



AGENDA
NORCOM Governing Board
September 9, 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 August 12, 2022
 - B. AP Reports August
5. For Briefing to Board
 - A. Back-Up Center Relocate- Project Close-Out
 - B. Technology update
6. Newsletter
 - A. IT & Operations Newsletter
7. Adjournment

The next Governing Board meeting is scheduled for October 14, 2022



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/09/2022
Subject: Governing Board Meeting Minutes August 12, 2022

Executive Summary:

The August 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 Meeting Minutes 220812



Meeting Minutes
NORCOM Governing Board
August 12, 2022

MEMBERS

Andy Adolfson
Bruce Kroon
Dawn Hanson
Beth Goldberg
Jeff Sass
Jeff Magnan
Dan Yourkoski
Mark Correia
Ben Lane
Brian Culp
Matt Cowan
Caleb Freeman
Matt Cowan
Ben Lane
Michael Olson

City of Bellevue
City of Bothell
City of Clyde Hill
City of Kirkland (Chair)
City of Medina (Vice-Chair)
City of Mercer Island
City of Normandy Park
City of Snoqualmie
Eastside Fire & Rescue
Fire District #27
Northshore Fire Department
Redmond Fire Department
Shoreline Fire Department
Woodinville Fire & Rescue
City of Kirkland (Board Treasurer)

ABSENT

Joshua Erskine
James Knisley
Jay Wiseman

Duvall Fire District #45
Skykomish Fire District #50
Snoqualmie Pass Fire

GUESTS

Nick Curry
Michelle Plorde

NAG
KC EMS

NORCOM STAFF

Bill Hamilton
Roky Louie
Katy Myers
Marianne Ryerson
Jeremy Henshaw
Deanna Gregory
Andrew Johnson
Nathan Way
Sean Goehner
Brittney Rhodes
Maggie Johanson

Executive Director
Deputy Director, Operations
Deputy Director, Administrative Services
Finance Manager
Law Enforcement Liaison
Pacifica Law Group
Applications & Service Desk Supervisor
Applications & Security Architect
IT Systems Engineer
Public Records Specialist
Administrative Assistant



**Meeting Minutes
NORCOM Governing Board
August 12, 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 July 8, 2022**
- **Accounts Payable Report July**

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**

- **Tyler Fire Migration**

Deputy Director Myers provided an update on the Tyler Fire Migration which occurred on July 12th. Deputy Director Myers thanks our agencies and everyone involved for their patience and support, she then discussed some of the common themes and tickets, the project roadmap with related projects and new work that will be done and how it will look moving forward. Deputy City Manager Goldberg expressed her thanks for a smooth transition to the Single CAD.



**Meeting Minutes
NORCOM Governing Board
August 12, 2022**

o **Executive Session**

An Executive Session was held to discuss topics related to RCW 42.30.110(1)(i), RCW 42.30.110(1)(g), and RCW 42.30.140(4)(a). The Executive Session started at 9:20 with a request for 30 minutes, at 9:50 an additional 20 minutes was requested. Executive Session ended at 10:07 with a request for a 5 minute break. General Governing Board Meeting will begin again at 10:15.

The General Governing Board Meeting resumed at 10:15. Deputy City Manager Goldberg requested a roll call of present Governing Board members before resuming the General Governing Board meeting. Maggie Johanson, NORCOM Administrative Assistant reported there was a quorum.

Action taken was on two topics:

The first item was regarding personnel and retention. Director Hamilton stated the pool of applicants is shrinking and with the Great Resignation, inflation rate and change in job market it is even more important to retain employees. Director Hamilton proposed a year end market adjustment over and above the current contract for both Telecommunicators and Supervisors.

The year end market adjustments are as follows:

NORCOM Associated Guild

2023 – 2%

2024 – 3%

2025 – 3%

Public Safety Employee Union

2023 – 4%

2024 – 4%

Chief Magnan made a motion to approve a year end market adjustment for both NORCOM Associated Guild & Public Safety Employees Union. Chief Sass seconded the motion.

Motion carried.



**Meeting Minutes
NORCOM Governing Board
August 12, 2022**

The second item was regarding Director Hamilton's contract and updating the cash out balance amounts to be in line with others who hold similar positions in the industry.

Chief Sass made a motion to increase the amount allowed to cash out for Director Hamilton from 80 to 160 hours provided 200 hours were left in the PTO bank. Chief Magnan second the motion.

Motion carried.

Chief Magnan made a motion to make the change in Director Hamilton's cash out hours to be effective immediately. Chief Yourkoski seconded the motion.

Motion carried.

o **For Board Decision**

- **Resolution 201 Approving the 2023 Fees for Distribution to Participating Agencies - 2023 Fee Approval and Budget Presentation**

Director Hamilton introduced the topic of Resolution 201 – 2023 Fee Approval. He stated the development of the 2023 Budget Presentation included input from the Board and Finance Committee. Finance Manager Ryerson presented the Budget Presentation for Fee Approvals in the reformatted version as requested by the Board at the July meeting. The presentation provided an update of the 10-year projection to include budget drivers by fund, and projections with fund-directed fee increases. NORCOM staff is recommending a fee increase of 7% for 2023. Finance Ryerson thanked Michael Olson and the Finance Committee for all their work in preparing the presentation. Director Hamilton stated that today we are asking the Board to receive staff's presentation and subsequent discussion and decide via Resolution 201 on the budgeting methodology for the 2023 budget. The Board agreed on a 7% fee increase. The official adoption of the 2023 Budget will occur at the December 2023 Governing Board meeting.

Chief Magnan made a motion to approve Resolution 201 – 2023 fees for distribution to participating agencies in the amount of 7%. Chief Sass second the motion.

Motion carried.



**Meeting Minutes
NORCOM Governing Board
August 12, 2022**

o **Newsletter**

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

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

o **Adjournment**

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

Motion carried.

The meeting adjourned at 10:45.

The next Governing Board meeting is scheduled for September 9, 2022.

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/09/2022
Subject: AP Reports August

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:

A key responsibility of the Finance Committee includes performing reviews of selected NORCOM internal controls. In August, the Committee performed a review of NORCOM Disbursement processes and published a report summarizing the review performed and findings. The Committee noted no material deficiencies and found basic control procedures and adequate segregation of duties were in place. A copy of the report is provided to the Governing Board for 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

AP Reports August
Internal Control Report

NORCOM

ACTIVITY JULY 29, 2022 THROUGH AUGUST 26, 2022

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,079,495.19

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 August 26, 2022

	2022 Budget	August Activity	2022 Collected to Date	% collected
Agency Revenue	12,580,410	-	\$ 9,435,308	75%
Agency Reimbursements	156,000	24,291	\$ 124,020	79%
Grants/Intergovernmental/Interest	140,000	-	\$ 136,857	98%
Total	12,876,410	24,291	9,696,185	75%
Transfers In	1,116,691	-	\$ 879,000	79%
Revenues + Transfers	13,993,101	24,290.90	10,575,185	76%

Expenses

	2022 Budget	August Activity	2022 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,846,168	\$ 554,793	\$ 4,612,143	59%	3,234,025
Salaries & Wages - Overtime	242,405	\$ 57,583	\$ 463,444	191%	(221,039)
Professional Reimbursements	4,200	\$ 323	\$ 2,585	62%	1,615
Medical	1,169,166	\$ 93,536	\$ 748,170	64%	420,996
Dental	98,425	\$ 7,507	\$ 61,037	62%	37,388
Vision	13,080	\$ 991	\$ 8,015	61%	5,065
Long-Term Care	6,600	\$ 445	\$ 3,648	55%	2,952
Medicare	117,345	\$ 8,208	\$ 68,495	58%	48,850
MEBT	494,564	\$ 38,061	\$ 316,330	64%	178,234
PERS	881,324	\$ 62,444	\$ 517,359	59%	363,965
Washington FMLA	16,478	\$ 986	\$ 8,198	50%	8,280
Unemployment	90,200	\$ 5,519	\$ 78,623	87%	11,577
Workers Comp	35,162	\$ 1,416	\$ 11,518	33%	23,644
Total Personnel	11,015,117	831,813	\$ 6,899,565	63%	4,115,552
Advertising	5,000	\$ 5,165	\$ 6,869	137%	(1,869)
Bank Fees	250	\$ -	\$ 86	34%	164
Cellular/Pager & Radio Svcs	51,816	\$ 3,122	\$ 22,103	43%	29,713
Computer Hardware-Non Capital	10,000	\$ -	\$ -	0%	10,000
Consumable Goods	9,950	\$ 499	\$ 6,304	63%	3,646
Dues & Memberships	11,685	\$ 159	\$ 9,545	82%	2,140
Equipment Leases	20,520	\$ 121	\$ 14,951	73%	5,569
Facility Lease	696,952	\$ 93,145	\$ 373,294	54%	323,658
Financial Audit	23,230	\$ -	\$ 12,417	53%	10,813
Hosted Services	116,720	\$ 4,200	\$ 76,683	66%	40,037
HR Services	63,000	\$ 6,185	\$ 43,533	69%	19,467
Insurance	75,000	\$ -	\$ 74,116	99%	884
Local Travel/Training/ Mileage	9,000	\$ 213	\$ 3,458	38%	5,542
Network Service	29,091	\$ 3,314	\$ 19,359	67%	9,732
Office Furniture	7,750	\$ -	\$ 1,193	15%	6,557
Office Supplies	8,000	\$ 220	\$ 2,178	27%	5,822
Operating Supplies	4,000	\$ 162	\$ 2,082	52%	1,918
Parking Lease	61,524	\$ 2,917	\$ 25,000	41%	36,524
Payroll Services	235,000	\$ 981	\$ 7,940	3%	227,060
Postage	750	\$ 120	\$ 533	71%	217
Printing	1,100	\$ 243	\$ 1,405	128%	(305)
Professional Services	33,650	\$ 15,389	\$ 100,426	298%	(66,776)
R&M - Network Equipment	138,137	\$ -	\$ 2,164	2%	135,973
R&M - Office Equipment	5,000	\$ -	\$ -	0%	5,000
R&M - Software Maintenance	1,014,392	\$ 40,578	\$ 704,456	69%	309,936
Radio Site Lease	52,177	\$ 566	\$ 7,635	15%	44,542
Recruitment Supplies	2,000	\$ -	\$ -	0%	2,000
Small Tools & Minor Equipment	14,750	\$ 50	\$ 3,145	21%	11,605
Software/Licensing	102,440	\$ 11,374	\$ 32,557	32%	69,883
Telephone Services	46,100	\$ 4,811	\$ 27,439	60%	18,661
Training/Conf Registrations	3,500	\$ 100	\$ 1,197	34%	2,303
Training/Conf Registrations/ Travel	10,500	\$ 4,601	\$ 6,796	65%	3,704
Transfers Out	313,261	\$ -	\$ 50,000	16%	263,261
Total Supplies & Services	3,386,245	198,235	\$ 1,638,862	48%	1,747,383
GRAND TOTAL	14,401,362	1,030,048	\$ 8,538,427	59%	5,862,935

502- Capital Projects

	2022 Budget	August Activity	2022 Spending to Date	% used	Remaining Balance
R&M - Software Maintenance	698,487	\$ 28,834	\$ 456,426	65%	242,061

503- Equipment Replacement:

	2022 Budget	August Activity	2022 Spending to Date	% used	Remaining Balance
Computer Hardware-NonCapital	163,670	\$ 3,098	\$ 19,499	12%	144,171
R&M Software Maintenance	136,330	\$ -	\$ 3,252	2%	133,078
	300,000	\$ 3,098	\$ 22,750	8%	277,250

505-E 911 Escrow

Revenues:	2022 Budget	August Activity	Collected to Date	% collected
E-911 Escrow	1,166,691	299,920	\$ 599,712	51%
Investment Interest	-	5	\$ 2,337	
	1,166,691	299,926	\$ 602,049	52%

Expenditures:	2022 Budget	August Activity	2022 Spending to Date	% used	Remaining Balance
Transfers Out	1,116,691	\$ -	\$ 879,000	79%	237,691

NORCOM Financial Summary

for Period Ending August 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	\$ 9,435,308	75.00%
	Other Revenue	296,000	\$ 260,877	88.13%
	Transfers In	1,166,691	879,000	75.34%
Revenue Collected		14,043,101	10,575,185	75.31%
Total Resources		14,191,362	10,723,446	
	Personnel Expenditures	11,015,117	\$ 6,899,565	62.64%
	Operating Expenditures	2,836,471	\$ 1,638,862	57.78%
	Transfers Out	313,261	\$ 50,000	15.96%
Total Expenditures		14,164,849	8,588,427	60.63%
Available Fund Balance		\$26,513	\$2,135,018.40	
<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	\$ 456,426	65.31%
	Transfers Out	-	\$ -	0.00%
Total Expenditures		698,897	456,426	65.31%
Available Fund Balance		\$402,628	\$81,838	
<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	\$ 22,750	7.58%
	Transfers Out	-	-	0.00%
Total Expenditures		300,000	22,750	7.58%
Available Fund Balance		\$251,404	\$478,654	

		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	\$ 599,712	53.70%
	Investment Interest	-	2,337	0.00%
Revenue Collected		1,116,691	602,049	53.91%
Total Resources		1,202,410	687,768	
	Expenditures	-	-	0.00%
	Transfers Out	1,116,691	879,000	78.71%
Total Expenditures		1,116,691	879,000	78.71%
Available Fund Balance		\$85,719	-\$191,232	
<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	

August 12th, 2022

Marianne Ryerson

NORCOM

450 110th Avenue NE

Bellevue, WA 98009

Dear Marianne,

On August 9th, Veronica Hill and Eric Lee met via Microsoft Teams with yourself to review NORCOM's policies and procedures for closing and finance reporting.

Areas examined were those reflected in the internal control checklist approved by the NORCOM Finance Committee. The following are some of the areas you walked us through:

- Vendor Setup and Vendor Master File
- Invoice Processing
- Check Processing
- Credit Card Control
- Purchasing Levels
- Auto Pay Policy

Additionally, you shared your Accounts Payable Manual, Expense Policy (both Travel and Non).

In our review, Veronica and I found no material deficiencies in NORCOM's internal controls as defined by the Internal Control Checklist. All basic control procedures and segregation of duties are in place for an organization of NORCOM's size.

All other basic control procedures and segregation of duties are in place with adequate compensating controls when needed. Policies and procedures exist and are followed by those responsible for the duties outlined in the review.

If you have any questions or need additional Information, please contact Eric Lee (425) 452-7970 or Veronica Hill (425) 587-3425.

Sincerely,

Veronica Hill



Veronica Hill | Senior Financial Analyst, Public Safety

Finance & Administration

City of Kirkland

123 5th Ave

Kirkland, WA 98033

vhill@kirklandwa.gov

425.587.3425

Eric Lee



Eric P. Lee | Fiscal Manager

Bellevue Fire Department

450 110th Avenue N.E., Bellevue, WA 98004

(425) 452-7670 | eplee@bellevuewa.gov



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/09/2022
Subject: Back-Up Center Relocate- Project Close-Out

Executive Summary:

With the support of the Governing Board, the NORCOM backup center was previously moved from a very small room to a larger, healthier and newly constructed workspace within the Redmond Police Department. The project experienced some delays due to COVID and supply chain issues. On August 20th, 2022 NORCOM fully occupied this space while the primary center's fire alarm system was inspected. NORCOM staff provided much positive feedback regarding the significant improvement in their working conditions.

This backup center re-location project is a public works project and requires notification of completion of the project to the Department of Revenue. NORCOM staff is providing this as an update for awareness with no Board decisions required.

The 2022 project expenditure report indicates that despite some of the supply chain issues, the overall project came in under budget.

Project Budget

Outstanding 2022 Budgeted Expenses	\$216,563
Total Spent to Date	(\$166,757)
Anticipated Future Spending	(\$10,000)
Under budget projection	\$39,805

Background:

Sep 2020 – Board approved Backup Center Relocate Capital Project

Dec 2020 – Board approved new 10-year lease with the City of Redmond

May 2021 – Resolution 191 to carry forward unspent project dollars

Jun 2021 – Board approved Resolution 192 to execute a contract with vendors for facility improvements

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

Staff recommends the Governing Board receive this information and provide feedback, direction or seek clarification as desired.

Staff Comments:

Nothing Additional

Options**Risks**

Finance Committee Review: Yes

At the time of approval, the Finance Committee was aware of this project and provided input regarding its funding.

Legal Review: No

N/A

Joint Operations Board Review: No

N/A



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/09/2022
Subject: Technology update

Executive Summary:

For briefing purposes only. No decision is required of the Board:

NORCOM and its agencies continue working collaboratively on the recently implemented single CAD system, addressing outstanding technical or training issues. After a period of continued single CAD stability, NORCOM has recently shut down the Central Square/Tri-Tech servers not required for call history searches. These servers will be repurposed as part of the CAD upgrade project in 2023.

While carefully monitoring the continued progress and stability of the single CAD project, NORCOM has also begun two long-desired technical projects: "CAD-to-CAD Interface" and "CAD-Lite."

CAD-to-CAD Interface: Long desired by our agencies, this interface would allow for greater interoperability between our agencies and the numerous agencies served by Snohomish 911. Staff met with Snohomish County 911 in August to discuss implementing the CAD-to-CAD interface.

Upcoming work includes 1) having a demonstration with a current agency user, 2) technical meeting with Tyler Interface Group, 3) recruiting project members from Sno911 and NORCOM 911 Operations and field users. As progress is made, staff will return to the Board separately with updates.

CAD-Lite: PSAPs are understandably dependent on technology as well as their co-location with this technology. PSAPs recognize that absent contingency plans, this dependency could further impact service delivery during a large disaster or extended outage. For example: NORCOM system maintenance is necessary to install security updates and protect our systems and networks. In August, staff performed planned system maintenance that included security updates and system maintenance. The maintenance lasted one hour and required all users to work manually without the benefit of technology such as automatic call entry, unit recommendation, as well as station and unit alerting. NORCOM drills for such events, practicing manual dispatching and record-keeping methods, but such manual systems reduce efficiencies.

To begin to mitigate this, staff has begun working with Snohomish 911 to build a copy of their CAD-Lite system, creating a cloud-based "backup CAD." The byproduct of having this cloud-based CAD backup is the streamlining of operations during planned maintenance cycles and unexpected CAD outages. Although designed to allow a PSAP to deliver core services during an emergency, the CAD-Lite system will allow us to use NORCOM call types and CAD mapping and has some basic unit recommendation functions.

Upcoming work includes 1) scheduling a demonstration with Sno911 and NORCOM 911 Operations, 2) receiving an estimate from the developer for the cost to build and customize a NORCOM instance and time to perform the work, 3) NORCOM training.

Background:

NORCOM staff continues to work diligently to identify solutions that support increased resiliency and the maintenance of effective service delivery in a crisis.

When the original 2022 budget was adopted, the Board gave guidance to include the costs to maintain both CAD systems. Due to the Single CAD project's successful implementation, related cost savings will be identified within the 2022 budget year. Staff will come to the Board with more details at the end of this year tied to the annual budget projections.

At that time, staff may ask the Board to consider using such funds to support the CAD-Lite project. One-time and 2023 annual hosting costs are estimated not to exceed \$40,000. As progress is made, staff will return to the Board with updates and, if feasible, may seek project approval.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

Instituting a CAD-to-CAD Interface with Snohomish 911 will require policy decisions about what data to share and how each agency can use the data. The project team will address these issues once it is seated.

CAD-Lite will require funding as well as updated backup procedures and training for all NORCOM staff.

NORCOM Staff Recommendation:

Staff recommends the Governing Board receive this information, gain any necessary clarity and provide input and direction as desired.

Staff Comments:

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

Options**Risks**

Finance Committee Review: No

NA

Legal Review: No

NA

Joint Operations Board Review: No

NA



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/09/2022
Subject: IT & Operations Newsletter

Executive Summary:

The September 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

IT & Operations September Newsletter



Information Technology Updates

From: Katy Myers, DDofA

September 2022

Radio

PSERN

Radio to CAD Interface (CAD-I) – pending quote from Motorola. Seattle just had their kickoff meeting.

Alpha-Numeric Paging

NORCOM and SNO911 are doing internal and legal review of an Inter-Local Agreement (ILA) and a Request for Qualifications (RFQ) to select Professional Consultant.

Estimated Timing:

NORCOM Internal and Legal Review	9/16/2022
SNO911 Internal Review	9/16/2022
SNO911 Legal Review	9/23/2022
NORCOM Finance Committee Review	10/4/2022
SNO911 Finance Committee Review	10/13/2022
NORCOM Board Approval	10/14/2022
SNO911 Board Approval of ILA	10/20/2022

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

Tyler Fire Migration

Continue working on punch list items, working through change requests with Z1 Ops Chiefs. Fire Advanced Filter training held 7/28/2022, and Fire Administration training completed 8/13. Held last weekly meeting 8/31/2022.

Body-Worn Cameras

Bellevue PD - Pending signatures of IT Services agreement then can schedule work.

Service Requests

303 Inbound tickets
333 Completed tickets

7 overdue tickets
1 high priority took 8 hours to fix.
3 others were change requests
2 are still on hold
1 low priority was closed at 36 hrs

Kirkland PD - IT Services agreement being reviewed by the city of Kirkland.

Navigator

No Change.

Redmond Back-Up Center

Successfully worked in the new back-up center on 8/20/2022 NORCOM. Working on a few last items, and demo of the old backup area. Expect to close out project next month.

CAD-to-CAD Interface

Met with Sno911 and Tyler to discuss plans for the interface and timeline. Will bring 911 and field operation members onto project soon.

CAD Lite

Met with Sno911 to discuss getting NORCOM Operations onto the system and how to connect it to RAADAR.

CAD Maintenance

Completed first windows patch/system maintenance on August 16 at 0300. 911 Operations went into manual mode with fire agencies on radio watch. Staff are investigating alternative alerting options for these cycles.

IT Service Desk

Surveys

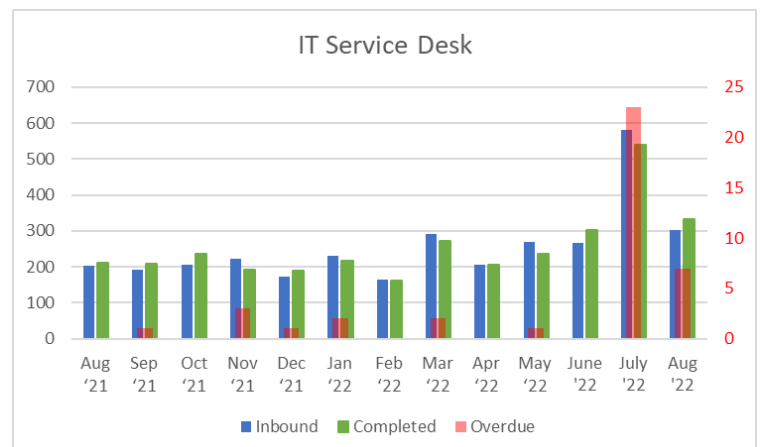
Each requestor that has a ticket closed receives a link to a four-question survey. Each question is rated on a three-option scale, with an opportunity to share comments.

“Quicker and more efficient than I expected. And you folks are always so nice!”

“Thanks for the prompt response to our question!”

Last Month: 15 surveys returned

- Better than expected – 38
- As expected – 22





Operations Updates

From: Roky Louie, Deputy Director Operations

September 2022

NORCOM Backup Center

Events like a gas leak, safety threat, or power outage can make it necessary for NORCOM to transition our staff to our Backup Center located at the Redmond Public Safety Building. Until this year NORCOM's Backup Center was relatively small and extremely confined, often described as a closet. In our newly constructed facility, we now have the ability to staff seven (7) dedicated phone positions and six (6) radio dispatching positions in a room that is three (3) times the size of our old available space. In addition to the before mentioned room configuration we also retain the space for future growth moving forward. We were able to transition from 365 available square feet to over 900 square feet. On August 20th NORCOM deployed to this new Backup Center to allow for the annual fire alarm testing at the Bellevue City Hall location. Our NORCOM IT and Supervisor staff have been working tirelessly this year to make sure that this new area was ready for deployments. Our first deployment was a tremendous success. The ability to take phone calls and dispatch units in this new space was equated with a night and day change in working conditions and technological abilities. Our recent successful switch to a single CAD system also allowed our staff the ability to use one CAD system to receive and dispatch all police and fire calls. Previously we were required to switch between CAD systems though a very time consuming and cumbersome computer hardware process to take police and fire 9-1-1 calls.

We received feedback from our staff that the new Backup Center was a welcomed upgrade from the previous conditions. Among many other benefits, this new area allowed for a room volume level that was acceptable with 12 to 13 people actively working the center.

Dispatcher Krystal McCoy commented that "this felt like a real Backup Center and less like a closet". She also mentioned that she would not dread responding to our Backup Center now. This transition into our new area has been received as a resounding success in no small part to your agencies and their continued support to NORCOM and our dispatching staff.

Old Backup Center–365 Square Feet



New Backup Center–900 Square Feet



Fire Liaison

NORCOM's Fire Liaison continues to spend the majority of time continuing to support the Single-CAD migration project. Updating personnel, contact and notification information, as well as evaluating responses are all ongoing. Next steps are to evaluate current paging notification groups and work with each agency to determine the accuracy of those groups and how to get them updated as needed. Several new notification options are available and will be included in that project scope. Please continue to report any questions or issues through the appropriate methods so they can be properly addressed.

In other news, Bothell Fire Station 45 has completed construction and as of 9/2 has units responding from the brand new station. Congratulations Bothell Fire. Also, at the beginning of August, work was completed to modify the Northshore Fire response areas to be part of Shoreline Fire jurisdiction. This was the result of a contract for personnel services that was implemented in June. Consolidating these areas in addition to the associated response plans went very well.

Training

Throughout the month of August, the Training Department continued to support operations in several areas, with particular emphasis on solidifying the migration to a single CAD by developing and delivering training on updated procedures, tools and features. The Training Department is collaborating with Human Resources in overcoming staffing challenges; ingenuity and flexibility within the training department have allowed us to adapt to the now-necessary practice of hiring individuals as soon as possible, rather than waiting to start traditional academy groups together. Our new approach has two Call Receivers nearing completion of Academy and another nearing the half-way point. Our cadre of Communications Training Officers are mentoring and evaluating two new Call Receivers in their on-the-job portion of training as well as two other Telecommunicators who are currently training on radios. Finally, the Training Department is maintaining a focus on continuing education with our in-house BOOST and Weekly Reader programs, Quarterly Addressing Drills and Quarterly Continuing Education topics while also being heavily-involved in the county-wide consortium to update and train on the county's emergency medical dispatch program.