

- 1. Call to Order
- 2. Roll Call
- 3. Open Communications from the Public
- 4. Consent Agenda
 - A. Governing Board Meeting Minutes April 14, 2023
 - B. Principals Assembly Meeting Minutes April 14, 2023
 - C. AP Reports April
- 5. For Briefing to Board
 - A. TC Week Thank You
 - B. Board Considerations for the Addition of a New Agency
 - C. Information Technology Projects 2023 & 2024
- 6. For Board Decision
 - A. Reporting Results of Facility Study RFP
- 7. Newsletter
 - A. May IT & Operations Newsletter
- 8. Adjournment

The next Governing Board meeting is scheduled for June 9, 2023



To: Governing Board

From: Bill Hamilton, Executive Director

Date: 05/12/2023

Subject: Governing Board Meeting Minutes April 14, 2023

Executive Summary:

The April 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:

Joint Operations Board Review:

Attachments

Governing Board Meeting Minutes April 14, 2023



MEMBERS Nathan McCommon City of Bellevue

Mark Risen

Kyle Kolling

Jeff Sass

Ed Holmes

Mark Correira

City of Bothell

City of Clyde Hill

City of Medina (Chair)

City of Mercer Island

City of Snoqualmie

Ben Lane Eastside/Woodinville Fire & Rescue

Brian Culp Fire District #27 (Vice-Chair)

Matt Hochstein Shoreline/Northshore Fire Department

ABSENT

Beth Goldberg City of Kirkland

Dan Yourkoski City of Normandy Park Wendy Moffat Duvall Fire District #45

Matt Cowan Shoreline/Northshore Fire Department

Adrian Sheppard Redmond Fire Department
James Knisley Skykomish Fire District #50
Jay Wiseman Snoqualmie Pass Fire

Michael Olson City of Kirkland (Board Treasurer)

GUESTS

Cherrie Harris City of Kirkland Police Chief

Jami Hoppen KC 911

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 Andrew Johnson Applications Supervisor

Nathan Way Applications & Security Architect

Zeb MiddletonSenior Systems EngineerMaggie JohansonAdministrative AssistantChelsie BarcusPayroll Accounting Specialist

ABSENT

Cory James Fire Liaison

Deanna Gregory Pacifica Law Group



o Call to Order

Chief Jeff Sass, Governing Board Chair, called the Governing Board meeting to order at 10:00 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

Chief Jeff Sass 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 March 10, 2023

• Accounts Payable Report March

There was no discussion on any consent agenda items.

Chief Kolling made a motion to approve the Consent Agenda. Chief Lane seconded the motion.

Motion carried.

o For Board Briefing

Alpha Numeric Paging System Project Update

Deputy Director Myers provided an update on the alpha numeric paging system project stating that we are working to finalize the project with ADCOMM the selected vendor. NORCOM and Sno 911 will be sharing the cost of the project, NORCOM's responsibility is 33% which is approximately \$90,000.



o Executive Session

An executive session was held to discuss a topic related to RCW 42.30.110(1)(g) the performance of an employee. The executive session started at 10:10 with a request for ten minutes. The executive session ended at 10:17.

The General Governing Board Meeting will reconvene at 10:20.

The General Governing Board Meeting resumed at 10:20. Chief Sass requested a roll call of present Governing Board members before resuming the General Governing Board meeting. Maggie Johanson, NORCOM Administrative Assistant reported there was a quorum. Chief Sass stated there are two proxy votes if needed to meet the quorum requirements.

Action was taken on the topic:

The item was regarding Director Hamilton's performance and salary.

Deputy City Manager McCommon made a motion for an increase of 6% to Director Hamilton's salary effective April 1, 2023. Chief Kolling seconded the motion.

Motion carried.

o Adjournment

Chief Culp made a motion to adjourn the meeting. Chief Lane seconded the motion.

Motion carried.

The meeting adjourned at 10:22.



The next Governing Board meeting is scheduled for May 12, 2023.

Approved by	/:			
Chair				
Attest:				
Secretary				



To: Governing Board

From: Bill Hamilton, Executive Director

Date: 05/12/2023

Subject: Principals Assembly Meeting Minutes April 14, 2023

Executive Summary:

The April 14, 2023, Principals Assembly meeting minutes are presented to the Board for review and consideration for approval.

Background:

The minutes are routinely submitted to the Governing Board for review, edits, and approval.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends approval.

Staff Comments:

None

Options

Risks

Finance Committee Review: No
Legal Review: No
Joint Operations Board Review: No

Attachments

Principals Assembly Minutes 20230414



MEMBERS Nathan McCommon City of Bellevue

Mark Risen City of Bothell
Kyle Kolling City of Clyde Hill
Jeff Sass City of Medina (Chair)
Ed Holmes City of Mercer Island
Mark Correira City of Snoqualmie

Ben Lane Eastside/Woodinville Fire & Rescue

Brian Culp Fire District #27 (Vice-Chair)

Matt Hochstein Shoreline/Northshore Fire Department

ABSENT

Beth Goldberg City of Kirkland

Dan Yourkoski City of Normandy Park
Wendy Moffat Duvall Fire District #45
Adrian Sheppard Redmond Fire Department

Matt Cowan Shoreline/Northshore Fire Department

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

Michael Olson City of Kirkland (Board Treasurer)

GUESTS

Bruce Jones City of Clyde Hill Councilmember
Cherrie Harris City of Kirkland Police Chief
Toby Nixon City of Kirkland Councilmember
Alan Gothelf Eastside Fire & Rescue Board Chair

Jessica Rossman City of Medina Mayor

Ken Callahan Shoreline Fire Department Commissioner

Katherine Ross City of Snoqualmie Mayor

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

Nathan Way Applications & Security Architect

Sean Goehner Systems Engineer

Zeb Middleton Senior Systems Engineer
Maggie Johanson Administrative Assistant
Chelsie Barcus Payroll Accounting Specialist

ABSENT

Cory James Fire Liaison



Call to Order

Chief Jeff Sass, 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

Chief Sass requested a roll call of present Governing Board members. Maggie Johanson, NORCOM Administrative Assistant, reported there was a quorum.

o General Overview

Executive Director Bill Hamilton stated that the Annual Principals Assembly meeting in the original ILA was established to keep our elected officials informed and that the goal today is to share insight into your NORCOM 911 center. Director Hamilton stated his hope is that everyone will leave today knowing that their tax dollars, community, and first responders are in very good hands. Director Hamilton provided an overview of why and how, our governance and the service area also stated that NORCOM's culture is strong.

o NORCOM Financial Report

Finance Manager Marianne Ryerson stated that the finance department is an efficient team of two. Finance Manager Ryerson provided a 2022 Year in Review showing revenues and expenses, 2023 Budget Highlights, and Looking Forward. A few key points that the Finance department will be focusing on are the increase in E-911 Excise Tax Distributions, establishing more contracts, and collecting payment for RAADAR services from non-NORCOM agencies along with the 10-year reporting tool which is detailed and transparent and will help prepare for the upcoming years.

o Human Resource Report

Human Resources Manager Judy Cayton provided an overview of the functions, priorities, and accomplishments of the department. Looking forward the top priority is hiring Telecommunicators in the current environment, increasing diversity and focusing on employee engagement and retention.



Information Technology Report

Deputy Director Katy Myers provided a general overview and stated that the NORCOM IT Department is a small group that can accomplish anything. Deputy Director Myers outlined the department structure and projects completed, in progress, and looking forward. The completed projects are Single CAD Migration which reduced duplicate entry for the dispatchers and reduced software fees and the Redmond Back-Up Facility which tripled the space allowing NORCOM to fully replicate 17 workstations in the event we were forced to evacuate our current location. Deputy Director Myers thanked the Board for their continued support.

o Operations Report

Deputy Director Roky Louie provided information on the Operations Department including a general overview stating that we have from 9-12 dispatchers on duty each shift available 24/7 365 days a year, unit goals for both Telecommunicators and Supervisors, and accomplishments of 2022. The 2022 accomplishments, to name a few, are the Single CAD Data Migration which required inputting 40,000 pieces of information into the other system and working through staffing challenges intensified by COVID, along with 900 cardiac calls, 200 times CPR was performed, 22 known CPR telephone saves and 3 baby deliveries. Deputy Director Louie also stated the Operations Department is looking forward to several projects coming up in 2023.

o Closing

Director Hamilton provided closing comments stating that the original wisdom and vision for the co-location of Police, Fire & Medical Services proves itself to be a very effective business & lifesaving model for our community. This year a very exciting event happened, Washington legislature passed a vote to recognize 911 dispatchers as first responders. Our employees are good people with a desire to serve others. A video of a Cardiac save patient who visited NORCOM and the agencies who responded to her was played as just one example of the work done here at NORCOM.

o Adjournment

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

Motion carried.



The Principals Assembly meeting adjourned at 9:50.

The General Governing Board meeting will commence in 10 minutes.

Approved by:			
Chair			
Attest:			
Secretary			



To: Governing Board

From: Bill Hamilton, Executive Director

Date: 05/12/2023

Subject: AP Reports April

Executive Summary:

NORCOM staff is asking that the Board review and 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 April

NORCOM ACTIVITY APRIL 1, 2023 THROUGH APRIL 30, 2023

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,038,751.03

I, the undersigned, do hereby certify under penalty of perjury services rendered or the labor performed as described here payable pursuant to a contract or is available as an option obligation and that the claim is a just, due and unpaid obligatio to authenticate and certify said claim.	ein, that any advance payment is due and for full or partial fulfillment of a contractual
Michael Olson, Treasurer	Date
We, the undersigned NORCOM Board Members, do herby cer above are approved.	rtify that claims in the amount detailed
Governing Board Chair	Date
Governing Board Vice Chair	Date

501- Operating

	2023 Budget	April Activity	2023	Collected to Date	% collected
Agency Revenue	13,461,039	-	\$	6,730,520	50%
Agency Reimbursements	164,500	39,656	\$	79,563	48%
Grants/Intergovernmental/Interest	136,000	447	\$	27,381	20%
Total	13,761,539	40,103		6,837,463	50%
Transfers In	1,470,055	365,000	\$	565,000	38%
Revenues + Transfers	15,231,594	405,102.68		7,402,463	49%

	2023 Budget	April Activity	2	023 Spending to Date	% used	Remaining Balance
alaries & Wages - Regular	8,332,986	\$ 607,669	\$	2,283,254	27%	6,049,732
alaries & Wages - Overtime	294,876	\$ 47,132	\$	138,336	47%	156,540
rofessional Reimbursements	4,200	\$ 323	\$	1,292	31%	2,908
Medical	1.282.959	\$ 105.688	\$	408,978	32%	873.981
Dental	104,339	\$ 8,140	\$	31,355	30%	72,984
/ision	13,603	\$ 1,049	\$	4,086	30%	9.517
.ong-Term Care	6,600	\$ 445	\$	1,885	29%	4,715
Medicare	126.712	\$ 8.917	\$	32.891	26%	93.821
MEBT	518,878	\$ 44,016	\$	155,438	30%	363,440
PERS	921,507	\$ 67,574	\$	250,949	27%	670,558
Vashington FMLA	17,370	\$ 1,451	\$	5,355	31%	12,015
		\$	\$		36%	
Inemployment	92,394	8,925		32,929		59,465
Vorkers Comp	43,960	\$ 1,520	\$	5,683	13%	38,277
Total Personnel	11,760,384	902,849	\$	3,352,430	29%	8,407,954
dvertising	5,000	\$ 477	\$	1,285	26%	3,715
Bank Fees	500	\$ -	\$	-	0%	500
Cellular,Pager & Radio Svcs	35,552	\$ 2,899	\$	11,321	32%	24,231
Computer Hardware-Non Capital	7,725	\$ 5,395	\$	7,435	96%	291
Consumable Goods	14.310	\$ 3.067	\$	6.839	48%	7.471
ues & Memberships	12,635	\$ 1,231	\$	11,121	88%	1,514
Equipment Leases	19.865	\$ 1.804	\$	7,230	36%	12,635
acility Lease	804,297	\$ 48,385	\$	265,794	33%	538,503
inancial Audit	23.836	\$ 5.252	\$	11.529	48%	12.307
Inancial Audit Iosted Services	203,888	\$ 99	\$	108,110	53%	95,778
		\$ 5.520	\$			100.307
IR Services	119,415	5,520		19,108	16%	
nsurance	93,500	\$ -	\$	90,940	97%	2,560
egal Services	200,000	\$ 720	\$	7,893	4%	192,107
ocal Travel/Training/ Mileage	6,122	\$ 100	\$	358	6%	5,764
letwork Service	51,599	\$ 4,337	\$	10,965	21%	40,634
Office Furniture	7,750	\$ -	\$	167	2%	7,583
Office Supplies	6,400	\$ 88	\$	894	14%	5,506
perating Supplies	4,250	\$ 299	\$	805	19%	3,445
arking Lease	29,200	\$ 2,708	\$	9,598	33%	19,602
Payroll Services	19,010	\$ 1,063	\$	4,738	25%	14,272
Postage	750	\$ 126	\$	126	17%	624
Printing	300	\$ -	\$	83	28%	218
Professional Services	133.550	\$ 2,252	\$	2.539	2%	131.011
&M - Network Equipment	397,684	\$ _,	\$	13,081	3%	384,603
&M - Office Equipment	2,500	\$ _	\$	-	0%	2,500
R&M - Software Maintenance	897,386	\$ 18,495	\$	53,671	6%	843,715
Radio Site Lease	81,410	\$ 2.000	\$	3,131	4%	78.279
Recruitment Supplies	2,000	\$ 2,000	\$	3,131	18%	1,645
		\$ 49	\$	897	8%	
Small Tools & Minor Equipment	11,300					10,403
Software/Licensing	78,342	\$ 584	\$	984	1%	77,358
elephone Services	33,565	\$ 3,592	\$	11,346	34%	22,219
raining/Conf Registrations	22,688	\$ 1,349	\$	2,583	11%	20,105
raining/Conf Registrations/ Travel	34,885	\$ 568	\$	2,024	6%	32,861
ransfers Out	28,000	\$ -	\$	-	0%	28,000
Total Supplies & Services	3,389,214	112,502	\$	666,949	20%	2,722,265
GRAND TOTAL	15,149,598	1,015,351	\$	4,019,379	27%	11,130,219

502- Capital Projects

	2023 Budget	April Activity	20	023 Spending to Date	% used	Remaining Balance
Alpha Numeric Paging	600,000	\$ -	\$	-	0%	600,000
CAD Server Expansion	185,050	\$ 1,788	\$	22,510	12%	162,540
Console Replacement	152,753	\$ -	\$	-	0%	152,753
	937,803	1,788		22,510	2.4%	915,293

503- Equipment Replacement:

	2023 Budget	April Activity	2023 Spending to Date	% used	Remaining Balance	
Desktops/Laptops/Phones	30,600	\$ -	\$ 8,005	26%	2	2,595
Network Costs	150,900	\$ 3,494	\$ 3,494	2%	14	7,406
Servers	40,000	\$ -	\$ -	0%	4	0,000
	221,500	3,494	11,499	5.2%	21	0,001

505-E	911	Escrow

Revenues:	2023 Budget	April Activity	Collecte	ed to Date	% collected
E-911 Escrow	1,470,055	-	\$	367,514	25%
Investment Interest		-	\$	2,245	
	1,470,055	-	\$	369,759	25%

Expenditures:	2023 Budget	April Activity	2	023 Spending to Date	% used		Remaining Balance
Transfers Out	1,470,055	\$ 365,000	\$	565,000	_ ;	38%	905,055

NORCOM Financial Summary for Period Ending April 28, 2022

	2023 Amended Budget		Actual	Percent of Budget
	596 326		596 326	
Agency Revenue		s		50.00%
				35.59%
Transfers In	1,470,055	\$	565,000	38.43%
	14,854,181		7,213,757	48.56%
	15,450,507		7,810,083	
Personnel Evnenditures	11 760 385	•	3 352 430	28.51%
*				19.86%
Transfers Out	28,000	\$	-	0.00%
	15,146,875		4,019,379	26.54%
		Φ.	2 700 704	
	\$303,632	\$	3,790,704	
	583,597		\$583,597	
Agency Revenue	377,412		\$188,706	50.00%
Investment Interest	-		-	0.00%
Non-Operating Revenue	-		-	0.00%
Transfers In	28,000		-	0.00%
	405,412		188,706	46.55%
	989,009		772,303	
F 12	027 802		22.510	2.40%
	937,803	\$	- 22,510	0.00%
				2.400/
	937,803		22,510	2.40%
	\$51,206		\$749,793	
	372 070		\$372.070	
Investment Interest	512,710		93/2,9/0	0.00%
	-		-	0.00%
Transfers In	-		-	0.00%
				0.00%
				0.0070
	372,970		372,970	
Expenditures	221,500	\$	11,499	5.19%
Transfers Out	-		-	0.00%
	221,500		11,499	5.19%
	Personnel Expenditures Operating Expenditures Transfers Out Agency Revenue Investment Interest Non-Operating Revenue Transfers In Expenditures Transfers Out Investment Interest Non-Operating Revenue Transfers In	Sudget	Second	Separation

		202	3 Amended Budget	Actual	Percent of Budget
504 - Operating Expense Reserve					
2022 Beginning Fund Balance		\$	160,751	\$160,751	
2022 Beginning I and Bulance	Investment Interest	\$	-	φ100,731 -	0.00%
	Other Revenue	\$	_	-	0.00%
	Transfers In	\$	-	-	0.00%
Revenue Collected			-	-	0.00%
Total Resources			160,751	160,751	
	Operating Expenditures		_	_	0.00%
	Transfers Out		-	-	0.00%
Total Expenditures			_	-	0.00%
Available Fund Balance			\$160,751	\$160,751	
			4100,100	4.00,,00	
505 - E-911 Escrow Trust					
2022 Beginning Fund Balance			\$120,523	\$120,523	2.5.000/
	Operating Revenue Investment Interest		1,470,055	\$ 367,514 2,245	25.00% 0.00%
	investment interest			2,243	0.0070
Revenue Collected			1,470,055	369,759	25.15%
Total Resources			1,590,578	490,282	
	Expenditures			_	0.00%
	Transfers Out		1,470,055	565,000	38.43%
	Transfers out		1,170,000	202,000	
Total Expenditures			1,470,055	565,000	38.43%
Available Fund Balance			\$120,523	-\$74,718	
506 - Rate Stabilization Reserve					
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%
T. 12			#0# 0 · ·	505.01:	
Total Resources			507,041	507,041	
	Expenditures		-	-	0.00%
	Transfers Out		-	-	0.00%
Total Expenditures			<u>-</u>		0.00%
Assilable Frank Dalamas			¢507.041	\$507.041	
Available Fund Balance			\$507,041	\$507,041	

Accounts Payable

Checks by Date - Detail by Check Date

User: mryerson

Printed: 5/5/2023 2:54 PM



Check No	Vendor No	Vendor Name	Check Date	Check Amount
	Invoice No	Description	Reference	
ACH	120	ADP	04/07/2023	
	PPE04022023	Accrued Employment Security PPE040220)23	4,502.37
	PPE04022023	Garnishments Payable PPE04022023		1,391.15
	PPE04022023	Medicare Taxes PPE04022023		8,995.98
	PPE04022023	Accrued Wages PPE04022023		228,084.29
	PPE04022023	Federal Taxes PPE04022023		36,972.49
	PPE04022023	FMLA Taxes PPE04022023		2,687.98
		Tota	l for this ACH Check for Vendor 120:	282,634.26
ACH	131	HEALTH EQUITY	04/07/2023	
	04022023	HSA Contributions PPE04022023		1,358.30
		_		
			l for this ACH Check for Vendor 131:	1,358.30
ACH	132	WILMINGTON TRUST	04/07/2023	
	04022023	MEBT Contributions PPE04022023		40,470.93
		Tota	1 for this ACH Check for Vendor 132:	40,470.93
ACH	146	DEPT OF LABOR & INDUSTRIES	04/07/2023	
Acii	9494703	2023 Q1 L&I Taxes	04/07/2023	9,204.55
		Tota	l for this ACH Check for Vendor 146:	9,204.55
ACH	763	HILARY MURPHY	04/07/2023	
71011	04022023	Physical Check PPE 04022023	0110112023	998.42
		Tota	l for this ACH Check for Vendor 763:	998.42
				770.42
20292	675	ICMA-RC VANTAGEPOINT TRANS	SFER 04/07/2023	
	04022023	ICMA 457 Contributions PPE04022023		5,434.60
			Total for Check Number 20292:	5,434.60
20293	569	NORCOM ASSOCIATED GUILD	04/07/2023	
	APRIL23	April NAG Dues		1,665.00
			Total for Check Number 20293:	1,665.00
20294	673	PUBLIC SAFETY EMPLOYEES UN	ION 04/07/2023	
	APRIL23	April PSEU Dues		727.93
			Total for Check Number 20294:	727.93
			Total for 4/7/2023:	342,493.99
ACH	120	ADP	04/14/2023	
	630564956	Workforce Now Payroll Solution Bundle P		458.00
		•		

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
		Total fo	or this ACH Check for Vendor 120:	458.00
ACH	131 s4y3gbo	HEALTH EQUITY Monthly Fees April 2023	04/14/2023	55.30
		Total fo	or this ACH Check for Vendor 131:	55.30
				33.30
ACH	133 EPP20230411	DEPT OF RETIREMENT SYSTEMS March PERS Contributions	04/14/2023	117,958.62
		Total fo	or this ACH Check for Vendor 133:	117,958.62
20295	75	US BANK CORPORATE PAYMENT SY	YS 04/14/2023	
20293	03092023	Safeway - Governing Board	15 0 11 11 2023	14.19
	03102023	Ingallinas Box Lunch - DSS Training		209.61
	03132023	Ingallinas Box Lunch - DSS Training		20.86
	03142023	Zip Recruiter - Job Postings		158.55
	03152023	Target - Paper Plates		5.49
	03172023	Costco - Coffee		92.97
	03172023	Costco - Kleenex And Colorox Wipes		85.91
	03182023	Amazon - Adhesive, Bulletin Board, Monthly	. H ₄	45.96
	03182023	Amazon - Mouse	110	15.95
	03192023	Amazon - White Out Tape		17.60
	03192023	Amazon - Febreeze And Gloves		104.10
	03212023	Stamps - 2 Rolls		126.00
	03222023	Primo Water - Water Delivery		309.63
	03232023	MRSC - PRA Training		35.00
	03232023	Office Depot - Binder		9.06
	03232023	Amazon - Gift Cards For Annual Awards X12		600.00
	03232023	Amazon - Index Cards And Pens		29.03
	03232023	Amazon - Month Board Banner Refund		-49.97
	03232023	MRSC - PRA Training		35.00
	03242023	Northwest Trophy - Awards x6		165.15
	03302023	Amazon - Lens Wipes		42.30
	03312023	Amazon - Lamination Carriers		13.20
	03312023	Amazon - Dish Soap		19.20
	03312023	Amazon - Server Room Monitoring Camera		33.01
	04022023	Amazon Web Services		584.09
	04042023	Amazon - Dish Detergent		22.01
	04042023	Amazon - Envelopes		17.60
	04062023	Safeway - Coffee Filters		3.29
	04062023	Alaska Air - Tyler Conference		168.90
	04062023	Amazon - Boost Winner Gift Card		25.00
	04062023	Southwest Air - Tyler Conference		328.98
	04072023	NINA Services - Notary License Renewal Fee		153.27
	04072023	Tyler User Conference Registration Fee		1,349.00
	04072023	Home Depot - Extension Cord		25.26
			Total for Check Number 20295:	4,815.20
20296	718	ACCESS CORP	04/14/2023	
20290	10180427	Shredding Services - March	04/14/2023	278.28
			Total for Check Number 20296:	278.28
20297	364	AT&T	04/14/2023	
20277	03272023	Cellphone Services Acct #287291727817		292.74
	03272023	iPad - 4x Acct #287291727817		5,394.86
				2,271.00

Check Amount	Check Date Reference	Vendor Name Description	Vendor No Invoice No	Check No
5,687.60	Total for Check Number 20297:			
148.16	04/14/2023	AT&T MOBILITY Cell Phone Services Acct #287015346980	3 03282023	20298
		Cell I Holle Services Acet #20/013340700	03282023	
148.16	Total for Check Number 20298:			
594.83	04/14/2023	BRCK INC Telephone Services Acct #S00166571	710 INV008828	20299
594.83	Total for Check Number 20299:			
345.40	04/14/2023	CENTURYLINK Telephone Services Acct #431385632	210 03202023	20300
345.40	Total for Check Number 20300:			
123.08	04/14/2023	CENTURYLINK Telephone Services Acct #79965571	9 632889682	20301
123.08	Total for Check Number 20301:			
398.77 1,435.50 48,385.38 477.00 1,500.00	04/14/2023	CITY OF BELLEVUE Monthly Parking Spaces - April 2023 Monthly Parking Spaces - April 2023 Monthly Rent - April 2023 Fiber Usage Rental Fee - April 2023 Annual Membership Community Connectivity	11 44950 44950 44961 45015 45235	20302
52,196.65	Total for Check Number 20302:			
984.75	04/14/2023	EPSCA Monthly Radio Access Fees - April 2023	28 11119	20303
984.75	Total for Check Number 20303:			
121.11	04/14/2023	FIRST CHOICE COFFEE SERVICES Ice Machine Rental - April	447 381854	20304
121.11	Total for Check Number 20304:			
137.25 42.58 452.39	04/14/2023	JEREMY HENSHAW TC Week Reimbursement TC Week Reimbursement TC Week Reimbursement	529 03312023 04062023 04102023	20305
632.22	Total for Check Number 20305:			
23.98 41.07	04/14/2023	MARGARET JOHANSON Reimbursement For Creamer Reimbursement For Recruiting Supplies	669 04112023 04112023	20306
65.05	Total for Check Number 20306:			
1,860.00	04/14/2023	KING COUNTY FINANCE KCIT INET Other MISC SVC - March	252 11013480	20307
1,860.00	Total for Check Number 20307:			
919.79	04/14/2023	LANGUAGE LINE SERVICES Over-The-Phone-Interpretation - March	557 10967712	20308

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 20308:	919.79
20309	586 2023-04	MEYDENBAUER CENTER April 2023 Construction Employee Parking	04/14/2023	1,950.00
			Total for Check Number 20309:	1,950.00
20310	331 04042023	ZEB MIDDLETON Mileage Reimbursement - March 2023	04/14/2023	55.68
			Total for Check Number 20310:	55.68
20311	728 157155	MULTICARE CENTERS OF OCCUPAT Pre-Employment Physical Exam X4	TIC 04/14/2023	988.00
			Total for Check Number 20311:	988.00
20312	46 12253	NATIONAL TESTING NETWORK Background Investigation Services	04/14/2023	1,450.00
			Total for Check Number 20312:	1,450.00
20313	711 1727	PETEK & ASSOCIATES Pre-Employment Psychological Evaluation - 2	04/14/2023 X1	385.00
			Total for Check Number 20313:	385.00
20314	256 2023-293	PUBLIC SAFETY TESTING INC Q1 2023 Subscription Fees	04/14/2023	1,078.00
			Total for Check Number 20314:	1,078.00
20315	261 19554	RADIO COMMUNICATIONS SERVICE Rental/Lease Annual Fee 3/1/23 - 2/29/24	ES 04/14/2023	2,000.00
			Total for Check Number 20315:	2,000.00
20316	63 INV-012047	SPRINGBROOK HOLDING COMPAN Annual Maintenance Subscription 6/01/23 - 5		17,795.20
			Total for Check Number 20316:	17,795.20
20317	555 L154437	STATE AUDITOR'S OFFICE Accountability and Financial Audit - March 20	04/14/2023	5,252.10
			Total for Check Number 20317:	5,252.10
20318	366 03212023	T MOBILE Cell Phone Services Acct #947208760	04/14/2023	37.40
			Total for Check Number 20318:	37.40
20319	90 03312023	KHAI TRAN Mileage Reimbursement	04/14/2023	19.68
			Total for Check Number 20319:	19.68
20320	499 4273	TYLER TECHNOLOGIES Tyler Connect Full Conference Package	04/14/2023	1,099.00
			Total for Check Number 20320:	1,099.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
20321	694	URBAN DAKOTA CREATIVE	04/14/2023	
20321	1007	2023 Annual Report Setup, Cover De		875.00
			Total for Check Number 20321:	875.00
20322	692 03262023	ZIPLY FIBER Telephone Services Acct #021-5	04/14/2023	604.68
			Total for Check Number 20322:	604.68
			1010.1 C	
			Total for 4/14/2023:	220,833.78
АСН	120 PPE04162023 PPE04162023 PPE04162023 PPE04162023 PPE04162023 PPE04162023	ADP Federal Taxes PPE04162023 Accrued Employment Security PPE0 Garnishments Payable PPE04162023 Accrued Wages PPE04162023 Medicare Taxes Payable PPE0416202 FMLA Taxes Payable PPE04162023	3	35,816.76 4,422.82 1,391.15 229,926.40 8,838.06 2,640.50
			Total for this ACH Check for Vendor 120:	283,035.69
ACH	131 PPE04162023	HEALTH EQUITY HSA Contributions PPE04162023	04/21/2023	1,254.14
			Total for this ACH Check for Vendor 131:	1,254.14
ACH	132 PPE04162023	WILMINGTON TRUST MEBT Contributions PPE04162023	04/21/2023	41,489.41
			Total for this ACH Check for Vendor 132:	41,489.41
ACH	134 33904650501248	COLONIAL LIFE Colonial Premiums May 2023	04/21/2023	1,399.48
			Total for this ACH Check for Vendor 134:	1,399.48
ACH	140 MAY23	RELIANCE STANDARD May 2023 Life/LTD Insurance Prem	04/21/2023 iums	1,627.59
			Total for this ACH Check for Vendor 140:	1,627.59
ACH	327 MAY2023 MAY2023 MAY2023	ASSOCIATION OF WASHING? May 2023 Vision Premiums Payable May 2023 Dental Premiums Payable May 2023 Medical Premiums Payable		1,142.56 8,942.16 110,804.90
			Total for this ACH Check for Vendor 327:	120,889.62
ACH	67 MAR2023	DEPT OF REVENUE March 2023 Excise Tax	04/21/2023	1,787.70
			Total for this ACH Check for Vendor 67:	1,787.70
20323	675 PPE04162023	ICMA-RC VANTAGEPOINT TI ICMA 457 Contributions PPE041620		7,566.91
			Total for Check Number 20323:	7,566.91
20324	74 MAY23	UNUM May 2023 LTC Insurance Premiums	04/21/2023	605.61

Check Amoun	Check Date Reference	Vendor Name Description	Vendor No Invoice No	Check No
605.61	Total for Check Number 20324:			
459,656.15	Total for 4/21/2023:			
182.77 422.77	04/27/2023 PPE04	ADP Payroll Services And Workforce Now Workforce Now Payroll Solution Bundle	120 631084270 631630019	АСН
605.49	tal for this ACH Check for Vendor 120:	Т		
24.49	04/27/2023 burseme	CHELSIE BARCUS Healthy Worksite Summit Mileage Rein	764 04102023	20325
24.49	Total for Check Number 20325:			
120.00	04/27/2023	NICOLE BENSON TC Week Food Reimbursement	577 04152023	20326
120.00	Total for Check Number 20326:			
3,493.92	04/27/2023	CDW-GOVERNMENT INC CISCO 10GBASE - C3 Project	6 HW62051	20327
3,493.92	Total for Check Number 20327:			
862.07	04/27/2023	CENTURYLINK Telephone Services ACCT# 356B	8 04102023	20328
862.07	Total for Check Number 20328:			
141.82	04/27/2023	CENTURYLINK Telephone Services ACCT# 79965571	9 636712403	20329
141.82	Total for Check Number 20329:			
359.62 1,474.65	04/27/2023	CITY OF BELLEVUE Parking Payable - March 2023 Parking Payable - March 2023	11 44949 44949	20330
1,834.27	Total for Check Number 20330:			
120.00	04/27/2023	KAITLIN DINH TC Week Food Reimbursement	594 04112023	20331
120.00	Total for Check Number 20331:			
120.00	04/27/2023	DAN FINNIS TC Week Food Reimbursement	399 04152023	20332
120.00	Total for Check Number 20332:			
720.00	04/27/2023	FISHER BROYLES, LLP Legal Services - RAADAR	751 593027	20333
720.00	Total for Check Number 20333:			
160.00	04/27/2023	KATY GILBERT TC Week Food Reimbursement	288 04182023	20334
160.00	Total for Check Number 20334:			

Check Amou	Check Date Reference	Vendor Name Description	Vendor No Invoice No	heck No
210	04/27/2023	JEREMY HENSHAW TC Week Supplies Reimbursement	529 04142023	20335
210	Total for Check Number 20335:			
700	04/27/2023 5.	INNOVASAFE INC Software Source Code Escrow Agreement 04.	183 326685	20336
700	Total for Check Number 20336:			
120	04/27/2023	WILLIAM MARSHALECK TC Week Food Reimbursement	531 04192023	20337
120	Total for Check Number 20337:			
120	04/27/2023	DOTTIE OLSON TC Week Food Reimbursement	579 04112023	20338
120	Total for Check Number 20338:			
500	04/27/2023	PACIFIC NORTHWEST GIGAPOP Interest Services - March	741 NOR0323	20339
500	Total for Check Number 20339:			
2,034	04/27/2023	PST INVESTIGATIONS Background Investigation And Report X1	377 PSTI23-110	20340
2,034	Total for Check Number 20340:			
88	04/27/2023	PUBLIC SAFETY TESTING INC PST Candidate Agency Test - March	256 2023-413	20341
88	Total for Check Number 20341:			
325	04/27/2023	RAYMOND POLYGRAPH SERVICES Polygraph Exam X1	666 23-198	20342
325	Total for Check Number 20342:			
99	04/27/2023	SITECRAFTING INC Webiste Hosting Fee - April	630 41827	20343
99	Total for Check Number 20343:			
250	04/27/2023	SOUTH SOUND POLYGRAPH, LLC Pre-Employment Polygraph 1X	762 23038	20344
250	Total for Check Number 20344:			
1,435	04/27/2023	VERIZON WIRELESS Cell Phone Services ACCT# 471583790-0000	79 9932372909	20345
1,435	Total for Check Number 20345:			
1,682	6 04/27/2023	WELLS FARGO FINANCIAL LEASING Copier Lease - April 2023	88 5024679219	20346
1,682	Total for Check Number 20346:			
15,767	Total for 4/27/2023:			

Check No	Vendor No	Vendor Name	Check Date	Check Amount
	Invoice No	Description	Reference	
			Report Total (71 checks):	1,038,751.03



To: Governing Board

From: Bill Hamilton, Executive Director

Date: 05/12/2023

Subject: TC Week Thank You

Executive Summary:

NORCOM would like to thank the Governing Board and NORCOM's owner agencies for supporting Telecommunicator Week again this year.

Background:

This week-long event was established in 1981 as a time to celebrate and thank those who dedicate their lives to serving the public as Telecommunicators. Since the time that NORCOM went live in 2009, the Governing Board and the owner agencies that make up NORCOM have been supportive of Telecommunicator Week, occurring the second week of April every year. This year, in a show of continued partnership NORCOM staff would like to take a moment to thank the Board and NORCOM's agencies for their support, their contributions, and for taking the time to visit the communications center staff.

While it would be impossible to list every contribution by every agency, NORCOM would like to thank our agencies for helping celebrate our Telecommunicator team. We appreciate your kind words, snacks, gifts, and various meals. We are also grateful for your valuable time, stopping by to visit your dispatchers. The agency challenge coins, baseball caps, clothing, and patches allow our dispatchers to proudly support our agencies.

Past Board or Other Related Actions:

The Governing Board has supported Telecommunicator Week in previous years.

Policy and Strategic Implications:

NORCOM Staff Recommendation:

Staff has no recommendations on this topic and only wants to offer thanks.

Staff Comments:

Options

Risks

Finance Committee Review: No
Legal Review: No
Joint Operations Board Review: No



To: Governing Board

From: Bill Hamilton, Executive Director

Date: 05/12/2023

Subject: Board Considerations for the Addition of a New Agency

Executive Summary:

As the Board is aware, staff continue to work with the City of Bothell to explore a possible future partnership. The NORCOM Director will provide the Board with a brief update.

It should also be noted that should ANY agency wish to join NORCOM, the ILA provides for several important Board considerations and/or decisions, including:

- The general approval of adding the new agency
- Budgetary considerations
- The assignment of Principal vs Subscriber status- A supermajority vote of the Board is required to add a new agency as a Principal.

Background:

In several areas, the NORCOM ILA makes a clear and intentional distinction regarding the authority of a Principal agency versus that of a Subscriber agency.

Past Board or Other Related Actions:

Policy and Strategic Implications:

In addition to the noted potential partnership considerations, the Board may also begin to consider the general future growth potential for NORCOM. As larger agencies join NORCOM, it will be critical to evaluate the capacity to absorb the agency within the current staffing and infrastructure model and the remaining capacity impact the new partnership might have on considering additional future growth opportunities.

NORCOM Staff Recommendation:

NORCOM staff is providing this for information purposes only

Staff Comments:

Nothing Additional

Options

Risks

Finance Committee Review: Yes
Legal Review: No
Joint Operations Board Review: No



To: Governing Board

From: Bill Hamilton, Executive Director

Date: 05/12/2023

Subject: Information Technology Projects 2023 & 2024

Executive Summary:

NORCOM tracks projects on a multi-year basis to help manage project workload and staff resources. Project timing is estimated based on available information and is regularly updated. This list helps guide project planning.

Background:

Flexibility, transparency, and timeliness of project review and approval for internal and external projects is a NORCOM goal. The multi-year project tracking list provides insight into NORCOM resource needs and helps management control and schedule future projects.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

Project requests come from NORCOM agencies, external partner agencies, vendors, internal staff, or others. Each request is reviewed internally for resources, costs, and timeliness. Projects that require new funding are taken to the Finance Committee for review and input, then to the Board for approval via the annual budget approval process. Projects requested outside the annual budget process will follow the same process but may require alternative funding solutions. These projects will have a fiscal note attached to the project approval.

NORCOM Staff Recommendation:

The Board receives and reviews this update and the 2023/2024 project calendar.

Staff Comments:

The multi-year list and project review and approval process allow for flexibility and transparency when managing multiple project requests.

Options

Risks

Finance Committee Review: Yes

All projects requiring funding on the list have been reviewed and approved through prior board action and included finance committee input as necessary.

Legal Review: No **Joint Operations Board Review**: No

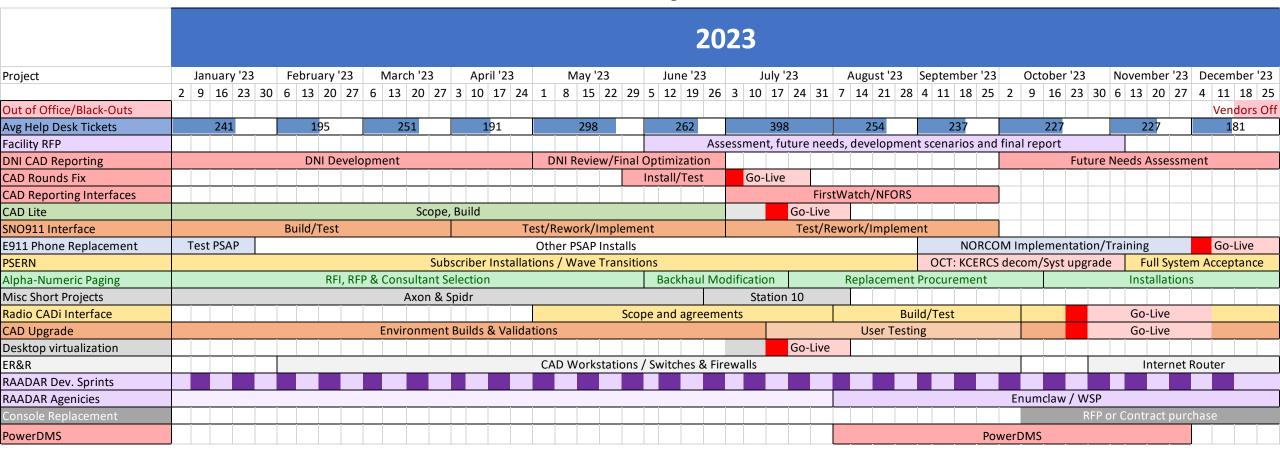
Attachments

2023/2024 IT Project Update

Information Technology Projects Review 2023/2024

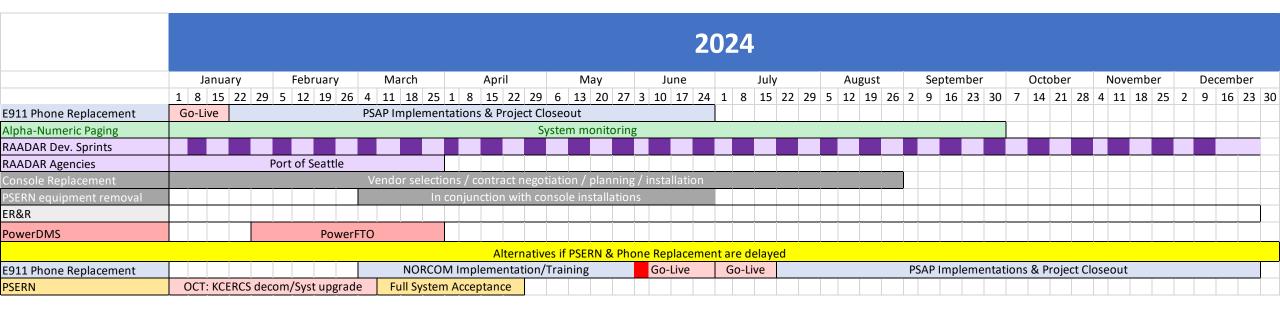


NORCOM Multi-Year Project Review





NORCOM Multi-Year Project Review







To: Governing Board

From: Bill Hamilton, Executive Director

Date: 05/12/2023

Subject: Reporting Results of Facility Study RFP

Executive Summary:

NORCOM reviewed the proposals received in response to the Facility Study Request for Proposals issued by NORCOM following the facility needs discussions from the December 2022 and January 2023 Governing Board meetings. The proposals were scored based on qualifications, responsiveness, project approach, references, and price.

911 Insight is the highest scoring proposal and the preferred vendor of the NORCOM leadership team. 911 Insight delivers professional services in the planning and implementing of information systems and telecommunications technology, as well as operational assessments and organizational change management for state and local government public safety agencies. It has provided independent management consulting to agencies throughout the United States for over 25 years. 911 Insight represents subject matter expertise in all facets of emergency communications. It has partnered with Mackenzie, JLL and Introba to deliver all requested deliverables.

Background:

During the December 2022 Governing Board discussion occurred regarding a property opportunity that may meet NORCOM's future growth needs in the Fircrest community of Shoreline. Concerns about growing rent costs and an interest in controlling future facility costs were expressed.

The Board directed NORCOM to proceed with formal contracting steps to aid in identifying future space and facility needs, assessing the adequacy, future capacity, and the continued financial feasibility of its existing facilities compared with leasing another space, co-locating with other public safety partners and purchasing or constructing a NORCOM owned facility.

Before year-end, NORCOM published a Request for Information (RFI) that closed on January 9th to help give budgetary estimates and reasonable timeline expectations. The average recommended budget was \$75,000 - \$100,000, and the suggested timeline to complete a study was six months.

NORCOM published a formal Request for Proposals (RFP) on February 24th that closed on April 21st. NORCOM received three proposals. The proposals were scored based on qualifications, responsiveness, project approach, references, and price.

Past Board or Other Related Actions:

N/A

ed

Policy and Strategic Implications:

Facility Study RFP Results



Facility Study- Timeline

December 2022

- Discussion of property opportunity & concerns over growing rent costs
- Initial direction given by Board to explore RFP process

January 2023

- NORCOM issues RFI to seek guidance on project costs & scope to include in formal RFP
- Board approves RFP process for a Facility Study

February/ March 2023

- Issued RFP
- Held Pre-Submittal Conference

April 21, 2023

- RFP closed
- 3 Submissions reviewed by NORCOM Leadership

May 2023

- References checked, preferred vendor chosen by NORCOM Leadership
- Seeking approval to negotiate contract with highest scoring proposer



Facility Study- RFP Results

- Received 3 proposals
- Reviewed and given weighted scores on the following:
 - Qualifications
 - Responsiveness
 - Approach
 - Price
 - References
- Highest scoring proposal received by 911 Insight

Requestion motion to authorize the Executive Director to negotiate& enter into a contract with 911 Insight for Facility Assessment Services, not to exceed \$100,000





To: Governing Board

From: Bill Hamilton, Executive Director

Date: 05/12/2023

Subject: May IT & Operations Newsletter

Executive Summary:

The 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

May IT & Operations Newsletter



Information Technology Updates

From: Katy Myers, DDofA

May 2023

Radio

PSERN to CAD Interface

Working with PSERN, Motorola and Tyler to determine which interface application to use.

Alpha-Numeric Paging

Statement of work almost finalized and ready for signatures.

Site Lease Updates

Negotiating site leases with King County for paging/VHF sites.

Telephone Systems

911 Platform Replacement

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

Systems and Programs

Tyler Fire Migration

NORCOM has four iPads available for agencies to check out and test-run Crew Force. If your agency is interested in testing Crew Force and doesn't have the right equipment to use it, let NORCOM know.

Body-Worn Cameras

Bellevue PD - Pending agreement.

Normandy Park PD – NORCOM work completed pending go ahead from NPPD.

<u>SPIDR</u>

Bellevue PD – work commenced, still reviewing data queries.

CAD-to-CAD Interface

Operations testing and development of processes, procedure, and policy continues.

CAD Lite

Test system is built, a meeting is scheduled with the vendor for an initial walk through.

RAADAR

User Group meeting on April 4 was well received. The group reviewed & prioritized all change and enhancement requests.

CAD Server Expansion & Upgrade

Project schedule is confirmed. Background work has begun.

IT Service Desk

Surveys

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

"Khai was quick and responsive to get my issue resolved. Thank you.."

"Exceptional service as always."

"Rock Stars!!!!"

Last Month: 10 surveys were returned

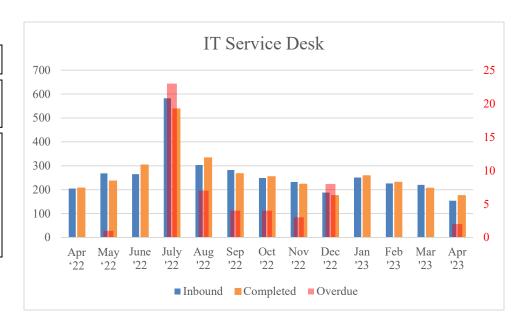
- Better than expected 22
- As expected 18

Service Requests

154 Inbound tickets175 Completed tickets

2 overdue tickets

- 1 was a pre-fire map update requirement
- 1 was late due to delayed response for clarification by the requester





Operations Updates

From: Roky Louie, Deputy Director Operations

May 2023

Technology & Cell Phones

Cell Phones have become the predominant form of communication for the public to call 9-1-1. Over 80 percent of the calls we receive at 9-1-1 are now from a cellular device. There are many areas of training and procedures that have adjusted over the years during this transition. The days of having a hard line telephone plugged into the wall in your home are all but gone now. What used to be an automatic download of information on our computers when someone called 9-1-1 to relay location information is now a lot more complicated. One of the areas that we have sought clarification for recently is how NORCOM participates in the authorization of a GPS location request during an emergency. NORCOM reached out to the King County Prosecutor's Team and worked with Gary Ernsdorff to update our procedures as this technology continues to change. Procedural updates were processed in conjunction with our Police Operations Group's approval. Having clarity on what we are allowed to do during an emergency is critical to making decisions quickly and saving lives. As cell phones become more heavily used we will continue to seek direction from our agencies and the Prosecutor's Office to ensure we keep the public safe and follow all the law requirements when attempting to assist in finding a caller's location to send help to. Navigating the uses and boundaries of technology limits is complicated, but it also allows for amazing new features that are on the horizon. In the near future, 9-1-1 will most likely be able to quickly locate your cell phone and also be able to tell what floor in a high rise you are located on, or what mountain ridge you are stuck on.

Agency Visits - Bridging the Gap

Since the start of 2023, NORCOM has hosted approximately 15 visitors from fire personnel in addition to another approximately 15 from police. Those personnel ranged in rank from Deputy Chiefs, career firefighters, police officers, recruits in the academy and administrative staff. With the exception of COVID restrictions, NORCOM has always welcomed and encouraged visitors to our communications center. We are proud of our facility and all we have to offer our staff, and we enjoy showing it off. Many NORCOM employees have expressed appreciation for getting to

meet the people on the other side of the radio. In turn, this bridges the gap between dispatch and field personnel, supporting the concept that we are all on the same team. Nearly all field personnel who visit NORCOM leave with an appreciation for our hard work and dedication. They start to realize why on rare occasions the radio isn't answered in mere nano-seconds because the dispatcher on the other end is working on several tasks at the same time. Humanizing each other's roles gives us mutual respect and understanding of some of the challenges each of us faces. We continue to encourage visits to NORCOM, even for seasoned veterans of your agencies. If you, yourself find that you haven't been up to dispatch in a while, please plan a visit. If you have personnel who may be frustrated with dispatch on occasion, please send them over so we can expose them to that other side of the radio. We offer options of tours that could last anywhere from 15 to 45 minutes, as well as in-depth sit-along where you can put on a headset while sitting next to and observing a dispatcher. Please contact your Fire or Law Enforcement Liaison to schedule a tour or sit-along.

Training

The Training Department has nearly doubled the number of active Communications Training Officers (CTOs) since mid-January in an effort to support the training of new employees; we now have 9 permanent CTOs who are supplemented by fill in trainers as needed. CTOs are experienced and competent Telecommunicators who receive additional training in adult learning, instructional methods, coaching tools, and documentation; they are an integral part of the NORCOM mission, ensuring that newly-hired Telecommunicators have the best possible chance at success. We currently have 8 people in active training with another 5 preparing for their next training assignment. Additionally, we have 3 new hires who should complete the academy by the end of the month and begin their floor training.

In addition to one-on-one training for new hires, the Training Department has been involved with providing multiple projects, and assisting KCEMS with the development of countywide training.