



AGENDA

NORCOM Governing Board
October 14, 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 September 9, 2022
 - B. AP Reports September
5. For Briefing to Board
 - A. City of Kirkland Behavioral Health Initiatives- Exploring changes to Behavioral Health services in the PSAP
6. For Board Decision
 - A. Resolution 202 - Authorizing the Execution of an Interlocal Agreement with Snohomish County 911 for Alpha-Numeric Paging System Upgrades, and matters related thereto.
 - B. November Meeting Decision
7. Newsletter
 - A. October Information Technology and Operations Updates Newsletter
8. Adjournment

The next Governing Board meeting is scheduled for November 10, 2022



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 10/14/2022
Subject: Governing Board Meeting Minutes September 9, 2022

Executive Summary:

The September 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 09092022



Meeting Minutes NORCOM Governing Board September 9, 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
Mark Correia	City of Snoqualmie
Joshua Erskine	Duvall Fire District #45
Jeff Clark	Eastside Fire & Rescue
Matt Cowan	Northshore Fire Department
Adrian Sheppard	Redmond Fire Department
Matt Cowan	Shoreline Fire Department
Jeff Clark	Woodinville Fire & Rescue

ABSENT

Dan Yourkoski	City of Normandy Park
Brian Culp	Fire District #27
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire
Michael Olson	City of Kirkland (Board Treasurer)

GUESTS

Jami Hoppen	KC E911
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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
Brittney Rhodes	Public Records Specialist
Maggie Johanson,	Administrative Assistant
Chelsie Barcus	Payroll Accounting Specialist



**Meeting Minutes
NORCOM Governing Board
September 9, 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 August 12, 2022**

• **Accounts Payable Report August**

Director Hamilton stated that attached with the AP Report is a letter addressed to Finance Manager Marianne Ryerson regarding the internal control audit performed on August 9th. The audit found no deficiencies in NORCOM's internal controls. Director Hamilton thanked Finance Manager Ryerson for all the hard work done over the past several years to improve NORCOM's business practices, resulting in this favorable audit report.

There was no discussion on any consent agenda items.

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

Motion carried.



Meeting Minutes NORCOM Governing Board September 9, 2022

o For Board Briefing

• Back-Up Center Relocate – Project Close-Out

Director Hamilton introduced the topic of the Redmond Back-Up Center project stating that on August 20, 2022, NORCOM fully occupied the new space for eight hours. Deputy Director Myers provided an update stating there are a few punch list items, and the project will be closed out. The project came in under budget by almost \$40,000. The project tripled the space from 300 square feet to 900 square feet, adding 5 positions which makes it the same number of consoles as the Bellevue City Hall location, the new site has received positive feedback from NORCOM staff. Director Hamilton stated that the new location is a happier and healthier environment for our staff in the event they need to relocate from the Bellevue City Hall location for an emergency.

• Technology Update

Director Hamilton introduced the topic of Technology Update, stating that the main focus of our IT Department for a while has been the Single CAD. There have been a few bumps along the way, but our IT Department continues to work diligently to smooth them out, and we have been running Tyler as our single CAD since July 12, 2022. Deputy Director Myers provided updates on CAD to CAD Interface, CAD-Lite, and Crewforce as requested by Deputy City Manager McCommon. Deputy Director Myers informed the Board that there was a meeting in August regarding CAD-to-CAD Interface, demonstration of the interface has been requested, Police can use the interface also and as progress is made NORCOM staff will bring this item back to the Board. Deputy Director Myers then discussed CAD-Lite. In the past, we would move to a separate CAD system when maintenance was needed however, with one CAD system when maintenance is required staff must move to manual dispatching. Staff is working with Snohomish 911 to build a copy of their CAD-Lite System, a cloud based CAD system. Deputy City Manager McCommon asked the cost of subscription, Deputy Director Myers said that there is no subscription or licensing cost from Sno 911. Director Hamilton compared this to RAADAR and our sharing process. There are expected initial development costs, and annual AWS Gov Cloud costs. We are waiting for cost estimates and will bring those back to the board. Director Hamilton stated that having this product would allow dispatchers to work from anywhere. Deputy Director Myers then moved to discuss Crewforce, which is a companion to the Shieldforce application and mirrors the functionality in vehicles. It runs on apple iOS and Android devices, it does not work on Windows



**Meeting Minutes
NORCOM Governing Board
September 9, 2022**

computers. While this application was available when we went live, the project team determined the best approach was to go live with the in vehicle mobile product, then as the users settled into the system introduce the Crewforce application. After Tyler go live, Applications Supervisor Johnson reached out to several users that were having difficulty using the mobile product. With their agreement he provided licenses and instructions on how to use Crewforce. Overall, the reception has been positive. NORCOM has 20 licenses for Crewforce. The next step is to discuss at the Fire Chief's meeting on September 12th and determine how many licenses each agency would like to have, and if any of those would be in place of mobile licenses or in addition to mobile licenses. At that point, we can present a cost estimate and options to fund the purchase of licenses. Director Hamilton stated that the saving from CAD could be brought to the Board to discuss use for other projects.

o **Newsletter**

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

The September edition of the Newsletter provides an overview of projects and upcoming events.

o **Adjournment**

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

Motion carried.

The meeting adjourned at 9:24.

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

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 10/14/2022
Subject: AP Reports September

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

AP Reports September

NORCOM

ACTIVITY AUGUST 27, 2022 THROUGH SEPTEMBER 30, 2022

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,132,643,54

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 September 30, 2022

	2022 Budget	September Activity	2022 Collected to Date	% collected
Agency Revenue	12,580,410	3,145,103	\$ 12,580,410	100%
Agency Reimbursements	156,000	22,743	\$ 146,763	94%
Grants/Intergovernmental/Interest	140,000	-	\$ 141,025	101%
Total	12,876,410	3,167,845	12,868,198	100%
Transfers In	1,116,691	-	\$ 879,000	79%
Revenues + Transfers	13,993,101	3,167,845.49	13,747,198	98%

Expenses

	2022 Budget	September Activity	2022 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,846,168	\$ 553,887	\$ 5,166,030	66%	2,680,138
Salaries & Wages - Overtime	242,405	\$ 53,301	\$ 516,612	213%	(274,207)
Professional Reimbursements	4,200	\$ 323	\$ 2,908	69%	1,292
Medical	1,169,166	\$ 93,670	\$ 841,840	72%	327,326
Dental	98,425	\$ 7,507	\$ 68,544	70%	29,881
Vision	13,080	\$ 984	\$ 8,999	69%	4,081
Long-Term Care	6,600	\$ 445	\$ 4,093	62%	2,507
Medicare	117,345	\$ 8,139	\$ 76,707	65%	40,638
MEBT	494,564	\$ 39,207	\$ 355,537	72%	139,027
PERS	881,324	\$ 62,472	\$ 579,831	66%	301,493
Washington FMLA	16,478	\$ 975	\$ 9,174	56%	7,304
Unemployment	90,200	\$ 3,412	\$ 82,035	91%	8,165
Workers Comp	35,162	\$ 1,409	\$ 12,928	37%	22,234
Total Personnel	11,015,117	825,731	\$ 7,725,237	70%	3,289,880
Advertising	5,000	\$ 2,340	\$ 9,342	187%	(4,342)
Bank Fees	250	\$ -	\$ 86	34%	164
Cellular/Pager & Radio Svcs	51,816	\$ 2,818	\$ 26,932	52%	24,884
Computer Hardware-Non Capital	10,000	\$ -	\$ -	0%	10,000
Consumable Goods	9,950	\$ 868	\$ 7,172	72%	2,778
Dues & Memberships	11,685	\$ 250	\$ 9,795	84%	1,890
Equipment Leases	20,520	\$ 1,466	\$ 17,429	85%	3,091
Facility Lease	696,952	\$ 112,739	\$ 486,033	70%	210,919
Financial Audit	23,230	\$ -	\$ 12,417	53%	10,813
Hosted Services	116,720	\$ 28,926	\$ 105,609	90%	11,111
HR Services	63,000	\$ 15,453	\$ 61,000	97%	2,000
Insurance	75,000	\$ -	\$ 74,116	99%	884
Local Travel/Training/ Mileage	9,000	\$ 596	\$ 4,054	45%	4,946
Network Service	29,091	\$ 2,837	\$ 22,696	78%	6,395
Office Furniture	7,750	\$ 2,537	\$ 3,730	48%	4,020
Office Supplies	8,000	\$ 302	\$ 2,480	31%	5,520
Operating Supplies	4,000	\$ 77	\$ 2,159	54%	1,841
Parking Lease	61,524	\$ 2,401	\$ 29,351	48%	32,173
Payroll Services	25,000	\$ 988	\$ 9,336	37%	15,664
Postage	750	\$ -	\$ 533	71%	217
Printing	1,100	\$ -	\$ 1,405	128%	(305)
Professional Services	243,650	\$ 2,964	\$ 107,718	44%	135,932
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	\$ 63,316	\$ 767,772	76%	246,620
Radio Site Lease	52,177	\$ 566	\$ 8,766	17%	43,411
Recruitment Supplies	2,000	\$ 67	\$ 67	3%	1,933
Small Tools & Minor Equipment	14,750	\$ 124	\$ 3,684	25%	11,066
Software/Licensing	102,440	\$ -	\$ 32,557	32%	69,883
Telephone Services	46,100	\$ 2,963	\$ 31,641	69%	14,459
Training/Conf Registrations	3,500	\$ 329	\$ 1,526	44%	1,974
Training/Conf Registrations/ Travel	10,500	\$ 149	\$ 7,274	69%	3,226
Transfers Out	313,261	\$ -	\$ 50,000	16%	263,261
Total Supplies & Services	3,386,245	245,076	\$ 1,898,843	56%	1,487,402
GRAND TOTAL	14,401,362	1,070,808	\$ 9,624,080	67%	4,777,282

502- Capital Projects

	2022 Budget	September Activity	2022 Spending to Date	% used	Remaining Balance
R&M - Software Maintenance	698,487	\$ 47,508	\$ 500,184	72%	198,303

503- Equipment Replacement:

	2022 Budget	September Activity	2022 Spending to Date	% used	Remaining Balance
Computer Hardware-NonCapital	163,670	\$ 612	\$ 20,111	12%	143,559
R&M Software Maintenance	136,330	\$ 2,561	\$ 5,813	4%	130,517
	300,000	\$ 3,174	\$ 25,924	9%	274,076

505-E 911 Escrow

Revenues:	2022 Budget	September Activity	Collected to Date	% collected
E-911 Escrow	1,166,691	299,920	\$ 599,712	51%
Investment Interest	-	5	\$ 2,822	
	1,166,691	299,926	\$ 602,534	52%

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

NORCOM Financial Summary

for Period Ending September 30, 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	\$ 12,580,410	100.00%
	Other Revenue	296,000	\$ 287,787	97.23%
	Transfers In	1,166,691	879,000	75.34%
Revenue Collected		14,043,101	13,747,198	97.89%
Total Resources		14,191,362	13,895,459	
	Personnel Expenditures	11,015,117	\$ 7,725,237	70.13%
	Operating Expenditures	2,836,471	\$ 1,898,843	66.94%
	Transfers Out	313,261	\$ 50,000	15.96%
Total Expenditures		14,164,849	9,674,080	68.30%
Available Fund Balance		\$26,513	\$4,221,378.28	
<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	\$ 500,184	71.57%
	Transfers Out	-	\$ -	0.00%
Total Expenditures		698,897	500,184	71.57%
Available Fund Balance		\$402,628	\$38,080	
<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	\$ 25,924	8.64%
	Transfers Out	-	-	0.00%
Total Expenditures		300,000	25,924	8.64%
Available Fund Balance		\$251,404	\$475,480	

		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	-	2,822	0.00%
Revenue Collected		1,116,691	602,534	53.96%
Total Resources		1,202,410	688,253	
	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	-\$190,747	
<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: 10/14/2022
Subject: City of Kirkland Behavioral Health Initiatives- Exploring changes to Behavioral Health services in the PSAP

Executive Summary:

No decision is required of the Board.

The City of Kirkland has undertaken several behavioral health initiatives which will have regional community benefits. The Kirkland City Manager will brief the Board regarding these initiatives and related goals. This briefing will also likely explore the Board's interest in expanding or changing NORCOM's current role as it relates to the processing and dispatching of behavioral health-related calls.

Background:

Many agencies across the nation are exploring alternative response protocols for behavioral health-related calls for service. Many such programs of various compositions and intent, exist in Washington and the majority of NORCOM agencies have either implemented behavioral health response programs or have contracted for such services, each serving their communities in various ways. The inclusion and/or role of the 911 PSAP within the various models also vary greatly amongst agencies.

Staff research has found that the variation in alternative response programs is vast, including but not limited to:

- First responder referral to a mental health professional for post-call follow-up
- First responder request for a mental health professional response to a call for service
- Co-responder model, a team response consisting of a first responder and a mental health professional
- Mental health professionals monitoring calls for service and self-responding
- First responder supervisory screening and subsequent diversion of calls to an on-duty mental health professional
- Diversion of calls to a mental health professional as a decision of the PSAP

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

Significant changes to established procedures and/or NORCOM policy require Board approval and direction.

NORCOM Staff Recommendation:

Staff recommends that the Board receive this briefing, seek clarification as needed and provide direction to staff as desired.

Staff Comments:

N/A

Options**Risks**

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 10/14/2022
Subject: Resolution 202 - Authorizing the Execution of an Interlocal Agreement with Snohomish County 911 for Alpha-Numeric Paging System Upgrades, and matters related thereto.

Executive Summary:

A Board decision is required. If approved, this decision will be executed via Resolution 202, authorizing the Executive Director to execute the agreement on behalf of the Governing Board. Sno911 is seeking similar authority from its Board.

In support of our Fire agencies, NORCOM has a dependency on the Snohomish County 911 Alpha-Numeric paging system. For several years, staff has been working collaboratively with SNO911 to address critical upgrades to the aging infrastructure. NORCOM and SNO911 have drafted an interlocal agreement to proceed with an upgrade project for the alpha-numeric paging system. The interlocal agreement establishes a process to award a contract for a professional services consultant that will also assist with project management, technical consulting, and the drafting of technical requirements for each radio site's upgrade.

The technical requirements will be put out for a competitive bid and an equipment and installation contract will be awarded. Equipment at NORCOM-owned sites will be purchased and owned by NORCOM. Costs associated with project management and technical consulting will be split 33% to NORCOM and 67% to SNO911 according to the number of sites each agency has in the system.

NORCOM legal counsel has assisted with the drafting of this agreement and the Board has supported this anticipated project via Capital Projects funding in 2021 and 2022.

Background:

In 2008, NORCOM, SNO911, and Valley Comm entered an MOU outlining expectations of the purchase and maintenance of their portion of the regional alphanumeric paging system to service all participating agencies. In recent years, NORCOM and SNO911 have been in discussions of the paging system maintenance due to short-term system failures.

The NORCOM board has received several briefings tied to the Alpha-numeric Paging system replacement and now upgrade project. With the Boards support, there is currently \$600,000 in the Capital Project fund earmarked for the system upgrade in the proposed 2023 budget. SNO911 and NORCOM have worked over the course of several months to draft a plan to complete this upgrade.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM recommends the Board approve Resolution 202 Authorizing the Executive Director to sign the ILA in a form substantially as presented.

Staff Comments:

N/A

Options

Risks

The agreement provides NORCOM substantial input and involvement throughout the process. The connections of the NORCOM paging sites to each other and to SNO911 rely on the current microwave system. Through the PSERN project, a new microwave system will go online and NORCOM has to connect the sites to the new system as well as the new PSERN microwave to SNO11's backhaul. Too much delay in beginning the project could mean significant time constraints as the PSERN system goes online and our access to the current microwave system will eventually be cut.

Finance Committee Review: Yes

The Committee reviewed a draft copy of the ILA during the October 4, 2022 meeting. The Committee approved the draft, pending legal review.

Legal Review: Yes

NORCOM's legal representative has reviewed this agreement and provided much guidance as to its construction and verbiage.

Joint Operations Board Review: No

Attachments

Alpha Numeric Paging ILA

Alpha Numeric Paging Cost Share ILA

Resolution 202 - ILA with Sno911

Interlocal Agreement

Step 1 – Publish RFQ and select a consultant

Contract with SNO911 for SNO911 Only & Joint Work
Contract for NORCOM Only work

Step 2 – Develop Equipment and Installation Plans and Specifications

- Joint Work
- SNO911 Only Work
- NORCOM Only Work

Step 3 – Publish RFP & award contract

Step 4 – Equipment installation, testing and acceptance

Project Considerations



2008 MOU continues to exist and speaks to the overall management of the system.

- The MOU will be updated toward the end of this upgrade process to reflect continued maintenance and updated partnerships



Joint Work has cost sharing schedule based on number of radio sites for each agency.

- NORCOM: 33%, SNO911: 67%



This agreement is complete when the upgraded system is completed



Equipment at NORCOM radio sites will be purchased and owned by NORCOM

**INTERLOCAL AGREEMENT
FOR ALPHANUMERIC PAGING SYSTEM IMPROVEMENT**

This Interlocal Agreement for Alphanumeric Paging System Improvement (this “Agreement”) is entered into between Snohomish County 911, a municipal instrumentality of its members organized and operating as a non-profit corporation (“SNO911”) and NORCOM, a municipal instrumentality of its members organized and operating as a non-profit corporation (“NORCOM”). SNO911 and NORCOM are referred to herein together as the “Parties” and individually a “Party.” This Agreement is dated as of the Effective Date (as defined in Section _____ below).

RECITALS

1. The Parties entered into a 2008 Memorandum of Understanding entitled “Western Washington Regional Public Safety VHF Alphanumeric Paging System MOU” (the “MOU”) to jointly operate an alphanumeric paging system (the “System”).
2. The MOU outlines each Party’s obligations with respect to the System but does not include a cost-sharing mechanism or outline the procedures necessary to implement an upgrade to the System.
3. The Parties have determined that it is necessary to upgrade the existing System to extend the operational life of the System.
4. The Parties now desire to enter into this Agreement pursuant to chapter 39.34 RCW, the Interlocal Cooperation Act.

AGREEMENT

To carry out the purposes of this Agreement and in consideration of the benefits to be received by each Party, the Parties hereby agree as follows:

1. DEFINITIONS.

Words and terms used in this Agreement and not otherwise defined herein (including in the recitals which are hereby incorporated into this Agreement by this reference) shall be given their ordinary and usual meanings or their well-known technical industry meanings except that the following terms are defined for this Agreement as follows:

- 1.1. **SNO911 Administrator** shall mean _____ or another individual appointed by SNO911 to administer the SNO911’s interests under this Agreement.
- 1.2. **NORCOM Administrator** shall mean _____ or another individual appointed by NORCOM to administer the NORCOM’s interests under this Agreement.
- 1.3. **Lead Agency** shall mean SNO911 as the hereinafter designated as the Lead Agency to perform the functions designated in this Agreement.

- 1.4. **System Improvements** shall mean the improvements to the alphanumeric paging system designed and implemented under this Agreement.
- 1.5. **State** shall mean the State of Washington.
- 1.6. **SNO911 Only Work** shall include site development tasks at SNO911 radio sites, including architectural and engineering, lease renewals, new site development, and network backhaul. Hardware or services that are specific to only SNO911, antenna, power, and rack installations, FCC licensing and other work associated with SNO911 radio sites.
- 1.7. **NORCOM Only Work** shall include site development tasks and project management within NORCOM's response area, including architectural and engineering, lease renewals, new site development, and coordination with its network backhaul carrier (PSERN). Hardware or services that are specific to only NORCOM, antenna, power, and rack installations, FCC licensing and other work associated with NORCOM radio sites.
- 1.8. **Joint Work** shall include coordination, design, and technical activities that support the entire system. Project management, system design analysis, technical support for questions SNO911 or NORCOM does not have the staff or resources to answer, and shared training, documentation and purchase of spares are considered joint work.

2. SNO911 RESPONSIBILITIES.

- 2.1. Provide a SNO911 Administrator to serve as the project lead to coordinate the design and construction of the System Improvements pursuant to the Project Schedule set forth in Exhibit A.
- 2.2. SNO911 shall be responsible for all SNO911 staff time incurred in the administration and management of this Agreement.
- 2.3. SNO911 shall be responsible for all of the design and construction and equipment costs related to SNO911 System Improvements, including but not limited to all permit costs associated with the SNO911 System Improvements as more particularly outlined in Exhibit B.

3. NORCOM RESPONSIBILITIES.

- 3.1. Provide a NORCOM Administrator to coordinate the design and construction of NORCOM's portion the System Improvements.
- 3.2. NORCOM shall be responsible for all NORCOM staff time incurred in the administration and management of this Agreement.
- 3.3. NORCOM shall be responsible for all of the design and construction and equipment costs related to NORCOM System Improvements, including but not limited to all

permit costs associated with the NORCOM System Improvements as more particularly outlined in Exhibit B.

4. PROFESSIONAL SERVICES CONSULTANT.

- 4.1. Professional Services Consultant.** The Parties desire to retain a qualified professional services consultant (the “Consultant”) to assist with detailed project scoping and management, and to provide technical guidance and resources. The Consultant may analyze current coverage and make recommendations for system improvements and assist SNO911 and NORCOM with site development tasks.
- 4.2. Request For Qualifications.** SNO911 shall develop a Request for Proposals under the authority of RCW 39.04.270 to solicit the professional services necessary to assist the Parties with the System Improvements (the “RFQ”).
- 4.3. Development of RFQ.** The SNO911 Administrator shall include the NORCOM Administrator in the RFQ development process as necessary to ensure that the RFQ is approved by NORCOM.
- 4.4. Approval of RFQ Prior to Publishing.** NORCOM shall provide SNO911 with written approval of the final RFQ within 10 business days of receipt of the final RFQ and prior to SNO911 proceeding with the procurement process.
- 4.5. Evaluation of Proposals.** The SNO911 Administrator and NORCOM Administrator shall jointly evaluate the proposals consistent with the RFQ and shall jointly select a single qualified bidder whose proposal is most advantageous to SNO911 and NORCOM for the work outlined on all three schedules with price and other factors considered.
- 4.6. Award and Management of Contract.** SNO911 shall award and enter into one or more contracts with the bidder selected under Section 4.5. for the SNO911-only work and the Joint Work; SNO911 shall have sole authority to manage the contract and direct the consultants and professionals under the contract. The costs for the Joint Work shall be allocated consistent with Exhibit B. NORCOM shall award and enter into a contract with the bidder selected under Section 4.5. for the NORCOM only work. NORCOM shall have sole authority to manage the contract and direct the consultants and professionals under its contract.

5. EQUIPMENT AND PUBLIC WORKS PROCUREMENT PROCESS.

- 5.1. Plans and Specifications for Equipment Purchases. and Public Works Projects.** The Parties shall work cooperatively with the Professional Services Consultant to jointly develop Equipment and Installation Plans and Specifications for the System Improvements. The Equipment and Installation Plans and Specifications shall include three schedules: 1) SNO911 Exclusive Equipment and Work, referred to as SNO911 only work; 2) NORCOM Exclusive Equipment and Work, NORCOM only work; and

3) Joint Equipment and Work, Joint Work. The Schedules shall include cost estimates for the identified Equipment and Work.

5.2. Development of Bid Documents. The SNO911 Administrator shall develop all necessary bid documents (“Bid Documents”) in accordance with State competitive bidding laws for purchase and installation of equipment necessary for the System Improvements. The SNO911 Administrator shall include the NORCOM Administrator in the process as necessary to ensure that all Bid Documents are approved by NORCOM. The Parties intend to include all three Equipment and Installation Plan and Specification Schedules developed under Section 5.1 in the competitive procurement processes selected with the goal of purchasing the equipment through a common vendor(s) and contracting for installation using a common contractor(s) for all three schedules.

5.3. Approval of Bid Documents. NORCOM shall provide SNO911 with written approval of the final Bid Documents, Work Schedules and Cost Estimates within 10 business days of receipt of the documents and prior to SNO911 proceeding with the procurement process.

5.4. Bid Process and Evaluation of Bids. The SNO911 Administrator shall conduct all necessary bid processes in compliance with the applicable State statutory bid requirements. The SNO911 Administrator and NORCOM Administrator shall jointly evaluate bids consistent with the Bid Documents and shall jointly select qualified bidders consistent with the Bid Documents subject to the following requirement.

- a. The Parties intend that a single contract be awarded for all three Work Schedules referenced in Section 5.1. Each Party retains the right to reject the bid for its Work Schedule if the bid exceeds the Cost Estimate by 20%. In the event either Party rejects a bid for that Party’s work schedule, that Party shall either award a separate contract or shall be required to undertake its own procurement process.
- b. Costs for SNO911 only, NORCOM only and Joint Work shall be allocated based on the Schedules. The costs associated with the Joint Equipment and Work shall be allocated in accordance with Exhibit B.

5.5. Award of Equipment Purchase and Installation Contract. SNO911 shall award and enter into a contract with the bidder(s) selected under Section 5.4. Contract will include a “Contract Price” for purchase and installation costs associated with each contract. SNO911 shall have sole authority to manage the contract(s) and direct the contractors and vendors under the contract(s).

6. INSTALLATION OF SYSTEM IMPROVEMENTS.

6.1. The SNO911 Administrator shall inform the NORCOM Administrator of all construction meetings related to the contract(s) described herein and the NORCOM Administrator, or designee shall be entitled to attend and participate in all such meetings. SNO911 Administrator shall have sole authority to direct the contractor and

consultants during the installation process, provided the NORCOM administrator has approved Joint and NORCOM Only work at NORCOM radio sites.

- 6.2.** In the event SNO911 encounters change orders in excess of 10% of the “Contract Price,” amounts established under the equipment purchase and installation contract(s) awarded under Section 5.5. or has a material impact on the overall project schedule, SNO911 shall notify NORCOM of such costs and shall obtain the written consent of NORCOM in advance of incurring such costs. NORCOM shall have the option of agreeing to the excess costs or shall identify reductions necessary to bring the costs within the Contract Price amount. In the event NORCOM cannot identify cost reductions, NORCOM shall be responsible for the actual costs incurred to complete construction of the NORCOM System Upgrades even if the costs exceed the Contract Price.

7. INVOICING AND PAYMENT

- 7.1.** The Parties shall work with the Professional Services Consultant, vendors and contractors to bill each Party’s cost, as identified in Exhibit B or in the contract documents directly to the responsible party.
- 7.2.** For joint costs or NORCOM costs that SNO911 pays as the Lead Agency or contracting party, SNO911 shall bill NORCOM for such costs as such costs are incurred on a regular basis. SNO911 shall provide NORCOM with a detailed invoice for all costs billed. NORCOM shall have 30 calendar days after receipt of the invoice to pay or contest any of the charges. In the event the Parties cannot agree on the invoiced amounts, the Parties agree to resolve such agreement in accordance with the dispute resolution provisions set forth in this Agreement. In the event NORCOM fails to pay or contest a charge within 30 days of the date of the invoice such unpaid charges shall accrue interest at the rate of 1.5% per month.

8. PROPERTY OWNERSHIP

- 8.1.** This Agreement does not provide for jointly owned property. All property acquired by each Party to enable it to perform its responsibilities under this Agreement, shall remain the property of the Party in the event of the termination of this Agreement.

9. INDEMNITY.

- 9.1.** Each Party shall defend, indemnify and hold the other Party, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or resulting from any action or failure to act on its part or breach of any of its obligations under this Agreement. In the event of liability for damages arising out of bodily injury to persons or damages to property caused by or resulting from the concurrent negligence of the Parties, their officers, officials, employees, and volunteers, each Party’s liability, including the duty and cost to defend, hereunder shall be only to the extent of that Party’s negligence. It is further specifically and expressly understood that the indemnification provided herein

constitutes each Party's waiver of immunity under Industrial Insurance, Title 51 RCW, solely for the purposes of this indemnification. The Parties have mutually negotiated this waiver. The provisions of this section shall survive the expiration or termination of this Agreement.

10. DISPUTE RESOLUTION.

- 10.1.** Whenever any dispute arises between the Parties under this Agreement that is not resolved by routine meetings or communications, the Parties agree to seek resolution of such dispute by the process described in this section.
- 10.2.** Either Party may demand mediation through a process to be mutually agreed to in good faith between the Parties within 30 days, which may include binding or nonbinding decisions or recommendations. The Parties shall share equally the costs of mediation and shall be responsible for their own costs in preparation and participation in the mediation.
- 10.3.** If the mediation process cannot be agreed upon or if the mediation fails to resolve the dispute then, within 30 calendar days, either Party may submit the matter to binding arbitration in accordance with Rules of the American Arbitration Association and Mediation Service, or other agreed upon arbitration rules. The arbitration shall be before one disinterested arbitrator with the sharing the cost of the arbitrator. The location of the arbitration shall be mutually agreed, and the laws of the State will govern its proceedings. Each Party shall be responsible for its own costs in preparing for and participating in the arbitration. The award by the Arbitrator may be confirmed by a judgment entered with Snohomish County, Washington Superior Court.

11. INSURANCE.

- 11.1.** Each Party shall maintain comprehensive general liability insurance for its operations and shall maintain property insurance on its portion of the System and System Improvements.

12. ADMINISTRATION

- 12.1. Effective Date and Term.** This Agreement and any amendments thereto, shall be executed on behalf of each Party by its duly authorized representative and pursuant to an appropriate motion, resolution or ordinance. This Agreement may be executed in any number of counterparts, each of which shall be an original, but those counterparts will constitute one and the same instrument. This Agreement shall be deemed adopted and effective as of _____, 2022 (the "Effective Date").

This Agreement shall have an initial term of _____ from its Effective Date through _____ (the "Initial Term") and shall thereafter be of ongoing duration, subject to termination provisions contained herein.

Project Completion and ILA Termination. Upon system turn-on and acceptance, this agreement will be considered complete and the agreement terminated.

- 12.2. Administration.** The administration of this Agreement shall be conducted by the Administrators designated in Paragraph 1.
- 12.3. No Separate Entity Created.** This Agreement does not establish a separate legal entity, joint board, or administrative section for the purpose of acquiring, managing, or disposing of property, or any other financial obligation allowed under the Chapter 39.34 RCW.
- 12.4. Benefits.** This Agreement is entered into for the benefit of the parties to this agreement only and shall confer no benefits, direct or implied, on any third persons.
- 12.5. Filing/Web Site.** This Agreement shall either be filed with the County Auditor or by listing on either of the Party's websites in accordance with RCW 39.34.040.
- 12.6. Non-Waiver of Breach.** The failure of either Party to insist upon strict performance of any of the covenants and agreements contained in this Agreement, or to exercise any option conferred by this Agreement in one or more instances shall not be construed to be a waiver or relinquishment of those covenants, agreements, or options, and the same shall be and remain in full force and effect.
- 12.7. Assignment.** Any assignment of this Agreement by either Party without the prior written consent of the non-assigning Party shall be void. If the non-assigning Party gives its consent to any assignment, the terms of this Agreement shall continue in full force and effect and no further assignment shall be made without additional written consent.
- 12.8. Modification.** No waiver, alteration, or modification of any of the provisions of this Agreement shall be binding unless in writing and signed by a duly authorized representative of each Party and subject to approval by the legislative body of each Party.
- 12.9. Entire Agreement.** The written terms and provisions of this Agreement, together with any Exhibits attached hereto, shall supersede all prior communications, negotiations, representations or agreements, either verbal or written of any officer or other representative of each party, and such statements shall not be effective or be construed as entering into or forming a part of or altering in any manner this Agreement. All of the Exhibits are hereby made part of this Agreement.
- 12.10. Severability.** If any section of this Agreement is adjudicated to be invalid, such action shall not affect the validity of any section not so adjudicated.
- 12.11. Interpretation.** Any rule of construction to the effect that ambiguities are to be resolved against the drafting Party shall not apply in interpreting this Agreement. The

language in this Agreement shall be interpreted as to its fair meaning and not strictly for or against any Party.

12.12. Notice. All communications regarding this Agreement shall be sent to the Parties at the addresses listed on the signature page of the Agreement, unless notified to the contrary. Any written notice hereunder shall become effective upon personal service or three (3) business days after the date of mailing by registered or certified mail, and shall be deemed sufficiently given if sent to the addressee at the address stated in this Agreement or such other address as may be hereafter specified in writing.

Snohomish County 911:	NORCOM
By: _____ (signature)	By: _____ (signature)
Print Name: _____	Print Name: _____
Its _____	Its _____
DATE: _____	DATE: _____

NOTICES TO BE SENT TO: SNOHOMISH COUNTY 911:	NOTICES TO BE SENT TO: NORCOM:

EXHIBIT A

Project Schedule

The Professional Services Consultant selected in section 4.6 shall name a Project Manager. The Project Manager will identify a mutually agreeable overall project schedule. However, the agencies anticipate this project to be completed in two phases. These phases may overlap as needed. Specifically, the NORCOM site preparation work, as coordinated by the shared Project Management and Coordination scope discussed above will start as soon as possible after the Effective Date of the Agreement. The Parties recognize this body of work is likely the most complex, time consuming, and will likely drive the overall project schedule.

Phase A - Replacement of Zetron 2200 paging encoder

1. Identify replacement product that meets technical requirements
2. Procurement of turnkey installation
3. Oversight of installation
4. Testing of solution
5. Cutover to operations

Phase B - Replacement of simulcast control, remote site control and transmitters

1. Identify replacement product that meets technical requirements
2. Procurement of turnkey installation
3. NORCOM preparatory work
 - a. Backhaul and lease negotiations
 - b. Building Permits
 - c. Antenna, feedlines, power, rack installations
4. Oversight of installation of paging equipment
5. Testing of solution
6. Cutover to operations

EXHIBIT B

Cost Share

Project Management and Coordination

There will be two cost share formulas:

1. Scope that is coordination, design, and technical support activities that support the entire System (e.g. Joint Work) shall be shared between NORCOM and SNO911 based on the number of anticipated sites. 18 sites (67% of total) for SNO911 and 9 sites (33% of total) for NORCOM.
2. Hardware or services that are specific to one agency or the other will be wholly funded by that specific agency.

Project Management and Coordination Scope	Cost Share Formula
Provide overall project management (schedule, work organization, reporting, etc.) of the paging system upgrade. Including primary system controller(s).	67% SNO911 33% NORCOM
Provide some coverage design analysis and make recommendations on radio site(s) that may be eliminated.	67% SNO911 33% NORCOM
SNO911 related FCC Licensing cleanup work	100% SNO911
Provide ongoing technical support on an as-needed basis for questions that SNO911 or NORCOM does not have the staff/resources to answer. Including primary system controller(s).	67% SNO911 33% NORCOM
Assist NORCOM with site development tasks including architectural and engineering, lease renewals, new site lease development, and coordination with its network backhaul carrier (PSERN). Including: Backhaul and lease negotiations, architectural and engineering work, building permits, antenna installations, power and rack installations, NORCOM specific FCC Licensing, and any other work associated with NORCOM radio sites.	100% NORCOM

Site Equipment Hardware

SNO911 will complete a competitive procurement process to purchase various hardware components that will be replaced as part of this project. Equipment, acquired through a joint competitive procurement process that is destined for NORCOM sites will be initially procured by SNO911 then legally transferred to NORCOM for installation, ongoing maintenance, and ownership. Equipment to be installed at SNO911 radio sites, including the centralized paging encoders will be funded wholly by SNO911.

Anticipated Site Equipment Hardware	Cost Share Formula
Centralized paging encoders at SNO911 radio sites	100% SNO911
Simulcast controller(s) and any ancillary equipment at SNO911 radio sites	100% SNO911
Remote Site Controllers, transmitters and any ancillary equipment at SNO911 owned or leased sites	100% SNO911

Remote Site Controllers, any geo-redundant equipment, transmitters and any ancillary equipment at NORCOM owned or leased sites	100% NORCOM
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Site Equipment Installation

Costs associated with each site will be wholly funded by each agency.

Anticipated Site Equipment Installation	Cost Share Formula
Installation of paging encoders at SNO911 radio sites	100% SNO911
Installation of Simulcast controller(s) and any ancillary equipment at SNO911 owned or leased radio sites	100% SNO911
Installation of Remote Site Controllers and transmitters at SNO911 sites	100% SNO911
Installation of Remote Site Controllers and transmitters at NORCOM sites	100% NORCOM
Installation of Simulcast controller(s), any geo-redundant equipment, and any ancillary equipment at SNO911 owned or leased radio sites	100% NORCOM

Site Equipment Training, Documentation, Spare Parts, and Any Other Services or Hardware Centrally Acquired

Scope that is coordination, design, and technical support activities that support the entire system shall be shared between NORCOM and SNO911 based on the number of anticipated sites. 18 sites (67% of total) for SNO911 and 9 sites (33% of total) for NORCOM.

Anticipated Site Equipment Installation	Cost Share Formula
Shared Training, Documentation, Spares	67% SNO911 33% NORCOM

Resolution 202

A RESOLUTION OF THE GOVERNING BOARD OF NORCOM AUTHORIZING THE EXECUTION OF AN INTERLOCAL AGREEMENT WITH SNOHOMISH COUNTY 911 FOR ALPHANUMERIC PAGING SYSTEM UPGRADES, AND MATTERS RELATED THERETO.

WHEREAS, the Northeast King County Regional Public Safety Communications Agency (“NORCOM”) and Snohomish County 911 (“SNO911”) entered into a 2008 Memorandum of Understanding entitled “Western Washington Regional Public Safety VHF Alphanumeric Paging System MOU” (the “MOU”) to jointly operate an alphanumeric paging system (the “System”); and

WHEREAS, the MOU outlines each party’s obligations with respect to the System but does not include a cost-sharing mechanism or outline the procedures necessary to implement upgrades to the System; and

WHEREAS, the parties have determined that it is necessary to upgrade the existing System to extend its operational life; and

WHEREAS, the parties now desire to enter into an agreement pursuant to chapter 39.34 RCW, the Interlocal Cooperation Act, to provide a cost-sharing mechanism for such upgrades;

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

Section 1. Authorization. The Governing Board hereby authorizes the NORCOM Director to finalize the terms of and execute an Interlocal Agreement for Alphanumeric Paging System Upgrades (the “Agreement”) with SNO911, substantially in the form attached hereto and incorporated herein by this reference. The Director, together with legal counsel to NORCOM, are authorized to finalize the terms of the Agreement in a manner that is in the best interest of NORCOM.

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

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

Passed by a majority vote of the Governing Board in an open meeting on this 14th day of October, 2022. Signed in authentication thereof on this 14th day of October, 2022.

Chair

Authentication



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 10/14/2022
Subject: November Meeting Decision

Executive Summary:

In April 2022 staff advised the Board that the November 11, 2022 Governing Board meeting occurs on a legal holiday. At that time, staff recommended that the Board consider this in advance of November and identified two options.

- Move the November 11th meeting to November 10th
- Cancel the meeting altogether, dependent on a careful needs assessment.

Background:

N/A

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 of the ILA meeting requirements and has carefully examined possible critical Board decision points. Staff recommends cancellation of the November meeting.

Staff Comments:

N/A

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 10/14/2022
Subject: October Information Technology and Operations Updates Newsletter

Executive Summary:

The October 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 October Newsletter



Information Technology Updates

From: Katy Myers, DDofA

October 2022

Radio

PSERN

Radio to CAD Interface (CAD-I) – pending quote from Motorola. Seattle just had their kickoff meeting. Removing the dollars earmarked for this interface within the CAD Migration project budget. Once quotes are received a new CAD-I project will come back to the Governing Board for approval.

Alpha-Numeric Paging

Request for Qualifications (RFQ) to select Professional Consultant almost ready for publishing. ILA in final review.

Estimated Timing:

NORCOM Internal and Legal Review	10/7/2022
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. Met with KCEMS to identify and work through data translation and reporting issues.

Body-Worn Cameras

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

Kirkland PD - IT Services agreement completed.

Navigator

No Change.

Redmond Back-Up Center

Removed and recycled old backup area electronic equipment, surplus furniture.

CAD-to-CAD Interface

Scheduling demonstration with field and dispatch operations and Delaware users - tentatively October 19, 2022.

CAD Lite

Waiting for system developers to provide estimated timeline and costs to develop NORCOM instance.

CAD Maintenance

September maintenance canceled due to unit recommendation back-up system not functioning. Working to add a Location station alerting back-up to help mediate radio watch.

IT Service Desk

Surveys

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

“Thank you for the excellent service.”

“Responsive and timely as always”

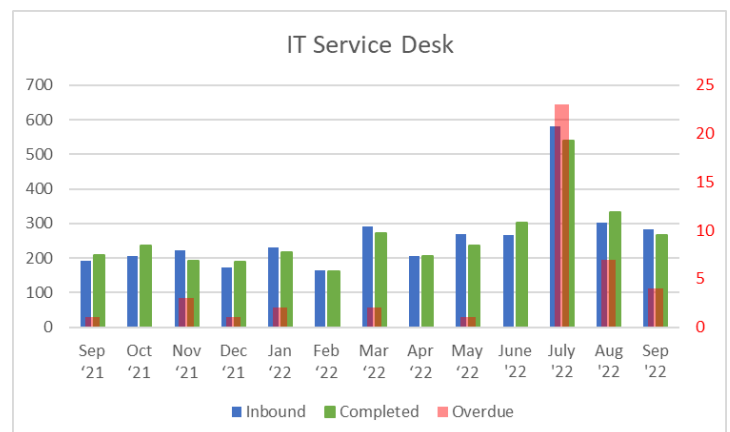
Last Month: 16 surveys returned

- Better than expected – 44
- As expected – 24

Service Requests

282 Inbound tickets
267 Completed tickets

4 overdue tickets
2 closed with a map updated
1 continue to be worked on with outside vendor and agencies
1 closed with no response





Operations Updates

From: Roky Louie, Deputy Director Operations

October 2022

Storm Season Approaching

Washington's wet and windy winter season is approaching quickly. 2021 ended with 43.63 inches of precipitation in the Seattle area, the wettest year since 2017. Rain, wind, snow, and cold temperatures are all factors that lead to changes in our normal dispatching procedures each year. NORCOM strives to be prepared when bad weather strikes with downed trees, power lines, and rain that floods streets in your cities. NORCOM has proactively prearranged procedures with the power company for high call volume spikes during heavy wind and rainstorms. We have a system in place that allows our dispatch center to receive heavy loads of information regarding power issues and fax those complaints directly to the power company. This allows for a more streamlined reporting system when phone lines become overwhelmed during storms. We have also set up predetermined snow procedures for our Police agencies. Once activated the snow procedures allow NORCOM to adjust dispatching policies based on city specific needs during a large snowfall. Our Fire agencies also have procedures in place that allows them to switch to what we call "Resource Emergency" during heavy weather related events. A resource emergency is "a pre-planned response to overwhelming requests for resources due to unusual conditions (snow, ice, wind, etc.)". This process is intended to facilitate a controlled response to non-emergency situations negatively impacting an agency's resources. When a Fire agency determines that they need to be in an altered state of response due to weather events they advise dispatch of this, and we quickly put them into this emergency status. This allows our fire agencies to take control of their valuable resources and more closely monitor lower priority calls in place of utilizing a pre-determined response plan that assigns multiple units to a single call. Alternately, some agencies may go into "Reduced Response" which alters the existing response plans and replaces them with less units allowing them to save resources for

when they are needed the most. During a major weather event NORCOM also has the ability to utilize what we call the "Events Queue". This phone queue can be quickly activated and staffed to allow call receivers to filter out non-emergency calls and transfer them to a specific call taker. This allows for quicker identification of emergency calls during an event that generates lots of phone calls from the public. As this year's storm season approaches, we are prepared through both training and close teamwork with our agencies.

Training

The training cadre remains dedicated to ensuring that operations staff are prepared to do their jobs at any time. To this end, we have focused in the last month on continuing education and practice for manual dispatching in the event of a planned or unplanned CAD outage. In addition to ongoing continuing education for all operations personnel, we have concluded one Call Receiving Academy with two new Telecommunicators now in one-on-one training with Training Officers, two radio academies with three Telecommunicators now in active training for their first radio position and have one additional student in Call Receiving Academy. We are actively preparing for a Call Receiving Academy to start on October 5 with six newly hired Telecommunicators.

Training personnel collaborated with Valley Communications, Port of Seattle Police and Fire Communications and King County EMS office to prepare, present and record a four-hour continuing education presentation to prepare all operations personnel to begin using updated EMS dispatch guidelines that will be rolled out by EMS in the coming weeks. Training staff also prepared written updates for both the operations personnel as well as Fire/Medic One agencies to apprise them of upcoming response-level and procedural changes; these will be forthcoming via the Fire Liaison.