



AGENDA

NORCOM Governing Board
February 10, 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 January 13, 2023
 - B. AP Reports January
5. For Briefing to Board
 - A. King County 911 Presentation - New 911 Platform update
 - B. 911 Wireless Routing
6. For Board Decision
 - A. Exploring a proposed pilot project to embed a Behavioral Health Professional in Dispatch.
7. Newsletter
 - A. February Information Technology and Operations Updates Newsletter
8. Adjournment

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



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 02/10/2023
Subject: Governing Board Meeting Minutes January 13, 2023

Executive Summary:

The January 2023 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:

Nothing additional

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

Attachments

Governing Board Meeting Minutes January 13, 2023



Meeting Minutes
NORCOM Governing Board
January 13, 2023

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 Correira	City of Snoqualmie
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
Michael Despain	Redmond Fire Department
Matt Cowan	Shoreline Fire Department
Ben Lane	Woodinville Fire & Rescue
Michael Olson	City of Kirkland (Board Treasurer)

ABSENT

Joshua Erskine	Duvall Fire District #45
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

GUESTS

Nick Curry	NAG
Gus Olivio	Redmond Analyst
Jami Hoppen	KC911
Michelle Plorde	KC EMS



Meeting Minutes NORCOM Governing Board January 13, 2023

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
Sean Goehner	Systems Engineer
Zeb Middleton	Senior Systems Engineer
Brittney Rhodes	Public Records Specialist
Maggie Johanson	Administrative Assistant
Chelsie Barcus	Payroll Accounting Specialist

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 December 9, 2022**
- **Accounts Payable Report December**

There was no discussion on any consent agenda items.



**Meeting Minutes
NORCOM Governing Board
January 13, 2023**

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

Motion carried.

o **For Board Briefing**

- **2021 Financial and Accountability Audit**

Director Hamilton introduced the topic of the state audit, which has begun for the year ending December 31, 2021. Finance Manager Ryerson stated that the auditors will review financial statements, general disbursements, and payroll items such as cashouts. The audit entrance document was provided for the Board to review.

- **Staffing Update**

Director Hamilton stated that NORCOM staff intends to update the Board on staffing regularly. He commented that much progress has been made. Human Resources Manager Cayton stated that we are one hire away from being fully staffed and are very happy with the direct recruiting process that has been implemented. The new process is bringing more robust and diverse candidates.

- **Single CAD Update – Tyler Fire Migration**

Director Hamilton introduced the Single CAD update stating that NORCOM staff continues working on concerns and questions related to Data Schema and Availability, and User Acceptance. Deputy Director Myers discussed both areas of concern. Deputy Director Myers mentioned the two DSS (Decision Support Software) training that Tyler will be held in February and March. The classes are limited to 10 people per class, NORCOM will then audit and teach the class as needed for future groups. Chief Sheppard stated he appreciated the interface with the crew, he stated he thought a comparison was being made with CrewForce. He commented that he has received a lot of feedback on other platforms and would like for NORCOM to investigate other platforms. Deputy Director Myers explained that Tablet Command which was mentioned as one of the other platforms is very different from CrewForce. CrewForce is used to get to the scene, notify who is coming and focus on helping each other. Fire Liaison James and Applications Supervisor Johnson went into the field meeting with users to identify concerns and had very productive sessions. Fire Liaison James stated they visited 6 agencies interacting with a very rounded group of 30 people focusing on the user interface, auditing hardware and demonstrating CrewForce. Applications Supervisor Johnson spent time in the rigs with staff stating there is a



Meeting Minutes NORCOM Governing Board January 13, 2023

need to provide additional training in this area. Due to the fact that each department has varied equipment training will be modified to fit the individual agency needs. Deputy Director Myers stated that the goal is by February to have solutions to the concerns expressed.

o For Board Decision

- **NORCOM Space Needs Study – Request for Information (RFI) Update**

Director Hamilton introduced the topic of the NORCOM Space Needs Study discussed at the December 9, 2022 Governing Board meeting. A location and property opportunity were introduced by Chief Cowan. The Board directed NORCOM to identify the cost by RFP or RFQ. Finance Manager Ryerson stated NORCOM published an RFI to explain our current situation to avoid unnecessary costs as the best first step response to the Board's request. The RFI was published on December 22, 2022 and received five responses. Director Hamilton explained that the RFI will provide a full scope including geo study, staff needs and location through a thorough study. Chief Cowan stated he is passionate about looking at the long term and expressed concern about NORCOM's current location being in one of the highest rent areas. Deputy City Manager Goldberg stated that the request is to take the RFI and convert it to RFP or RFQ. Finance Manager Ryerson after asked how long this would take stated it would take about 4 to 6 weeks. Deputy City Manager Goldberg advised not to search for property until we know the current and long terms needs of NORCOM. Director Hamilton confirmed NORCOM will examine the current and future needs, examine leasing in the current market, space needs and benefits of owning verses leasing.

Chief Cowan 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.

- **Resolution 204 – Adopting an exception to the Public Records Act indexing rules**

Director Hamilton requested approval of Resolution 204 which provides an exception to the Public Records Act via RCW 42.56.070(3) stating that maintaining a central index of records is unduly burdensome.

Chief Yourkoski motioned to approve Resolution 204 – Adopting an exception to the Public Records Act indexing Rules. Chief Magnan seconded the motion.



**Meeting Minutes
NORCOM Governing Board
January 13, 2023**

Motion carried.

Updated Public Records Policy and Procedures were provided and approved.

o **Newsletter**

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

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

o **Adjournment**

Deputy City Manager McCommon made a motion to adjourn the meeting.
Commander Magnan seconded the motion.

Motion carried.

The meeting adjourned at 9:51.

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

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 02/10/2023
Subject: AP Reports January

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 January 2023

NORCOM

ACTIVITY JANUARY 1, 2023 THROUGH JANUARY 30, 2023

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,292,131.86

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 January 30, 2022

	2023 Budget	January Activity	2023 Collected to Date	% collected
Agency Revenue	13,461,039	3,365,249	\$ 3,365,249	25%
Agency Reimbursements	164,500	-	\$ -	0%
Grants/Intergovernmental/Interest	136,000	-	\$ -	0%
Total	13,761,539	3,365,249	3,365,249	24%
Transfers In	1,470,055	200,000	\$ 200,000	14%
Revenues + Transfers	15,231,594	3,565,249.00	3,565,249	23%

Expenses

	2023 Budget	January Activity	2023 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	8,256,403	\$ 475,282	\$ 475,282	6%	7,781,121
Salaries & Wages - Overtime	298,876	\$ 22,241	\$ 22,241	7%	276,635
Professional Reimbursements	4,200	\$ 323	\$ 323	8%	3,877
Medical	1,286,460	\$ 103,357	\$ 103,357	8%	1,183,103
Dental	104,339	\$ 7,805	\$ 7,805	7%	96,534
Vision	13,603	\$ 1,024	\$ 1,024	8%	12,579
Long-Term Care	6,600	\$ 485	\$ 485	7%	6,115
Medicare	126,712	\$ 6,903	\$ 6,903	5%	119,809
MEBT	499,131	\$ 31,950	\$ 31,950	6%	467,181
PERS	921,507	\$ 52,924	\$ 52,924	6%	868,583
Washington FMLA	17,370	\$ 1,123	\$ 1,123	6%	16,247
Unemployment	92,394	\$ 6,905	\$ 6,905	7%	85,489
Workers Comp	43,960	\$ 1,090	\$ 1,090	2%	42,870
Total Personnel	11,671,555	711,413	\$ 711,413	6%	10,960,142
Advertising	5,000	\$ 368	\$ 368	7%	4,632
Bank Fees	500	\$ -	\$ -	0%	500
Cellular,Pager & Radio Svcs	35,525	\$ 920	\$ 920	3%	34,605
Computer Hardware-Non Capital	7,500	\$ -	\$ -	0%	7,500
Consumable Goods	14,310	\$ 150	\$ 150	1%	14,160
Dues & Memberships	12,635	\$ 9,705	\$ 9,705	77%	2,930
Equipment Leases	19,865	\$ 1,642	\$ 1,642	8%	18,223
Facility Lease	763,797	\$ 91,533	\$ 91,533	12%	672,264
Financial Audit	23,836	\$ -	\$ -	0%	23,836
Hosted Services	173,888	\$ 9,433	\$ 9,433	5%	164,455
HR Services	94,415	\$ -	\$ -	0%	94,415
Insurance	85,000	\$ 90,940	\$ 90,940	107%	(5,940)
Legal Services	200,000	\$ -	\$ -	0%	200,000
Local Travel/Training/ Mileage	14,150	\$ -	\$ -	0%	14,150
Network Service	45,549	\$ 477	\$ 477	1%	45,072
Office Furniture	8,250	\$ -	\$ -	0%	8,250
Office Supplies	6,400	\$ -	\$ -	0%	6,400
Operating Supplies	4,250	\$ 77	\$ 77	2%	4,173
Parking Lease	29,200	\$ 2,270	\$ 2,270	8%	26,930
Payroll Services	19,010	\$ 679	\$ 679	4%	18,331
Postage	750	\$ -	\$ -	0%	750
Printing	300	\$ -	\$ -	0%	300
Professional Services	28,550	\$ -	\$ -	0%	28,550
R&M - Network Equipment	397,684	\$ -	\$ -	0%	397,684
R&M - Office Equipment	2,500	\$ -	\$ -	0%	2,500
R&M - Software Maintenance	883,986	\$ 17,176	\$ 17,176	2%	866,810
Radio Site Lease	62,685	\$ -	\$ -	0%	62,685
Recruitment Supplies	2,000	\$ -	\$ -	0%	2,000
Small Tools & Minor Equipment	10,300	\$ -	\$ -	0%	10,300
Software/Licensing	78,342	\$ -	\$ -	0%	78,342
Telephone Services	33,565	\$ 1,468	\$ 1,468	4%	32,097
Training/Conf Registrations	12,388	\$ 792	\$ 792	6%	11,596
Training/Conf Registrations/ Travel	34,635	\$ -	\$ -	0%	34,635
Transfers Out	28,000	\$ -	\$ -	0%	28,000
Total Supplies & Services	3,138,765	227,631	\$ 227,631	7%	2,911,134
GRAND TOTAL	14,810,320	939,043	\$ 939,043	6%	13,871,277

502- Capital Projects

	2023 Budget	January Activity	2022 Spending to Date	% used	Remaining Balance
Alpha Numeric Paging	600,000	\$ -	\$ -	0%	600,000
CAD Server Expansion	55,050	\$ -	\$ -	0%	55,050
Console Replacement	152,753	\$ -	\$ -	0%	152,753
	807,803	-	-		807,803

503- Equipment Replacement:

	2023 Budget	January Activity	2022 Spending to Date	% used	Remaining Balance
Network Costs	100,900	\$ -	\$ -	0%	100,900
Radio Site Maintenance	5,000	\$ -	\$ -	0%	5,000
Desktops/Laptops/Phones	25,600	\$ -	\$ -	0%	25,600
	131,500	-	-	0%	131,500

505-E 911 Escrow

Revenues:	2023 Budget	January Activity	Collected to Date	% collected
E-911 Escrow	1,470,055	-	\$ -	0%
Investment Interest	-	-	\$ -	0%
	1,470,055	-	\$ -	0%

Expenditures:	2023 Budget	January Activity	2022 Spending to Date	% used	Remaining Balance
Transfers Out	1,470,055	\$ 200,000	\$ 200,000	14%	1,270,055

NORCOM Financial Summary

for Period Ending January 30, 2022

	2023 Adopted Budget	Actual	Percent of Budget
<u>501 - Operating Fund</u>			
2022 Beginning Fund Balance	-	\$0	
Agency Revenue	13,461,038	\$ 3,365,249	25.00%
Other Revenue	300,500	\$ -	0.00%
Transfers In	1,470,055	200,000	13.60%
Revenue Collected	15,231,593	3,565,249	23.41%
Total Resources	15,231,593	3,565,249	
Personnel Expenditures	11,715,385	\$ 711,413	6.07%
Operating Expenditures	3,110,765	\$ 227,631	7.32%
Transfers Out	28,000	\$ -	0.00%
Total Expenditures	14,854,150	939,043	6.32%
Available Fund Balance	\$377,443	\$2,626,205.53	
<u>502 - Capital Projects Fund</u>			
2022 Beginning Fund Balance	402,628	\$402,628	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	377,412	-	0.00%
Revenue Collected	405,412	-	0.00%
Total Resources	808,040	402,628	
Expenditures	807,803	\$ -	0.00%
Transfers Out	-	\$ -	0.00%
Total Expenditures	807,803	-	0.00%
Available Fund Balance	\$237	\$402,628	
<u>503 - Equipment Replacement Reserve</u>			
2022 Beginning Fund Balance	251,404	\$251,404	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	-	-	0.00%
Revenue Collected	-	-	0.00%
Total Resources	251,404	251,404	
Expenditures	131,500	\$ -	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	131,500	-	0.00%
Available Fund Balance	\$119,904	\$251,404	

	2023 Adopted Budget	Actual	Percent of Budget
<u>504 - Operating Expense Reserve</u>			
2022 Beginning Fund Balance	\$ 160,751	\$160,751	
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	\$85,719	
Operating Revenue	1,470,055	\$ -	0.00%
Investment Interest	-	-	0.00%
Revenue Collected	1,470,055	-	0.00%
Total Resources	1,555,774	85,719	
Expenditures	-	-	0.00%
Transfers Out	1,470,055	200,000	13.60%
Total Expenditures	1,470,055	200,000	13.60%
Available Fund Balance	\$85,719	-\$114,281	
<u>506 - Rate Stabilization Reserve</u>			
2022 Beginning Fund Balance	\$507,041	\$507,041	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	-	-	0.00%
Revenue Collected	-	-	0.00%
Total Resources	507,041	507,041	
Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
Available Fund Balance	\$507,041	\$507,041	

Accounts Payable

Checks by Date - Detail by Check Date

User: mryerson
Printed: 1/27/2023 3:59 PM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	120 622565531	ADP Workforce Now Payroll Solution Bundle PPE 12	01/06/2023	447.94
Total for this ACH Check for Vendor 120:				447.94
20151	718 9901563	ACCESS CORP Shredding Services	01/06/2023	145.98
Total for Check Number 20151:				145.98
20152	145 220136	APCO - WA CHAPTER Registration Fee 3X	01/06/2023	1,125.00
Total for Check Number 20152:				1,125.00
20153	2 907937	APCO INTERNATIONAL Public Safety Executive Certification	01/06/2023	3,250.00
Total for Check Number 20153:				3,250.00
20154	364 12272022	AT&T Cell Phone Services Acct 287291727817	01/06/2023	132.12
Total for Check Number 20154:				132.12
20155	3 12282022	AT&T MOBILITY Cell Phone Services Acct 287015346980	01/06/2023	147.01
Total for Check Number 20155:				147.01
20156	6 FV78858 FV78858 FV78858 FV78858 FV78858 FV78858	CDW-GOVERNMENT INC Microsoft Office 365 (Plan G3) Subscription Audio Conferencing GCC GOV MS MPSA AZURE ACTIVE DIR PMP2G GOV MS MPSA AZURE AD PREMGP U Microsoft Office 365 Subscription Microsoft Exchange Online Plan 2G Subscriptio	01/06/2023	29,467.60 422.67 131.78 2,196.22 759.95 1,773.44
Total for Check Number 20156:				34,751.66
20157	210 12202022	CENTURYLINK Telephone Services Acct 431385632	01/06/2023	172.70
Total for Check Number 20157:				172.70
20158	8 12102022	CENTURYLINK Telephone Services Acct 206-Z10-0077-356B	01/06/2023	854.99
Total for Check Number 20158:				854.99
20159	9 620893131	CENTURYLINK Telephone Services Acct 79965571	01/06/2023	132.82

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 20159:	132.82
20160	324 56538-17	CRISTA MINISTRIES Towe Rental - January	01/06/2023	565.69
			Total for Check Number 20160:	565.69
20161	733 12282022	SEAN GOEHNER Mileage Reimbursement	01/06/2023	61.75
			Total for Check Number 20161:	61.75
20162	586 2023-01	MEYDENBAUER CENTER Construction Employee Parking January 2023	01/06/2023	1,950.00
			Total for Check Number 20162:	1,950.00
20163	741 NOR1122	PACIFIC NORTHWEST GIGAPOP Internet Services	01/06/2023	500.00
			Total for Check Number 20163:	500.00
20164	377 PSTI22-395	PST INVESTIGATIONS Background Investigation - J. GREENE	01/06/2023	1,642.70
			Total for Check Number 20164:	1,642.70
20165	256 2022-1222	PUBLIC SAFETY TESTING INC Q4 Subscription Fees Oct-Dec 2022	01/06/2023	1,037.00
			Total for Check Number 20165:	1,037.00
20166	553 20221130	SHORELINE FIRE DEPARTMENT Reimbursement For Door Materials	01/06/2023	511.16
			Total for Check Number 20166:	511.16
20167	79 9922813214 9922813214	VERIZON WIRELESS Equipment Charges - Tactical Unit Cell Phone Services Acct 471583790-00001	01/06/2023	32.06 1,399.02
			Total for Check Number 20167:	1,431.08
20168	713 15680-2	WA CITIES INSURANCE AUTHORITY Liability And/Or Program Assessment For 2023	01/06/2023	90,940.00
			Total for Check Number 20168:	90,940.00
			Total for 1/6/2023:	139,799.60
ACH	120 01082023 01082023 01082023 01082023 01082023 01082023-2 01082023-2 01082023-2	ADP Federal Taxes Payable PPE 01082023 Accrued Wages PPE 01082023 Accrued Employment Security PPE 01082023 Garnishments Payable PPE 01082023 Medicare Taxes Payable PPE 01082023 FMLA Taxes Payable PPE 01082023 Accrued Employment Security PPE 01082023 Medicare Taxes Payable PPE 01082023 Federal Taxes Payable PPE 01082023	01/13/2023	38,691.76 247,375.78 4,765.97 857.15 9,528.23 2,845.33 58.86 120.02 82.23

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	01082023-2	FMLA Taxes Payable PPE 01082023		35.13
	01082023-2	Accrued Wages PPE 01082023		3,388.63
Total for this ACH Check for Vendor 120:				307,749.09
ACH	131	HEALTH EQUITY	01/13/2023	
	01082023	HSA Contributions PPE 01082023		1,316.63
Total for this ACH Check for Vendor 131:				1,316.63
ACH	132	WILMINGTON TRUST	01/13/2023	
	01082022	MEBT Contributions PPE 01082023		44,046.09
Total for this ACH Check for Vendor 132:				44,046.09
ACH	758	Amanda SPENCER	01/13/2023	
	01082023	Physical Check PPE 01082023		1,006.45
Total for this ACH Check for Vendor 758:				1,006.45
20169	675	ICMA-RC VANTAGEPOINT TRANSFER	01/13/2023	
	01082023	ICMA 457 Contributions PPE 01082023		6,346.06
Total for Check Number 20169:				6,346.06
20170	569	NORCOM ASSOCIATED GUILD	01/13/2023	
	01082023	NAG Dues January 2023		1,813.00
Total for Check Number 20170:				1,813.00
20171	673	PUBLIC SAFETY EMPLOYEES UNION	01/13/2023	
	01082023	PSEU Dues January 2023		727.93
Total for Check Number 20171:				727.93
Total for 1/13/2023:				363,005.25
ACH	133	DEPT OF RETIREMENT SYSTEMS	01/17/2023	
	202212	December 2022 PERS Contributions		124,075.75
Total for this ACH Check for Vendor 133:				124,075.75
Total for 1/17/2023:				124,075.75
ACH	120	ADP	01/20/2023	
	623524447	Payroll Services And Workforce Now PPE 01082023		679.37
Total for this ACH Check for Vendor 120:				679.37
ACH	131	HEALTH EQUITY	01/20/2023	
	23brfwr	Monthly Fees for Jan 2023		55.30
Total for this ACH Check for Vendor 131:				55.30
ACH	327	ASSOCIATION OF WASHINGTON CITIZENS	01/20/2023	
	112449	Membership Dues And Assessment Fees		9,704.96
Total for this ACH Check for Vendor 327:				9,704.96
20172	710	BRCK INC	01/20/2023	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	INV006109	Telephone Service Acct #S00166571		605.97
			Total for Check Number 20172:	605.97
20173	6	CDW-GOVERNMENT INC	01/20/2023	
	FL85357	Maintenance Renewal		3,266.88
	FL85357	Maintenance Renewal		4,213.55
	FL85357	Maintenance Renewal		534.61
	FL85357	Maintenance Renewal		3,266.88
	FL85357	Maintenance Renewal		996.37
	FL85357	Maintenance Renewal		842.93
			Total for Check Number 20173:	13,121.22
20174	8	CENTURYLINK	01/20/2023	
	01102023	Telephone Services Acct #206-Z10-007 356B		861.84
			Total for Check Number 20174:	861.84
20175	11	CITY OF BELLEVUE	01/20/2023	
	43900	Q4 2022 CoLocation		28,174.68
	44198	Monthyl Rent Bellevue CH January		48,385.38
	44200	Monthly Parking Spaces January		1,513.80
	44200	Monthly Parking Spaces January		320.47
	44201	Fiber Usage Rental Fee January		477.00
			Total for Check Number 20175:	78,871.33
20176	15	CITY OF REDMOND FINANCE DEPT	01/20/2023	
	00004011	Public City Lease Agreement 2023 Backup Cent		43,148.05
			Total for Check Number 20176:	43,148.05
20177	757	DAILY JOURNAL OF COMMERCE	01/20/2023	
	3384635	Request For Information - Solicitation		100.70
			Total for Check Number 20177:	100.70
20178	28	EPSCA	01/20/2023	
	11025	Monthly Radio Access Fee January		920.01
			Total for Check Number 20178:	920.01
20179	447	FIRST CHOICE COFFEE SERVICES	01/20/2023	
	373479	Ice Machine Rental January		121.11
			Total for Check Number 20179:	121.11
20180	619	FIRSTTWO, INC	01/20/2023	
	1883	Regional Agency License 2023		17,175.60
			Total for Check Number 20180:	17,175.60
20181	751	FISHER BROYLES, LLP	01/20/2023	
	567556	RAADAR Legal Services Rendered Through De		6,297.00
			Total for Check Number 20181:	6,297.00
20182	669	MARGARET JOHANSON	01/20/2023	
	01132023	Reimbursment For Cleaning Supplies		76.88
	01182023	Reimbursment For Coffee Creamer		21.98

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 20182:	98.86
20183	252 11013203	KING COUNTY FINANCE KCIT INET Other MISC SVC	01/20/2023	1,860.00
			Total for Check Number 20183:	1,860.00
20184	557 10708455	LANGUAGE LINE SERVICES Over-The-Phone Interpretation December	01/20/2023	787.26
			Total for Check Number 20184:	787.26
20185	331 01032023	ZEB MIDDLETON December 2022 Mileage Reimbursement	01/20/2023	42.50
			Total for Check Number 20185:	42.50
20186	728 156523	MULTICARE CENTERS OF OCCUPATIC Pre-Employment Physical December 2022	01/20/2023	450.00
			Total for Check Number 20186:	450.00
20187	52 79939	PACIFICA LAW GROUP Legal Services Rendered Through December 31,	01/20/2023	1,950.00
			Total for Check Number 20187:	1,950.00
20188	256 2023-18	PUBLIC SAFETY TESTING INC December 2022 PST Free Candidate Agency Ad	01/20/2023	88.00
			Total for Check Number 20188:	88.00
20189	366 12212022	T MOBILE Cell Phone Services Acct #947208760	01/20/2023	37.08
			Total for Check Number 20189:	37.08
20190	88 5023459780	WELLS FARGO FINANCIAL LEASING Copier Lease	01/20/2023	1,521.12
			Total for Check Number 20190:	1,521.12
20191	692 12262022	ZIPLY FIBER Telephone Services Acct #425-869-6730-031021	01/20/2023	602.63
			Total for Check Number 20191:	602.63
20192	543 68771504	ZOHO Corporation Annual Subscription For ManageEngine SDP	01/20/2023	9,433.37
			Total for Check Number 20192:	9,433.37
			Total for 1/20/2023:	188,533.28
ACH	120 01222023 01222023 01222023 01222023 01222023	ADP Accrued Security EmploymentTaxes PPE 01.22. Accrued Wages PPE 01.22.2023 FMLATaxes PPE 01.22.2023 FederalTaxes Payable PPE 01.22.2023 Garnishments Payable PPE 01.22.2023	01/27/2023	4,492.96 237,950.70 2,682.41 34,728.83 857.15

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	01222023	Medicare Taxes Payable PPE 01.22.2023		8,982.24
		Total for this ACH Check for Vendor 120:		289,694.29
ACH	131 01222023	HEALTH EQUITY HSA Contributions PPE 01.22.2023	01/27/2023	1,212.47
		Total for this ACH Check for Vendor 131:		1,212.47
ACH	132 01222023	WILMINGTON TRUST MEBT Contributions PPE 01.22.2023	01/27/2023	42,660.40
		Total for this ACH Check for Vendor 132:		42,660.40
ACH	134 33904650201265	COLONIAL LIFE February Supplemental Insurance Colonial Prem	01/27/2023	1,519.28
		Total for this ACH Check for Vendor 134:		1,519.28
ACH	140 01202023	RELIANCE STANDARD February Life Insurance and Long Term Disabili	01/27/2023	1,640.03
		Total for this ACH Check for Vendor 140:		1,640.03
ACH	146 01242023	DEPT OF LABOR & INDUSTRIES 2022 Quarter 4 L&I Taxes	01/27/2023	10,610.01
		Total for this ACH Check for Vendor 146:		10,610.01
ACH	327 40303 40303 40303	ASSOCIATION OF WASHINGTON CITII February Medical Premiums Payable February Dental Premiums Payable February Vision Premiums Payable	01/27/2023	108,100.96 8,621.90 1,111.68
		Total for this ACH Check for Vendor 327:		117,834.54
20193	74 01182023	UNUM February Long Term Care Insurance Premiums	01/27/2023	638.80
		Total for Check Number 20193:		638.80
20194	75 01012023 01032023 01042023 12132022 12152022 12172022 12172022 12202022 12212022 12232022 12232022 12262022 12272022 12272022 12272022 12272022 12282022 12302022	US BANK CORPORATE PAYMENT SYS Indeed Job Posting Classmarker - Ops Training Gilbert's On Main - RAGB Leadership Meeting POS Supply Solutions - Thermal Paper - EAS Pr Amazon - iPad, iPad Cover And Writing Pads Fc Amazon - File Index Tabs Amazon - Memo Pads The Fruitguys - Fruit Delivery - WellCity Wellne FBI National Academy Associates Yearly Memb Indeed Job Posting Indeed Job Posting Amazon - Screen Protector Costco - Coffee Costco - Clorox Wipes Amazon - Letter Openers Amazon - Toliet Brush And Holder Primo Water Delivery Michaels LED Light Return	01/27/2023	204.79 792.00 128.15 83.62 1,143.94 8.24 30.76 1,045.00 65.00 580.23 580.23 20.88 147.96 20.71 5.17 44.00 362.39 -44.06

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 20194:				5,219.01
20195	675 01222023	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contributions PPE 01.22.2023	01/27/2023	5,689.15
Total for Check Number 20195:				5,689.15
Total for 1/27/2023:				476,717.98
Report Total (61 checks):				1,292,131.86



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 02/10/2023
Subject: King County 911 Presentation - New 911 Platform update

Executive Summary:

The 2018 King County 911 Strategic Plan provided direction for the modernization of the 911 platform. Jami Hoppen Government Relations Manager, will update the board on the progress of this large undertaking.

Background:

N/A

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM staff recommends that the board receive this information and seek clarification as needed.

Staff Comments:

Nothing additional

Options

Risks

Finance Committee Review: No

Legal Review: No

None

Joint Operations Board Review: No

Attachments

KC911 Presentation

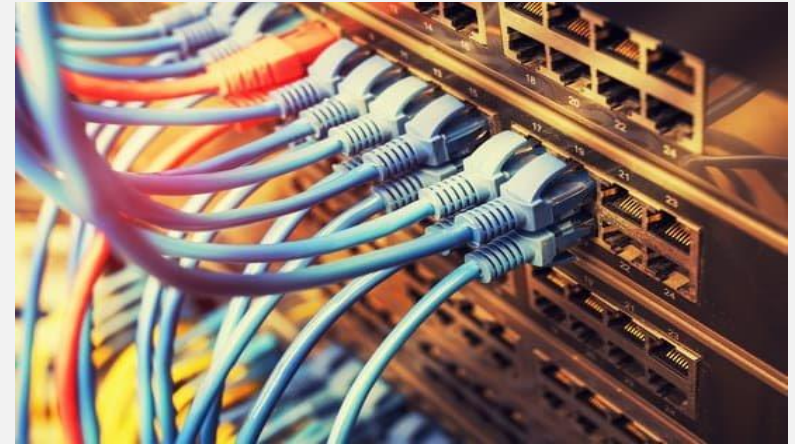


King County 911 Platform Modernization Project



Background

- Regional 911 Strategic Plan completed in 2018
- Strat Plan set direction for King County to update 911 platform from multiple stand-alone systems to a modern networked system
- RFP process completed Fall 2021, signed contract with Intrado (current vendor)
- Change delta for call takers not expected to be significant



New System Benefits

- Newest and most secure technology
- Geo-redundancy of core servers located both east and west of the mountains instead of at each PSAP
- Networked solution allows for greater flexibility in call distribution
- Grab-n-Go workstations (911 in a box) with almost unlimited operational opportunities



Funding and Timeline

- Funding will be a managed services agreement providing annual cost certainty for the next decade and minimizing the capital expense
- Funding opportunities for the PSAPs to include additional networked equipment such as logging recorders
- Implementation scheduled Q1/2023 and will continue through Q1/2024
- Coordination with PSERN to minimize any overlaps
- The PSAPs will start the cut overs to the new live platform starting March. The first three PSAPs are Port of Seattle PD dispatch, CSCC (formerly Seattle PD dispatch), and Seattle Fire.



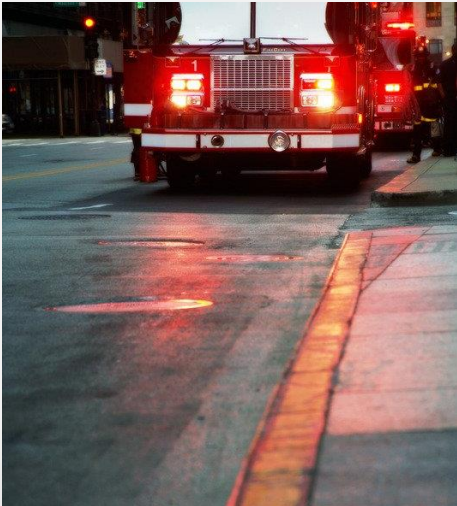


Thank You

Government Relations Manager

Jami Hoppen

jhoppen@kingcounty.gov





MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 02/10/2023
Subject: 911 Wireless Routing

Executive Summary:

Currently, all cellular (aka wireless) calls to 911 go to one of five (5) 911 call centers; NORCOM, Seattle PD, Valley Comm, King County Sheriff, and Washington State Patrol. The option is now available to change the routing of cellular calls. King County 911 call centers, including NORCOM, have been asked to provide input on how that routing should be changed, if at all.

NORCOM currently receives all wireless calls for Bothell and Redmond.

Background:

When 911 began, all phones were “landlines,” (traditional phones plugged into the wall of a home). In King County, when a person dialed 911, their call first went to the “police only” Public Safety Answering Point (PSAP) responsible for that jurisdiction. Calls were screened and transferred to a fire-medical PSAP as needed.

The use of cell phones increased steadily, and 911 technology improved to the point that a cellular phone call (aka wireless) could be directed to originate at any designated PSAP. This is known as Selective Routing. Currently, all landline 911 calls continue to go to the police PSAP first and all wireless 911 calls go to one of five PSAPs; WSP, KCSO, Seattle PD, NORCOM, and Valley Comm. They are then transferred as needed.

Due to additional technology advancements, the King County 911 program office has asked the PSAPs in King County to make a recommendation to the Regional Advisory Governance Board (RAGB) on how 911 Wireless Routing should be restructured. As it relates to NORCOM, this would only impact Redmond and Bothell. Should the proposed change occur, these PSAPS would receive wireless calls directly from within their jurisdiction, screen the calls for call type and transfer fire-medical calls to NORCOM.

It should be noted that depending on the 911 call scenario, a call can be answered, screened for call type, and transferred from one PSAP to another in an estimated 15-40 seconds.

The potentially impacted agencies will be contacted by NORCOM staff for input prior to any formal recommendation to the King County 911 program office.

The RAGB will likely be asked to vote and make a formal recommendation to the program office before July, 2023.

Past Board or Other Related Actions:

Policy and Strategic Implications:

Approximately 75-80% of NORCOM 911 calls are police related. Many of NORCOM's fire-medical calls are currently transferred from other PSAPS to NORCOM, such as Valley COM and the King County Sherriff's Communications Center.

If recommended and approved by the King County Program Office, the proposed change will also likely reduce the total number of transfers occurring within the 911 system.

NORCOM Staff Recommendation:

Staff recommends that NORCOM Governing Board receive the information and determine the best course of action in so far as NORCOM's participation in the recommendation.

Staff Comments:

Nothing Additional

Options

The technology does allow for a different decision to be made for Redmond and Bothell respectively. That is, calls in Redmond could route to the police department first, and in Bothell calls could route to NORCOM first if a granular outcome is desired.

Risks

Wireless calls are currently routed to NORCOM for the areas dispatched by Redmond and Bothell PD. If these calls, which comprise over 80% of calls to 911, are routed instead to the aforementioned police department PSAPs, there will be fewer transfers overall in the 911 system. Conversely, time sensitive medical calls will be imparted an additional delay by the transfer process.

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

Attachments

911 Wireless Routing

911 Wireless Routing

Timeline

911 Landline Calls Routed to Police Department PSAPs

911 Wireless Calls Routed to Five PSAPs (Seattle PD, VCC, NORCOM, KCSO, WSP)

Wireless Calls now account for over 80% of 911 Calls to NORCOM

King County 911 Able to Change Wireless Routing

King County 911 Requesting Recommendation from PSAPs to RAGB on Change

Police vs. Fire

Majority of 911 Calls are Police Calls

On EMS Calls “Seconds Matter”, CPR Calls in Particular

Transfer Time Consideration

911 Wireless Routing

POLICE dispatched locally – FIRE dispatched by NORCOM

Redmond – Duvall

Bothell – Lake Forest Park

Request for Input

911 Program Office asking PSAPs for recommendations on 911 Wireless Routing.

NORCOM is seeking input from the Governing Board on a recommendation.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 02/10/2023
Subject: Exploring a proposed pilot project to embed a Behavioral Health Professional in Dispatch.

Executive Summary:

As the Board is aware, there is significant interest at the national, state, regional and local levels to enhance services for people in crisis. Much of this effort is now focused on providing the right service to our communities, particularly for incidents that don't necessarily rise to the level of a Police or Fire call for service. Most, if not all, NORCOM agencies have developed various related services or have formal arrangements for services to help meet this need.

NORCOM staff is confident that the trend and momentum towards embedding a behavioral health specialist in the PSAP will continue and have been proactively preparing a framework for future consideration. The City of Kirkland has set aside funding for a pilot project and if desired by the Board, staff is prepared to further develop this framework to meet the needs of such a pilot. Other less immediate options for a pilot project may be exploring a formal opportunity with Washington's 988 programs or via other opportunities within the currently proposed legislation such as HB 1134, HB 1661.

In developing this framework, staff has done a great deal of research in this area, including examining best practices from across the nation as well as examining regional efforts and legislative efforts in Washington. Staff would like to share this information with the Board, gather feedback on the basic framework developed, and receive direction from the Board as it relates to this endeavor.

Background:

Agencies have long struggled to provide appropriate resources to callers in need of behavioral health assistance. Historically, the brunt of the response responsibility fell to the Police and Fire services, both of which have long held that they are not always the right service. If after review and discussion, the Board directs the further development of a pilot project, the framework staff has developed will be refined and utilized. It would be our intent to begin slowly and carefully, continuing field responses when needed and supplementing non-response situations with a behavioral health specialist who could provide advice, resources, and other tools to callers in need of these types of services. Data and subject matter expert stakeholder input would guide the evolution of the program.

Working closely with our partners at ValleyCom, NORCOM researched 56 behavioral health programs nationwide, including a team who traveled to Tucson, Arizona. This included discussions with leadership from well-established programs in Tucson Arizona, New Orleans LA, Washington DC, and the Eugene, Oregon CAHOOTS program. NORCOM learned much from each of these programs as to their journey, what worked, as well as what either didn't work, what could have worked better, and what systems best match or serve our general service delivery philosophies.

Additionally, there has recently been a great deal of focused, energetic and cooperative legislative effort toward improving services to people in crisis. These include much focus and effort at the State 911 office as well as proposed legislation that would strengthen and better support the 988 system through training, technological advancement, reduced liability, and the development of formal partnership opportunities within the state's 911 infrastructure.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

DRAFT policies and procedures have been developed to specify when callers would qualify to speak with a behavioral health specialist, or when a dispatch to field units would be most appropriate.

NORCOM Staff Recommendation:

Should the Board desire, staff will proceed with further developing a pilot program. Should the Board decide against such a pilot program at this time, NORCOM staff recommends careful monitoring of the progress of HB 1134 as well as other legislative efforts..

Staff Comments:

Nothing Additional

Options

Risks

Finance Committee Review: No

Legal Review: No

Not at this time

Joint Operations Board Review: No

Attachments

BH Presentation

BH Flow Chart

HB 1477

HB 1134

NORCOM 911



Behavioral Health Professional in Dispatch A Framework

Why?

- Provide the right “service”.
- Researched existing programs
 - What works, what doesn’t?
 - Adapted to the needs of our communities
 - While working within the parameters of existing resources

Tucson Arizona

Dispatch Criteria

LEVEL 1/Medic (ALS) Response

SUICIDAL-WEAPON – Suicidal with a Weapon

LEVEL 2/BLS (EMT) Response

SUICIDAL – Suicidal Subject

SUICIDE – Suicide

LEVEL 3/Yellow Response

13Y4 – Panic attack/anxiety, transfer unless there are medical considerations

PETITION – Mental Health Petition Service

CRISISASST – Crisis Assist

LEVEL 4/Low Acuity

DETOX – Caller Requesting Transport to a Detox Facility

LEVEL 8

13R2 – Unusual/Unidentifiable Behavior.

TRANSFER TO CP

13T1 – Patient evaluation, no BLS Red criteria;
Patient out of Medications (NO RESPONSE)

TRANSFER TO CP

CKWELF-MH – Check Welfare Mental Health –
TRANSFER TO CP

FAMILY-BH – Parents/Family/Guardian
requesting Resources for Family Member.
TRANSFER TO CP

SUBSTANCE-ABUSE – Parents/Family/Guardian
requesting Resources for Family Member.
TRANSFER TO CP

SUICIDAL-CP – Suicidal Subject, no plan, no
weapon. TRANSFER TO CP

Vital Points

Ask to speak directly to the 1st party/patient, if possible!

1. Is the scene secure? (Consider PD response)
2. Description?
3. Does the patient have a weapon or access to a weapon?
4. Has the patient harmed themselves?
5. Is the person a danger to others?
 - a. If yes, with what?
 - b. What are the injuries?
 - c. What part of the body was injured?
6. Have they done/experienced this before?
7. Has the patient been using drugs or alcohol?
 - a. What kind?
 - b. How much?
8. Is the patient acting normally?
 - a. If not, what is different or unusual?
9. What is the relationship of the caller to the person in crisis?
10. Are they alone?
11. Is the pain the patient is experiencing a result of a behavioral/mental crisis?
12. Do they take medications?
 - a. For what?
13. Verbal revocations/amendments or Emergency Petitions:
 - a. Who is requesting? (Amendments must be from CRC)
 - b. Name if medical provider approving amendment?

Behavioral

Pre-Arrival

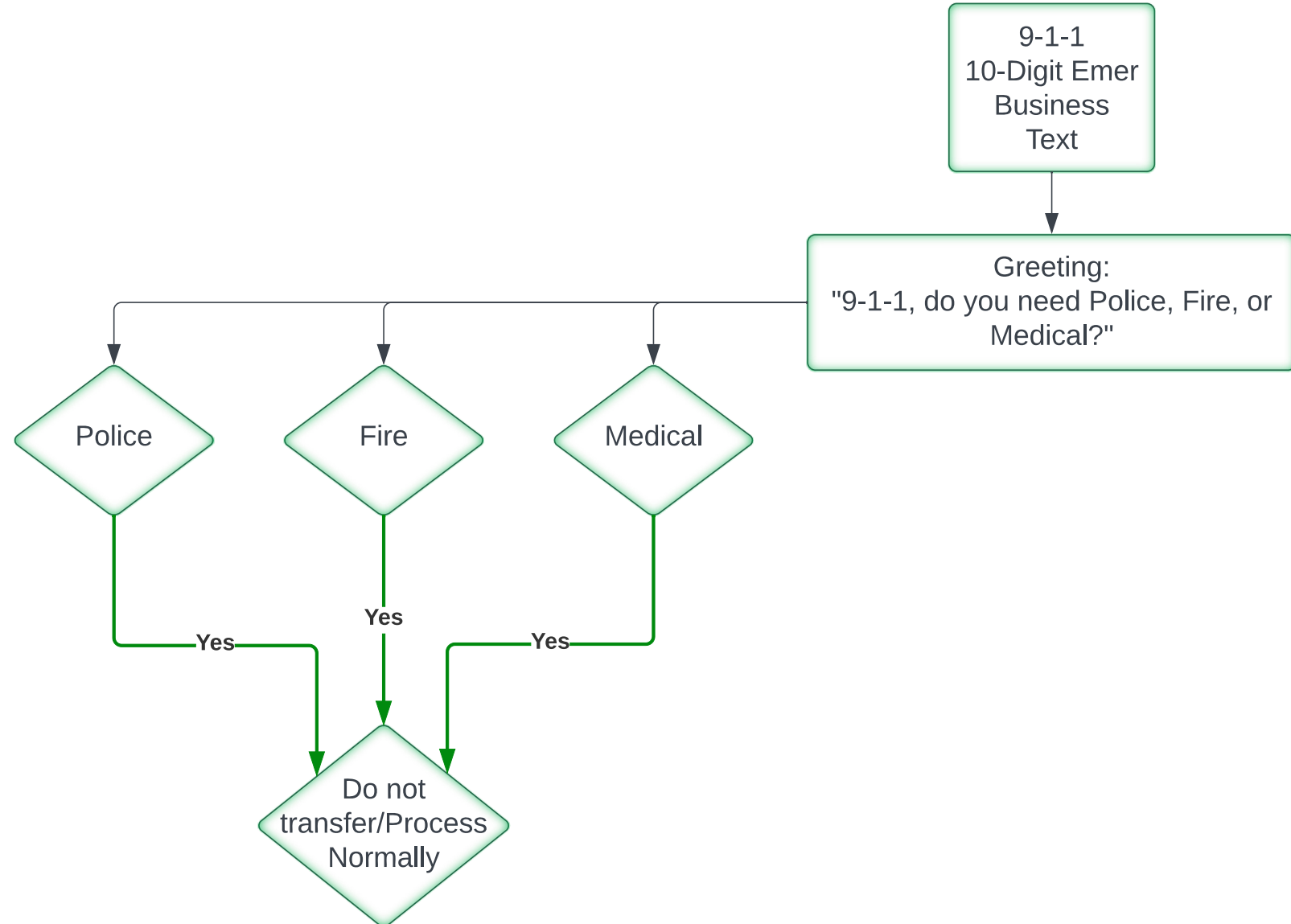
- **DESCRIPTION FORMAT**—specify who is being described: suspect/victim/caller) in the following format:
 - Name/DOB/Clothing
 - OR
 - Race/Sex/Age/Clothing
- Keep patient in area, if safe
- Keep patient calm
- If you feel you're in danger, leave the scene, if it's safe to do so.

Short Report

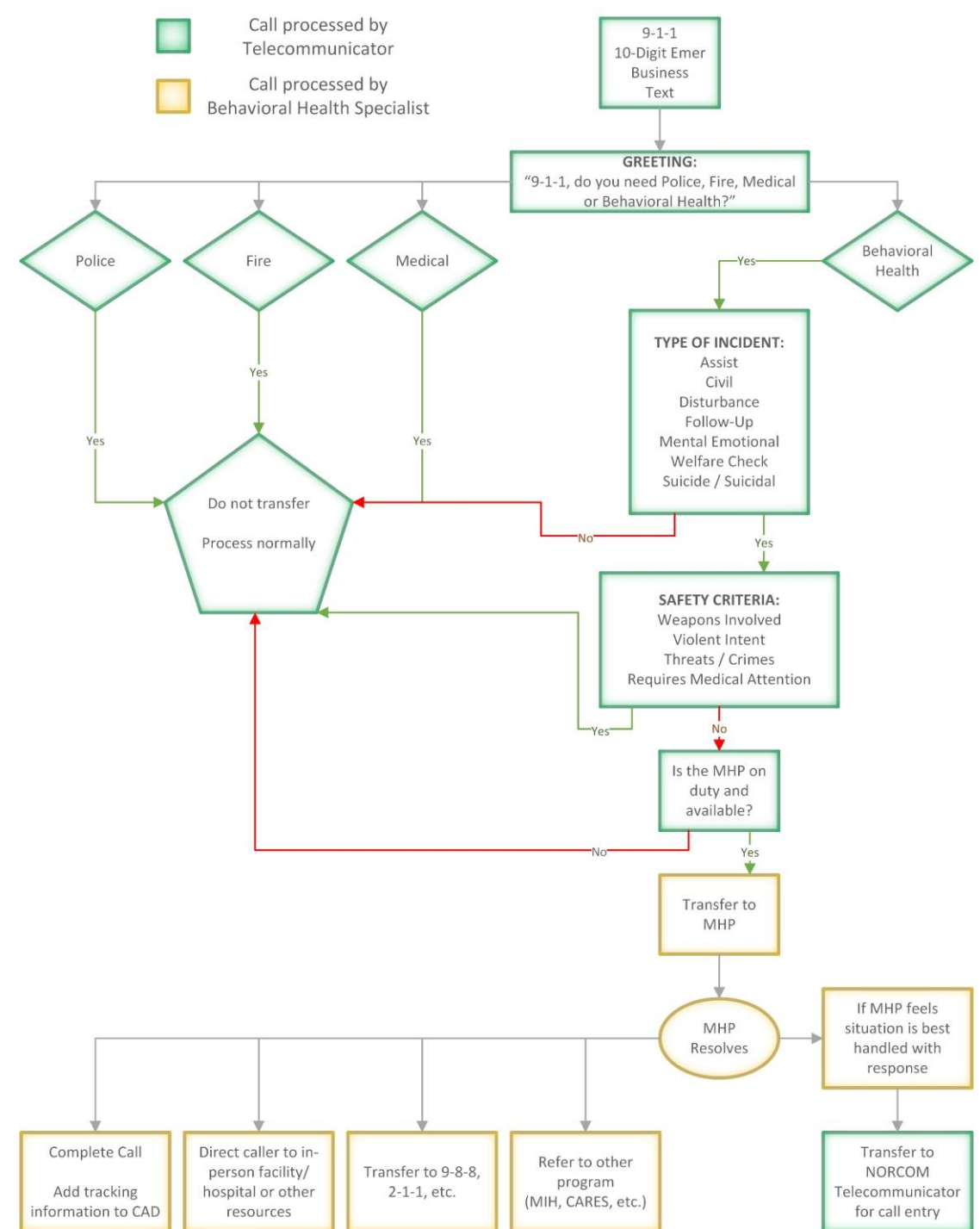
- Gender
- Age
- Chief complaint
- Pertinent signs, symptoms and relevant history, if any

- [illegible]

Current Call Processing



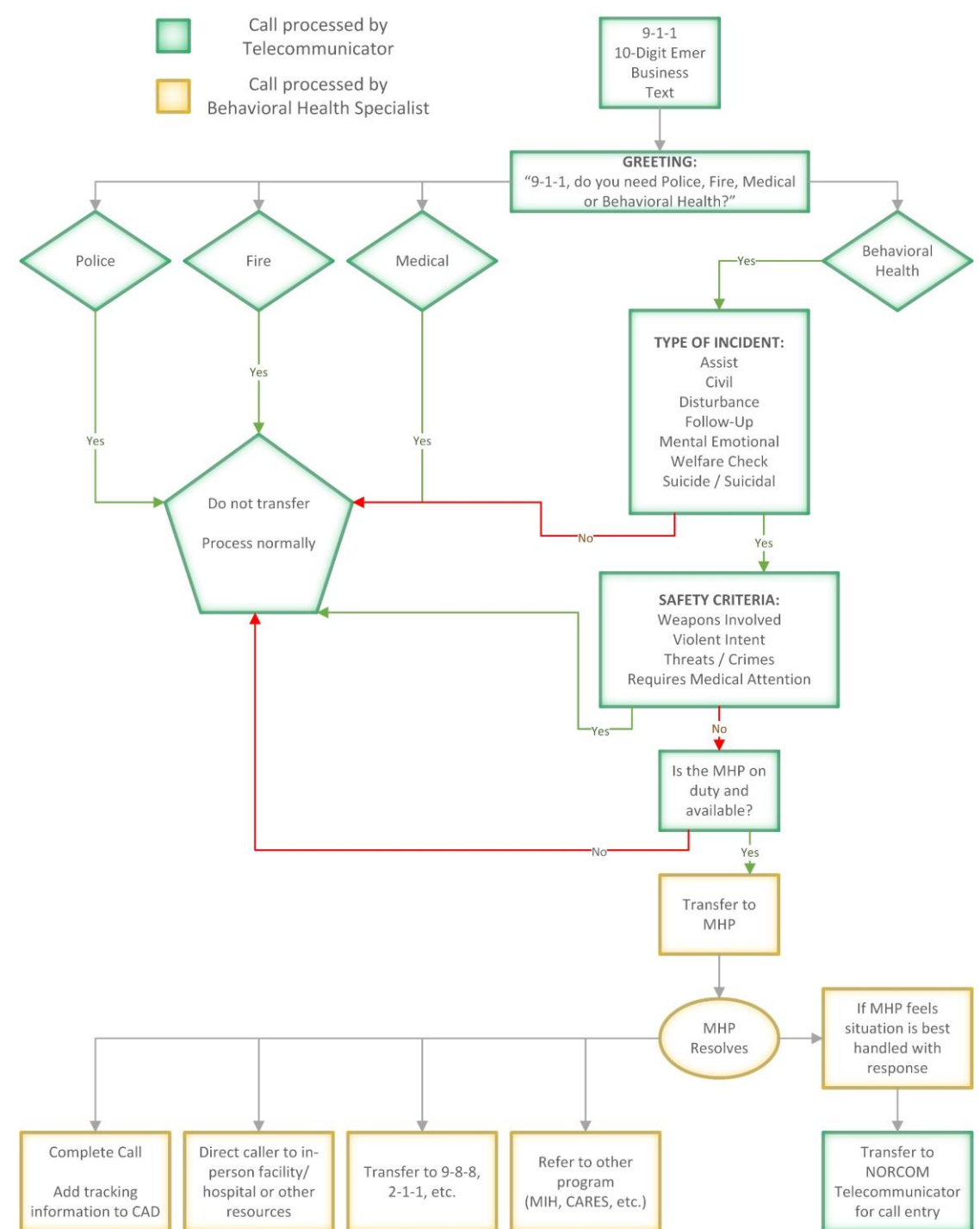
Behavioral Health Call Processing



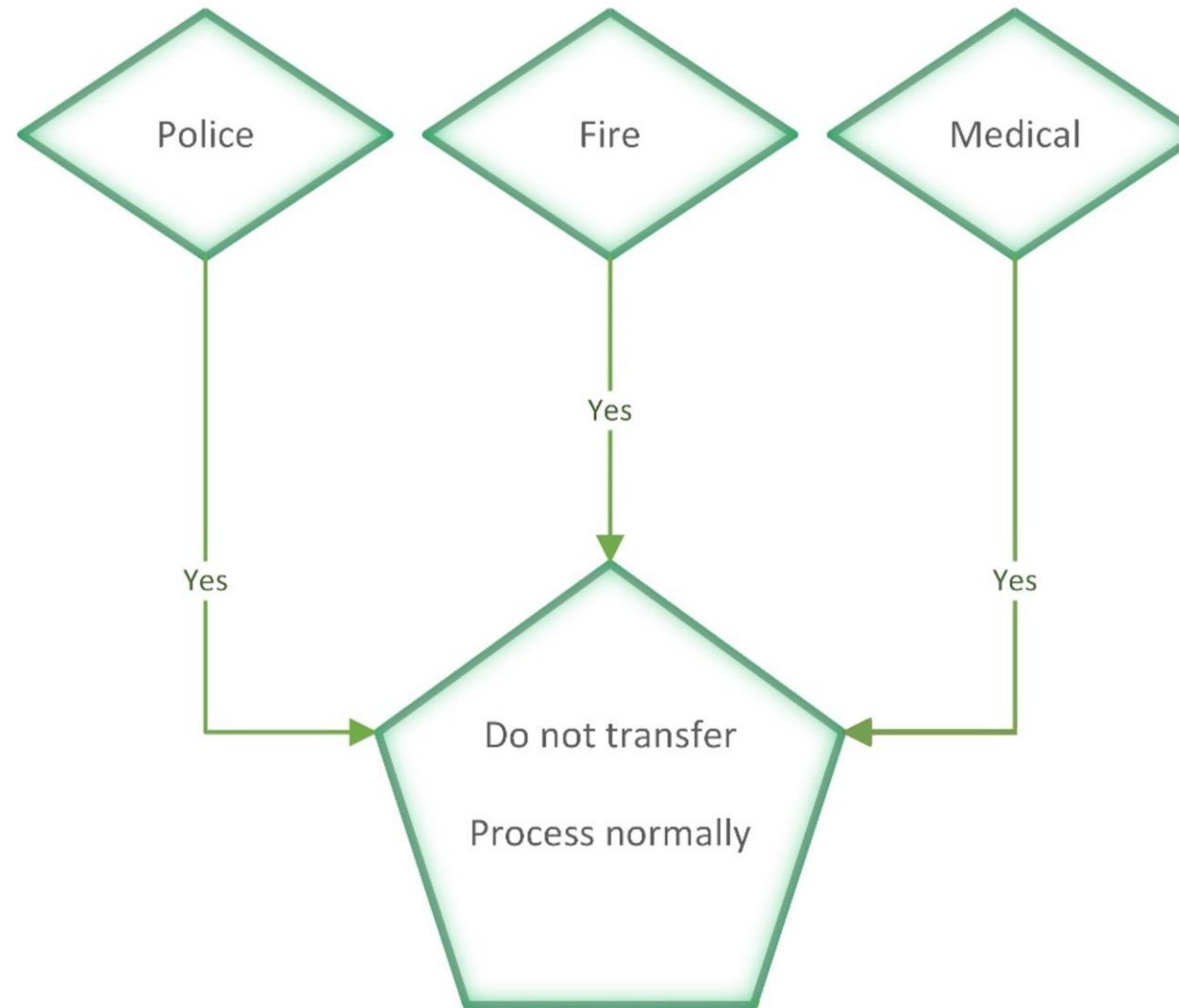
Behavioral Health Call Processing



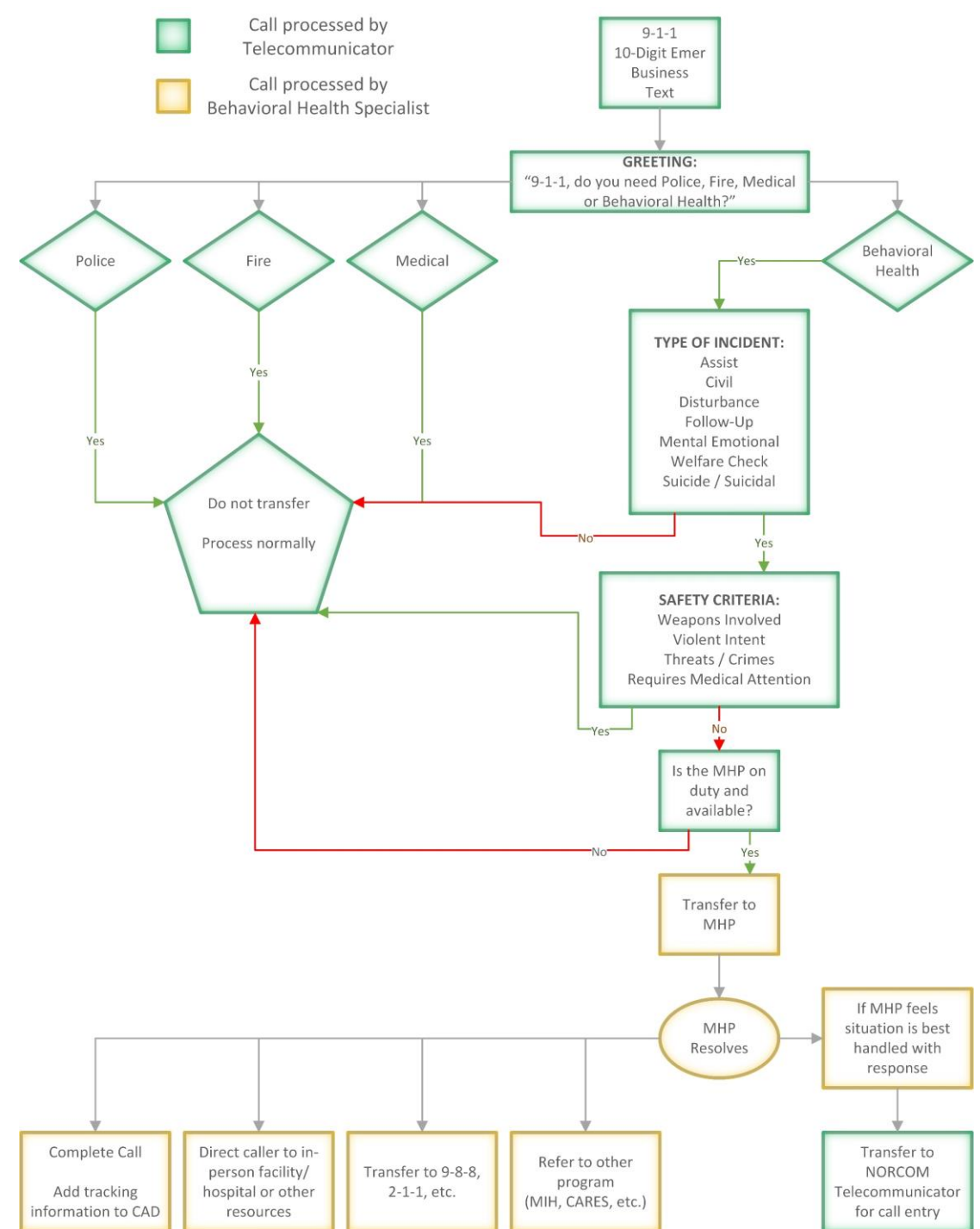
Behavioral Health Call Processing



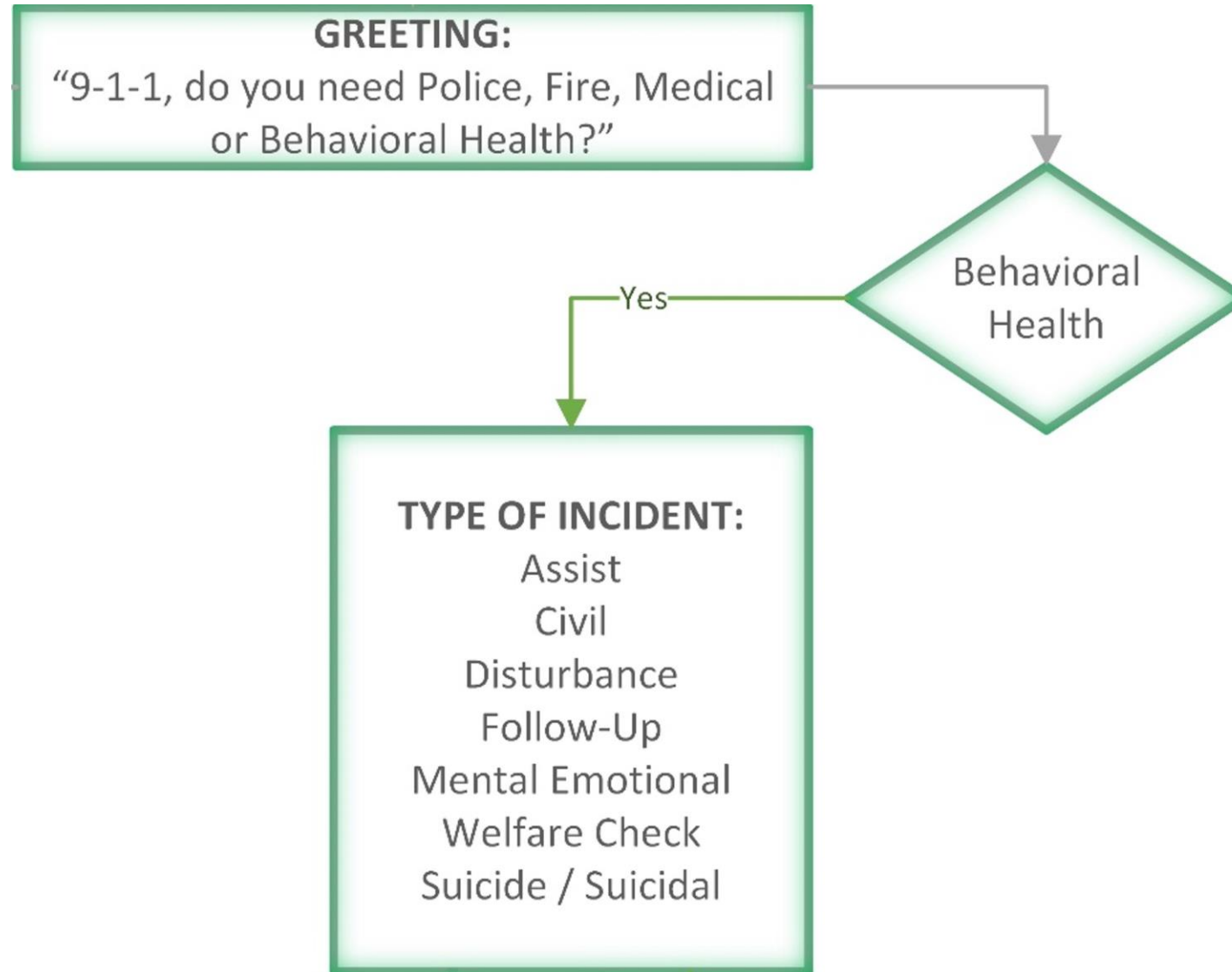
Behavioral Health Call Processing



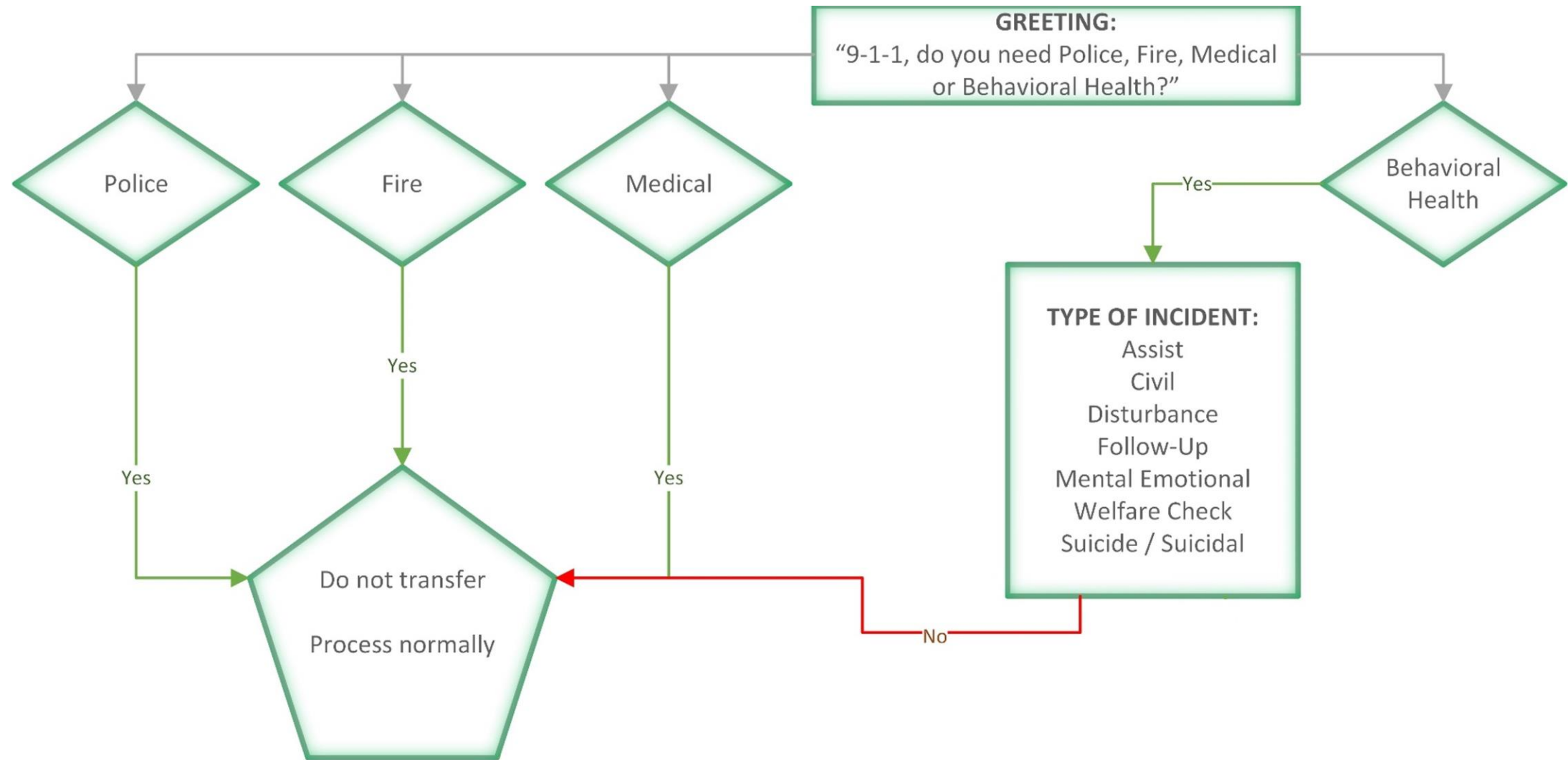
Behavioral Health Call Processing



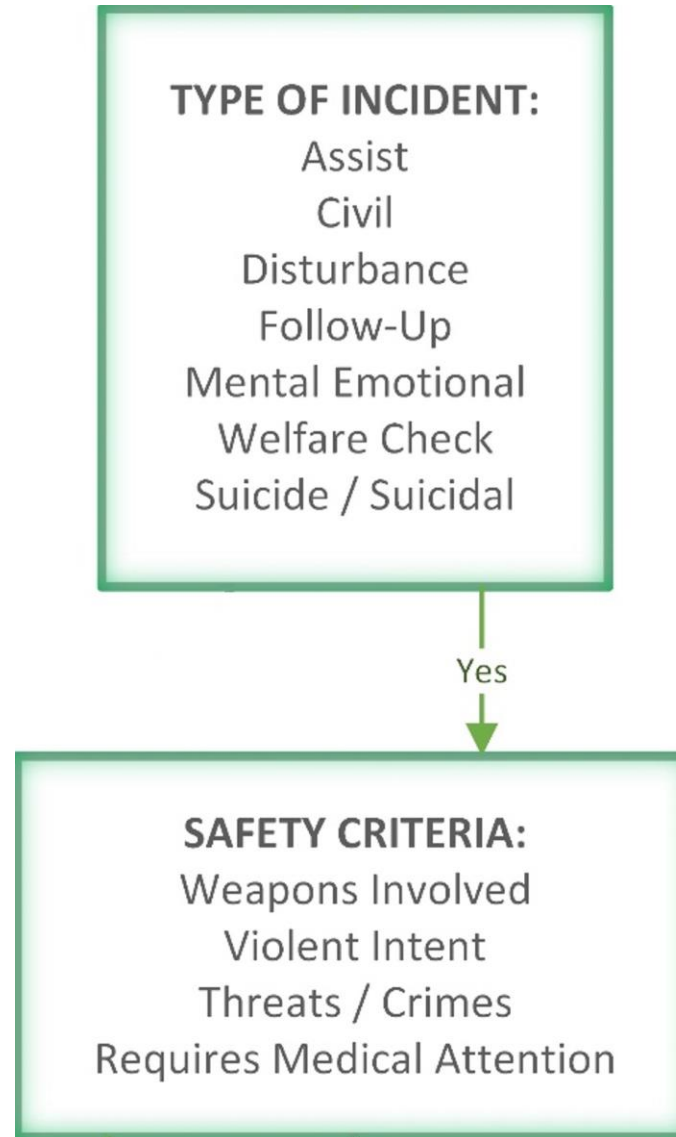
Behavioral Health Call Processing



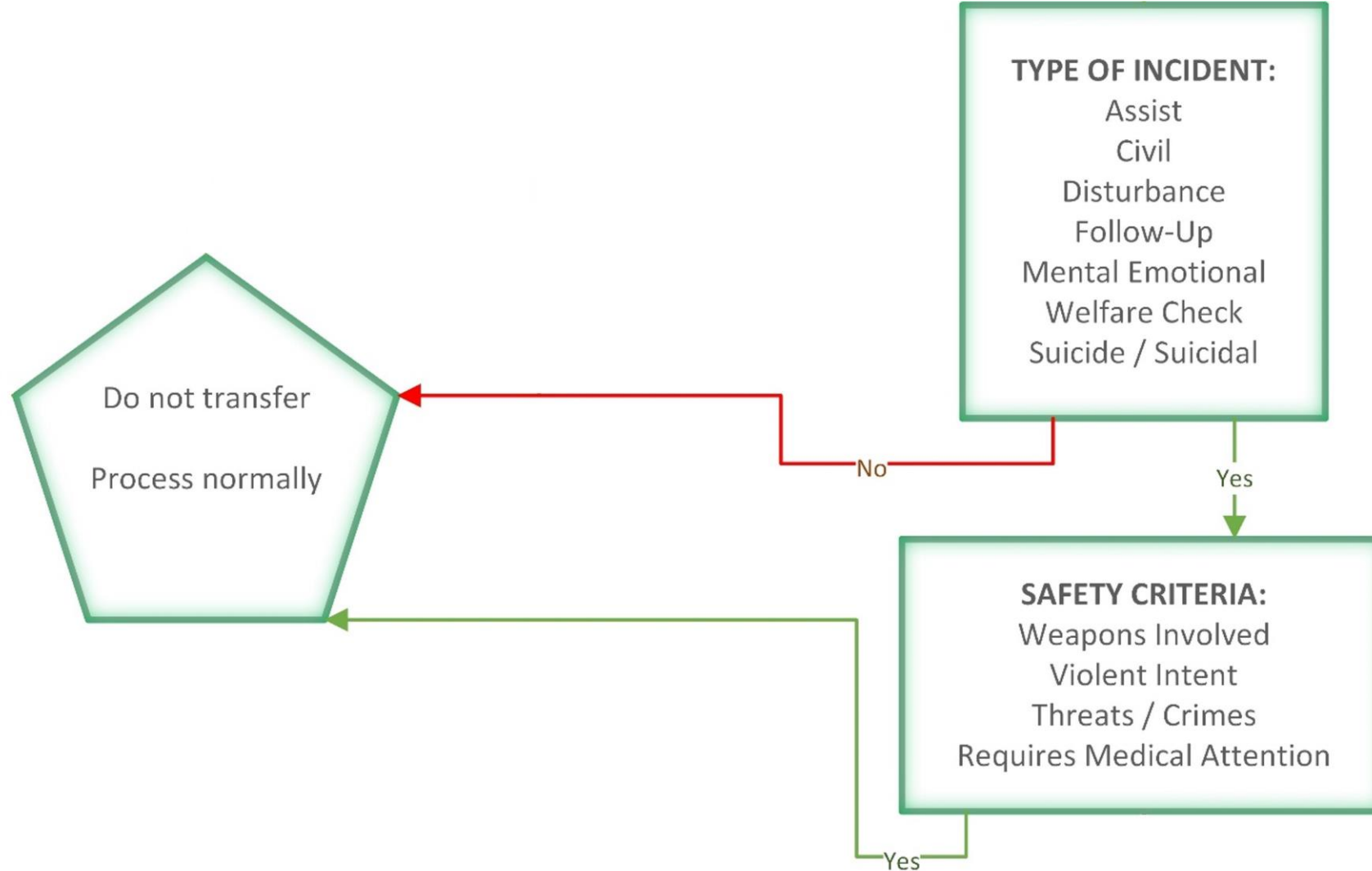
Behavioral Health Call Processing



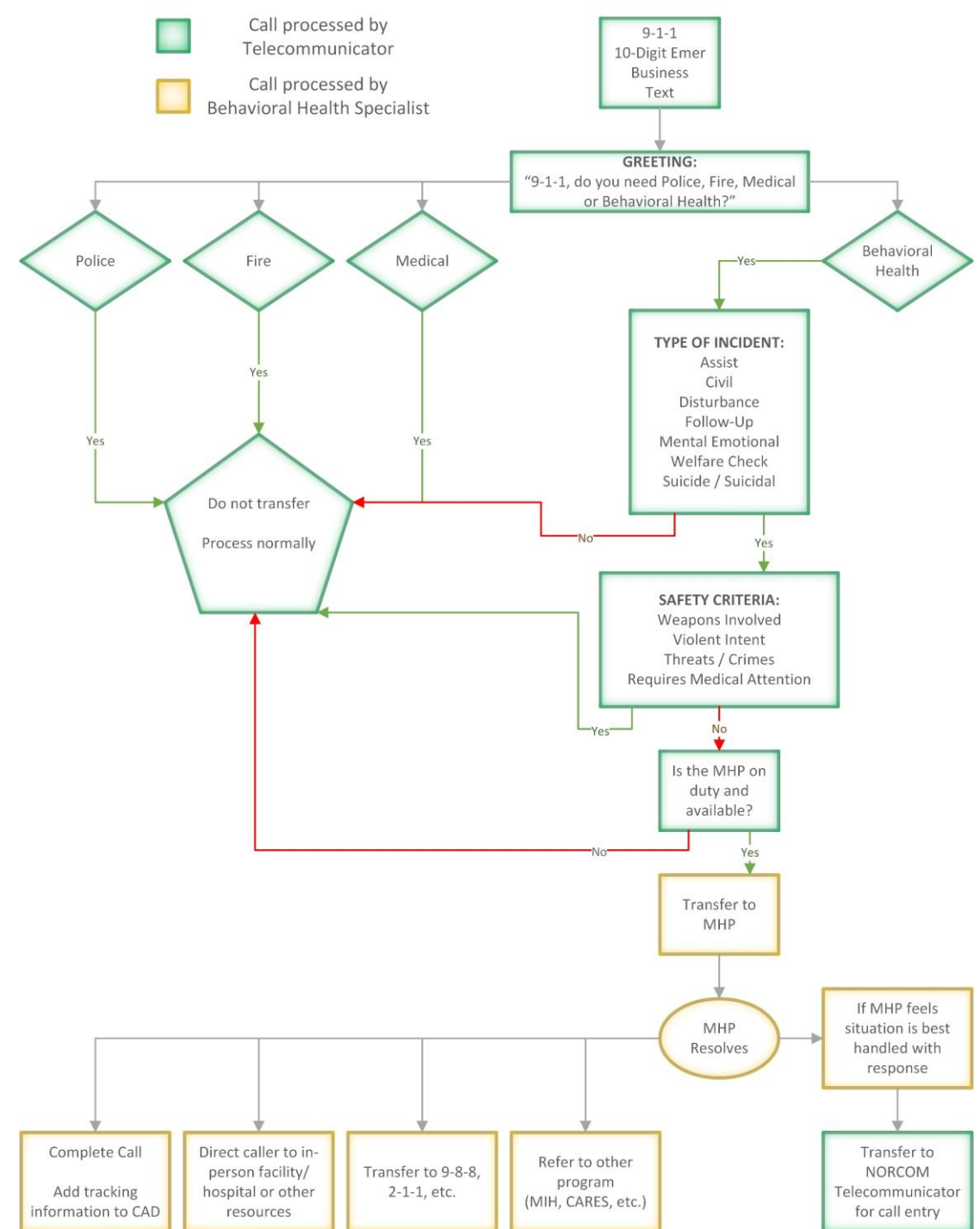
Behavioral Health Call Processing



Behavioral Health Call Processing



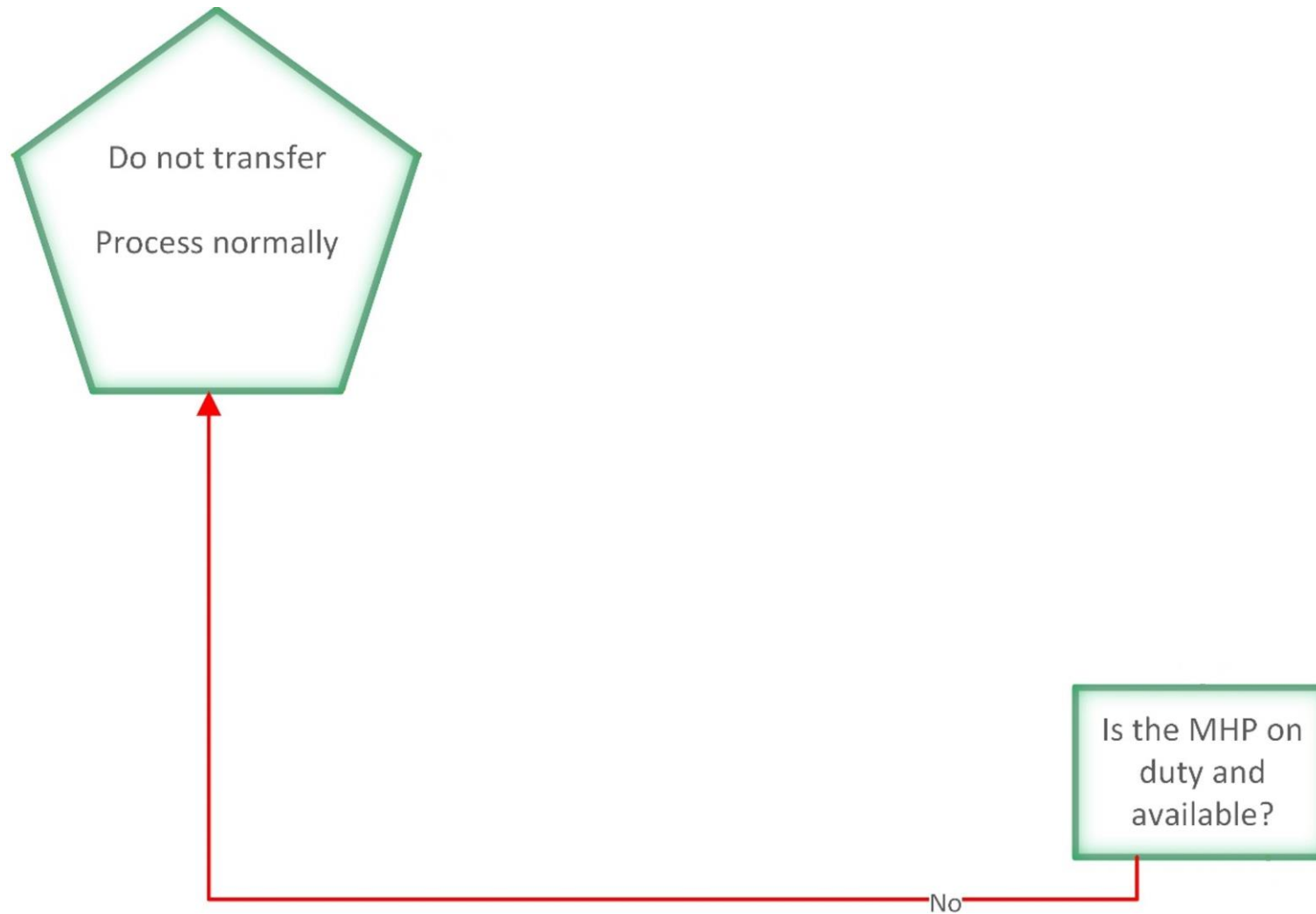
Behavioral Health Call Processing



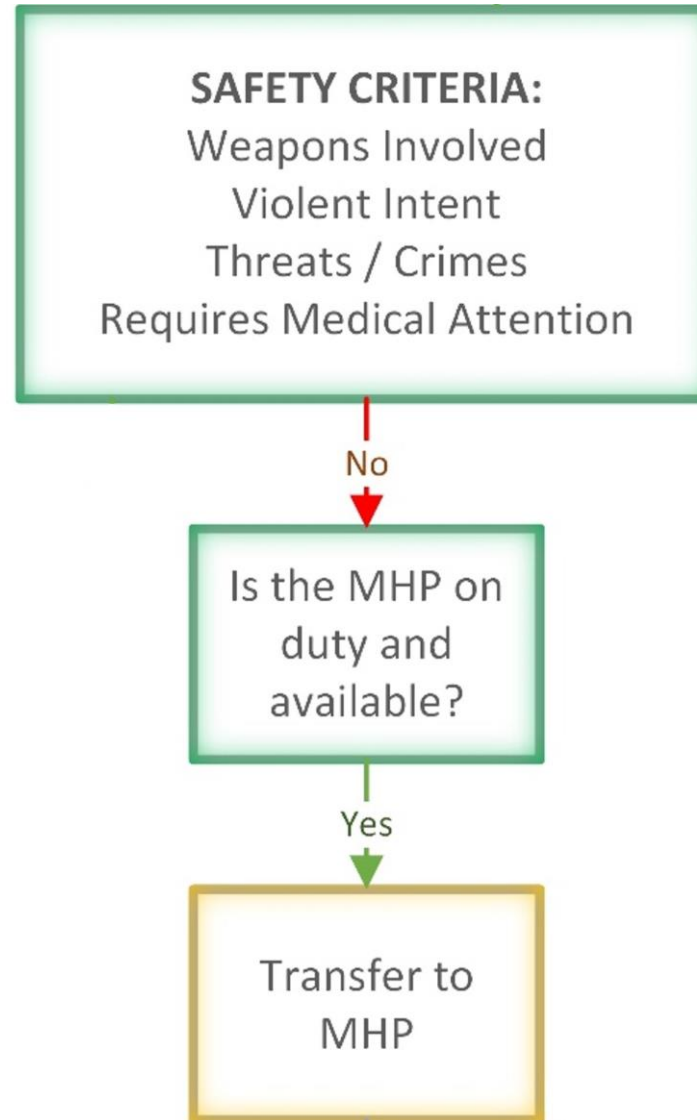
Behavioral Health Call Processing

Is the MHP on
duty and
available?

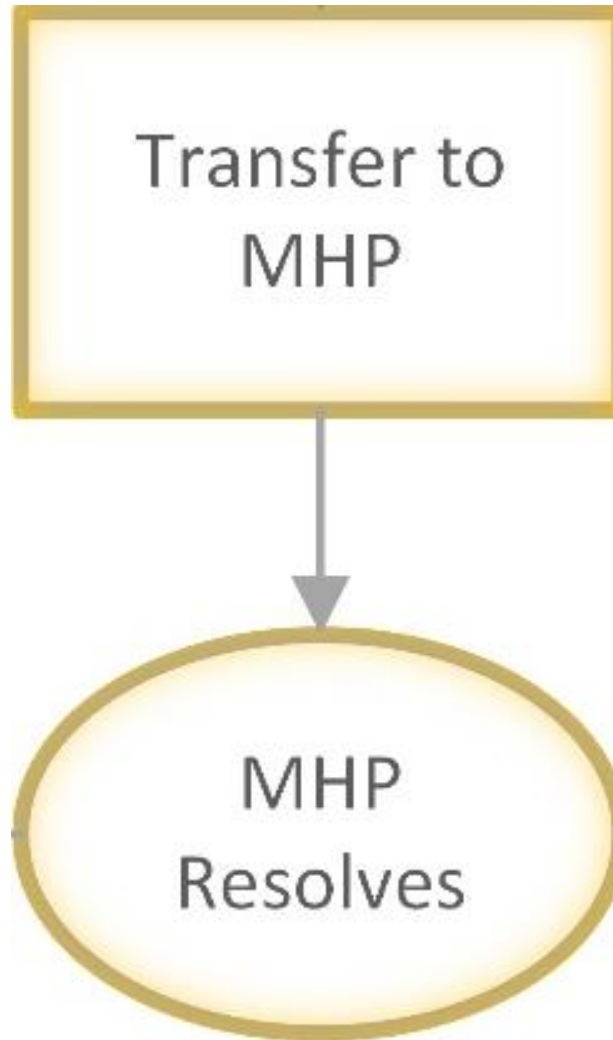
Behavioral Health Call Processing



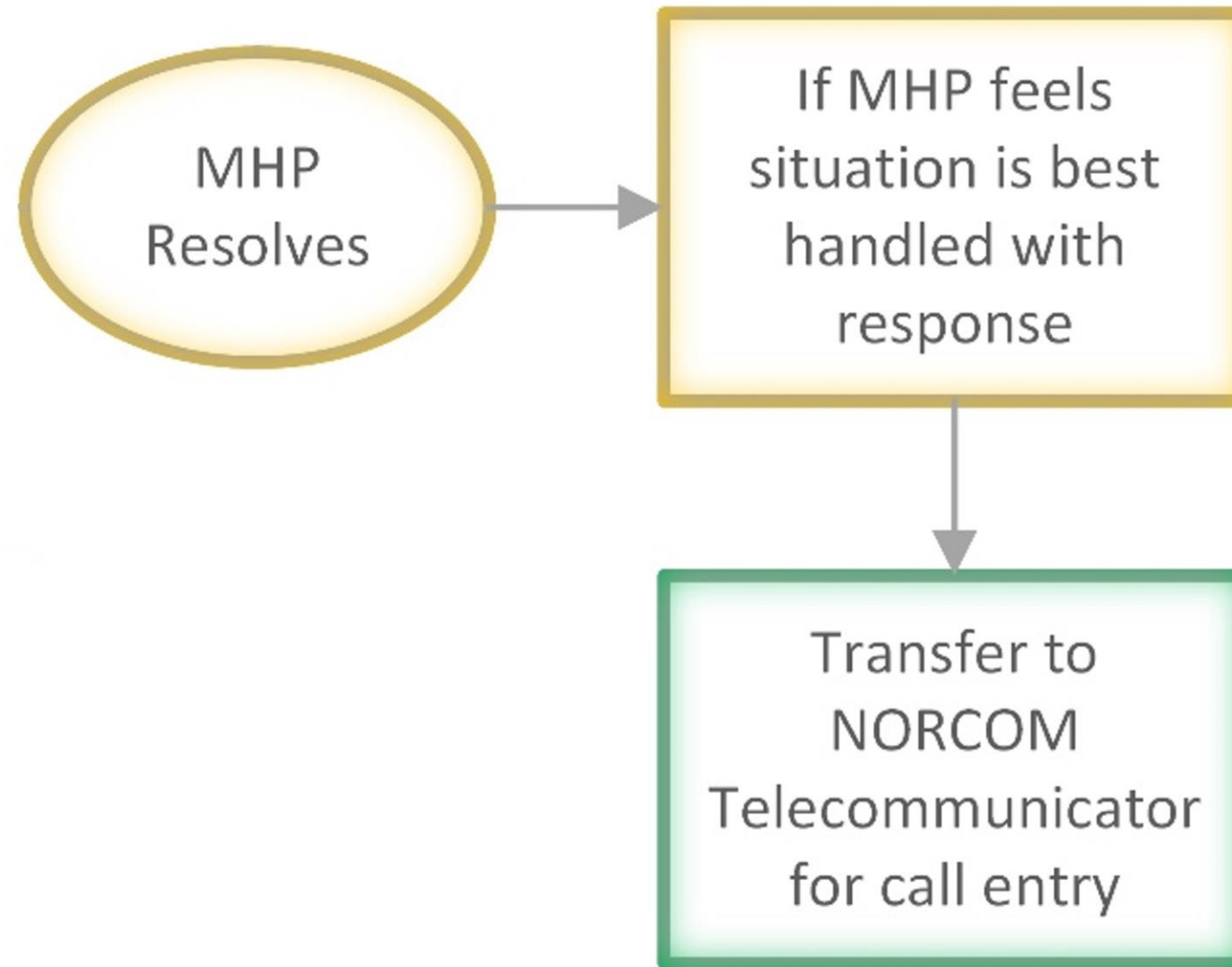
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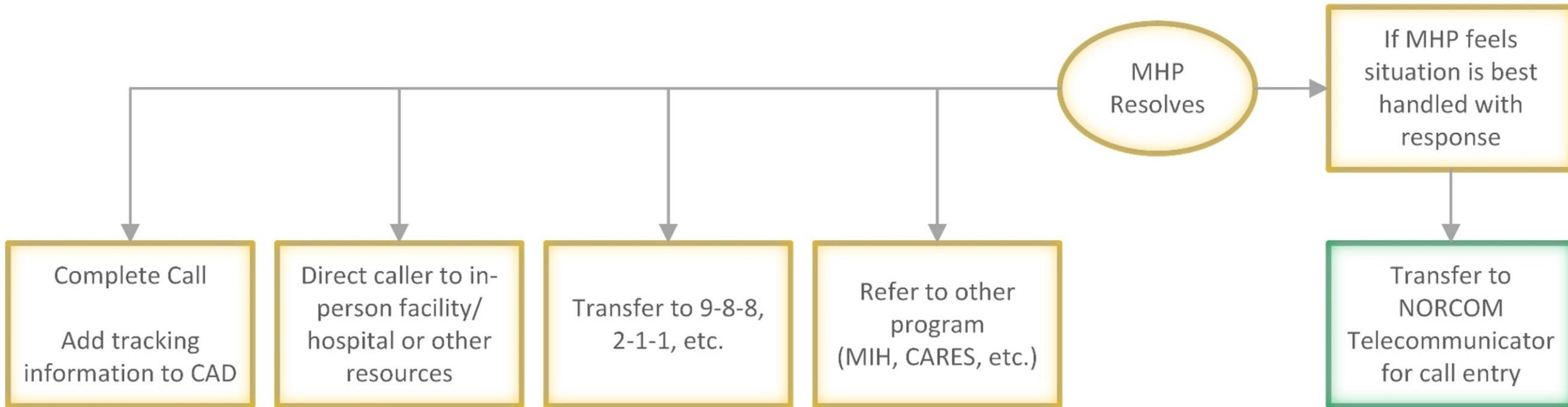
Behavioral Health Call Processing



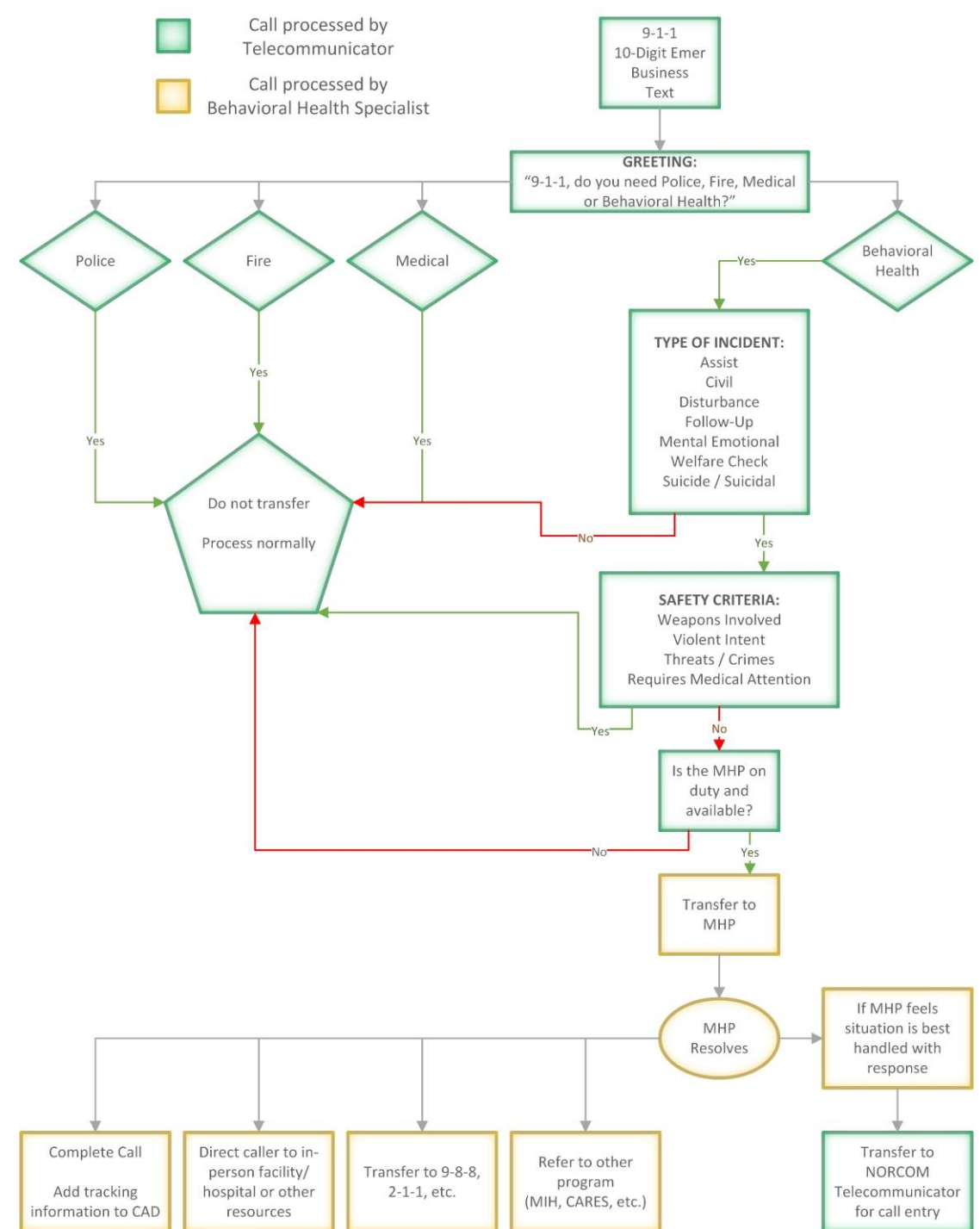
Behavioral Health Call Processing



Behavioral Health Call Processing



Behavioral Health Call Processing



-

Policies and Procedures

- Greeting
- Types of Incidents and Criteria
 - Protect callers, responders and community
- 1st vs 3rd person callers
- MHP discretion to send resources
- Equitable access to resources (language, text, TDD/TTY, etc.)

Implementation

- Training
- Oversight
 - Quality Assurance (QA)
 - Quality Improvement (QI)
- Integration into the Emergency Communications Center

Data and Future of the Program

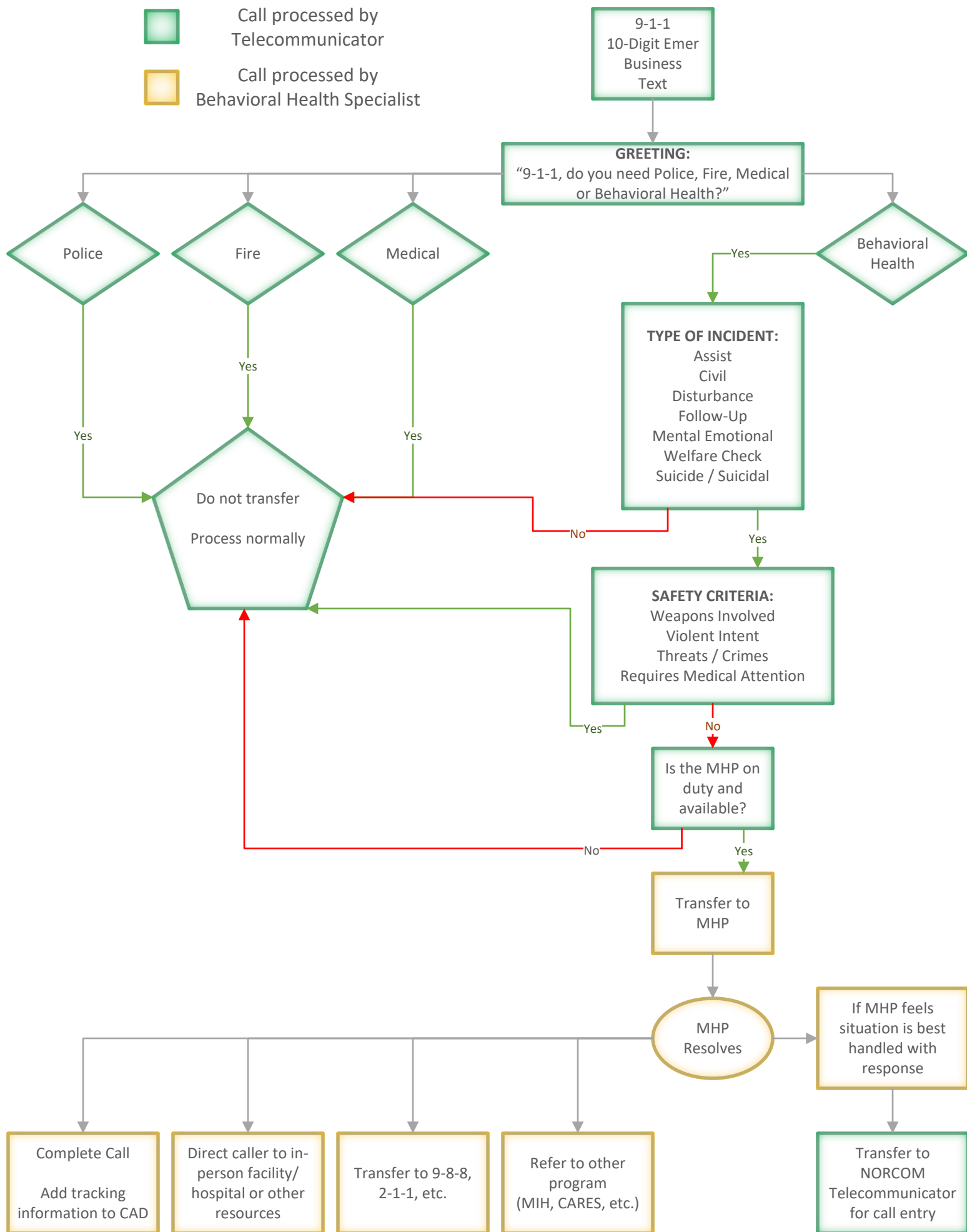
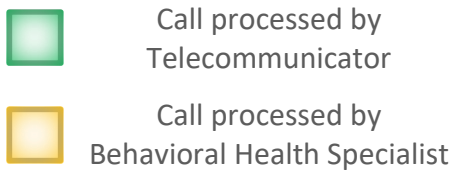
- Tracking
- Evaluate
- Evolve
- Grow the program to best meet the needs of our communities

Next Steps

- Embedding a behavioral health specialist in dispatch will have associated challenges and opportunities
- There are two important house bills for Washington State related to these types of services. Both enhance and expand behavioral health crisis response and suicide prevention services
 - HB1477 – 2021-22 (Signed into law) – Implements 988
 - HB1134 – 2023-24 (Pending, In session) – Enhances 988
 - Protocols to connect 988 and 911 calls centers are still being developed
 - Technology for 988 to allow for interoperability across crisis and emergency response systems is still being developed
 - Provides for strong collaboration with WA State 911 Office

Recommendation

- Carefully monitor HB1477 and the proposed HB1134 to determine how both will be fully implemented.
 - Provide a more established and regional framework
 - Establish and finalize funding
 - Determine specifics of training
 - Clarify liability protection
 - Establish relationships to provide the appropriate resources
 - Allows for consistency amongst many different programs thus providing a more regional approach



FINAL BILL REPORT

E2SHB 1477

C 302 L 21

Synopsis as Enacted

Brief Description: Implementing the national 988 system to enhance and expand behavioral health crisis response and suicide prevention services.

Sponsors: House Committee on Appropriations (originally sponsored by Representatives Orwall, Davis, Ortiz-Self, Callan, Simmons, Johnson, J., Goodman, Ryu, Ormsby, Valdez, Frame, Berg, Bergquist, Harris-Talley, Chopp, Macri, Peterson and Pollet).

House Committee on Health Care & Wellness

House Committee on Finance

House Committee on Appropriations

Senate Committee on Behavioral Health Subcommittee to Health & Long Term Care

Senate Committee on Health & Long Term Care

Senate Committee on Ways & Means

Background:

Behavioral Health Crisis Services.

Crisis mental health services are intended to stabilize a person in mental health crisis to prevent further deterioration, provide immediate treatment and intervention, and provide treatment services in the least restrictive environment available. Substance use disorder detoxification services are provided to persons to assist with the safe and effective withdrawal from substances. Behavioral health crisis services include: crisis telephone support, crisis outreach services, crisis stabilization services, crisis peer support services, withdrawal management services, and emergency involuntary detention services.

Behavioral health administrative services organizations (BHASOs) are entities contracted with the Health Care Authority to administer certain behavioral health services and programs for all individuals within a regional service area, including behavioral health crisis services and the administration of the Involuntary Treatment Act. In addition, each BHASO must maintain a behavioral health crisis hotline for its region.

This analysis was prepared by non-partisan legislative staff for the use of legislative members in their deliberations. This analysis is not part of the legislation nor does it constitute a statement of legislative intent.

National Suicide Prevention Hotline.

The Substance Abuse and Mental Health Services Administration (SAMHSA) partially funds the National Suicide Prevention Lifeline (Lifeline). Lifeline is a national network of about 180 crisis centers that are linked by a single toll-free number. In Washington, there are three local crisis centers participating in Lifeline. Lifeline is available to people in suicidal crisis or emotional distress. When a person calls the number, the call is routed to a local crisis center based upon the caller's area code. Counselors at the local crisis center assess callers for suicidal risk, provide crisis counseling services and crisis intervention, engage emergency services when necessary, and offer referrals to behavioral health services. In addition, the SAMHSA and the Department of Veterans Affairs have established the Veterans Crisis Line which links veterans with suicide prevention coordinators.

In October 2020 Congress passed the National Suicide Hotline Designation Act of 2020 (Act). The Act designates the number 988 as the universal telephone number within the United States for the purpose of accessing the National Suicide Prevention and Mental Health Crisis Hotline system that is maintained by Lifeline and the Veterans Crisis Line. In addition, the Act expressly authorizes states to collect a fee on commercial mobile services or Internet protocol-enabled voice services for: (1) ensuring the efficient and effective routing of calls made to the 988 National Suicide Prevention and Mental Health Crisis Hotline to an appropriate crisis center; and (2) personnel and the provision of acute mental health crisis outreach and stabilization services by directly responding to calls to the crisis centers.

Summary:

Behavioral Health Crisis Response and Suicide Prevention System.

Crisis Hotline Centers and Crisis Call Center Hubs.

The Department of Health (Department) must provide adequate funding for an expected increase in the use of the state's crisis lifeline call centers once the 988 hotline number is established. The funding must be established at a level anticipated to achieve an in-state call response rate of at least 90 percent by July 22, 2022. The level of funding must be determined by considering call volume predictions, cost per call predictions provided by the National Suicide Prevention Lifeline (Lifeline), guidance on call center performance metrics, and necessary call center upgrades.

By July 1, 2023, the Department must adopt rules with standards that crisis call centers must meet to become designated as crisis call center hubs. A "crisis call center hub" is defined as a state-designated center participating in the Lifeline network to respond to statewide or regional 988 calls. The Department must collaborate with other agencies in developing the rules and must consider recommendations from the Crisis Response Improvement Strategy Committee (Strategy Committee) and guidelines from national organizations.

By July 1, 2024, the Department must designate crisis call center hubs to provide persons who access the 988 Crisis Hotline within Washington with crisis intervention services, triage, care coordination, referrals, and connections. To be designated as a crisis call center hub, an entity must contract to provide crisis call center hub services. The contracts must require the crisis call center hubs to participate in the Lifeline network; meet operational, clinical, and reporting standards established by the Department; and collaborate with the Health Care Authority (Authority), the Lifeline, and the Veterans Crisis Line to assure consistent messaging. In addition, the contracts must require crisis call center hubs to employ highly qualified, skilled, and trained clinical staff to provide empathy to callers, de-escalate crises, assess behavioral health disorders and suicide risk, triage to system partners, and provide case management and documentation.

Behavioral Health Crisis Response System and Suicide Prevention Technologies.

The Department and the Authority must coordinate to develop the technology and platforms needed to manage and operate the behavioral health crisis response and suicide prevention system. The technologies must include: (1) a new technologically advanced behavioral health and suicide prevention crisis call center system platform for use in crisis call center hubs that has technology that is interoperable with other crisis and emergency response systems statewide and (2) a behavioral health integrated client referral system that coordinates system information with the crisis call center hubs and behavioral health entities. The agencies must designate a primary technology system to provide:

- access to real-time information relevant to the coordination of behavioral health crisis response and suicide prevention services, including real-time bed availability for all behavioral health bed types and real-time information relevant to the coordination of behavioral health crisis response and suicide prevention services;
- the means to request deployment of appropriate crisis response services and track local response through global positioning technology;
- the means to track the outcome of a 988 call to enable appropriate follow up, cross-system coordination, and accountability;
- a means to facilitate actions to verify and document whether the person's transition to follow up noncrisis care was completed and which services were offered;
- the means to provide geographically, culturally, and linguistically appropriate services to persons who are in high-risk populations or have a need for specialized services or accommodations; and
- consultation with tribal governments to ensure coordinated care in government-to-government relationships and access to dedicated services to tribal members.

In developing and implementing the technology and platforms, the Department and the Authority must create a technical and operational plan for the development of technology and platforms for the call center hub system. Except for the initial planning phase, prior to beginning a new information technology development following the initial planning phase, the agencies must submit the technical and operational plan to the Governor, the Office of Financial Management, the steering committee of the Strategy Committee, and the appropriate committees of the Legislature. The technical and operational plan must be

approved by the Office of the Chief Information Officer, the Office of Financial Management, and the steering committee of the Strategy Committee before the expenditure of funds beyond the initial planning phase. A draft technical and operational plan is due by January 1, 2022, and a final plan by August 31, 2022. The plan must address data management, data security, data flow, data access and permissions, protocols for health information privacy procedures, cybersecurity requirements, service level agreements by vendor, maintenance and operations costs, identification of applicable software as a service product, integration limitations by system, data analytic and performance metrics, liability, identification of the agency to host the electronic health record software, identification of the regulatory agency, the timeline from initiation to implementation of the solutions, efficient use of state resources and maximization of federal financial participation, and a comprehensive business plan analysis.

State Agency Responsibilities.

The Department is assigned the primary responsibility for establishing and designating the crisis call center hubs and the Authority is assigned the primary responsibility for developing and implementing the crisis response system and services to support the work of the crisis call center hubs. It is the stated expectation that the agencies will collaborate to ensure seamless, continuous, and effective service delivery with the statewide crisis system. In addition, the Department must collaborate with the State Enhanced 911 Coordination Office, Emergency Management Division, and Military Department to use technology that is interoperable between the 988 Crisis Hotline system and crisis and emergency response systems used throughout the state, to assure cohesive interoperability, to develop training programs and operations for both 911 public safety telecommunications and crisis line workers, to develop suicide and behavioral health crisis assessments and intervention strategies, and to establish efficient and equitable access to resources via crisis hotlines.

The Authority is assigned specific duties related to: (1) collaborating with counties and behavioral health administrative services organizations (BHASOs) to develop dispatch procedures; (2) establishing agreements with managed care organization and BHASOs to provide services and coordination regarding crisis services, including arranging next-day appointments; (3) creating best practice guidelines to deploy crisis response services to 988 hotline callers; (4) developing procedures regarding information sharing and communication between and across crisis and emergency response systems; and (5) establishing guidelines to serve high-risk populations.

The Department and the Authority must provide an annual report of the 988 Crisis Hotline's usage and call outcomes, as well as information about crisis services, including mobile rapid response crisis teams and crisis stabilization services. The report must also include information about fund deposits to and expenditures from the Statewide 988 Behavioral Health Crisis Response and Suicide Prevention Line Account (988 Account). Beginning in 2023, the report must be submitted each November to the Governor and the appropriate committees of the Legislature. The Joint Legislative Audit and Review Committee must

conduct an audit once the act has been fully implemented to focus on the use of funds from the Account and submit a report by November 1, 2027.

The Governor must appoint a 988 Hotline and Behavioral Health Crisis System Coordinator to provide project coordination and oversight for the implementation and administration of the 988 Crisis Hotline. The coordinator must oversee the collaboration between the Department and the Authority, coordinate and facilitate communication between stakeholders, review the development of training for crisis call center personnel, and coordinate the implementation of other behavioral health initiatives.

When acting in their statutory capacities, the state, the Department, the Authority, the State Enhanced 911 Coordination Office, the Emergency Management Division, the Military Department, and other state agencies and their employees are deemed to be carrying out duties owed to the public and not any individual person or class of persons. Crisis call center hubs are deemed to be independent contractors, separate and apart from the state.

Crisis Response Improvement Strategy Committee.

The Strategy Committee is established to develop an integrated behavioral health crisis response and suicide prevention system. The Office of Financial Management must contract with the Behavioral Health Institute at Harborview Medical Center to facilitate and provide staff support to the Strategy Committee.

The Strategy Committee includes the Director of the Authority, or the Director's designee; the Secretary of the Department, or the Secretary's designee; a representative of the Office of the Governor; the Insurance Commissioner, or the Commissioner's designee; up to two members representing federally recognized tribes, one from Eastern Washington and one from Western Washington; two members of the House of Representatives; two members from the Senate; the Director to the Department of Veterans Affairs, or the Director's designee; the State Enhanced 911 Coordinator, or the Coordinator's designee; a member with lived experience of a suicide attempt; a member with lived experience of a suicide loss; a member with experience of participation in the crisis system related to a mental health disorder; a member with experience of participation in the crisis system related to a substance use disorder; a member from each crisis call center in Washington that is contracted with the Lifeline; up to two members representing BHASOs, one from an urban region and one from a rural region; a member from the Washington Council for Behavioral Health; a member from the Association of Alcoholism and Addiction Programs of Washington State; a member from the Washington State Hospital Association; a member from the National Alliance on Mental Illness of Washington; two members representing the behavioral health interests of persons of color, one recommended by Sea Mar Community Health Centers and one recommended by Asian Counseling and Referral Service; a member representing law enforcement; a member representing a university-based suicide prevention center of excellence; a member representing an emergency medical services department with a Community Assistance Referral and Education Services program; a member representing Medicaid managed care organizations; a member representing commercial

health insurers; a member from the Washington Association of Designated Crisis Responders; a member from the Children and Youth Behavioral Health Work Group; a member from a social justice organization addressing police accountability and the use of deadly force; and a member from an organization specializing in facilitating behavioral health services for LGBTQ populations.

The Strategy Committee must submit its work to a steering committee of the full Strategy Committee. The steering committee consists of the Director of the Authority, or the Director's designee, the Secretary of the Department, or the Secretary's designee, a representative of the Office of the Governor, one of the members from the House of Representatives, and one of the members from the Senate. The steering committee must convene the Strategy Committee, select three co-chairs, schedule meetings, and establish agendas. The steering committee must also form several specified subcommittees pertaining to tribal issues, credentialing and training, technology, cross-system crisis response collaboration, and confidential information and coordination. The steering committee may form other subcommittees and the participants on the subcommittees are not required to be Strategy Committee members and each subcommittee must have at least one member representing rural interests, urban interests, and the interests of youth.

The steering committee must monitor and make recommendations related to funding crisis response services from the 988 Account, including analysis of projected expenditures, the cost of providing statewide coverage of mobile rapid response crisis teams, options to reduce the tax, and the viability of funding mobile rapid response crisis services from the 988 Account. The steering committee must submit a preliminary report to the Governor and the Legislature on the analysis of the account by January 1, 2022, and a final report by January 1, 2023.

By January 1, 2022, the steering committee must develop a comprehensive assessment of the behavioral health crisis response and suicide prevention system, including an inventory of existing services and resources. The comprehensive assessment must identify statewide and regional insufficiencies in necessary services and resources, goals for the provision of statewide and regional behavioral health crisis services and resources, a process for establishing outcome measures and improvement targets for the crisis response system, and potential funding sources.

The steering committee must develop a report that considers the comprehensive assessment and discussions with the Strategy Committee and reports from subcommittees. The report must include:

- a recommended vision for an integrated crisis network, including the integration of the 988 Crisis Hotline and crisis call center hubs, mobile rapid response crisis teams, mobile crisis response units, a range of crisis stabilization services, an integrated involuntary treatment system, peer and respite services, and data resources;
- recommendations to promote equity in services for individuals of diverse circumstances of culture, race, ethnicity, gender, socioeconomic status, sexual

- orientation, and for individuals in tribal, urban, and rural communities;
- a work plan for implementing local responses to calls to the 988 Crisis Hotline;
- the components of the new technologically advanced behavioral health crisis call center system platform and the new behavioral health integrated client referral system for assigning and tracking responses to behavioral health crisis calls and providing real-time bed and outpatient appointment availability;
- a work plan to enhance and expand the availability of community-based mobile rapid response crisis teams in every BHASO, including specialized teams to respond to the unique needs of particular populations;
- a work plan for crisis call center hubs to integrate Spanish language interpreters and Spanish-speaking call center staff into their operations and to ensure the availability of resources to meet the needs of persons in the agricultural community who are experiencing mental health stresses;
- the systems and capabilities needed to report, maintain, and update real-time information regarding the availability of behavioral health beds and outpatient appointments;
- the identification of other behavioral health challenges that the 988 Crisis Hotline may address in addition to suicide response and behavioral health crises;
- the development of a plan for the statewide equal distribution of crisis stabilization services, behavioral health beds, and peer-run respite services;
- recommendations for how health plans, managed care organizations, and BHASOs will assign care coordinators and next-day appointments to enrollees who contact the behavioral health crisis system;
- the allocation of funding responsibilities among managed care organizations, commercial insurers, and BHASOs;
- cost estimates for each of the components of the integrated behavioral health crisis response and suicide prevention system; and
- the recommended composition of a statewide behavioral health crisis response and suicide prevention oversight board.

The steering committee must provide to the Governor and the appropriate committees of the Legislature: a progress report by January 1, 2022, a second progress report that includes recommendations related to call center hubs by January 1, 2023, and a final report by January 1, 2024.

Health Insurance Coverage.

Health plans must make next-day appointments available to enrollees with urgent, symptomatic behavioral health conditions by January 1, 2023. The appointment does not need to be with a behavioral health professional as long as it is with a licensed provider acting within the provider's scope of practice. The appointment may be provided through telemedicine.

Statewide 988 Behavioral Health Crisis Response and Suicide Prevention Line Tax.

The Statewide 988 Behavioral Health Crisis Response and Suicide Prevention Line Tax

(988 Tax) is imposed on all radio access lines, interconnected voice over Internet protocol (VoIP) service lines, and switched access lines. A "radio access line" is a telephone number assigned to or used by a subscriber for two-way local wireless voice service from a radio communications company, including cellular telephone service, personal communications services, and network radio access lines. A "VoIP service line" is a service that enables real-time, two way voice communications using a broadband connection. "Switched access line" means the telephone service line that connects a subscriber's main telephone or equivalent main telephone to the local exchange company's switching office. The 988 Tax amount for each of these lines is phased in so that the tax is 24 cents per line per month between October 1, 2021, and December 31, 2022, and is increased to 40 cents per line per month beginning January 1, 2023.

Proceeds from the 988 Tax must be deposited into the 988 Account. The 988 Account is an appropriated account in the State Treasury. Money from the 988 Account may only be used for the routing of calls from the 988 Crisis Hotline to an appropriate crisis hotline center and for personnel and the provision of acute behavioral health, crisis outreach, stabilization services and follow-up case management.

Cities and counties are prohibited from imposing a tax on radio access lines, interconnected voice over Internet protocol service lines, or switched access lines for the purpose of routing calls made to the 988 Crisis Hotline to a crisis hotline center or crisis call center hub or for responding to 988 Crisis Hotline calls.

Appropriations.

For the 2021-23 fiscal biennium, the Department is appropriated:

- \$23,016,000 from the 988 Account to route calls to and contract for the operations of call centers and call center hubs;
- \$1,000,000 from the 988 Account to contract for the development and operations of a tribal crisis line;
- \$189,000 from the 988 Account and \$80,000 from the General Fund-Federal to provide staff support to analyze the planning, development, and implementation of technology solutions to create the technical and operational plan; and
- \$420,000 from the 988 Account to participate in and provide support to the Strategy Committee and the steering committee.

For the 2021-23 fiscal biennium, the Authority is appropriated:

- \$770,000 from the 988 Account and \$326,000 from the General Fund-Federal to provide staff and contracted support to analyze the planning, development, and implementation of technology solutions to create the technical and operational plan;
- \$664,000 from the 988 Account and \$127,000 from the General Fund-Federal to participate in and provide support to the Strategy Committee and the steering committee;
- \$381,000 from the 988 Account and \$381,000 from the General Fund-Federal to collaborate with managed care organizations, county authorities, and BHASOs with

respect to crisis services and the development of processes and best practices for crisis services.

For the 2021-23 fiscal biennium, the Office of Financial Management is appropriated \$200,000 from the 988 Account to provide staff and contracted services support to the Strategy Committee and the steering committee.

Votes on Final Passage:

House	78	18	
Senate	27	22	(Senate amended)
House			(House refused to concur)

Conference Committee

Senate	27	22
House	71	25

Effective: July 25, 2021

May 13, 2021 (Section 103)

October 1, 2021 (Sections 201-205)

July 1, 2022 (Section 402)

Health Care & Wellness Committee

HB 1134

Brief Description: Implementing the 988 behavioral health crisis response and suicide prevention system.

Sponsors: Representatives Orwall, Bronoske, Peterson, Berry, Ramel, Leavitt, Callan, Doglio, Macri, Caldier, Simmons, Timmons, Reeves, Chopp, Lekanoff, Gregerson, Thai, Paul, Wylie, Stonier, Davis, Kloba, Riccelli, Fosse and Farivar.

Brief Summary of Bill

- Establishes an endorsement for mobile rapid response crisis teams that meet staffing, vehicle, and response time standards, as well as a grant program to support them.
- Directs the University of Washington to establish a crisis training and secondary trauma program to develop a training strategy for personnel in the behavioral health crisis system and to provide training support to regional behavioral health entities.
- Directs the Department of Health to develop informational materials and a social media campaign to promote the 988 crisis hotline and related crisis lines.
- Establishes liability protection for several entities and personnel for activities related to the dispatching decisions of 988 crisis hotline staff and the transfer of calls between the 911 line and the 988 crisis hotline.
- Extends several dates related to reporting, designated 988 crisis contact center hubs, and funding the new crisis call center system platform.

Hearing Date: 1/17/23

Staff: Christopher Blake (786-7392).

This analysis was prepared by non-partisan legislative staff for the use of legislative members in their deliberations. This analysis is not part of the legislation nor does it constitute a statement of legislative intent.

Background:

Behavioral Health Crisis Services.

Crisis mental health services are intended to stabilize a person in mental health crisis to prevent further deterioration, provide immediate treatment and intervention, and provide treatment services in the least restrictive environment available. Substance use disorder detoxification services are provided to persons to assist with the safe and effective withdrawal from substances. Behavioral health crisis services include: crisis telephone support, crisis outreach services, crisis stabilization services, crisis peer support services, withdrawal management services, and emergency involuntary detention services.

Behavioral health administrative services organizations (BHASOs) are entities contracted with the Health Care Authority to administer certain behavioral health services and programs for all individuals within a regional service area, including behavioral health crisis services and the administration of the Involuntary Treatment Act. In addition, each BHASO must maintain a behavioral health crisis hotline for its region.

National Suicide Prevention Hotline.

In October 2020, Congress passed the National Suicide Hotline Designation Act of 2020 (Act) which designates the number 988 as the universal telephone number within the United States for the purpose of accessing the National Suicide Prevention and Mental Health Crisis Hotline system that is maintained by the National Suicide Prevention Lifeline and the Veterans Crisis Line. In addition, the Act expressly authorizes states to collect a fee on commercial mobile services or Internet protocol-enabled voice services for: (1) ensuring the efficient and effective routing of calls made to the 988 National Suicide Prevention and Mental Health Crisis Hotline to an appropriate crisis center; and (2) personnel and the provision of acute mental health crisis outreach and stabilization services by directly responding to calls to the crisis centers.

In 2021, House Bill 1477 was enacted which established several changes to the behavioral health crisis system in response to the adoption of 988 as the new phone number for the National Suicide Prevention and Mental Health Crisis Hotline. The bill established crisis call center hubs to provide crisis intervention services, case management, referrals, and connection to crisis system participants beginning July 1, 2024. The bill also charged the state with developing a new technology platform for managing communications with the 988 hotline and a tax was imposed upon phone lines to support the activities. In addition, the Crisis Response Improvement Strategy Committee was established to review and report on several items related to the behavioral health crisis system.

Summary of Bill:

Designated 988 Crisis Contact Center Hubs.

Crisis call center hubs are renamed "designated 988 crisis contact center hubs" (988 hubs). The date by which the Department of Health (Department) must adopt rules for designating 988 hubs is extended from July 1, 2023, to January 1, 2025, and the date for designating the 988 hubs is

extended from July 1, 2024, to January 1, 2026.

The 988 hubs must display 988 crisis hotline information on their websites, including a description of what a caller should expect when contacting the 988 hub, a description of the options available to the caller such as specialized call lines for veterans, American Indian and Alaska Native persons, Spanish-speaking persons, and LGBTQ populations.

The 988 hubs must develop and submit protocols regarding interactions between the 988 hub and the 911 call centers within the region to the Department and receive approval of those protocols. The 988 hubs must also develop and submit protocols related to the dispatching of mobile rapid response crisis teams to the Health Care Authority (Authority) and receive approval of those protocols.

The behavioral health and suicide prevention crisis call center system platform must be fully funded by July 1, 2024, rather than July 1, 2023. The Department and the Authority must include the 988 hubs in the decision-making process for selecting the technology platform.

988 Crisis Hotline Awareness.

The Department must develop informational materials and a social media campaign to promote the 988 crisis hotline and crisis hotlines for veterans, American Indians and Alaska Native persons, and other populations. The Department must make the informational materials available to medical clinics, behavioral health clinics, media, K-12 schools, higher education institutions, and health care professionals attending suicide prevention training.

Behavioral health agencies must display the 988 crisis hotline number in common areas and on after-hours phone messages.

Endorsed Mobile Rapid Response Crisis Teams.

By April 1, 2024, the Department must establish standards for issuing an endorsement to mobile rapid response crisis teams. Endorsed mobile rapid response crisis teams are to be considered a primary response team for individuals determined by the dispatching 988 hub to be experiencing a significant behavioral health emergency that requires an urgent in-person response. The decision for a mobile rapid response crisis team to become endorsed is voluntary.

The standards for an endorsement relate to staffing, training, transportation, and response times. The response times are established in two phases so that:

- between January 1, 2025, through December 1, 2026, at least 80 percent of the time endorsed mobile rapid response crisis teams must respond to a 988 hotline call within 30 minutes in urban areas, within 40 minutes in suburban areas, and within 60 minutes in rural areas; and
- on and after January 1, 2027, at least 80 percent of the time endorsed mobile rapid response crisis teams must respond to a 988 hotline call within 20 minutes in urban areas, within 30 minutes in suburban areas, and within 45 minutes in rural areas.

A grant program administered by the Authority is created to support the establishment of new endorsed mobile rapid response crisis teams and the participation of existing endorsed mobile rapid response crisis teams. Specifically, the grant program shall issue:

- system expansion grants to support mobile rapid response crisis teams meeting endorsement standards in locations in which there is a lack of such services;
- technical assistance grants to endorsed mobile rapid response crisis teams with unique challenges in meeting the endorsement standards; and
- participation grants to endorsed mobile rapid response crisis teams based on response volumes, the characteristics of the response area, such as the rural nature of the area or the particular cultural and linguistic needs for serving the population.

Ten percent of the annual receipts for the Statewide 988 Behavioral Health Crisis Response and Suicide Prevention Line Account must be dedicated to the grant program and the endorsement activities. Up to 30 percent of these funds for the grant program and endorsement activities must be dedicated to mobile rapid response crisis teams affiliated with a tribe in Washington.

Training.

The University of Washington must establish a crisis training and secondary trauma program to support the development of high-quality training for crisis responders to assist individuals receiving crisis response services and to preserve the well-being of crisis responders. The crisis training and secondary trauma program must develop a statewide 988 behavioral health crisis response and suicide prevention training strategy (training strategy) for persons staffing 988 hotlines and certified public safety communicators, as well as personnel with mobile rapid response crisis teams, emergency medical services, and law enforcement. The training strategy must include recommendations related to topics of instruction for different persons responding to behavioral health crises, curriculum development, tailoring curricula for different populations, developing curricula for rural and agricultural communities, criteria for training trainers, timing of the training, assuring statewide availability of the training, and ways for agencies to incorporate the training into reimbursement and credentialing standards. The training strategy must be submitted to the Crisis Response Improvement Strategy Committee (Strategy Committee) by December 1, 2023, for inclusion in the Strategy Committee's January 1, 2024 report.

The crisis training and secondary trauma program must also provide training support to regional behavioral health entities to assure regional coordination of training for providers in the crisis response continuum. The training must address cultural competency, best practices for working with veterans, intellectually and developmentally disabled populations, youth, LGBTQ populations, agricultural communities, and American Indian and Alaska Native populations. In addition, the crisis training and secondary trauma program must develop and regionally implement a course for mobile rapid response team personnel, emergency medical services, and law enforcement personnel. The course must cover topics such as safety, basic verbal de-escalation, basic suicide brief interventions, practices for follow-up care, state laws and resources, and secondary trauma. Lastly, the crisis training and secondary trauma program must offer an annual training conference in crisis response and secondary trauma.

By July 1, 2024, suicide prevention training for health care providers must include instruction on the 988 behavioral health crisis response and suicide prevention system, as recommended by the University of Washington's crisis training and secondary trauma program.

Liability Protection.

Acts or omissions related to the dispatching decisions of 988 crisis call center staff or designated 988 crisis contact center hub staff with dispatching responsibilities do not impose liability upon a 988 crisis call center or designated 988 crisis contact center hub and their staff, members of a mobile rapid response crisis team, or public safety answering points and their staff. The liability protection applies to acts or omissions occurring in good faith, within the scope of the staff person's responsibilities, and in accordance with approved dispatching procedures.

Acts or omissions related to the transfer of calls from the 911 line to the 988 crisis hotline or from the 988 crisis hotline to the 911 line by certified public safety telecommunicators, 988 crisis call center staff, or designated 988 crisis contact center hub staff do not impose liability upon public safety answering points and their staff, a 988 crisis call center or designated 988 crisis contact center hub and their staff, or members of a mobile rapid response crisis team. The liability protection applies to acts or omissions occurring in good faith, within the scope of the staff person's responsibilities, and in accordance with approved call system transfer protocols.

Strategy Committee.

A member of the Strategy Committee with lived experience is added to the Steering Committee.

The 988 Geolocation Subcommittee is created to examine privacy issues related to federal planning efforts to route 988 crisis hotline calls based on a person's location. The 988 Geolocation Subcommittee must examine ways to implement federal recommendations in a manner that maintains public and clinical confidence in the 988 crisis hotline.

The Strategy Committee is extended by one year until June 30, 2025. The Strategy Committee must submit an additional progress report by January 1, 2024, and the final report is delayed until January 1, 2025.

Appropriation: None.

Fiscal Note: Requested on January 11, 2023.

Effective Date: The bill takes effect 90 days after adjournment of the session in which the bill is passed.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 02/10/2023
Subject: February Information Technology and Operations Updates Newsletter

Executive Summary:

The February 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

February IT & Operations Newsletter



Information Technology Updates

From: Katy Myers, DDofA

February 2023

Radio

PSERN to CAD Interface

Project in queue – pending Tyler migration completion.

Alpha-Numeric Paging

Scheduling interviews with top two responders.

Telephone Systems

911 Platform Replacement

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

Systems and Programs

Tyler Fire Migration

DNI finishing up work on the fire reporting - a lot of progress has been made. NORCOM staff completed station visits to work on mobile configurations and complete a hardware audit.

Body-Worn Cameras

Bellevue PD - Pending signatures of IT Services agreement.
Normandy Park PD – IT Services agreement drafted.

SPIDR

Bellevue PD - Pending signatures of IT Services agreement.

CAD-to-CAD Interface

Operations doing testing and developing processes, procedure and policy.

CAD Lite

Kick-off meeting completed, pending updated contract signatures to schedule work.

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 held 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.

"As expected" because we get such great service from Norcom tech support."

"Thanks Sean! I have been trying to set this up on my own since 2021 :P Appreciate the help."

Last Month: 12 surveys returned

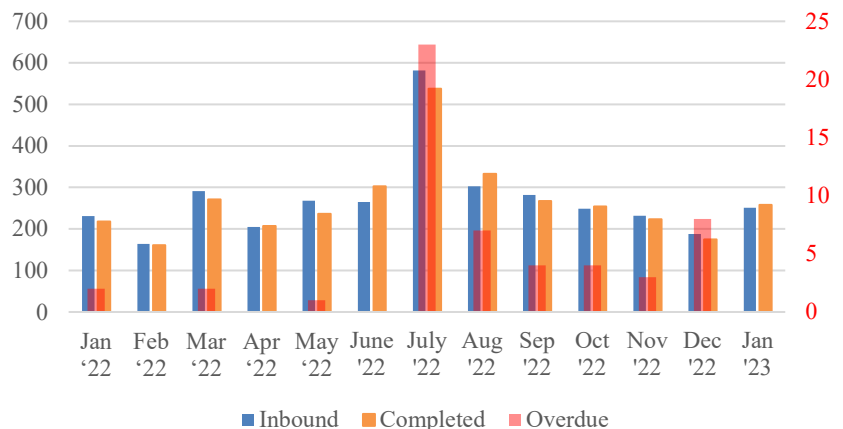
- Better than expected – 22
- As expected – 18

Service Requests

251 Inbound tickets
258 Completed tickets

0 overdue tickets

IT Service Desk





Operations Updates

From: Roky Louie, Deputy Director of Operations

February 2023

Telecommunicator Week Prep

Once a year NORCOM joins the nation in celebrating our Telecommunicators for a week in April (9th to the 15th). This is a time of fun, food, games, and focused acknowledgment of what an amazing job our staff performs on 24/7 basis. We are very fortunate to have an amazingly healthy culture among our NORCOM team. This year we will be celebrating with our staff in what we have designated as Disney Week (TC23). We will have teams that will perform many tasks to earn points for their respective teams, which can be used at the end of the week to win things like raffle prizes. These events will center around completing tasks like scavenger hunts around the county. All of these events are designed around fostering teamwork and having fun together as a workgroup. Some of the outings also have the added benefit of helping our staff become familiar with things like locating where fire stations are located or where “Poo Poo Point Landing” is. We will also be providing the ability for staff to dress up and come to work as Disney characters during the week. We often hear from the floor how awesome it is when a Chief or Officer stops by and says hello during the week. You will continue to hear more about what we are doing during this week and how you can be involved as the date approaches.

Fire Station Agency Visits – Tyler CAD Mobile User Interface Focus

As a follow-up to the Tyler CAD Migration Project and to focus on the user perspective, NORCOM offered to visit fire agencies and meet with mobile software users. Between January 9th and January 12th the NORCOM Fire Liaison, Cory James, and NORCOM IT Applications Supervisor, Andrew Johnson, performed 6 agency site visits and met with approximately 30 personnel. The purpose of the visits was to connect with users of the Tyler Mobile software. This included providing information on recent fixes to issues, tips, tricks, and suggestions on how to use the software more efficiently. Excellent discussions were had, with users sharing how they interact with the software. Other goals for the visits were to determine what agency hardware is being used, ensure NORCOM was aware of all issues, discuss ongoing efforts for IS/Mapping accuracy, CAD to CAD project information and a demonstration of the

Tyler CrewForce application. Each visit ended with a significant amount of time working one-on-one with users on the Tyler Mobile product giving individual demonstrations and assistance with customized configurations. The results of those visits are being compiled to determine lessons learned and suggested next steps. Those results will be distributed once completed.

Training

Our Training Department continues to prepare the next generation of Telecommunicators for excellent service. When Human Resources recently hired 11 new Telecommunicators, the Training Department quickly adapted and was able to operate 2 new-hire call receiving academies. While operating the training academies, the Training Department has continued to support 3 Call Receiving trainees and 3 radio trainees (2 police radio, 1 fire radio) while preparing 2 other newly-trained call receivers to begin radio training. Additionally, NORCOM's Training staff have heavily supported the King County EMS office in the initial training and continuing education of Telecommunicators from NORCOM, Valley Communications and the Port of Seattle.

We are preparing for the future by:

- Increasing the number of designated Communications Training Officers.
- Providing regular training on a weekly, monthly, quarterly and annual basis through continuing education such as: BOOST, Weekly Reader, Quarterly Continuing Education and Quarterly Addressing Drills
- Promoting one-on-one refresher training opportunities to Telecommunicators out of practice in specific disciplines.
- Collaborating with other communications centers to increase opportunities for continuing education.