



AGENDA

NORCOM Governing Board
Kirkland PD Totem Lake Room - July 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 June 10, 2022
 - B. AP Reports June
5. For Briefing to Board
 - A. Tyler Fire Migration
6. For Board Decision
 - A. 2023 Budget Update & Decision
7. Newsletter
 - A. July Information Technology and Operations Updates 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 August 12, 2022.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 07/08/2022
Subject: Governing Board Meeting Minutes June 10, 2022

Executive Summary:

The June 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 061022



Meeting Minutes
NORCOM Governing Board
June 10, 2022

MEMBERS

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

ABSENT

James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

NORCOM STAFF

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



**Meeting Minutes
NORCOM Governing Board
June 10, 2022**

o **Call to Order**

Deputy City Manager Beth Goldberg, Governing Board Chair, called the Governing Board meeting to order at 9:00 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, phone or in person.

o **Consent Agenda**

- **Governing Board Meeting Minutes May 13, 2022**
- **Accounts Payable Report May**
- **Principals Assembly Meeting Minutes May 13, 2022**

There was no discussion on any consent agenda items.

Chief Yourkoski made a motion to approve the Consent Agenda. Chief Sass seconded the motion.

Motion carried.

o **For Board Briefing**

- **2023 Budget Development Update**

Director Hamilton introduced the topic of the 2023 Budget Development, stating that the 2023 budget process has been especially difficult due to inflation, significant external cost increase, revenue reduction, and upcoming project needs. Director Hamilton noted that the Finance committee has offered guidance



Meeting Minutes
NORCOM Governing Board
June 10, 2022

related to these topics including a smoothing option for more predictable budget forecasting. Finance Manager Marianne Ryerson gave a detailed presentation on

the 2023 Budget starting with a few of the drivers for the increase in operating expenses which include hiring costs, rent increase and CPI in February of 8.1%, (The CPI is the base for the rent increase) PSERN charges beginning in April 2023 and the reduction of E911 Revenue. Finance Manager Ryerson went over a few of the current budget savings starting with moving to Single CAD, Shield Force savings, and Hybrid work options allowing reduced parking costs. These changes created a savings of approximately \$220,000. Chief Kroon asked how much is in the rate stabilization fund and how it would be replenished if it was drawn down. Treasurer Michael Olson explained it would be replenished with the excess operating fund at the end of the year. Chief Kroon asked if there is a policy regarding the target balance for the rate stabilization fund. Treasurer Olson stated the target is 10% of the operating budget. Deputy City Manager Goldberg said it is being asked if there is an official policy. Treasurer Olson stated there is a policy on the rate stabilization fund. Chief Cowan stated he understands there will be increases coming up with supply chain issues and recession concerns. He asked if there had been any discussion on delaying the console replacement project. Director Hamilton stated this project was initially scheduled for the end of 2022 and we have pushed it out to the end of 2023. Chief Holmes commented he likes the fee smoothing and appreciates all the work the finance committee has done. Chief Yourkoski asked if 8% would be enough of an increase since the CPI is over 8%. Finance Manager Ryerson is watching the CPI and Director Hamilton stated 8% should be sufficient however, if any other projects pop up, we will have to revisit. Finance Manager Ryerson informed the Board that we will have the official budget proposal at the next meeting, then in August, we will vote to adopt the 2023 budget.

- **Pulse Point Go Live Update**

Director Hamilton introduced the Pulse Point Update reviewing that the Board approved this project. The project included the first-year cost and project implementation funding from the Medic One Foundation. Fire Liaison Cory James provided an update and stated that the official launch date was June 2, 2022 which occurred during National CPR & AED Awareness Week. The launch included media coverage, both TV and radio spots. Additionally, the launch was NORCOM and Valley Com. This brings the total number of agencies in WA State using Pulse Point to 80, with a goal of 20,000 community member subscribers. Fire Liaison James thanked the Board, Medic One Foundation and the Pulse Point Board and stated this will save many lives. Director Hamilton stated that the region is well covered and is excited to have Pulse Point available.



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- **988 – Suicide Prevention and Mental Health Crisis Resource**

Director Hamilton introduced the topic of the National Suicide Hotline Designation Act of 2020, which established the easy-to-remember 3-digit number of 988 to connect people in crisis with life-saving resources. Deputy Director Myers provided background on Substitute House Bill 1477, a complex piece of legislation related to implementing the national 988 crisis hotline system. 988 will be available for use on July 16, 2022. 988 is not routed the same way 911 calls are, 988 routing sends to the area code of the call, then questions will be asked to further determine the location of the caller. There will be an excise tax collected similar to the 911 excise tax to assist with funding. In addition, the law established a crisis committee, requires coordination with state enhanced 911 coordination office, and includes training for 911 public safety telecommunicators.

- **Shoreline Fire and Northshore Fire – NORCOM ILA impact assessment**

Director Hamilton introduced the topic of Shoreline Fire and Northshore Fire entering into a long-term servicing agreement, similar to Eastside Fire & Woodinville Fire, back in 2021. Director Hamilton congratulated Chief Cowan and both agencies. The question arose as to if this agreement would need any formal action relating to agency voting, quorum and agency billing. In December of 2021, Resolution 196 was passed amending the NORCOM ILA relating to this type of business arrangement. This resolution applies to similar business arrangements between agencies and has been confirmed by our Legal Counsel therefore no further action is required.

- **Newsletter**

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

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

Director Hamilton touched on a few items in the Newsletter the New County-wide telephone system project update, RAADAR being moved to the Cloud, along with congratulations and a note of appreciation to Nathan Way, and the Redmond backup center going live.



**Meeting Minutes
NORCOM Governing Board
June 10, 2022**

Director Hamilton stated that in light of recent events, we have focused on training to prepare for events we hope never will happen. He noted how important the great partnership with our agencies is to NORCOM. This week our telecommunicators completed a mandatory training of active shooters and mass casualties to ensure everyone is up on procedures, protocols and as prepared as possible.

o **Executive Session**

No executive session was held.

o **Adjournment**

Chief Sass made a motion to adjourn the meeting. Chief Yourkoski seconded the motion.

Motion carried.

The meeting adjourned at 9:41.

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

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 07/08/2022
Subject: AP Reports June

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 June

NORCOM
ACTIVITY MAY 27, 2022 THROUGH JUNE 24, 2022

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$895,256.88

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 June 24, 2022

	2022 Budget	June Activity	2022 Collected to Date	% collected
Agency Revenue	12,580,410	3,145,103	\$ 9,435,308	75%
Agency Reimbursements	156,000	15,667	\$ 83,821	54%
Grants/Intergovernmental/Interest	140,000	18,000	\$ 61,174	44%
Total	12,876,410	3,178,770	9,580,302	74%
Transfers In	1,116,691	-	\$ 584,000	52%
Revenues + Transfers	13,993,101	3,178,769.90	10,164,302	73%

Expenses

	2022 Budget	June Activity	2022 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,846,168	\$ 541,866	\$ 3,237,095	41%	4,609,073
Salaries & Wages - Overtime	242,405	\$ 65,729	\$ 348,337	144%	(105,932)
Professional Reimbursements	4,200	\$ 323	\$ 1,777	42%	2,423
Medical	1,169,166	\$ 89,508	\$ 561,874	48%	607,292
Dental	98,425	\$ 7,161	\$ 46,101	47%	52,324
Vision	13,080	\$ 939	\$ 6,040	46%	7,040
Long-Term Care	6,600	\$ 439	\$ 2,760	42%	3,840
Medicare	117,345	\$ 8,157	\$ 48,317	41%	69,028
MEBT	494,564	\$ 37,816	\$ 223,056	45%	271,508
PERS	881,324	\$ 61,917	\$ 364,356	41%	516,968
Washington FMLA	16,478	\$ 980	\$ 5,781	35%	10,697
Unemployment	90,200	\$ 9,656	\$ 62,085	69%	28,115
Workers Comp	35,162	\$ 1,367	\$ 8,085	23%	27,077
Total Personnel	11,015,117	825,858	\$ 4,915,664	45%	6,099,453
Advertising	5,000	\$ -	\$ 1,322	26%	3,678
Bank Fees	250	\$ -	\$ 86	34%	164
Cellular,Pager & Radio Svcs	51,816	\$ 1,412	\$ 16,096	31%	35,720
Computer Hardware-Non Capital	10,000	\$ -	\$ -	0%	10,000
Consumable Goods	9,950	\$ 1,367	\$ 4,993	50%	4,957
Dues & Memberships	11,685	\$ -	\$ 9,196	79%	2,489
Equipment Leases	20,520	\$ 1,818	\$ 9,898	48%	10,622
Facility Lease	696,952	\$ -	\$ 251,974	36%	444,978
Financial Audit	23,230	\$ 3,019	\$ 12,417	53%	10,813
Hosted Services	116,720	\$ -	\$ 54,483	47%	62,237
HR Services	63,000	\$ 6,172	\$ 25,363	40%	37,637
Insurance	75,000	\$ -	\$ 74,116	99%	884
Local Travel/Training/ Mileage	9,000	\$ 256	\$ 2,888	32%	6,112
Network Service	29,091	\$ 1,860	\$ 12,185	42%	16,906
Office Furniture	7,750	\$ 606	\$ 1,193	15%	6,557
Office Supplies	8,000	\$ 18	\$ 1,543	19%	6,457
Operating Supplies	4,000	\$ 164	\$ 1,779	44%	2,221
Parking Lease	61,524	\$ 1,950	\$ 20,133	33%	41,391
Payroll Services	25,000	\$ 909	\$ 6,018	24%	18,982
Postage	750	\$ 122	\$ 413	55%	337
Printing	1,100	\$ -	\$ 1,150	105%	(50)
Professional Services	243,650	\$ 3,356	\$ 82,859	34%	160,791
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	\$ -	\$ 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	\$ 46	\$ 2,254	15%	12,496
Software/Licensing	102,440	\$ 18,000	\$ 19,877	19%	82,563
Telephone Services	46,100	\$ 1,547	\$ 16,999	37%	29,101
Training/Conf Registrations	3,500	\$ 99	\$ 1,097	31%	2,403
Training/Conf Registrations/ Travel	10,500	\$ 1,836	\$ 2,194	21%	8,306
Transfers Out	313,261	\$ -	\$ 50,000	16%	263,261
Total Supplies & Services	3,176,245	44,556	\$ 807,420	25%	2,368,825
GRAND TOTAL	14,191,362	870,414	\$ 5,723,084	40%	8,468,278

502- Capital Projects

	2022 Budget	June Activity	2022 Spending to Date	% used	Remaining Balance
R&M - Software Maintenance	698,487	\$ 9,263	\$ 344,802	49%	353,685

503- Equipment Replacement:

	2022 Budget	June Activity	2022 Spending to Date	% used	Remaining Balance
Computer Hardware-NonCapital	163,670	\$ 9,694	\$ 16,401	10%	147,269
R&M Software Maintenance	136,330	\$ -	\$ 3,252	2%	133,078
	300,000	\$ 9,694	\$ 19,652	7%	280,348

505-E 911 Escrow

Revenues:	2022 Budget	June Activity	Collected to Date	% collected
E-911 Escrow	1,166,691	-	\$ 299,792	26%
Investment Interest	-	-	\$ 2,115	
	1,166,691	-	\$ 301,906	26%

Expenditures:

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

NORCOM Financial Summary

for Period Ending June 24, 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	\$ 9,435,308	75.00%
	Other Revenue	296,000	\$ 144,994	48.98%
	Transfers In	1,166,691	584,000	50.06%
Revenue Collected		14,043,101	10,164,302	72.38%
Total Resources		14,191,362	10,312,563	
	Personnel Expenditures	11,015,117	\$ 4,915,664	44.63%
	Operating Expenditures	2,836,471	\$ 807,420	28.47%
	Transfers Out	313,261	\$ 50,000	15.96%
Total Expenditures		14,164,849	5,773,084	40.76%
Available Fund Balance		\$26,513	\$4,539,478.83	
<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	\$ 344,802	49.34%
	Transfers Out	-	\$ -	0.00%
Total Expenditures		698,897	344,802	49.34%
Available Fund Balance		\$402,628	\$193,462	
<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	\$ 19,652	6.55%
	Transfers Out	-	-	0.00%
Total Expenditures		300,000	19,652	6.55%
Available Fund Balance		\$251,404	\$481,752	

		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	-	2,115	0.00%
Revenue Collected		1,116,691	301,906	27.04%
Total Resources		1,202,410	387,625	
	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	-\$196,375	
<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: 07/08/2022
Subject: Tyler Fire Migration

Executive Summary:

The Single CAD project is scheduled for implementation on July 12, 2022. Migration to Tyler for Fire call taking, dispatching and mobile use will begin at or around 6:00 am – depending on workload.

A lite version of the Incident Command System has been established to manage the migration and follow-up phases. Incident Action Plans will be published throughout the initial three days of migration. A daily status meeting (in-person & online) is scheduled for each weekday at 2:00 pm through July. Tyler has provided three onsite support personnel and two remote support personnel for the initial week.

All requirements for the migration have been completed, including:

- Interfaces installed and tested
- No outstanding priority issues
- User training completed
- Mobile application installations completed
- Communication groups and planning established
- Issue management and reporting established

Background:

In close consultation with the Fire Agencies, 911 Operations, Tyler, and other vendors we have completed all requirements to complete the migration to Tyler as the single CAD solution. The Board has been briefed on this project and the initial Single CAD Project investigation project. The migration to a single CAD system will improve communications between disciplines and telecommunicators, streamline technical support and updates, and reduce ongoing maintenance, equipment and upgrade costs.

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:

Nothing additional

Options

Risks

As part of the project planning, we have established procedures to fall back to the use of Central Square. A group of fire agency leaders along with NORCOM leadership will meet to discuss any recommendation to fall back to Central Square prior to implementing this last resort option. The Central Square system will be available for fallback through the month of July.

Finance Committee Review: Yes

NA

Legal Review: No

NA

Joint Operations Board Review: No

NA

Attachments

CAD Project Overview

Tyler Fire Migration Project Readiness

- ✓ Job Aids Published
- ✓ Communication Groups Set-Up
- ✓ Interfaces Ready
- ✓ Data Migration & Clean-Up Complete
- ✓ No Outstanding Priority Issues
- ✓ NORCOM and Agency Training Complete
- ✓ Mobile Installations Complete
- ✓ Fall Back Plan Complete

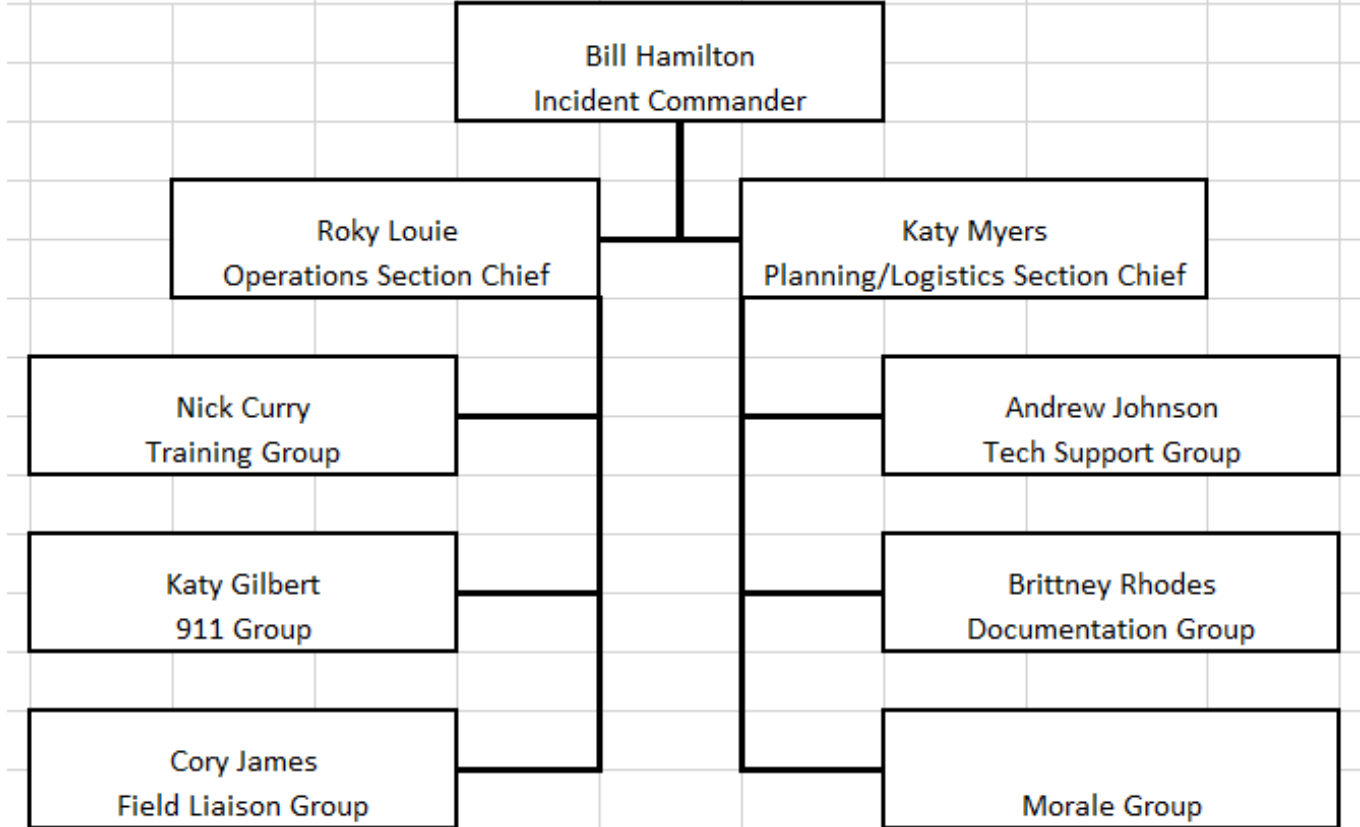
Incident Command System - Lite

- Approved Migration Plan
- Daily Status Meetings
- Incident Action Plans
- Position Checklists
- Documentation Unit

Migration Support

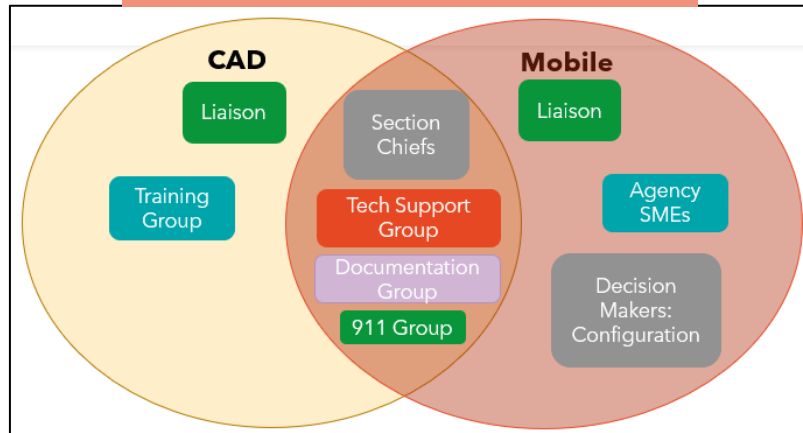
- Dispatch
 - 2 Training Officers
- Agencies
 - Subject Matter Experts
- Support
 - NORCOM IT & Liaisons
 - Tyler On-Site & Remote
 - Documentation Unit

Organization Chart



Issue & Change Management

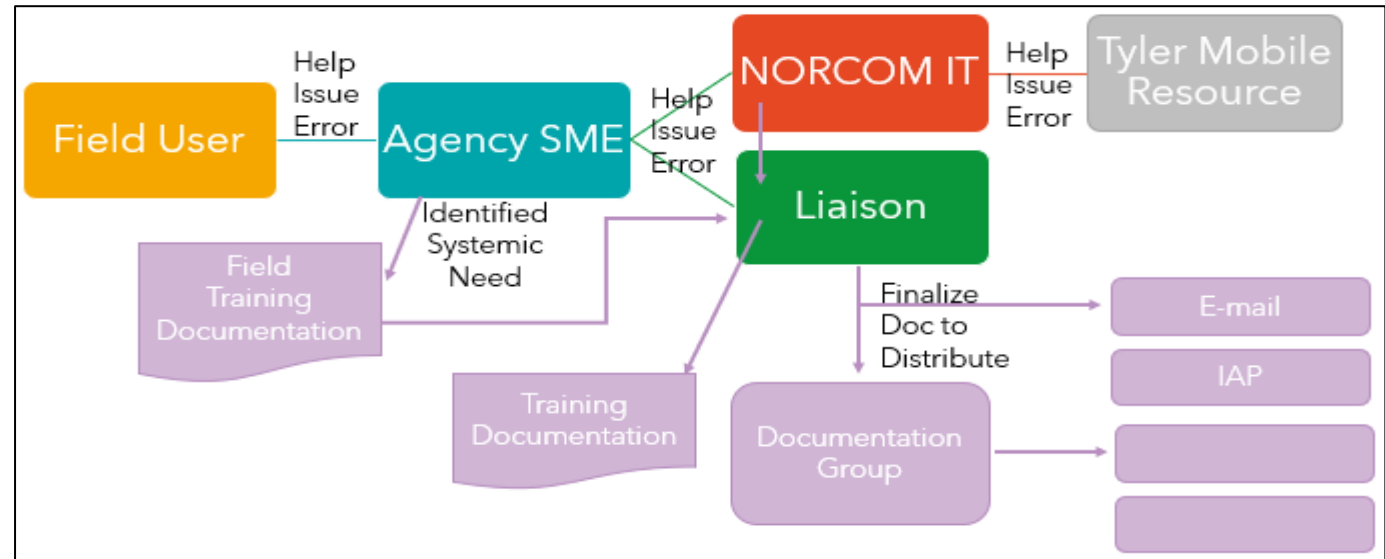
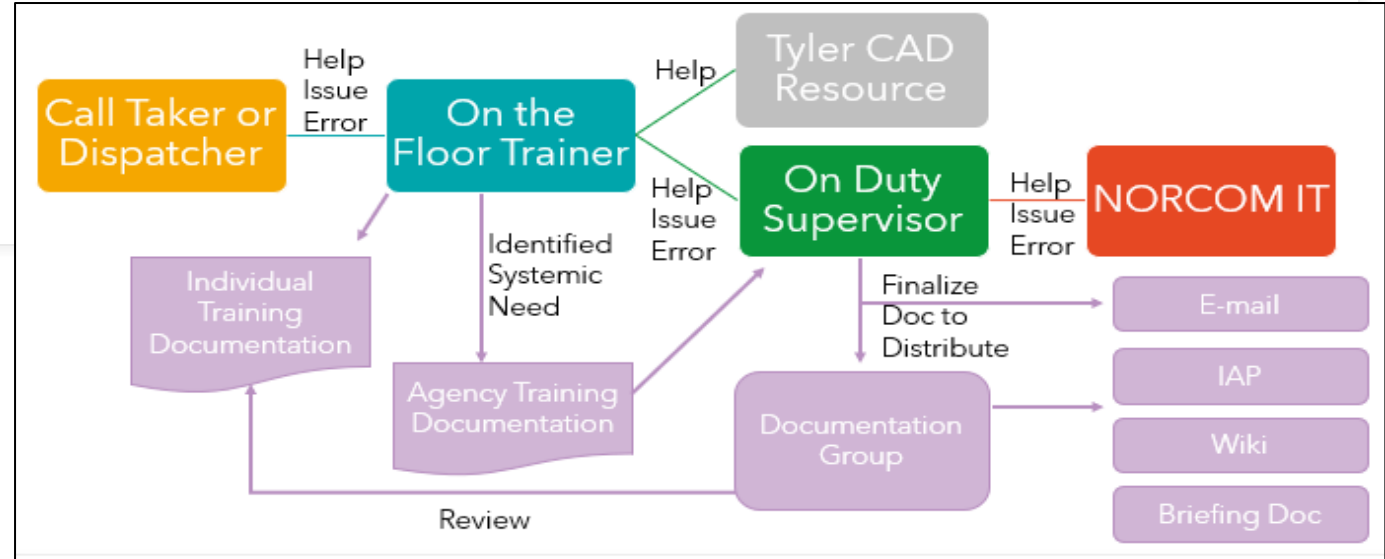
Configuration Change Requests



Response Plan Changes

- Critical – Investigate and Fix
- Non-Critical – Investigate & Report Back

User Help & Issue Reports





MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 07/08/2022
Subject: 2023 Budget Update & Decision

Executive Summary:

Updates will be provided impacting the 2023 budget. Discussion, decision, and direction are requested from the board.

Items include:

1. Updates from the E-911 Office
2. Overview of NORCOM's current reserves and fund balance policies
3. Presentation of 10-year projections w/ fee increase impact

The Board is requested to make a decision to approve a fee increase for 2023

Background:

1. NORCOM Management has incorporated the updates announced during the June E-911 RAGB meeting on E-911 distribution in to the 2023 budget development.
2. During the NORCOM June 2022 Governing Board meeting, the Board had questions regarding the reserves and fund balance policies. NORCOM Management will present an overview of existing fiscal policies and input received from the Finance Committee on June 28th, 2022. NORCOM Management requests the Board provide direction should policy changes be required.
3. NORCOM Management has prepared three budget scenarios for the Board's consideration and requests the Board decide on one of the proposed fee increases for the 2023 Budget or propose an alternate. Each scenario presented will display NORCOM's financial position with 10-year projections.

Under the 2023 Budget Policy, upcoming deadlines are:

- June 24 – Budget Development Complete- final figures presented to the Finance Committee
- July 8- User Fee Updates complete
- August 12- 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:

The Reserves and Fund Balance policies presented are intended as an overview of the current fiscal policies, This does not amend or create new policy.

NORCOM Staff Recommendation:

NORCOM Staff recommends the Board approve an 8% fee increase for 2023 or provide an alternative. The details provided with the 8% increase demonstrate:

- The most consistent ability for NORCOM to cover its current and near-future needs without the use of reserves for operations & the two identified upcoming capital projects
- Puts NORCOM in the best financial position should the E-911 office make changes to its funding policies after the E-911 Office's (County) 2023/2024 budget period.
- Avoids the need for prolonged fee increases in excess of 5% after 3 years.

Staff Comments:

Nothing Additional

Options

The Board may approve one of the three staff scenarios or provide a different decision and direction.

Risks**Finance Committee Review:** Yes

Detailed reporting was provided to the Finance Committee on Tuesday June 28th. The committee did not make a formal recommendation for staff to bring to the Board. The Committee understood that in suggesting this 8% increase, staff was responding to increased present and near future costs as well as the committee's request for more predictable longer-term forecasting. However, the committee also expressed concerns in light of regional inflation-related uncertainty and the impact on local budgets.

Legal Review: No

N/A

Joint Operations Board Review: No

N/A

Attachments

2023 Budget Presentation

2023 Budget Update

- E-911 Office updates from June RAGB Meeting
 - Fund Balance and Reserves Policies
- 2023 Fees- presenting three scenarios for decision

E-911 Office updates

Increase in Total Distribution to PSAP Escrow Bucket

This change, once approved by King County, will be in effect for 2023 and 2024 budget years.

It is anticipated the increase will continue further, however that could change.

Budget assumptions include the extension of this increase of E911 fund distribution.

<i>Call Volumes Used:</i>		
	19/20	20/21
TOTAL REVENUE PER PSAP	2022	2023
Bothell PD	175,164	189,884
Enumclaw PD	118,666	122,318
Issaquah PD	179,361	180,744
KCSO	2,033,674	2,560,693
NORCOM	1,198,683	1,470,055
Port of Seattle PD	144,371	153,575
Redmond PD	209,318	253,434
Seattle CSCC	3,414,112	4,285,067
U of W PD	117,680	119,546
Valley Com	2,615,060	3,419,532
WA State Patrol	758,978	948,722
Seattle FD	711,512	892,155
TOTAL	11,676,580	14,595,725

Reserves and Fund Balance Policies

SOP 05-003

Operating Expense Reserve – Level of funding shall be determined by the Governing Board

Rate Stabilization Fund – Accumulated reserve limits shall be established by the Governing Board.

2023 Budget Policy

Operating Expense Reserve – Goal is to maintain the Operating Expense Reserve at a level equal to 5-10% of the total Operating Budget. *(using 2022 Expenses: \$689,665 - \$1,379,310)*

Rate Stabilization Fund – Shall not exceed 10% of current Operating Fund Revenues. *(2022: \$1,287,641)*

3 Budget Scenarios

Assumptions:

- The Board adopts a budget utilizing a smoothing plan vs. single year needs consideration
- Brainstormed Capital Projects & ERR schedule for next 10 years
 - Build assigned Capital/Equipment fund amounts for long term future projects: 2034 Alpha Numeric Paging, 2044 Console replacement (total: \$1.9 million)
- Labor considerations: Employee recruitment and retention in a highly competitive market
- Used updated E911 Office figures (*distribution amounts not guaranteed past 2024*)

- Scenario 1) 8% fee increase next three years (then 4% years 4-6, 2% years 7-9)
- Scenario 2) 7% fee increase next three years (then, 4% years 4-6, 2% years 7-9)
- Scenario 3) Eased fee increase over three years : 6%, 7%, 8%, (then 5.5% years 4-6, 2% years 7-9)

Budget Scenarios- Summary

Scenario 1) 8%

- **PROS**

- Fully funds NORCOM's projected needs without requiring reserves
- Provides the best financial position should the E-911 Office make changes to its funding policies in 2025
- Allows a slowing of the rate increases to 4% in 2026.

- **CONS**

- Subjects NORCOM agencies to highest increase during a time of high inflation, economic uncertainty

Scenario 2) 7%

- **PROS**

- Lower than 8%
- Does not change long term impact to smoothed rate projections

- **CONS**

- Requires using reserves to cover needs in 2024 (\$115k). Reserves would not be replenished until 2029
- Smallest amount of assigned balance for 2034 project of the 3 scenarios

Scenario 3) 6%, 7%, 8%

- **PROS**

- Best for Agencies looking at local budget constraints for 2023

- **CONS**

- Requires using reserves in 2024 (\$350k- 52% of fund) , would not replenish until 2030
- Requires longer commitment to higher fee increases (6 years @ >5%)
- NORCOM's ending overall cash position for 2023-2028 would never exceed \$0.75 million

#1:
3 years @
8%

Slows the rate of fee increases after three years

		8% fee increase	4% fee increase	2% fee increase	3% increase
		2023-2025	2026-2028	2029-2031	2032
Operating Fund	Fund Revenues	49,353,715	56,493,763	60,024,389	20,842,099
	Fund Expenses	46,651,408	53,728,500	58,285,312	20,550,186
	Transfers Out	2,701,158	2,765,000	1,740,000	290,000
CAP & ERR Fund	Beg Balance	654,032	521,096	244,117	964,423
	Transfers In	2,461,158	2,525,000	1,390,000	290,000
	Fund Expenses	2,594,094	2,551,979	1,089,694	440,972
	Assigned Balance	170,000	420,000	590,000	590,000
	Unassigned Balance	521,096	244,117	374,423	223,451
Reserves	Beg Balance	667,792	737,792	977,792	1,327,792
	Transfers In	70,000	240,000	350,000	-
	Transfers Out	-	-	-	-
	Ending Balance	737,792	977,792	1,327,792	1,327,792
Total		1,258,888	1,221,909	1,702,215	1,551,243

Provides funding for \$750,000 project in 2034

Consistent opportunity to build reserves towards policy goals/limits

Best ability to withstand a decrease in E911 funds, should funding policy change in 2025

2023 Fee Distribution at 8% increase

					2022	2023	Increase/	Percent
2023 User Fees - Budget Cost	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	Total	Total	(Decrease)	Change
Bellevue Police	1,335,734	788,712		1,878,040	3,795,492	4,002,486	206,994	5.5%
Clyde Hill Police	36,615	5,766		51,481	96,100	93,863	(2,237)	-2.3%
Kirkland Police	964,114	439,206		1,355,542	2,534,878	2,758,862	223,984	8.8%
Medina Police	33,071	2,723		46,497	65,533	82,291	16,758	25.6%
Mercer Island Police	214,722	48,694		301,899	542,419	565,316	22,897	4.2%
Normandy Park Police	44,249	29,152		62,214	135,053	135,615	562	0.4%
Total Police	2,628,506	1,314,253	-	3,695,674	7,169,475	7,638,433	468,957	6.5%
Bellevue Fire			1,004,229	598,286	1,425,466	1,602,515	177,049	12.4%
Bothell Fire			314,578	187,415	460,976	501,992	41,016	8.9%
Duvall Fire			49,124	29,267	73,324	78,391	5,066	6.9%
Eastside Fire and Rescue			523,048	311,614	745,659	834,662	89,003	11.9%
Woodinville Fire			139,445	83,076	204,528	222,521	17,993	8.8%
Fall City Fire			26,230	15,627	34,379	41,856	7,478	21.8%
Kirkland Fire			388,537	231,477	568,596	620,015	51,418	9.0%
Mercer Island Fire			117,657	70,096	180,135	187,754	7,619	4.2%
Northshore Fire			144,037	85,813	212,583	229,850	17,267	8.1%
Redmond Fire			438,810	261,428	652,508	700,237	47,729	7.3%
Shoreline Fire			506,181	301,566	752,966	807,746	54,780	7.3%
Skykomish Fire			14,981	8,925	20,594	23,905	3,311	16.1%
Snoqualmie Pass Fire			16,976	10,114	23,791	27,090	3,299	13.9%
Snoqualmie Fire			39,884	23,762	55,429	63,646	8,217	14.8%
Total Fire	-	-	3,723,717	2,218,465	5,410,935	5,942,181	531,247	9.8%
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%

#2:
3 years @
7%

Long-term impact to rate projects is
unchanged

		7% fee increase	4% fee increase	2% fee increase	3% increase
		2023-2025	2026-2028	2029-2031	2032
Operating Fund	Fund Revenues	48,536,415	56,493,763	60,024,389	20,842,099
	Fund Expenses	46,651,408	53,728,500	58,285,312	20,550,186
	Transfers Out	1,885,000	2,765,000	1,735,000	295,000
CAP & ERR Fund		-			
	Beg Balance	654,032	99,938	247,959	583,265
	Transfers In	2,040,000	2,700,000	1,345,000	295,000
	Fund Expenses	2,594,094	2,551,979	1,089,694	440,972
	Assigned Balance	-	110,000	300,000	300,000
	Unassigned Balance	99,938	137,959	393,265	247,293
Reserves	Beg Balance	667,792	512,792	577,792	777,792
	Transfers In	-	65,000	200,000	-
	Transfers Out	155,000	-	-	-
	Ending Balance	512,792	577,792	777,792	777,792
Total		612,730	715,751	1,171,057	1,025,085

Allows some assigned funds for 2034 project, but total balance 50% less than previous scenario

Requires using reserves in 2024, eventually will build back, but not until 2029

Should E-911 revenues be reduced to prior budgeted amount, NORCOM's ending balance could be \$0 by 2025

2023 Fee Distribution at 7% increase

					2022	2023	Increase/	Percent
2023 User Fees - Budget Cost	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	Total	Total	(Decrease)	Change
Bellevue Police	1,323,818	781,676		1,861,285	3,795,492	3,966,779	171,286	4.5%
Clyde Hill Police	36,289	5,715		51,022	96,100	93,025	(3,075)	-3.2%
Kirkland Police	955,513	435,287		1,343,449	2,534,878	2,734,249	199,371	7.9%
Medina Police	32,776	2,699		46,083	65,533	81,557	16,024	24.5%
Mercer Island Police	212,807	48,259		299,206	542,419	560,272	17,853	3.3%
Normandy Park Police	43,854	28,892		61,659	135,053	134,405	(648)	-0.5%
Total Police	2,605,056	1,302,528	-	3,662,703	7,169,475	7,570,287	400,812	5.6%
Bellevue Fire			995,270	592,948	1,425,466	1,588,218	162,752	11.4%
Bothell Fire			311,771	185,743	460,976	497,514	36,538	7.9%
Duvall Fire			48,686	29,005	73,324	77,691	4,367	6.0%
Eastside Fire and Rescue			518,381	308,834	745,659	827,216	81,557	10.9%
Woodinville Fire			138,201	82,335	204,528	220,536	16,008	7.8%
Fall City Fire			25,996	15,487	34,379	41,483	7,104	20.7%
Kirkland Fire			385,071	229,412	568,596	614,483	45,887	8.1%
Mercer Island Fire			116,608	69,471	180,135	186,079	5,944	3.3%
Northshore Fire			142,752	85,047	212,583	227,799	15,217	7.2%
Redmond Fire			434,895	259,096	652,508	693,990	41,482	6.4%
Shoreline Fire			501,665	298,875	752,966	800,540	47,574	6.3%
Skykomish Fire			14,847	8,845	20,594	23,692	3,098	15.0%
Snoqualmie Pass Fire			16,825	10,024	23,791	26,848	3,057	12.9%
Snoqualmie Fire			39,528	23,550	55,429	63,078	7,649	13.8%
Total Fire	-	-	3,690,496	2,198,673	5,410,935	5,889,169	478,234	8.8%
Agency Total	2,605,056	1,302,528	3,690,496	5,861,376	12,580,410	13,459,456	879,046	7.0%

#3:
3 years -
6%, 7%,
8%

Projects a higher required increase rate of
5.5% compared to other 2 scenarios

		6,7,8% fee increase	5.5% fee increase	2% fee increase	3% increase
		2023-2025	2026-2028	2029-2031	2032
Operating Fund	Fund Revenues	48,293,359	56,589,057	60,905,392	21,150,586
	Fund Expenses	46,651,408	53,728,500	58,285,312	20,550,186
	Transfers Out	1,640,000	2,650,000	2,620,000	600,000
CAP & ERR Fund	Beg Balance	654,032	49,938	357,959	1,203,265
	Transfers In	1,990,000	2,860,000	1,935,000	560,000
	Fund Expenses	2,594,094	2,551,979	1,089,694	440,972
	Assigned Balance	-	210,000	730,000	840,000
	Unassigned Balance	49,938	147,959	473,265	482,293
Reserves	Beg Balance	667,792	317,792	317,792	1,002,792
	Transfers In	-	-	685,000	150,000
	Transfers Out	350,000	-	-	-
	Ending Balance	317,792	317,792	1,002,792	1,152,792
Total		367,730	465,751	1,476,057	1,635,085

Fully funds 2034 project, but funds are not assigned until much later

Requires using reserves almost half of NORCOM's reserves in 2024. Eventually will build back, but not until 2030

Should E-911 revenues be reduced to prior budgeted amount, NORCOM's ending balance could be negative in 2025

2023 Fee Distribution at 6% increase

2023 User Fees - Budget Cost	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	2022 Total	2023 Total	Increase/ (Decrease)	Percent Change
Bellevue Police	1,312,015	774,706		1,844,691	3,795,492	3,931,412	135,920	3.6%
Clyde Hill Police	35,965	5,664		50,567	96,100	92,196	(3,904)	-4.1%
Kirkland Police	946,994	431,406		1,331,471	2,534,878	2,709,872	174,993	6.9%
Medina Police	32,484	2,675		45,672	65,533	80,830	15,297	23.3%
Mercer Island Police	210,910	47,829		296,538	542,419	555,277	12,858	2.4%
Normandy Park Police	43,463	28,635		61,109	135,053	133,207	(1,846)	-1.4%
Total Police	2,581,830	1,290,915	-	3,630,048	7,169,475	7,502,793	333,318	4.6%
Bellevue Fire			986,397	587,662	1,425,466	1,574,058	148,592	10.4%
Bothell Fire			308,992	184,087	460,976	493,078	32,102	7.0%
Duvall Fire			48,252	28,747	73,324	76,999	3,674	5.0%
Eastside Fire and Rescue			513,760	306,081	745,659	819,840	74,182	9.9%
Woodinville Fire			136,969	81,601	204,528	218,570	14,042	6.9%
Fall City Fire			25,764	15,349	34,379	41,113	6,734	19.6%
Kirkland Fire			381,638	227,367	568,596	609,005	40,408	7.1%
Mercer Island Fire			115,568	68,852	180,135	184,420	4,285	2.4%
Northshore Fire			141,480	84,289	212,583	225,768	13,186	6.2%
Redmond Fire			431,017	256,786	652,508	687,803	35,295	5.4%
Shoreline Fire			497,192	296,210	752,966	793,403	40,437	5.4%
Skykomish Fire			14,715	8,766	20,594	23,481	2,887	14.0%
Snoqualmie Pass Fire			16,675	9,934	23,791	26,609	2,818	11.8%
Snoqualmie Fire			39,176	23,340	55,429	62,516	7,087	12.8%
Total Fire	-	-	3,657,593	2,179,070	5,410,935	5,836,663	425,728	7.9%
Agency Total	2,581,830	1,290,915	3,657,593	5,809,118	12,580,410	13,339,456	759,046	6.0%



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 07/08/2022
Subject: July Information Technology and Operations Updates Newsletter

Executive Summary:

The July 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

July 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

Work is focused on preparing for the fire migration.

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 by City of Bellevue. We expect to implement in July.

Navigator

- No Change.

Redmond Back-Up Center

Moved into the space on June 22, 2022. Doing final work as time allows and as we receive shipments.

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.

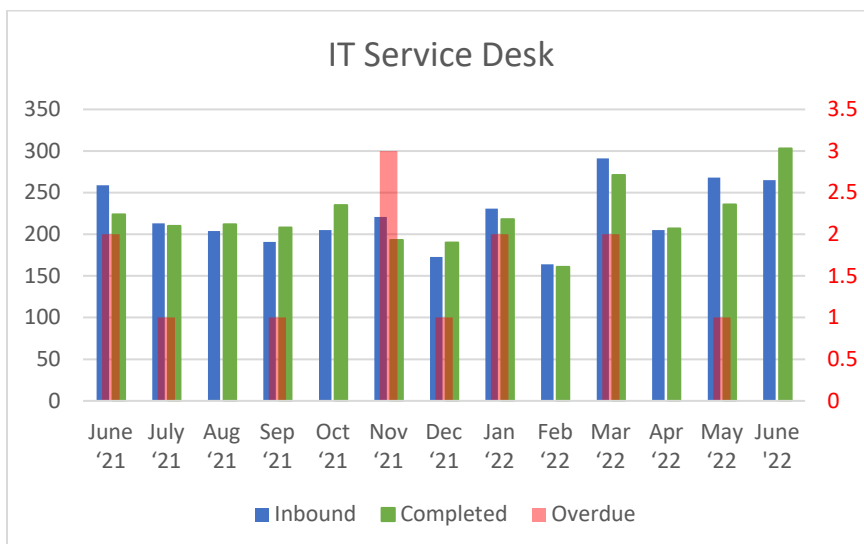
"Awesome work!!!"

"As usual, the response to my need was very quick!"

Last Month: 19 surveys returned

- Better than expected – 70
- As expected – 6

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

July 2022

NORCOM Annual Event Planning

“Give me six hours to chop down a tree and I will spend the first four sharpening the axe” -Abraham Lincoln.

Events like Seafair, Salmon Days, and the 4th of July all require a group effort to plan and support on all sides of the radio. In 2020 NORCOM formalized the information gathering between our agencies and our Operations department by issuing the NORCOM Planning Considerations document. This document allows our agencies to relay information about planned events to NORCOM as well as ask for specific services that we provide to our agencies. Planning out what talk groups are needed for a multi-jurisdictional event, or how many dedicated dispatchers need to be assigned to an event helps NORCOM plan for staffing concerns. Each year on July 4th we assign multiple added talk groups throughout the day to assist in monitoring events like parades. Call volumes increase across our jurisdictions with the public reporting items like noise complaints in their neighborhoods. In response to the rise in call volume NORCOM proactively increases our staffing by two additional Telecommunicators to ensure coverage for busier hours (1900 to 0300). We also have the option to utilize what we call the “Events Queue” in the event that call volume increases rapidly. This phone transfer option allows NORCOM to route all non-emergency calls related to an event to a single Telecommunicator. This assists in freeing up the 9-1-1 lines for emergency calls. Together with your continued support we prepare for events like July 4th so that we can achieve the best results possible.

Tyler Fire Migration Project

At the time of this writing, your Fire Liaison is dedicated to the Tyler Fire Migration project which occurs on Tuesday, July 12th. Data migration and verification have been completed and nearly 50 mobile training sessions were facilitated with fire agency staff. Much time and effort has been spent creating training materials including

several YouTube videos demonstrating the mobile software and instructing users on how to navigate through it. The training sessions have been very successful and overall agency staff have found it easy to use and remain supportive of the change. If things have gone according to plan, we can proudly say we are on a single Computer Aided Dispatch system. This migration is a culmination of many years of work to improve operational efficiencies, allow data sharing on combined police/fire/EMS incidents, provide better mapping, and many other benefits. NORCOM staff appreciate the support we have received from our fire agencies and the hard work by many to bring this project to fruition. Thank you!

Training

The Training Department continues to support NORCOM's mission by ensuring new Telecommunicators are prepared to provide excellent service to our customers and the community. In the past month, three Telecommunicators have completed initial Call Receiving training and been released to take 9-1-1 calls on their own. Additionally, two more Telecommunicators have been scheduled for radio academy and further training so that they can add additional disciplines to their abilities. We have Scheduled our next new-hire Call Receiving Academy to start with two new hires on July 6th.

In addition, the Training Department has worked collaboratively with all other departments to provide extensive training to all Telecommunicators and Operations Supervisors in preparation for Single-CAD Dispatching and Call Taking. We continue to issue timely continuing education briefings to all Operations personnel in the form of BOOST, Weekly Readers and Addressing Drills. Recently, we have provided refreshers on Active Shooter Incidents and focused significantly on warm-weather recreation related call processing including trails, fires and marine incidents.