



AGENDA

NORCOM Governing Board

January 13, 2023

9:00 am

1. Call to Order
2. Roll Call
3. Open Communications from the Public
4. Consent Agenda
 - A. Governing Board Meeting Minutes December 9, 2022
 - B. AP Reports December
5. For Briefing to Board
 - A. 2021 Financial and Accountability Audit
 - B. Staffing Update
 - C. Single CAD Update - Tyler Fire Migration
6. For Board Decision
 - A. NORCOM Space Needs Study - Request for Information (RFI) Update
 - B. Resolution 204 - Adopting an exception to the Public Records Act indexing rules
7. Newsletter
 - A. January Information Technology and Operations Updates Newsletter
8. Adjournment

The next Governing Board meeting is scheduled for February 10, 2023



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 01/13/2023
Subject: Governing Board Meeting Minutes December 9, 2022

Executive Summary:

The December 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

December GB Minutes



Meeting Minutes
NORCOM Governing Board
December 9, 2022

MEMBERS

Nathan McCommon	City of Bellevue
Jay Hagen	City of Bellevue
Bruce Kroon	City of Bothell
Kyle Kolling	City of Clyde Hill
Beth Goldberg	City of Kirkland (Chair)
Jeff Sass	City of Medina (Vice-Chair)
Jeff Magnan	City of Mercer Island
Dan Yourkoski	City of Normandy Park
Mark Correia	City of Snoqualmie
Joshua Erskine	Duvall Fire District #45
Ben Lane	Eastside Fire & Rescue
Brian Culp	Fire District #27
Matt Cowan	Northshore Fire Department
Adrian Sheppard	Redmond Fire Department
Stephen Healy	Redmond Fire Department
Matt Cowan	Shoreline Fire Department
Ben Lane	Woodinville Fire & Rescue
Michael Olson	City of Kirkland (Board Treasurer)

ABSENT

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

GUESTS

Jami Hoppen	KC911
Joe Sanford	Kirkland Fire Department

NORCOM STAFF

Bill Hamilton	Executive Director
Roky Louie	Deputy Director Operations
Katy Myers	Deputy Director Administrative Services
Judy Cayton	Human Resource Manager
Marianne Ryerson	Finance Manager
Jeremy Henshaw	Law Enforcement Liaison
Cory James	Fire Liaison
Deanna Gregory	Pacifica Law Group
Nathan Way	Applications & Security Architect
Karen Furuya	Senior Project Manager
Zeb Middleton	Senior Systems Engineer
Brittney Rhodes	Public Records Specialist
Maggie Johanson	Administrative Assistant



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December 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 October 14, 2022**

- **Accounts Payable Report October & November**

There was no discussion on any consent agenda items.

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

Motion carried.

o **For Board Briefing**

- **Tyler Update**

Director Hamilton stated that we are now five months into the move to the single CAD system. There has been increased user feedback and a few of the concerns brought to our attention are data and end user ease of use. Director Hamilton expressed we understand change is hard and that NORCOM staff is working diligently with Tyler to address these concerns. Director Hamilton stated there



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have been several healthy conversations and expressed that if there are any issues not addressed in the presentation Deputy Director Myers will be giving today to please let us know. Deputy Director Myers presented an overview of the status of the Tyler upgrade including Drivers for Change, Benefits of Single CAD, Project Process Overview, Looking Forward, Current issues and Situation, and Solution Focuses. A consultant will be hired to work through some of the issues. Deputy City Manager Goldberg asked if it is the quality of the data that is the problem or ease of access? Deputy Director Myers stated it is both and NORCOM is working with Tyler to resolve both concerns. Chief Magnan addressed the mention of a rollback to Central Square however there is a monetary amount that comes with this option. Director Hamilton stated there is a significant cost of upward of \$400,000. Director Hamilton expressed that NORCOM works for all our agencies and that the relationships are important to us, along with our goal to be transparent. He appreciates how patient the Chiefs have been and understands the end-of-year urgency. There are deadlines that have been placed, and NORCOM feels they will be able to meet the deadlines. Deputy City Manager Goldberg stated that the Board needs NORCOM staff to stay on the course addressing all issues.

- **Request for proposal – NORCOM PSAP services for the City of Bothell Police Department**

Director Hamilton stated that the Bothell Police Department had approached NORCOM requesting a formal proposal for NORCOM services. This would require a study to confirm we have the capacity to take on Bothell PD. Bothell is aware we are bringing the topic to the Board. Chief Yourkoski asked how hard it would be to include Lake Forest Park. Director Hamilton stated he spoke to the Chief of LFP last night and they would like to be included in the proposal with Board approval. Deputy City Manager McCommon asked if it would impact staffing. Director Hamilton stated yes it would impact staffing and that would be included in the numbers provided to Bothell. Moving forward NORCOM will provide service relates numbers for the cities to review.

- **For Board Decision**

- **NORCOM Future Growth Needs**

Director Hamilton introduced the topic of future growth needs for NORCOM and noted that previous studies had been done regarding this



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topic, the last one being in 2018 however it is unclear if the results were brought to the Board. Chief Cowan provided information regarding the Fircrest location he had mentioned along with a map of this large campus that is available and stated that they are looking to add multiple agency usage to this property. A portion of this area had been considered to be used for Shoreline Fire with the option to have a dispatch facility. Chief Cowan noted that he needs to report back if NORCOM has any interest in this location. Director Hamilton stated that there are many factors to consider, one of them being how this would impact future & current staffing. Director Hamilton stated he understands the expense however there are many advantages to our current location. Deputy City Manager Goldberg stated that this is hard to evaluate without all the information and that we need to look at long-term, ongoing needs and cost factors. Director Hamilton stated that this is beyond our expertise suggesting we hire a consultant.

Chief Sass motioned to start the process of an RFP or RFQ for a consultant to study the location of NORCOM. Chief Yourkoski seconded the motion.

Motion carried.

Chief Kolling motioned a friendly amendment to the original motion to start the process RFP or RFQ keeping Fircrest as an option and then looking for other options for the future location of NORCOM. Deputy City Manager McCommon seconded the motion.

Motion carried.

- **Resolution 203 – Adoption of the 2023 Budget**

Director Hamilton introduced the topic of Resolution 203 – Adoption of the 2023 Budget. Finance Manager Ryerson reviewed the budget process, key budget items, and 2023 fund summary asking for any questions and requesting for a vote to approve the 2023 Budget.

Chief Sass motioned to approve Resolution 203 – Adoption of the 2023 Budget. Commander Magnan seconded the motion.

Motion carried.



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o **Newsletter**

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

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

o **Recognizing Staff**

Director Hamilton expressed how proud he is of the NORCOM staff for handling the incident with Officer Jackson and wanted to thank all the agencies for the kindness and support that was extended to NORCOM staff. Chief Sass commented that NORCOM staff did a fantastic job, stayed calm, and provided all necessary resources. He stated they should take pride in the way they handled the very difficult situation; they did a phenomenal job.

o **Adjournment**

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

Motion carried.

The meeting adjourned at 10:33.

The next Governing Board meeting is scheduled for January 13, 2023.

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 01/13/2023
Subject: AP Reports December

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 December 2022

NORCOM

ACTIVITY NOVEMBER 29, 2022 THROUGH DECEMBER 31, 2022

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,143,044

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 December 31, 2022

	2022 Budget	December Activity	2022 Collected to Date	% collected
Agency Revenue	12,580,410	-	\$ 12,580,410	100%
Agency Reimbursements	156,000	60,297	\$ 261,176	167%
Grants/Intergovernmental/Interest	140,000	-	\$ 307,317	220%
Total	12,876,410	60,297	13,148,903	102%
Transfers In	1,116,691	-	\$ 1,169,000	105%
Revenues + Transfers	13,993,101	60,296.74	14,317,903	102%

Expenses

	2022 Budget	December Activity	2022 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,846,168	\$ 944,383	\$ 7,277,744	93%	568,424
Salaries & Wages - Overtime	242,405	\$ 83,315	\$ 693,226	286%	(450,821)
Professional Reimbursements	4,200	\$ 485	\$ 4,039	96%	162
Medical	1,169,166	\$ 106,252	\$ 1,138,641	97%	30,525
Dental	98,425	\$ 7,852	\$ 91,742	93%	6,683
Vision	13,080	\$ 1,018	\$ 12,061	92%	1,019
Long-Term Care	6,600	\$ 446	\$ 5,565	84%	1,035
Medicare	117,345	\$ 13,929	\$ 107,567	92%	9,778
MEBT	494,564	\$ 59,484	\$ 491,380	99%	3,184
PERS	881,324	\$ 104,598	\$ 813,311	92%	68,013
Washington FMLA	16,478	\$ 1,543	\$ 12,695	77%	3,783
Unemployment	90,200	\$ 2,330	\$ 88,370	98%	1,830
Workers Comp	35,162	\$ 2,247	\$ 18,176	52%	16,986
Total Personnel	11,015,117	1,327,881	\$ 10,754,518	98%	260,599
Advertising	5,000	\$ -	\$ 14,532	291%	(9,532)
Bank Fees	250	\$ -	\$ 86	34%	164
Cellular,Pager & Radio Svcs	51,816	\$ 2,508	\$ 33,557	65%	18,259
Computer Hardware-Non Capital	10,000	\$ -	\$ 1,616	16%	8,384
Consumable Goods	9,950	\$ 528	\$ 8,813	89%	1,137
Dues & Memberships	11,685	\$ 100	\$ 13,264	114%	(1,579)
Equipment Leases	20,520	\$ 2,612	\$ 23,325	114%	(2,805)
Facility Lease	696,952	\$ 48,385	\$ 683,200	98%	13,752
Financial Audit	23,230	\$ -	\$ 12,417	53%	10,813
Hosted Services	116,720	\$ 18,000	\$ 123,609	106%	(6,889)
HR Services	63,000	\$ 8,972	\$ 91,056	145%	(28,056)
Insurance	75,000	\$ -	\$ 74,116	99%	884
Local Travel/Training/ Mileage	9,000	\$ 142	\$ 4,936	55%	4,064
Network Service	29,091	\$ 2,837	\$ 31,382	108%	(2,291)
Office Furniture	7,750	\$ -	\$ 3,730	48%	4,020
Office Supplies	8,000	\$ 444	\$ 3,745	47%	4,255
Operating Supplies	4,000	\$ 236	\$ 3,076	77%	924
Parking Lease	61,524	\$ 2,401	\$ 35,059	57%	26,465
Payroll Services	25,000	\$ 1,117	\$ 12,534	50%	12,466
Postage	750	\$ 352	\$ 885	118%	(135)
Printing	1,100	\$ -	\$ 1,405	128%	(305)
Professional Services	243,650	\$ 17,354	\$ 141,701	58%	101,949
R&M - Network Equipment	138,137	\$ 4,294	\$ 6,458	5%	131,679
R&M - Office Equipment	5,000	\$ -	\$ 116	2%	4,884
R&M - Software Maintenance	1,014,392	\$ 73,246	\$ 878,493	87%	135,899
Radio Site Lease	52,177	\$ 566	\$ 9,898	19%	42,279
Recruitment Supplies	2,000	\$ -	\$ 143	7%	1,857
Small Tools & Minor Equipment	14,750	\$ 269	\$ 4,324	29%	10,426
Software/Licensing	102,440	\$ 4,629	\$ 58,688	57%	43,752
Telephone Services	46,100	\$ 2,195	\$ 41,033	89%	5,067
Training/Conf Registrations	3,500	\$ 296	\$ 2,217	63%	1,283
Training/Conf Registrations/ Travel	10,500	\$ -	\$ 10,636	101%	(136)
Transfers Out	313,261	\$ -	\$ 50,000	16%	263,261
Total Supplies & Services	3,176,245	191,483	\$ 2,380,052	75%	796,193
GRAND TOTAL	14,191,362	1,519,365	\$ 13,134,569	93%	1,056,793

502- Capital Projects

	2022 Budget	December Activity	2022 Spending to Date	% used	Remaining Balance
R&M - Software Maintenance	698,487	\$ 574	\$ 568,107	81%	130,380

503- Equipment Replacement:

	2022 Budget	December Activity	2022 Spending to Date	% used	Remaining Balance
Computer Hardware-NonCapital	163,670	\$ 136,068	\$ 170,806	104%	(7,136)
R&M Software Maintenance	136,330	\$ -	\$ 5,813	4%	130,517
	300,000	\$ 136,068	\$ 176,619	59%	123,381

505-E 911 Escrow

Revenues:	2022 Budget	December Activity	Collected to Date	% collected
E-911 Escrow	1,166,691	-	\$ 599,712	51%
Investment Interest	-	-	\$ 303,865	
	1,166,691	-	\$ 903,577	77%

Expenditures:	2022 Budget	December Activity	2022 Spending to Date	% used	Remaining Balance
Transfers Out	1,116,691	\$ -	\$ 1,169,000	105%	(52,309)

NORCOM Financial Summary

for Period Ending December 31, 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	\$ 568,493	192.06%
Transfers In	1,166,691	1,169,000	100.20%
Revenue Collected	14,043,101	14,317,903	101.96%
Total Resources	14,191,362	14,466,164	
Personnel Expenditures	11,015,117	\$ 10,754,518	97.63%
Operating Expenditures	2,836,471	\$ 2,380,052	83.91%
Transfers Out	313,261	\$ 50,000	15.96%
Total Expenditures	14,164,849	13,184,569	93.08%
Available Fund Balance	\$26,513	\$1,281,594.64	
<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	300,000	53.26%
Revenue Collected	563,261	300,000	53.26%
Total Resources	1,101,525	838,264	
Expenditures	698,897	\$ 568,107	81.29%
Transfers Out	-	\$ -	0.00%
Total Expenditures	698,897	568,107	81.29%
Available Fund Balance	\$402,628	\$270,157	
<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	\$ 176,619	58.87%
Transfers Out	-	-	0.00%
Total Expenditures	300,000	176,619	58.87%
Available Fund Balance	\$251,404	\$324,785	

	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	-	303,865	0.00%
Revenue Collected	1,116,691	903,577	80.92%
Total Resources	1,202,410	989,296	
Expenditures	-	-	0.00%
Transfers Out	1,116,691	1,169,000	104.68%
Total Expenditures	1,116,691	1,169,000	104.68%
Available Fund Balance	\$85,719	-\$179,704	
<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	300,000	100.00%
Total Expenditures	300,000	300,000	100.00%
Available Fund Balance	\$507,041	\$507,041	



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 01/13/2023
Subject: 2021 Financial and Accountability Audit

Executive Summary:

The State Auditor's Office has started NORCOM's Financial and Accountability audits for the year ended December 31, 2021. The auditors have prepared the attached Audit Entrance Document for the Board's review detailing the scope of the audit and other important audit information.

Accountability topics to be reviewed during this audit include:

- Payroll- Benefit Deductions, leave cash outs and supplemental pay
- Accounts Payable- general disbursements
- Open Public Meetings – compliance with minutes, meetings and executive sessions
- Financial condition- review for indicators of financial distress

Background:

From the auditor's office:

We are pleased to notify you regarding the beginning of our audit of NORCOM for fiscal year 2021. The State Auditor's Office is committed to maintaining positive relationships and open communication with the governments we audit. As a member of the governing body, we believe you should be fully informed about our audit work. At the request of the Board and Agency management, we are waiving a formal audit entrance conference. Attached we have included our audit entrance conference document. Please feel free to reach out to us with any areas of concern that you would like us to include in the scope of our audit or if you have any questions about the audit.

After we finish our audit work, we plan to contact you again to invite you to attend an exit conference, in which we will share the results of the audit. This is an opportunity for you to hear directly from us about what we found and to ask any questions you may have about the audit process or results.

We take very seriously our responsibility of serving citizens by promoting accountability, fiscal integrity and openness in state and local government. We believe it is critical to citizens and the mission of the Agency that we work together as partners in accountability to prevent or constructively resolve issues.

Past Board or Other Related Actions:

None

Policy and Strategic Implications:

No policy changes

NORCOM Staff Recommendation:

N/A

Staff Comments:

Nothing additional

Options**Risks**

Finance Committee Review: Yes

The Finance Committee is aware of this regular audit.

Legal Review: No

NA

Joint Operations Board Review: No

NA

Attachments

2021 Audit Entrance Conference



Office of the Washington State Auditor

Pat McCarthy

Entrance Conference: North East King County Regional Public Safety Communication Agency (NORCOM)

The Office of the Washington State Auditor's vision is increased trust in government. Our mission is to provide citizens with independent and transparent examinations of how state and local governments use public funds, and develop strategies that make government more efficient and effective.

The purpose of this meeting is to share our planned audit scope so that we are focused on the areas of highest risk. We value and appreciate your input.

Audit Scope

Based on our planning, we will perform the following audits:

Accountability audit for January 1, 2021 through December 31, 2021

We will examine the management, use and safeguarding of public resources to ensure there is protection from misuse and misappropriation. In addition, we will evaluate whether there is reasonable assurance for adherence to applicable state laws, regulations and policies and procedures.

We plan to evaluate the following areas:

- Payroll – benefit deductions, leave cash outs, and supplemental pay
- Accounts payable – general disbursements
- Open public meetings – compliance with minutes, meetings and executive session requirements
- Financial condition – review for indicators of financial distress

Financial statement audit for January 1, 2021 through December 31, 2021

We will provide an opinion on whether your financial statements are presented fairly, in all material respects, in accordance with the applicable reporting framework. The audit does not attempt to confirm the accuracy of every amount, but does search for errors large enough to affect the conclusions and decisions of a financial statement user.

Engagement Letter

We have provided an engagement letter that confirms both management and auditor responsibilities, and other engagement terms and limitations. Additionally the letter identifies the cost of the audit, estimated timeline for completion and expected communications.

Levels of Reporting

Findings

Findings formally address issues in an audit report. Findings report significant results of the audit, such as significant deficiencies and material weaknesses in internal controls; misappropriation; and material abuse or non-compliance with laws, regulations or policies. You will be given the opportunity to respond to a finding and this response will be published in the audit report.

Management Letters

Management letters communicate control deficiencies, non-compliance, misappropriation, or abuse that are less significant than a finding, but still important enough to be formally communicated to the governing body. Management letters are referenced, but not included, in the audit report.

Exit Items

Exit items address control deficiencies, non-compliance with laws or regulations, or errors that have an insignificant effect on the audit objectives. These issues are informally communicated to management.

Important Information

Confidential Information

Our Office is committed to protecting your confidential or sensitive information. Please notify us when you give us any documents, records, files, or data containing information that is covered by confidentiality or privacy laws.

Audit Costs

The cost of the audit is estimated to be approximately \$24,350 and other expenses, if any.

Expected Communications

During the course of the audit, we will communicate with Marianne Ryerson, Finance Manager, on the audit status, any significant changes in our planned audit scope or schedule and preliminary results or recommendations as they are developed.

Please let us know if, during the audit, any events or concerns come to your attention of which we should be aware. We will expect Finance Manager to keep us informed of any such matters.

Audit Dispute Process

Please contact the Audit Manager or Assistant Director to discuss any unresolved disagreements or concerns you have during the performance of our audit. At the conclusion of the audit, we will summarize the results at the exit conference. We will also discuss any significant difficulties or disagreements encountered during the audit and their resolution.

Loss Reporting

Washington state law requires all state agencies and local governments to immediately notify SAO if staff know or suspect loss of public resources, or of other illegal activity including a cyber-attack if it resulted in a loss of public resources or potentially impacted financial records or systems. State and local government employees should alert us to suspected fraud through the online Report a Suspected Fraud or Loss form below. These notifications can be made on our website at www.sao.wa.gov/report-a-concern/how-to-report-a-concern/fraud-program/.

Peer Reviews of the Washington State Auditor's Office

To ensure that our audits satisfy *Government Auditing Standards*, our Office receives external peer reviews every three years by the National State Auditors Association (NSAA). The most recent peer review results are available online at www.sao.wa.gov/about-sao/who-audits-the-auditor/. Our Office received a “pass” rating, which is the highest level of assurance that an external review team can give on a system of audit quality control.

Emerging Issues

Some of the emerging issues affecting local governments are the following:

- October 2022 GASB Update – see attached
- September 2022 Audit Connection – see attached

Working Together to Improve Government

Audit Survey

When your report is released, you will receive an audit survey from us. We value your opinions on our audit services and hope you provide us feedback.

Local Government Support Team

This team provides support services to local governments through the Budget, Accounting, and Reporting System (BARS) and annual online filing technical assistance, provides accounting, reporting and BARS training. Our website and client portal offers many resources, including a client Help Desk that answers auditing and accounting questions, updated BARS manuals, access to resources and recorded trainings, and additional accounting and reporting resources. Additionally this team assists with the online filing of your financial statements.

The Center for Government Innovation

The Center for Government Innovation of the Office of the Washington State Auditor offers services designed to help you, help the residents you serve at no additional cost to your government. What does this mean? They provide expert advice in areas like building a Lean culture to help local governments find ways to be more efficient, effective and transparent. The Center also provides financial management technical advice and best practices and resources. These can be accessed from the “Improving Government” tab of our SAO website and help you act on accounting standard changes, comply with regulations, protect public resources, minimize your cybersecurity risk and respond to recommendations in your audit. The Center also offers the Financial Intelligence Tool, better known as FIT, to help you assess and monitor your finances and compare your financial operations to other local governments like you. You can email the Center for a personal training session to learn all the benefits using the FIT tool can provide. The Center understands that time is your most precious commodity as a public servant, and wants to help you do more with the limited hours you have. If you are interested in learning how the Center can help you maximize your effect in government, call them at (564) 999-0818 or email them at Center@sao.wa.gov.

Audit Team Qualifications

Kelly Collins, CPA, CFE, Director of Local Audit – Kelly has been with the Washington State Auditor's Office since 1992. In her role, she oversees the audit teams that perform the audits for over 2,200 local governments. She serves on the Washington Finance Officers Association Board and is a member of the Washington Society

of Certified Public Accountants' Government Auditing and Accounting Committee. Phone: (564) 999-0807 or Kelly.Collins@sao.wa.gov

Wendy Choy, Assistant Director of Local Audit - Wendy has been with the Washington State Auditor's Office since 2002. In her role as Assistant Director, she assists with statewide oversight and management of all the audits for local government. She is also the program manager for public hospital districts. She served as an Audit Manager for six years prior to becoming an Assistant Director of Local Audit. Phone: (425) 502-7067 or Wendy.Choy@sao.wa.gov

Haji Adams, Audit Manager – Haji has been with the Washington State Auditor's Office since 2009. During his time with the Office, Haji has been a member of the South King County and North King County teams covering local governments throughout Western Washington. Haji has a wide range of experience auditing cities, school districts, hospital districts, housing authorities, risk pools, fire districts, sewer districts, and water districts. He has performed accountability, federal single audit, and financial statement audits in accordance with the audit plan to ensure Office quality expectations and standards are met. Haji received his Bachelor of Arts degree in Accounting with a minor in Business Administration at Western Washington University. Phone: (425) 900-5277 or Haji.Adams@sao.wa.gov

Clay Trushinsky, Assistant Audit Manager – Clay has been with the State Auditor's Office since 2015. During his time with the office, he has performed multiple financial, accountability, and federal compliance audits for cities, counties, special purpose districts, housing authorities, and school districts. Clay received his Bachelor of Arts degree in Business Administration with a concentration in Accounting from Pacific Lutheran University. Prior to working at the SAO, Clay was an accountant with a local CPA firm. (425) 900-5644 or Clay.Trushinsky@sao.wa.gov



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 01/13/2023
Subject: Staffing Update

Executive Summary:

NORCOM staff wishes to present a brief staffing update to the Governing Board.

Background:

NORCOM has made significant progress in filling Telecommunicator positions over the last six months. Two training academies are being run simultaneously.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

N/A

Staff Comments:

Nothing Additional

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: 01/13/2023
Subject: Single CAD Update - Tyler Fire Migration

Executive Summary:

Since the December Governing Board meeting, NORCOM staff has continued working on researching and addressing Fire Agencies' concerns and questions. Below are activities tied to the two areas of focus.

Data Schema and Availability - NORCOM has partnered with Definitive Networks, Inc. (DNI) to assist in building data queries that meet the needs of agency analysts for detailed reporting. DNI led a data identification workshop where the agencies confirmed and agreed to the scope of work on December 13, 2022. DNI has made significant progress, delivering data queries on January 4, 2023, for the analyst community to do quality assurance checks. This testing is in progress.

An updated ESO transform file has been tested and approved to move into production. This file fixes two of the ESO data discrepancies and allows staff to begin work on developing the three other identified fixes.

Tyler trainers are scheduled for two in-person training sessions on their Decision Support Software (DSS) for free. DSS is the Tyler CAD system's built-in reporting system and allows ad-hoc and canned reporting. This tool can assist agencies that do not have internal data analysts with performance reporting. The training announcement has been sent to all agencies' points of contact. Each class is limited to 10 attendees. Agencies are asked to sign up by 10 am, January 17th.

- Week of February 6th, 2023, is Decision Support System (DSS) training #1 – in person free of charge training by Tyler to cover ad hoc reporting available out of the CAD system.
- Week of March 13th, 2023, is Decision Support System (DSS) training #2 – in person free of charge training by Tyler to cover ad hoc reporting available out of the CAD system.

User Acceptance – NORCOM staff began in-person meetings the week of 1/9/2023 with Fire mobile end users at their stations. Topics include a review of the mobile product, "tips and tricks" (informal functionality training for increased ease of use), hardware audit, status of user-identified issues, Crew Force demonstration, and simply listening to learn more about the user experiences. Thus far, participating agencies include Bellevue, Mercer Island, Duvall, Fall City, Snoqualmie, Kirkland, and Shoreline.

A detailed report will be provided in the next few weeks.

Background:

The decision to migrate to a single CAD system involved a great deal of multi-disciplined stakeholder and end-user discussion, solicitation of input, and end-user field testing. Many of the concerns regarding the data and end-user challenges did not come to light at the time and are being aggressively remedied. Other identified concerns are not unusual when migrating to a new technology platform. NORCOM staff is confident that progress continues, and challenges will be overcome.

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**

Finance Committee Review: No

Legal Review: No

The NORCOM legal representative is aware of this project and the related progress.

Joint Operations Board Review: No

Attachments

Single CAD Update

Single CAD Project Update

Single CAD Project Update

- Data Schema & Availability
 - Definitive Networks partnership to make data available to fire agencies
 - Data identification workshop completed on 12/13/2023
 - SQL queries delivered for QA on 1/4/2023
 - ESO transform file published 1/11/2023
 - Fixes 2 issues
 - Allows development work on fix for 3 other issues
 - Decision Support Software (DSS) training
 - 2 In-person sessions, Feb 6-9 and Mar 13-16
 - Canned and ad-hoc reporting out of the CAD database and Law Enforcement Records Management System. First 2 days for police, fire & 911, Second 2 days are for police only

Single CAD Project Update

- User Acceptance
 - NORCOM staff holding face to face meetings with users at their stations
 - Topics included review of tips & tricks, hardware audit, status of user identified issues, Crew Force demonstration and listening time to learn more about the user experience
 - Participating agencies included Bellevue, Duvall, Falls City, Snoqualmie, Kirkland and Shoreline
 - Detailed report will be issued in the next few weeks
 - Feedback received from the meetings
 - Summary of the hardware used by agencies in the apparatus
 - Recommendations to improve user experience



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 01/13/2023
Subject: NORCOM Space Needs Study - Request for Information (RFI) Update

Executive Summary:

Results from the published Request for Information issued by NORCOM regarding the Facility Needs discussion from the December 2022 Governing Board meeting.

Before year-end, NORCOM published a Request for Information (RFI) to help give budgetary estimates and reasonable timeline expectations. The RFI submittal deadline closed on January 9th, 2023.

The RFI received 5 responses from firms that all had experience connected to 911 Facilities. Responses summarized a phased approach, starting with a facility needs study. The average recommended budget was \$75,000 - \$100,000 with a suggested timeline to complete the study of 6 months.

Background:

A discussion was held at the December 2022 Governing Board meeting regarding a property opportunity in the Fircrest community of Shoreline. It was suggested that this property could potentially meet NORCOM's future growth needs. Concerns about growing rent costs and an interest in controlling future facility costs were expressed.

The Board directed NORCOM to proceed with formal contracting steps to aid in future space and facility needs.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

No policy changes

NORCOM Staff Recommendation:

After reporting of the key takeaways, the Board is asked to make decisions regarding the timeline, funding source and approve the next steps for the project.

Staff Comments:

Nothing Additional

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

Attachments

Facilities RFI Results

Facilities RFI Results

Request for Information

- Determined publishing RFI would be best first step in response to Board request
- Published December 22nd- closing date of January 9th
 - NORCOM's website
 - Daily Journal of Commerce-Seattle
 - Office of Minority and Women's Business Enterprises
 - Solicited all applicable vendors on NORCOM's Roster (MRSC roster)
- Received Five responses
 - Provided reasonable estimates to set expectations of a project timeline, cost, and phased approach
 - Suggested items not originally considered to include in an RFQ

Key Takeaways & Board Discussion Items

- Phased approach, thorough review of each phase's results and approval to continue
 - Phase 1: Facility Needs Study
- Phase 1 Timeline: 6 months
- Estimated cost: \$75,000 - \$100,000
- Move forward discussion items- with this information
 - Move forward with study?
 - Funding source and approval – Adopted budget for Capital Projects ending balance is \$255.
 - Expected timelines



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 01/13/2023
Subject: Resolution 204 - Adopting an exception to the Public Records Act indexing rules

Executive Summary:

As part of NORCOM's Policy and Procedure review and update process, the Public Records Act policy has been under review. RCW 42.56.070(3) requires an agency to maintain an index of records therein described unless the local agency determines that it would be unduly burdensome to do so.

NORCOM has one Public Records employee and the agency is comprised of four distinct divisions, operating at three physical locations, with equipment at 70 sites, supporting nearly 20 public safety agencies, and serving a population of over 600,000, covering 660 square miles. Each work division creates and maintains separate records that are diverse, complex, and stored in multiple locations and on multiple computer systems and databases.

As permitted under RCW 42.56.070(4), NORCOM staff recommends the Governing Board approve Resolution 204, adopting a policy rule that affirms it is unduly burdensome to maintain a central index of these records as required by RCW 42.56.703(3) and will make available for public inspection and copying all indexes maintained for agency use.

This recommendation has been reviewed and is recommended by legal counsel.

Background:

As NORCOM staff reviews content and updates the format of the agency's policy manual, recommended changes require the Governing Board's approval.

In navigating the complexities of the Washington State Public Records Act, NORCOM has occasion to work closely with one of our legal representatives from Pacifica Law, who is a subject matter expert in this regard. Understanding the complex and widespread services delivered by NORCOM, it is the strong recommendation of our legal representative to adopt Resolution 204 as allowed by RCW 42.56.070(3).

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

Receive information related to the requirements under RCW 42.56.070(3) and (4) and adopt and affirm the undue burden of maintaining a central index.

Staff Comments:

Nothing additional

Options**Risks**

Finance Committee Review: No

Legal Review: No

The rules change and adoption of Resolution 204 is consistent with the strong recommendation of our legal counsel.

Joint Operations Board Review: No

Attachments

Resolution 204 - Adopting Public Records Act

01.030 Public Records Act Policy

RCW 42.56.070

Public Records Act Rules

RESOLUTION 204

A Resolution relating to the compliance with the Public Records Act, specifically, adopting Public Records Act rules, issuing a formal order that maintains an index would be unduly burdensome.

WHEREAS, RCW Sections 42.56.40, 42.56.070 and 42.56.100 of the Public Records Act (“the Act” collectively require that state and local agencies provide, publish and prominently display certain information, exemptions and rules governing disclosure of public records; and

WHEREAS, RCW 42.56.070(3) requires an agency to maintain an index of records therein described unless the local agency determines that it would be unduly burdensome to do so and in that event it must issue and publish a formal order specifying why it would be unduly burdensome; and

WHEREAS, NORCOM is a local agency as defined in the Act and must therefore comply with its provisions; and

WHEREAS, the attached Public Records Act policy (“the Policy”) fulfill one of these requirements; and

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

Section 1. The attached Policy is adopted as the policy NORCOM will follow in handling public records requests and the Executive Director is hereby authorized to amend the Policy as necessary to remain in compliance with evolving law governing the handling of public records requests and to update the Policy as facts may require. All amendments to the Policy shall be reported to the Governing board.

Section 2. NORCOM is comprised of four departments, with subdivisions serving over 600,000 community members and 20 public safety agencies. The different departments maintain separate databases and/or record keeping systems for the indexing of records and information. Because these records are diverse, complex and stored in multiple locations and in multiple computer systems and databases, it is unduly burdensome to maintain a central index of these records. Therefore, the Governing Board finds that maintaining the index required by RCW 42.56.070(3) would be unduly burdensome and formally orders that such an index does not have to be maintained as allowed under RCW 42.56.070(4) so long as all other agency indexes are available for public inspection and copying in conformity with applicable law.

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 public meeting on this 13th day of January 2023.

Signed in authentication thereof on this 13th day of January 2023.

Chair

Attest



Policy #: 01.030

Policy Name:

Public Records Act

Issued: 06/12/2009

Revision Date: [Publish Date]

Review Schedule:

POLICY APPLIES TO: All Employees

I. PURPOSE

1. This policy establishes the procedures NORCOM will follow to provide access to public records as defined under Washington's Public Records Act, Chapter 42.56 RCW. These procedures provide information to persons wishing to request access to public records maintained by NORCOM and establish processes for both the requestors and NORCOM staff that are designated to assist members of the public in obtaining such access.

II. POLICY

1. It is the policy of NORCOM to release records in compliance with the Public Records Act and any other applicable provisions of federal or state law. NORCOM provides access to information concerning the conduct of government, being mindful of individuals' privacy rights and the desirability of the efficient administration of government.
2. NORCOM has an assigned public records officer who oversees compliance with the Act, but other NORCOM staff may assist in processing requests at the public records officer's direction.
3. In accordance with the Act, the NORCOM public records officer or designee will do the following:
 - a. Provide fullest assistance to requestors as provided by law.
 - b. Ensure that public records are reasonably protected from damage, destruction, or disorganization.
4. NORCOM is comprised of four distinct divisions, operating at three locations, with equipment at 70 sites, supporting nearly 20 public safety organizations, and serving a population of over 600,000, covering 660 square miles. Each division creates and maintains separate records that are diverse, complex, and stored in multiple locations and in multiple computer systems and databases. As allowed under RCW 42.56.070(4), NORCOM affirms it is unduly burdensome to maintain a central index of these records as required by RCW 42.56.703(3) and will make available for public inspection and copying all indexes maintained for agency use.

III. REQUESTING A PUBLIC RECORD

1. A variety of records are available on the NORCOM's website at www.norcom.org. Requestors are encouraged to view the documents available on the website prior to submitting a records request.

2. Any person wishing to inspect or obtain copies of public records maintained by NORCOM may submit a request using the NORCOM online request system, found at www.norcom.org.
 - a. Requests may also be made:
 - i. Via phone (425) 577- 5672
 - ii. By first-class mail addressed to the Public Records Officer at NORCOM, PO Box 50911, Bellevue, WA 98015
 - iii. Via e-mail to records@norcom.org
 - iv. When accessible - In-person at NORCOM located in the Bellevue City Hall Building at 450 110th Avenue NE, Bellevue, WA 98009, Monday through Friday between 9am and 4pm. Must call from City of Bellevue Service First desk in the city hall lobby as NORCOM has no lobby area.
 - b. Information to include in the request:
 - i. Name and contact information of the requestor (e.g., email address, address, phone number) sufficient for providing notice and delivering records
 - ii. The date of the request
 - iii. Identification of the public records adequate for the public records officer or designee to locate the records
3. The public records officer or designee will confirm receipt of the information and the substance of the request in writing.

IV. PROCESSING OF PUBLIC RECORDS REQUESTS

1. **Processing the Request.** The public records officer or designee will process requests in the order that allows the most requests to be processed in the most efficient manner while preventing excessive interference with other essential functions of NORCOM.
2. **Acknowledging Receipt of the Request.** Within five business days of the receipt of the request, the public records officer will do one or more of the following:
 - a. Make the records available for inspection or copying.
 - b. Provide copies of the responsive records to the requestor.
 - c. Provide a reasonable estimate of when the records or an installment of records will be made available.
 - d. Deny the request, with the reason for the denial.
3. **Seeking or Receiving Clarification.** If the request is unclear or does not sufficiently identify the requested records, the public records officer or designee will seek clarification from the requestor. Additional time required to respond to a request may be based on the need to clarify the intent of the request.
 - a. If the requestor fails to clarify the request within the given timeframe, any portions of the request that are not clear will be considered closed, in accordance with RCW 42.56.520(3).
 - b. Following clarification, the public records officer or designee may revise the estimate of when records will be available.

4. **Records Exempt from Disclosure.** Some records are exempt from disclosure, in whole or in part. If NORCOM believes that a record is exempt from disclosure and should be withheld or redacted, the public records officer will do the following:
 - a. State the specific exemption and provide a brief explanation of why the record or a portion of the record is being withheld citing the related Public Records Act section, RCW, or other legal provision.
 - b. If only a portion of a record is exempt from disclosure the public records officer will redact the exempt portions, provide the non-exempt portions, and indicate to the requestor why portions of the record are redacted.
 - c. For informational purposes, following is a current list of laws other than the Public Records Act (RCW 42.56.070(2)) that NORCOM believes might exempt or prohibit disclosure of specific information or records of NORCOM:
 - i. Privileged communications, including attorney-client privilege, RCW 5.60.060
 - ii. Trade secrets, RCW 19.108
 - iii. Juvenile records under certain circumstances, RCW 13.50 RCW
 - iv. Criminal records under certain circumstances, RCW 10.97
 - v. Washington State Patrol information under certain circumstances, RCW 43.43.710
 - vi. Vehicle or driving records in certain circumstances, RCW 46.12.635; RCW 46.52.130
 - vii. Medical records in certain circumstances, RCW 68.50.105; RCW 70.02
 - viii. Records related to reports of abandonment, abuse, financial exploitation, or neglect, RCW 74.34.095
 - ix. Records of a person confined in jail under certain circumstances, RCW 70.48.100
5. **Notice to Others.** Pursuant to RCW 42.56.540, Third Party Notification is provided for most requests when the request involves a party other than the requestor and there is a potential exemption that could be asserted. This does not apply to requests from other Law Enforcement entities or other such privileged parties. Appropriate consideration of RCW 42.56.240(1)(2) is also applied at the discretion of the Executive Director
6. **Automated Requests.** NORCOM may deny or consider for ordering purposes any records request that the agency reasonably believes was generated by a bot, computer program, or script. NORCOM may deny such a request if it reasonably believes that it is one of multiple requests from a requestor within a 24-hour period and that responding to the multiple requests would cause excessive interference with other essential functions of the agency.
7. **Inspection of Records.** NORCOM will provide space to inspect public records upon request. If a requestor wishes to inspect original records at NORCOM's facility rather than receive copies of records, the requestor may contact the public records officer to make arrangements to inspect records.
8. **Providing Copies of Records.** In most cases, the public records officer will respond to a request for public records by providing the requestor with electronic copies of the responsive records via the online records request system. In any given instance, the format and any related fees may vary depending on the circumstances.

9. **Providing Records in Installments.** When the request is for many records or is complex, the public records officer or designee may provide the records in installments.
10. **Closing Withdrawn or Abandoned Request.** When the requestor withdraws the request, fails to clarify an entirely unclear request, fails to make timely payment, or fails to inspect or retrieve an entire set of records or one or more installments within thirty days, the public records officer or designee may stop searching for any remaining records, provide written notice to the requestor that the request is considered abandoned and closed, and administratively close the request.
11. **Later Discovered Documents.** If, after NORCOM has informed the requestor that it has provided all available records, NORCOM becomes aware of additional responsive records existing at the time of the request, it will endeavor to provide them to the requestor.

V. COSTS OF PROVIDING COPIES OF PUBLIC RECORDS

1. There is no fee for inspecting public records.
2. It would be unduly burdensome for NORCOM to calculate its actual costs for providing public records, for the following reasons: the agency does not have a set, singular method of providing records; providing records could involve any number of facilities, services, or staff members; determining actual costs in each instance would require substantial work and divert resources away from timely responding to each request; conducting a cost study would divert limited resources from other essential functions and would not be warranted in light of all the above circumstances; and the statutory rates are reasonable approximations of actual costs. NORCOM therefore adopts the charges set forth in 42.56.120 (2) (b) for providing records. NORCOM will assess charges consistent with the provisions of that statute.
3. Before beginning to make the copies, the public records officer or designee may require a deposit of up to 10 percent of the estimated costs of copying all the records selected by the requestor.
4. The public records officer or designee may also require the payment of the remainder of the copying costs before providing all the records, or the payment of the costs of copying an installment before providing that installment.
5. Payment may be made by check or money order.
6. NORCOM may waive fees for anything totaling under \$2.00.

VI. REVIEW OF DENIALS OF PUBLIC RECORDS

1. **Petition for Internal Administrative Review of Denial of Access.** Any person who objects to the initial denial or partial denial of a records request may petition in writing (including e-mail) to the public records officer for a review of that decision within ten (10) business days from the date of the response. The petition shall include a copy of or reasonably identify the written statement by the public records officer or designee denying the request.
2. **Consideration of Petition for Review.** The public records officer shall promptly provide the petition and any other relevant information to NORCOM's Executive Director or their designee. The Executive Director or their designee will consider the petition and either affirm or reverse the denial within two business days or as soon as practicable, or as agreed upon with the requestor.

VII. RECORD RETENTION & DESTRUCTION

1. All NORCOM record retention is governed by chapter 40.14 RCW through the Washington State Local Government Common Records Retention Schedule (CORE), Washington State Law Enforcement Records Retention Schedule and the Washington State Emergency Communications (911) Records Retention Schedule. Most records are retained based upon their content, not the type media or record they are.
2. **Key Communications Center Retention.** NORCOM has established the following record retention schedule for key communication center records that meets or exceeds the following Washington State Emergency Communications (911) Records Retention Schedule.
 - a. Washington State Emergency Communications (911) Records Retention Schedule:
 - i. 911 Audio – 90 days
 - ii. Computer Aided Dispatch Backup Data/Tapes – 3 years after date of backup
 - iii. Computer Automated Dispatch (CAD) Incident Files – 1 year after end of the calendar year
 - iv. Radio Logs – 60 days after date of last entry
 - v. National Criminal Information Center Logs – 1 year after date of last entry
 - vi. Teletypes (incoming and outgoing) – 1 year after end of calendar year
 - b. Washington State Fire Protection and Emergency Medical Services Retention Schedule:
 - i. Radio Logs – 90 days after date of document
 - c. Washington State Law Enforcement Records Retention Schedule:
 - i. All Radio Transmissions – 90 days after conclusion of dispatch action
 - d. Washington State Local Government Common Records Retention Schedule
 - i. Automatic Vehicle Locator (AVL) data – 30 days after last recording (Per User Board AVL is retained for 60 days.)

NAME	SIGNATURE	DATE
Judy Cayton, Human Resources Manager		
Katy Myers, Deputy Director of Administrative Services		
Roky Louie, Deputy Director of Operations		
William Hamilton, Executive Director		

Board Review Date:



RCW 42.56.070

Documents and indexes to be made public—Statement of costs.

(1) Each agency, in accordance with published rules, shall make available for public inspection and copying all public records, unless the record falls within the specific exemptions of subsection (8) of this section, this chapter, or other statute which exempts or prohibits disclosure of specific information or records. To the extent required to prevent an unreasonable invasion of personal privacy interests protected by this chapter, an agency shall delete identifying details in a manner consistent with this chapter when it makes available or publishes any public record; however, in each case, the justification for the deletion shall be explained fully in writing.

(2) For informational purposes, each agency shall publish and maintain a current list containing every law, other than those listed in this chapter, that the agency believes exempts or prohibits disclosure of specific information or records of the agency. An agency's failure to list an exemption shall not affect the efficacy of any exemption.

(3) Each local agency shall maintain and make available for public inspection and copying a current index providing identifying information as to the following records issued, adopted, or promulgated after January 1, 1973:

(a) Final opinions, including concurring and dissenting opinions, as well as orders, made in the adjudication of cases;

(b) Those statements of policy and interpretations of policy, statute, and the Constitution which have been adopted by the agency;

(c) Administrative staff manuals and instructions to staff that affect a member of the public;

(d) Planning policies and goals, and interim and final planning decisions;

(e) Factual staff reports and studies, factual consultant's reports and studies, scientific reports and studies, and any other factual information derived from tests, studies, reports, or surveys, whether conducted by public employees or others; and

(f) Correspondence, and materials referred to therein, by and with the agency relating to any regulatory, supervisory, or enforcement responsibilities of the agency, whereby the agency determines, or opines upon, or is asked to determine or opine upon, the rights of the state, the public, a subdivision of state government, or of any private party.

(4) A local agency need not maintain such an index, if to do so would be unduly burdensome, but it shall in that event:

(a) Issue and publish a formal order specifying the reasons why and the extent to which compliance would unduly burden or interfere with agency operations; and

(b) Make available for public inspection and copying all indexes maintained for agency use.

Public Records Act Rules

RCW 42.56.070

(3) Each local agency shall maintain and make available for public inspection and copying a current index providing identifying information as to the following records issued, adopted, or promulgated after January 1, 1973...

(4) A local agency need not maintain such an index, if to do so would be unduly burdensome, but it shall in that event:

(a) Issue and publish a formal order specifying the reasons why and the extent to which compliance would unduly burden or interfere with agency operations; and

(b) Make available for public inspection and copying all indexes maintained for agency use.

Public Records Indexes

- NORCOM is comprised of four distinct divisions, operating at three physical locations, with equipment at 70 sites, supporting nearly 20 public safety organizations, and serving a population of over 600,000, covering 660 square miles. Each division creates and maintains separate records that are diverse, complex, and stored in multiple locations and in multiple computer systems and databases.
- Recommended and reviewed by legal counsel



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 01/13/2023
Subject: January Information Technology and Operations Updates Newsletter

Executive Summary:

The January 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

January IT & Operations Newsletter



Information Technology Updates

From: Katy Myers, DDofA

January 2023

Radio

PSERN to CAD Interface

Project in queue – pending Tyler migration completion.

Alpha-Numeric Paging

Request for Qualifications (RFQ) responses received pending outcome of the scoring.

Telephone Systems

911 Platform Replacement

NORCOM is scheduled for kickoff the week of September 18, 2023.

Systems and Programs

Tyler Fire Migration

Working with DNI to address fire reporting issues. NORCOM staff will be doing station visits to work on mobile configurations and complete a hardware audit.

Body-Worn Cameras

Bellevue PD - Pending signatures of IT Services agreement
Kirkland PD – work completed.

SPIDR

Continuing to work with Bellevue PD to support their project.

CAD-to-CAD Interface

Interface installed and pass testing, handed off to operations for procedure and policy development.

CAD Lite

Initial planning completed, pending kick-off meeting and contract signature.

RAADAR

- Working with Island County Dispatch (ICOM) to bring on Oak Harbor PD and possibly other agencies.
- Planning a user group meeting in Q1 to discuss development roadmap.
- RADAR Navigator signed agreement for further development work in Q1 and Q2.

CAD Server Expansion & Upgrade

Kickoff meeting scheduled the first week of January 2023. This project updates the CAD environment and enables replication of mission critical systems at the disaster recovery site. The project is a step closer to full redundancy, improved continuity of operations and will limit scheduled or unscheduled downtime.

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.

Last Month: 3 surveys returned

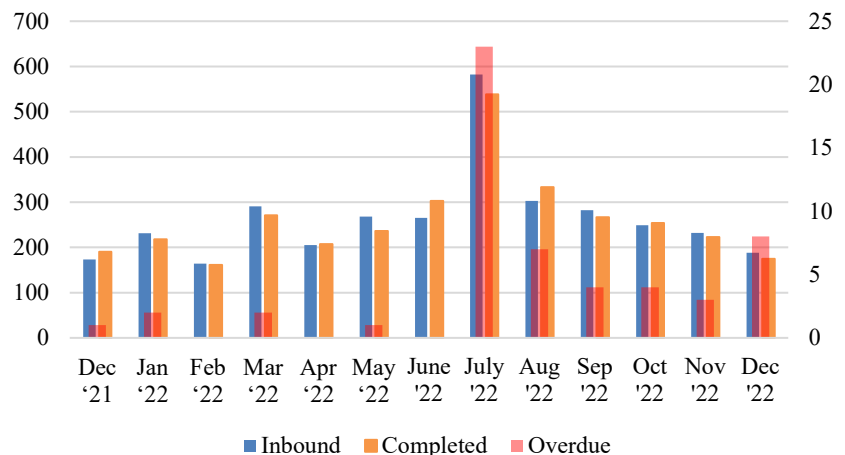
- Better than expected – 10
- As expected – 2

Service Requests

188 Inbound tickets
175 Completed tickets

7 overdue tickets
back and forth communications
with requester
2 duplicate tickets – issue with eCBD
vendor
3 required detailed investigation
1 long standing issue that was
resolved in our recent update
1 wasn't overdue, we are researching
why it is flagged as such

IT Service Desk





Operations Updates

From: Roky Louie, Deputy Director of Operations

January 2023

Crime Crossing Jurisdictional Boundaries

Over the last few years we have seen a rise in crimes that cross jurisdictional boundaries. Gas station and marijuana shop robberies are a prime example of these types of crimes that occur across multiple jurisdictions, committed by the same subjects in a short span of time. Having procedures in place to quickly identify these scenarios and notify surrounding agencies when one of these types of crimes is occurring is critical in helping law enforcement catch the subjects. In the November Police Ops meeting our agencies discussed ways to improve NORCOM's procedures to include these newer types of scenarios. The focus was on quick identification of a crime that might cross into another jurisdiction and make quick notification to surrounding agencies. That notification comes through either broadcasting on radio channel called "PSAP", that all surrounding King County Dispatch Centers monitor, or a notification phone call to a specific agency. NORCOM updated our procedures in early December to give clearer direction and training to our staff to help call receivers and dispatchers quickly identify situations like this and act without waiting for approval from a field unit to arrive on scene. These new procedures (SOP 06-009 Police Broadcasts & Notifications) include bank robberies, car jackings, armed robberies (gas stations, marijuana shops), LoJack activations, and many more. We have already seen positive results from this procedure update. NORCOM continues to relay on the expertise of our agencies to work with us in realizing improvement like this.

CAD to CAD Interface

Last month, NORCOM IT in conjunction with Tyler Technologies installed a software component to our CAD system enabling a CAD to CAD Interface. This is the start of an exciting project that will ultimately allow NORCOM and Snohomish 9-1-1 to quickly share information and resources

with each other. Currently, when NORCOM has an incident that requires a Snohomish County resource, we contact Snohomish 9-1-1 via phone, ask for the resource, provide the necessary call details, and wait for that resource to be dispatched on their end. On occasion, their resource is not available, which results in a phone call back to NORCOM, re-running the response plan and determining the next resource which may or may not be from NORCOM's service area. The result of this back and forth communication not only ties up resources for both NORCOM and Snohomish 9-1-1, it adds delays to the dispatching of resources on average of 6-8 minutes. This CAD to CAD Interface will allow NORCOM to quickly send information to Snohomish 9-1-1 (and vice-versa) and request a specific unit via the CAD systems, essentially removing any delays involved in that process. The software installation and initial configuration portion of this project has been completed by both NORCOM and Snohomish 9-1-1 and is up and running in the test environments. As a test, NORCOM was able to successfully request and dispatch a Snohomish resource on an incident in NORCOM's area within a matter of seconds, thus proving the connection works for this incredible time and resource saver. The next steps for this project are for NORCOM and Snohomish 9-1-1 to develop specific policies and procedures for how this interface will be used. There are a small number of configuration items that both agencies are deciding on, and when ready, additional input from fire agencies will be sought. Once finalized, both dispatch centers will train their personnel and communication will be sent to our fire agencies. NORCOM's current goal is to have this interface live within the next six months.