NORCOM Governing Board

Attest: 

EXHIBIT A
AMENDMENT TO INTERLOCAL AGREEMENT
(attached)



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 06/10/2022
Subject: June Information Technology and Operations Updates Newsletter

Executive Summary:

The June 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 approval to

Staff Comments:

None

Options

Risks

Finance Committee Review: No

NA

Legal Review: No

NA

Joint Operations Board Review: No

NA

Attachments

Information Technology & Operations Updates Newsletter



Information Technology Updates

From: Katy Myers, DDofA

June 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

- All users successfully migrated to the cloud hosted version. Please update any bookmarks to <https://raadar.org>

Tyler Fire Migration

July 12 beginning around 0600 is our scheduled migration date.

PulsePoint

Live and launched officially on June 1st, 2022. Now working on building connection in Tyler.

Bellevue PD Body-Worn Cameras

Final draft of IT Services agreement being reviewed. We expect to implement in July.

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

Last equipment is scheduled to be received. We are planning to move into the space on June 22, 2022.

IT Service Desk

Surveys

Each requestor that has a ticket closed receives a link to a four-question survey. Each question is rated on a three-option scale, with an opportunity to share comments.

"I expected to have a response possibly in the evening but got a solution within a couple of hours."

Last Month: 9 surveys returned

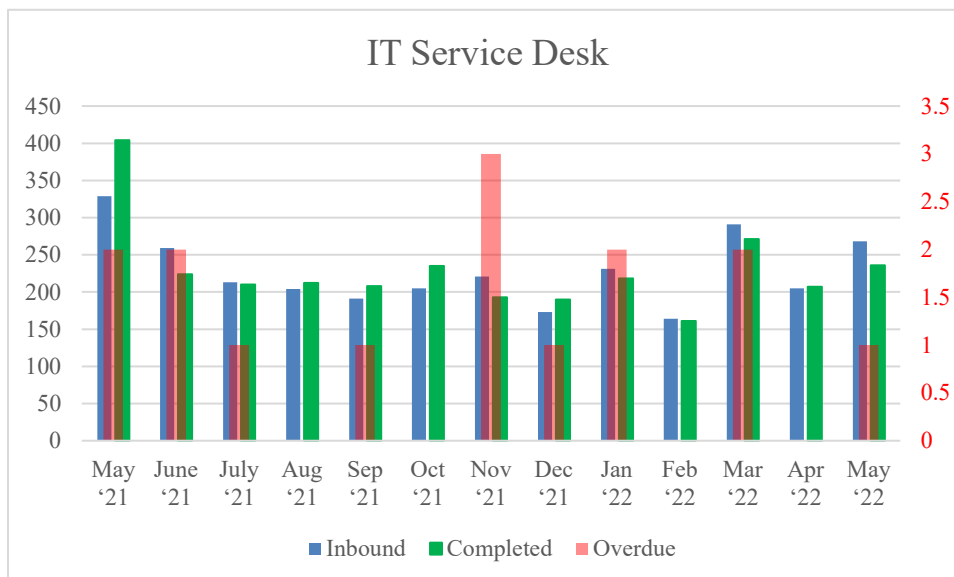
- Better than expected – 9
- As expected – 19

Service Requests

May '22 Overdue item was non-urgent ticket that waited over the holiday weekend.

Nov '21 Two overdue items were code development and mismarked as overdue. The other item was a configuration change to LERMS that required a week to complete.

May '21 The increase in tickets received & completed was related to a CAD Upgrade.





Operations Updates

From: Roky Louie, Deputy Director Operations

June 2022

Pulse Point

We are proud to announce that on Thursday, June 2nd, the PulsePoint application was officially launched and released to the public and media outlets. PulsePoint is a free life-saving mobile application that notifies users when someone nearby is in cardiac arrest and needs immediate help. The announcement highlights National CPR & AED Awareness Week which was June 1-7. This launch was in conjunction with our Zone 1 Fire Chiefs, King County Fire Chiefs Association, Zone 3 Chiefs, Medic One Foundation, and Valley Communications center making it a true collaboration and bringing PulsePoint not only to the NORCOM service area, but is now available in the entire King and Snohomish counties.

“When a person goes into sudden cardiac arrest, every minute without CPR reduces their chance of survival, so immediate help from a bystander who can do CPR is critical,” said Dr. Tom Rea, Emergency Medical Services Program Director for King County.

PulsePoint is like an AMBER alert for sudden cardiac arrest victims. It uses location-based technology to alert community members to a sudden cardiac arrest in their immediate vicinity so they can get to the victim first and start CPR in those critical, life-saving minutes before first responders are able to arrive. The app only alerts individuals to a cardiac arrest in public locations, not a private residence and is currently in use in Seattle but has never been adopted County-wide until now.

Download the free PulsePoint application from either Google Play or the iTunes App Store.

High Risk Low Frequency Training

NORCOM places a very high value on preparedness. Our staff is cross trained in all dispatch disciplines to allow for a better understanding in each area. Being excellent

in dispatching both police and fire first responders adds to our knowledge base exactly what criteria is needed when talking a 9-1-1 call and vice versa. Knowing what to do before you are called on to do it is key to weathering a sudden incident. Our training department employs many forms of continuing education to make sure we are over prepared. We utilize Weekly Readers, monthly Boost quizzes, and CE refreshers to keep our staff's skills current. This week NORCOM re-issued our Weekly Reader on Active Shooters to ensure that we think through procedures when taking a call for help from a location involved with a mass causality incident. This training also walks our staff through getting ahead of the situation when dispatching units that might be involved with setting up command posts and insertion teams, among many other moving components. We often remember the story of how Rick Rescorla saved 2,687 lives on September 11th during the horrible terrorist attack at the Trade Center. Rick developed an emergency evacuation plan which he required the Morgan Stanley employees to practice over and over. On September 11, he and his colleagues were ready. When terror set in that day training took over for Rick and his employees and many lives were saved. Rick's memory and tenacity in training continues to lead the way today in agencies like ours to make sure that we are ready to act. No one is truly ever completely ready for tragedy but we can be prepared to work our way through it when it comes. We take pride at NORCOM in knowing we are a **prepared** link in the chain of survival.

Training

The Training Department continues to concentrate on ensuring all Telecommunicators are trained for the single CAD migration. Continuing education training was issued on summer fire and trail calls, metro transit responses and active shooter events. We have three trainees moving into an evaluation period to get released on call receiving.