



## **AGENDA**

NORCOM Governing Board  
June 9, 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 May 12, 2023
  - B. AP Reports May
5. For Briefing to Board
  - A. Tree of Life
  - B. IT Staffing Update
6. For Board Decision
  - A. November Governing Board Meeting
7. Newsletter
  - A. June Information Technology & Operations Newsletter
8. Adjournment

The next Governing Board meeting is scheduled for July 14, 2023



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 06/09/2023  
Subject: Governing Board Meeting Minutes May 12, 2023

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### Executive Summary:

The May 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

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## Attachments

GB Meeting Minutes 051223



**Meeting Minutes**  
**NORCOM Governing Board**  
**May 12, 2023**

**MEMBERS**

Nathan McCommon	City of Bellevue
Mark Risen	City of Bothell
Kyle Kolling	City of Clyde Hill
Beth Goldberg	City of Kirkland
Jeff Sass	City of Medina (Chair)
Ed Holmes	City of Mercer Island
Dan Yourkoski	City of Normandy Park
Mark Correira	City of Snoqualmie
Ben Lane	Eastside/Woodinville Fire & Rescue
Brian Culp	Fire District #27 (Vice-Chair)
Adrian Sheppard	Redmond Fire Department
Michael Olson	City of Kirkland (Board Treasurer)

**ABSENT**

Wendy Moffat	Duvall Fire District #45
Matt Cowan	Shoreline/Northshore Fire Department
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

**GUESTS**

Jami Hoppen	KC 911
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**NORCOM STAFF**

Bill Hamilton	Executive Director
Roky Louie	Deputy Director Operations
Katy Myers	Deputy Director Administrative Services
Judy Cayton	Human Resource Manager
Marianne Ryerson	Finance Manager
Jeremy Henshaw	Law Enforcement Liaison
Cory James	Fire Liaison
Nathan Way	Applications & Security Architect
Maggie Johanson	Administrative Assistant
Chelsie Barcus	Payroll Accounting Specialist
Deanna Gregory	Pacifica Law Group



**Meeting Minutes  
NORCOM Governing Board  
May 12, 2023**

○ **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.

○ **Roll Call**

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

○ **Open Communications from the Public**

There were no requests for open communication from the public by email, phone or in person.

○ **Consent Agenda**

- **Governing Board Meeting Minutes April 14, 2023**
- **Accounts Payable Report April**

There was no discussion on any consent agenda items.

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

Motion carried.

○ **For Board Briefing**

- **TC Week Thank You**

Director Hamilton introduced the topic of Telecommunicator Week. He thanked all of our agencies for their continued support in this weeklong event held every year in April celebrating and thanking those who dedicate their lives to serving the public as Telecommunicators.



**Meeting Minutes  
NORCOM Governing Board  
May 12, 2023**

- **Board Consideration for the Addition of a New Agency**

Director Hamilton introduced the topic of any agency wanting to join NORCOM and reminded the Board that NORCOM staff continues to work with Bothell on possible future partnership. Director Hamilton stated that this conversation refreshed his awareness of the ILA considerations should any agency wish to join NORCOM to include the Board decision regarding a new agency joining as a subscriber or principal member. Director Hamilton stated he spoke to the Bothell Police Chief and a decision should be made by June. Several other questions were asked, what about LFP? Should the existing partners take on the expansion of technology? If a fire agency wanted to join, would it impact it in the same way? Are there any other agencies interested? At what point would we need to consider expansion? Director Hamilton stated that more details would be provided at the next meeting and that we are prepared should Bothell make such a request.

- **Information Technology Projects 2023 & 2024**

Director Hamilton introduced the topic of Information Technology projects stating that equity, flexibility, transparency, and on-time delivery of technology projects and services remain a core commitment of our skilled technology team. Deputy Director Myers provided a multi-year project review spreadsheet with a snapshot of the previous months, known projects, and estimated time frames. She asked that any projects not listed be discussed as soon as possible so that we can determine options for scheduling and timelines.

- **For Board Decision**

- **Reporting Results of Facility Study RFP**

Director Hamilton introduced the topic of the RFP that was previously requested by the Board then turned the topic over to the Finance Manager Marianne Deppen. Finance Manager Deppen reviewed the timeline from December 2022 to May 2023 and stated that NORCOM received three proposals that were reviewed and given scores based on qualification, responsiveness, approach, price & references. 911 Insight scored the highest.



**Meeting Minutes**  
**NORCOM Governing Board**  
**May 12, 2023**

Chief Holmes made a motion to authorize the Executive Director to negotiate and enter into a contract with 911 Insight for facility assessment services, not to exceed \$100,000.00. Chief Kolling seconded the motion.

Motion carried.

o **Adjournment**

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

Motion carried.

The meeting adjourned at 9:31.

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

Approved by:

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Chair

Attest:

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Secretary



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 06/09/2023  
Subject: AP Reports May

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### 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

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## Attachments

AP Report May 2023

NORCOM  
ACTIVITY MAY 1, 2023 THROUGH MAY 31, 2023

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,591,683.18

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.

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Michael Olson, Treasurer

Date

We, the undersigned NORCOM Board Members, do hereby certify that claims in the amount detailed above are approved.

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Governing Board Chair

Date

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Governing Board Vice Chair

Date



**501- Operating**

for Period Ending May 31, 2023

	2023 Budget	May Activity	2023 Collected to Date	% collected
Agency Revenue	13,461,039	-	\$ 6,730,520	50%
Agency Reimbursements	164,500	2,000	\$ 131,173	80%
Grants/Intergovernmental/Interest	136,000	-	\$ 40,426	30%
Total	13,761,539	2,000	6,902,118	50%
Transfers In	1,470,055	-	\$ 565,000	38%
Revenues + Transfers	15,231,594	2,000.00	7,467,118	49%

**Expenses**

	2023 Budget	May Activity	2023 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	8,332,986	\$ 604,689	\$ 2,870,922	34%	5,462,064
Salaries & Wages - Overtime	294,876	\$ 45,342	\$ 183,678	62%	111,198
Professional Reimbursements	4,200	\$ 323	\$ 1,615	38%	2,585
Medical	1,282,959	\$ 100,546	\$ 509,523	40%	773,436
Dental	104,339	\$ 7,744	\$ 39,099	37%	65,240
Vision	13,603	\$ 1,024	\$ 5,110	38%	8,493
Long-Term Care	6,600	\$ 469	\$ 2,354	36%	4,246
Medicare	126,712	\$ 8,485	\$ 41,376	33%	85,336
MEBT	518,878	\$ 39,343	\$ 194,781	38%	324,097
PERS	921,507	\$ 65,401	\$ 316,351	34%	605,156
Washington FMLA	17,370	\$ 1,383	\$ 6,738	39%	10,632
Unemployment	92,394	\$ 8,315	\$ 41,244	45%	51,150
Workers Comp	43,960	\$ 1,478	\$ 7,161	16%	36,799
Total Personnel	11,760,384	884,543	\$ 4,219,953	36%	7,540,432
Advertising	5,000	\$ 199	\$ 1,484	30%	3,516
Bank Fees	500	\$ -	\$ -	0%	500
Cellular,Pager & Radio Svcs	35,552	\$ 2,855	\$ 14,176	40%	21,376
Computer Hardware-Non Capital	7,725	\$ -	\$ 7,435	96%	291
Consumable Goods	14,310	\$ 781	\$ 7,620	53%	6,690
Dues & Memberships	12,635	\$ (898)	\$ 10,223	81%	2,412
Equipment Leases	19,865	\$ 1,804	\$ 9,034	45%	10,831
Facility Lease	804,297	\$ 67,873	\$ 333,667	41%	470,630
Financial Audit	23,836	\$ 2,178	\$ 13,707	58%	10,129
Hosted Services	203,888	\$ 731	\$ 108,841	53%	95,047
HR Services	119,415	\$ 6,316	\$ 25,424	21%	93,991
Insurance	93,500	\$ -	\$ 90,940	97%	2,560
Legal Services	200,000	\$ 2,145	\$ 10,038	5%	189,962
Local Travel/Training/ Mileage	6,122	\$ 38	\$ 396	6%	5,726
Network Service	51,599	\$ 2,837	\$ 13,802	27%	37,797
Office Furniture	7,750	\$ -	\$ 167	2%	7,583
Office Supplies	6,400	\$ 392	\$ 1,286	20%	5,114
Operating Supplies	4,250	\$ 138	\$ 943	22%	3,307
Parking Lease	29,200	\$ 2,362	\$ 11,960	41%	17,240
Payroll Services	19,010	\$ 1,038	\$ 5,777	30%	13,233
Postage	750	\$ 16	\$ 142	19%	608
Printing	300	\$ 412	\$ 495	165%	(195)
Professional Services	133,550	\$ 249	\$ 2,787	2%	130,763
R&M - Network Equipment	397,684	\$ -	\$ 13,081	3%	384,603
R&M - Office Equipment	2,500	\$ -	\$ -	0%	2,500
R&M - Software Maintenance	897,386	\$ 622,963	\$ 676,633	75%	220,753
Radio Site Lease	81,410	\$ 6,713	\$ 9,844	12%	71,566
Recruitment Supplies	2,000	\$ -	\$ 355	18%	1,645
Small Tools & Minor Equipment	11,300	\$ 1,255	\$ 2,152	19%	9,148
Software/Licensing	78,342	\$ 132	\$ 1,116	1%	77,226
Telephone Services	33,565	\$ 3,514	\$ 14,859	44%	18,706
Training/Conf Registrations	22,688	\$ -	\$ 2,583	11%	20,105
Training/Conf Registrations/ Travel	34,885	\$ 1,081	\$ 3,105	9%	31,780
Transfers Out	28,000	\$ -	\$ -	0%	28,000
Total Supplies & Services	3,389,214	727,124	\$ 1,394,073	41%	1,995,142
GRAND TOTAL	15,149,598	1,611,666	\$ 5,614,025	37%	9,535,573

**502- Capital Projects**

	2023 Budget	May Activity	2023 Spending to Date	% used	Remaining Balance
Alpha Numeric Paging	600,000	\$ -	\$ -	0%	600,000
CAD Server Expansion	185,050	\$ -	\$ 3,023	2%	182,028
Console Replacement	152,753	\$ -	\$ -	0%	152,753
	937,803	-	3,023	0.3%	934,781

**503- Equipment Replacement:**

	2023 Budget	May Activity	2023 Spending to Date	% used	Remaining Balance
Desktops/Laptops/Phones	30,600	\$ 11,088	\$ 19,093	62%	11,507
Network Costs	150,900	\$ -	\$ 3,494	2%	147,406
Servers	40,000	\$ -	\$ -	0%	40,000
	221,500	11,088	22,587	10.2%	198,913

**505-E 911 Escrow**

Revenues:	2023 Budget	May Activity	Collected to Date	% collected
E-911 Escrow	1,470,055	-	\$ 367,514	25%
Investment Interest	-	-	\$ 3,064	
	1,470,055	-	\$ 370,578	25%

Expenditures:	2023 Budget	May Activity	2023 Spending to Date	% used	Remaining Balance
Transfers Out	1,470,055	\$ -	\$ 565,000	38%	905,055

## NORCOM Financial Summary

for Period Ending May 31, 2022

	2023 Amended Budget	Actual	Percent of Budget
<b><u>501 - Operating Fund</u></b>			
2022 Beginning Fund Balance	596,326	596,326	
Agency Revenue	13,083,626	\$ 6,541,814	50.00%
Other Revenue	300,500	\$ 171,599	57.10%
Transfers In	1,470,055	\$ 565,000	38.43%
Revenue Collected	14,854,181	7,278,412	49.00%
Total Resources	15,450,507	7,874,738	
Personnel Expenditures	11,760,385	\$ 4,219,953	35.88%
Operating Expenditures	3,358,490	\$ 1,394,073	41.51%
Transfers Out	28,000	\$ -	0.00%
Total Expenditures	15,146,875	5,614,025	37.06%
<b>Available Fund Balance</b>	<b>\$303,632</b>	<b>\$ 2,260,713</b>	
<b><u>502 - Capital Projects Fund</u></b>			
2022 Beginning Fund Balance	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%
Revenue Collected	405,412	188,706	46.55%
Total Resources	989,009	772,303	
Expenditures	937,803	\$ 3,023	0.32%
Transfers Out	-	\$ -	0.00%
Total Expenditures	937,803	3,023	0.32%
<b>Available Fund Balance</b>	<b>\$51,206</b>	<b>\$769,281</b>	
<b><u>503 - Equipment Replacement Reserve</u></b>			
2022 Beginning Fund Balance	372,970	\$372,970	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	-	-	0.00%
Revenue Collected	-	-	0.00%
Total Resources	372,970	372,970	
Expenditures	221,500	\$ 22,587	10.20%
Transfers Out	-	-	0.00%
Total Expenditures	221,500	22,587	10.20%
<b>Available Fund Balance</b>	<b>\$151,470</b>	<b>\$350,383</b>	

	2023 Amended Budget	Actual	Percent of Budget
<b><u>504 - Operating Expense Reserve</u></b>			
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	
Operating Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
<b>Available Fund Balance</b>	<b>\$160,751</b>	<b>\$160,751</b>	
<b><u>505 - E-911 Escrow Trust</u></b>			
2022 Beginning Fund Balance	\$120,523	\$120,523	
Operating Revenue	1,470,055	\$ 367,514	25.00%
Investment Interest	-	3,064	0.00%
Revenue Collected	1,470,055	370,578	25.21%
Total Resources	1,590,578	491,101	
Expenditures	-	-	0.00%
Transfers Out	1,470,055	565,000	38.43%
Total Expenditures	1,470,055	565,000	38.43%
<b>Available Fund Balance</b>	<b>\$120,523</b>	<b>-\$73,899</b>	
<b><u>506 - Rate Stabilization Reserve</u></b>			
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%
<b>Available Fund Balance</b>	<b>\$507,041</b>	<b>\$507,041</b>	

# Accounts Payable

## Checks by Date - Detail by Check Date

User: mryerson  
Printed: 6/1/2023 1:44 PM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	120	ADP	05/05/2023	
	PPE 04302023	FMLA Taxes Payable PPE 04302023		2,530.75
	PPE 04302023	Medicare Payable PPE 04302023		8,455.47
	PPE 04302023	Garnishments Payable PPE 04302023		1,391.15
	PPE 04302023	Accrued Wages PPE 04302023		219,819.47
	PPE 04302023	Federal Taxes Payable PPE 04302023		33,395.00
	PPE 04302023	Accrued Employment Security PPE 04302023		4,164.98
Total for this ACH Check for Vendor 120:				269,756.82
ACH	131	HEALTH EQUITY	05/05/2023	
	PPE 04302023	HSA Contributions PPE 04302023		1,254.14
Total for this ACH Check for Vendor 131:				1,254.14
ACH	132	WILMINGTON TRUST	05/05/2023	
	PPE 04302023	MEBT Contributions PPE 04302023		38,764.23
Total for this ACH Check for Vendor 132:				38,764.23
20347	675	ICMA-RC VantagePoint Transfer	05/05/2023	
	PPE 04302023	ICMA 457 Contributions PPE 04302023		5,556.75
Total for Check Number 20347:				5,556.75
20348	569	NORCOM ASSOCIATED GUILD	05/05/2023	
	MAY23	NAG Dues May 2023		1,628.00
Total for Check Number 20348:				1,628.00
20349	673	PUBLIC SAFETY EMPLOYEES UNION	05/05/2023	
	MAY23	PSEU Dues May 2023		727.93
Total for Check Number 20349:				727.93
Total for 5/5/2023:				317,687.87
ACH	120	ADP	05/12/2023	
	632690650	Workforce Now Payroll Solution Bundle PPE 04		437.88
Total for this ACH Check for Vendor 120:				437.88
ACH	131	HEALTH EQUITY	05/12/2023	
	83k13ud	May 2023 Admin Fees		51.35
Total for this ACH Check for Vendor 131:				51.35
ACH	133	DEPT OF RETIREMENT SYSTEMS	05/12/2023	
	20230508	April 2023 PERS Contributions Payable		110,886.40

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for this ACH Check for Vendor 133:				110,886.40
20350	718 10239962	ACCESS CORP April Shredding Services	05/12/2023	138.01
Total for Check Number 20350:				138.01
20351	364 04272023	AT&T Cell Services ACCT# 7817	05/12/2023	292.64
Total for Check Number 20351:				292.64
20352	3 04282023	AT&T MOBILITY Cell Services ACCT# 6980	05/12/2023	147.49
Total for Check Number 20352:				147.49
20353	710 INV009690	BRCK INC Telephone Services ACCT# S00166571	05/12/2023	608.91
Total for Check Number 20353:				608.91
20354	6 JG38955 JG38955	CDW-GOVERNMENT INC HP EliteBook 840 G9 Notebook HP USB-C Dock For Laptop	05/12/2023	9,611.66 1,313.07
Total for Check Number 20354:				10,924.73
20355	210 04202023	CENTURYLINK Telephone Services ACCT# 431385632	05/12/2023	172.70
Total for Check Number 20355:				172.70
20356	11 44951 44951 44962 45016	CITY OF BELLEVUE May Monthly Parking May Monthly Parking May Monthly Rent May Fiber Usage Fee	05/12/2023	411.82 1,422.45 48,385.38 477.00
Total for Check Number 20356:				50,696.65
20357	324 59168.1	CRISTA MINISTRIES April 2023 Tower Rental Fee	05/12/2023	593.98
Total for Check Number 20357:				593.98
20358	28 11148	EPSCA May 2023 Radio Access Fees	05/12/2023	984.75
Total for Check Number 20358:				984.75
20359	288 04182023	KATY GILBERT Mileage Reimbursement	05/12/2023	49.26
Total for Check Number 20359:				49.26
20360	669 05022023	MARGARET JOHANSON Reimbursement - Coffee Creamer	05/12/2023	46.56
Total for Check Number 20360:				46.56
20361	557	LANGUAGE LINE SERVICES	05/12/2023	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	10991298	April 2023 Over-The-Phone Interpretation		1,117.61
			Total for Check Number 20361:	1,117.61
20362	586 2023-05	MEYDENBAUER CENTER May 2023 Construction Employee Parking	05/12/2023	1,950.00
			Total for Check Number 20362:	1,950.00
20363	331 05012023	ZEB MIDDLETON Mileage Reimbursement April 2023	05/12/2023	37.99
			Total for Check Number 20363:	37.99
20364	46 12549	NATIONAL TESTING NETWORK Background Investigation Services - 1X	05/12/2023	1,450.00
			Total for Check Number 20364:	1,450.00
20365	711 1815	PETEK & ASSOCIATES Pre-employment Psychological Evaluation	05/12/2023	770.00
			Total for Check Number 20365:	770.00
20366	555 L154957	STATE AUDITOR'S OFFICE Financial And Accountability Audit	05/12/2023	2,177.70
			Total for Check Number 20366:	2,177.70
20367	366 04212023	T MOBILE Cell Services ACCT# 947208760	05/12/2023	37.40
			Total for Check Number 20367:	37.40
20368	499 130-136180	TYLER TECHNOLOGIES Cad Annual Maintenance 5.1.23 - 4.30.24	05/12/2023	622,891.93
			Total for Check Number 20368:	622,891.93
20369	692 04262023	ZIPLY FIBER Telephone Services ACCT# 1021-5	05/12/2023	607.28
			Total for Check Number 20369:	607.28
			Total for 5/12/2023:	807,071.22
ACH	120 PPE05142023 PPE05142023 PPE05142023 PPE05142023 PPE05142023 PPE05142023	ADP Accrued Employment Security PPE05142023 Accrued Wages PPE05142023 FMLA Taxes Payable PPE05142023 Medicare Payable PPE05142023 Garnishments Payable PPE05142023 Federal Taxes Payable PPE05142023	05/19/2023	4,150.29 224,197.57 2,545.72 8,514.09 1,391.15 33,225.07
			Total for this ACH Check for Vendor 120:	274,023.89
ACH	131 PPE05142023	HEALTH EQUITY HSA Contributions PPE05142023	05/19/2023	1,254.14
			Total for this ACH Check for Vendor 131:	1,254.14

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	132 PPE05142023	WILMINGTON TRUST MEBT Contributions PPE05142023	05/19/2023	40,588.10
Total for this ACH Check for Vendor 132:				40,588.10
20370	675 PPE05142023	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contributions PPE05142023	05/19/2023	5,662.87
Total for Check Number 20370:				5,662.87
20371	75	US BANK CORPORATE PAYMENT SYS	05/19/2023	
	04102023	Grammarly - Annual Subscription Fee		139.95
	04122023	FedEx - Annual Report Printing Fees		412.39
	04132023	Safeway - Governing Board Refreshments		35.15
	04142023	Costco - Detergent And Excedrin		28.63
	04162023	Amazon - Notepads And Coffee Filters		36.09
	04172023	Office Depot Paper Copy		33.03
	04172023	GovernmentJobs Post Fee		199.00
	04192023	Amazon - Cofee Filter Refund		-12.38
	04192023	Primo Water Delivery Fee		286.54
	04192023	Amazon - Printer Paper		183.79
	04212023	DOL - Notary Business License		40.00
	04212023	Costco - Kleenex		47.36
	04222023	SpeakWrite Ad Fee		110.68
	04242023	Kudos Board Fee		5.99
	04252023	Nothing Bundt Cake - Professional Admin Day		30.00
	04272023	Qdoba- Professional Admin Day		236.53
	04272023	Amazon - Rust Remover		14.96
	04272023	Costco - Coffee		110.97
	04272023	Costco - Cups And Clorox Wipes		59.47
	04272023	USPS Certified Mail Fee		9.00
	05012023	Amazon - Phone Case And Space Heater x2		108.74
	05022023	USPS Certified Mail Fee		7.35
	05022023	Costco - Coffee		35.38
	05032023	Amazon Web Services - April		631.75
	05042023	NENA - Manual And Test Bundle		100.00
	05052023	ESRI Subscription 5.4.23 - 5.3.25		132.12
	05172023	Supplies		133.44
Total for Check Number 20371:				3,155.93
Total for 5/19/2023:				324,684.93
ACH	120 633289895 633779476	ADP Payroll Services And Workforce Now Workforce Now Payroll Solution Bundle PPE05	05/25/2023	182.72 417.74
Total for this ACH Check for Vendor 120:				600.46
ACH	134 33904650601244	COLONIAL LIFE June 2023 Supplemental Insurance Premiums	05/25/2023	1,439.65
Total for this ACH Check for Vendor 134:				1,439.65
ACH	140 JUNE2023	RELIANCE STANDARD June 2023 Life/LTD Insurance Premiums	05/25/2023	1,587.70
Total for this ACH Check for Vendor 140:				1,587.70
ACH	327	ASSOCIATION OF WASHINGTON CITII	05/25/2023	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	JUNE2023	June 2023 Medical Premiums Payable		107,918.40
	JUNE2023	June 2023 Dental Premiums Payable		8,644.64
	JUNE2023	June 2023 Vision Premiums Payable		1,111.68
Total for this ACH Check for Vendor 327:				117,674.72
ACH	67	DEPT OF REVENUE	05/25/2023	
	APRIL2023	Excise Tax April 2023		70.70
Total for this ACH Check for Vendor 67:				70.70
20372	88	WELLS FARGO FINANCIAL LEASING	05/25/2023	
	5025084485	Copier Lease - May		1,682.98
Total for Check Number 20372:				1,682.98
20373	79	VERIZON WIRELESS	05/25/2023	
	9934758141	Cell Phone Services ACCT# 471583790-00001		1,392.37
	9934758141	Replacement Cell Phone ACCT# 471583790-000		163.04
Total for Check Number 20373:				1,555.41
20374	74	UNUM	05/25/2023	
	JUNE2023	June 2023 Long Term Care Insurance Premiums		635.40
Total for Check Number 20374:				635.40
20375	712	SUMMIT LAW GROUP PLLC	05/25/2023	
	145262	Legal Services - General Employment		195.00
Total for Check Number 20375:				195.00
20376	630	SITECRAFTING INC	05/25/2023	
	41998	Website Hosting On Pantheon		99.00
Total for Check Number 20376:				99.00
20377	666	RAYMOND POLYGRAPH SERVICES	05/25/2023	
	23-238	Polygraph Exam - 1X		325.00
Total for Check Number 20377:				325.00
20378	256	PUBLIC SAFETY TESTING INC	05/25/2023	
	2023-469	April PST Candidate - 9		99.00
Total for Check Number 20378:				99.00
20379	377	PST INVESTIGATIONS	05/25/2023	
	PSTI23-141	Background Investigation And Report 2X		2,594.00
Total for Check Number 20379:				2,594.00
20380	52	PACIFICA LAW GROUP	05/25/2023	
	83246	Legal Services - General		1,950.00
Total for Check Number 20380:				1,950.00
20381	741	PACIFIC NORTHWEST GIGAPOP	05/25/2023	
	NOR0423	Internet Services April 2023		500.00
Total for Check Number 20381:				500.00
20382	252	KING COUNTY FINANCE	05/25/2023	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	11013599	KCIT INET Other MISC SVC - April		1,860.00
	7008921	Annual Education Hill Leases And Rentals PSEF		6,000.00
Total for Check Number 20382:				7,860.00
20383	254 05152023	ANDREW JOHNSON Tyler Conference Airfare/Per Diem/Travel Reiml	05/25/2023	931.96
Total for Check Number 20383:				931.96
20384	447 384647	FIRST CHOICE COFFEE SERVICES May 2023 Ice Machine Rental	05/25/2023	121.11
Total for Check Number 20384:				121.11
20385	15 4134	CITY OF REDMOND FINANCE DEPT Radio Site Lease Correction - Redmond Ed. Hill	05/25/2023	118.68
Total for Check Number 20385:				118.68
20386	9 640772059	CENTURYLINK Telephone Services ACCT# 79965571	05/25/2023	145.11
Total for Check Number 20386:				145.11
20387	8 05102023	CENTURYLINK Telephone Services ACCT# 356B	05/25/2023	862.07
Total for Check Number 20387:				862.07
20388	6 JM59135	CDW-GOVERNMENT INC Headset Adaptor Poly CA 22CD-SC	05/25/2023	1,146.21
Total for Check Number 20388:				1,146.21
Total for 5/25/2023:				142,194.16
Report Total (56 checks):				1,591,638.18





## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 06/09/2023  
Subject: Tree of Life

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### Executive Summary:

NORCOM staff wishes to apprise the board of a new mural in the communication center.

### Background:

NORCOM's Events Committee facilitated a "Tree of Life" mural in the communication center. The mural celebrates and recognizes the important work that our employees do every day, which is often invisible to our community and first responders. Each time a NORCOM Telecommunicator assists with the delivery of a child or performs lifesaving telephone CPR, a leaf or flower is added to the tree in recognition of a job well done.

### Past Board or Other Related Actions:

N/A

### Policy and Strategic Implications:

N/A

### NORCOM Staff Recommendation:

The next time you are visiting NORCOM please take a moment to look at the "Tree of Life"

### Staff Comments:

Nothing additional

### Options

### Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

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### Attachments

Tree of Life

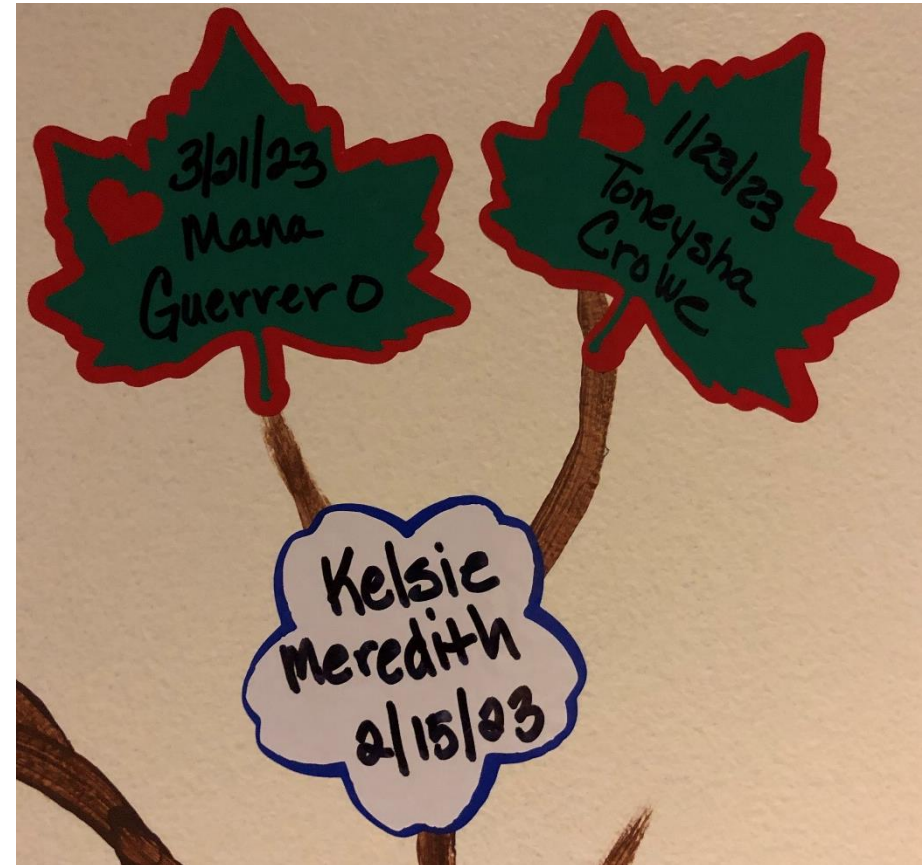
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# Tree of Life



- **Facilitated by the Events Committee**
- **A way to recognize and celebrate our employees**

- Confirmed TCPR saves
- Delivery Assist
- Trainers who actively assist



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# Thanks to Resident Artist Becky Lucci







## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 06/09/2023  
Subject: IT Staffing Update

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### Executive Summary:

NORCOM Information Technology (IT) department workload, complexity, and number of systems to support has increased since its inception. As technology use continues to increase within the public safety community, IT support needs continue to expand. NORCOM IT personnel lost 2 filled positions and a 3rd planned position in 2020. In the same time, support desk tickets have increased approximately 16% since 2019. Participating agencies have added ancillary systems that NORCOM IT implements or connects and supports.

NORCOM maintains two radio systems and a fire station alerting system (Locution) that were added to the staff workload without any additional staffing at that time. Agencies rely on these systems, and IT staff must provide additional support capabilities and hours to ensure their continued operations during normal and after-business hours.

NORCOM IT Staff are working at their capacity as they continue to support internal and external operations at their current level. They also lack strong back-up training and support among the key, mission-critical positions. Recognizing that technology needs will increase with time and the desire to ensure a highly trained and motivated workforce, NORCOM is requesting a new position of Applications Analyst to spread workload, provide redundancy, and better prepare for future growth.

Prior to this conclusion, NORCOM management had made several organizational changes to optimize workload distribution, reduce inefficiencies, and increase on-time deliverables.

### Background:

- NORCOM IT has steadily increased our projects, systems we maintain, and new functionality since NORCOM's inception in 2009
  - This includes RAADAR, Analytics, and other software and hardware systems
- NORCOM IT lost two FTE staff and a planned 3rd positions in 2020 but the workload has continued expanded
- NORCOM IT supports Shoreline Fire and they have entered into agreement to provide administrative and technical support for a neighboring fire district. Their needs continue to expand and our primary IT support for Shoreline now works full-time in this capacity. This has decreased the number of available hours for NORCOM focused IT work.
- NORCOM IT is a small but productive group. Many members are trained on several different systems to help provide initial, tier 1 level support. But more complex systems and mission critical systems have a single system owner that is a single point of failure.
- NORCOM's IT supervisors work in technical roles and are system owners. This leaves them very little time to actively supervise, mentor and lead their departments, staff and projects.

**Past Board or Other Related Actions:**

N/A

**Policy and Strategic Implications:**

N/A

**NORCOM Staff Recommendation:**

In the development of the 2024 budget process, NORCOM management will formally request adding an additional FTE to NORCOM IT with the role of Applications Analyst (aka Help Desk). This person will report to the Applications Supervisor, serve as the Tyler Systems Administrator, provide Service Desk Support, and become the system owner or backup system owner for several NORCOM applications.

**Staff Comments:**

Nothing additional

**Options****Risks**

As NORCOM continues to grow, IT will need to support and manage that growth. If NORCOM IT doesn't increase our FTE count, there will not be enough personnel available to timely support our internal and external customers and their projects. Project timelines could slip, or projects starts may be delayed due to lack of personnel to manage or implement. Without additional redundancy in the applications department, the loss of any individual would result in a significant institutional knowledge gap.

**Finance Committee Review:** Yes

**Legal Review:** No

**Joint Operations Board Review:** No

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**Fiscal Impact**

**Budgeted Y/N:** N

**Fiscal Year:** 2024

**Account (s):**

**Fiscal Note:**

**Fiscal Impact:**

**Salary Range is \$108,000 - \$127,000 + \$50,000 in benefits**

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**Attachments**

IT Staffing

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# Information Technology Department

2020

- Senior Systems Engineer Supervisor
  - Systems Engineer
- Applications & Service Desk Supervisor
  - Support Specialist
  - Support Specialist
  - Support Specialist (new)
- Application & Security Architect
  - Database Administrator
  - Software Development / QA Engineer
- Sr. Project Manager
  - GIS Administrator
  - Business Applications Analyst

2021

- Applications & Service Desk Supervisor
  - Support Specialist
  - GIS Administrator
  - Systems Engineer
- Network & Development Supervisor
  - Application & Security Architect
  - Database Administrator
  - Senior System Engineer
  - Software Development / QA Engineer

2022/2023

- Applications & Service Desk Supervisor
  - Support Specialist
  - GIS Administrator
  - Systems Engineer
- Network & Development Supervisor
  - Application & Security Architect
  - Database Administrator
  - Senior System Engineer (Shoreline)
  - Software Development / QA Engineer

---

# Applications Analyst

- Loss of capacity with reduction in positions, and the refocus of 1 position to Shoreline
- Workload continues to increase
- Single system owners for mission critical system
- Supervisors serve in technical roles and as multiple system owners

## Goal

- Serve as Tyler CAD system owner, provide service desk support, and become a system owner or back-up system owner for several other NORCOM application
- Report to the Applications and Support Supervisor



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# Information Technology Department

## Network & Development

### Supervisor

- Application & Security Architect
- Database Administrator
- Senior System Engineer (Shoreline)
- Software Development / QA Engineer

## Applications & Help Desk

### Supervisor

- Applications Analyst
- GIS Administrator
- Support Specialist
- System Engineer

# Preliminary Budget Proposal: 6.3% increase to fees

Key drivers include:

- Contracted salary increases
- Full year of PSERN charges
- Addition of 1 FTE to IT staffing

NORCOM 2024 Budget Functional Distribution by Agency								
Personnel Expenditures	12,592,390							
Operational Expenditures	3,475,565							
<b>Total Operating Expenses</b>	<b>16,067,955</b>							
Plus:								
Fees Directed towards Capital/ERR Funds	646,130							
Transfers Out from Operating Fund	25,000							
Minus:								
Prior Year Fund Balance	582,633							
Miscellaneous Revenues	419,055							
Operating Transfers In	1,429,933							
<b>Distribution to Agencies</b>	<b>14,307,464</b>							
2024 User Fees	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	2023 Total	2024 Total	Increase/ (Decrease)	Percent Change
Agency Total	2,769,187	1,384,593	3,923,014	6,230,670	13,460,993	14,307,464	846,471	6.3%



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 06/09/2023  
Subject: November Governing Board Meeting

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### Executive Summary:

Veterans Day is Saturday, November 11, 2023, and most organizations will recognize the holiday on Friday, November 10th, which is also a NORCOM Governing Board meeting date. In recognition of this, NORCOM staff would like the Governing Board to consider moving the November 10th meeting to Thursday, November 9th.

### Background:

N/A

### Past Board or Other Related Actions:

N/A

### Policy and Strategic Implications:

N/A

### NORCOM Staff Recommendation:

NORCOM Staff is recommending moving the Board meeting to Thursday, November 9, 2023.

### Staff Comments:

Nothing Additional

### Options

### Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

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## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 06/09/2023  
Subject: June Information Technology & Operations Newsletter

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### 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

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## Attachments

June IT & Operations Newsletter



# Information Technology Updates

From: Katy Myers, DDofA

June 2023

## Radio

### PSERN to CAD Interface

A joint meeting was held and determined plan to move forward. Waiting for quotes.

### Alpha-Numeric Paging

Kick-off meeting held and initial priority needs identified.

### Site Lease Updates

NORCOM has signed the lease agreements. Waiting for fully executed copies. A total of six sites, each with an annual \$6,000 fee and yearly cost adjustment increases.

## Telephone Systems

### 911 Platform Replacement

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

## Systems and Programs

### Tyler Fire Migration

DNI views were sent to the analysts and a meeting is scheduled for June 13<sup>th</sup> to review their feedback and approve plans to address it.

### Body-Worn Cameras

Bellevue PD - Pending agreement.

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

### SPIDR

Bellevue PD – work substantially complete.

### CAD-to-CAD Interface

Preparing a plan to implement in the production environment. Working with operations for schedule.

### CAD Lite

Work continues. RapidSOS integration is almost complete. We hope to use in the next few months during a scheduled maintenance period.

### RAADAR

NORCOM Developers worked on the top three priority requests. Update pushed out 5/31/2023 filtered eCBD medical comments from the narrative (Priority 1, request #2.) Design document completed for the request to condense active calls page (Priority 1, request #1.)

### CAD Server Expansion & Upgrade

CAD testing environment set up and working. User groups have been formed to help with configuration decisions and testing.

## 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.

“My issue was resolved in less than 5 minutes, thank you for the fast response!”

“Service is always awesome!”

Last Month: 13 surveys were returned

- Better than expected – 24
- As expected – 20

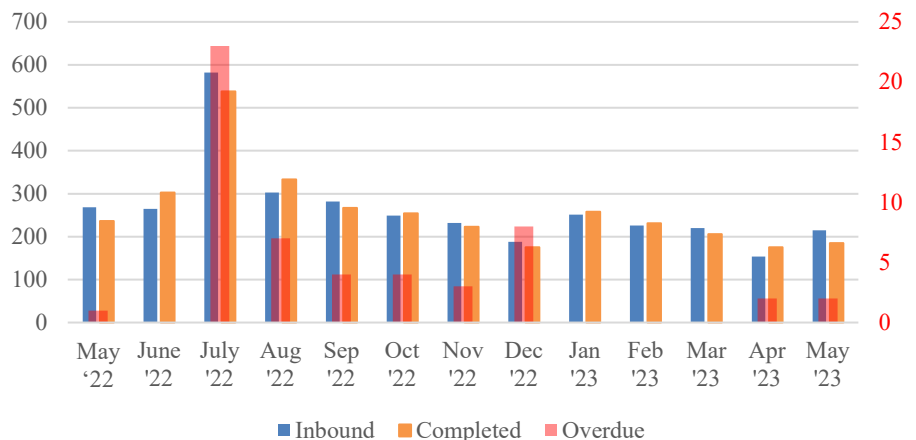
### Service Requests

215 Inbound tickets  
185 Completed tickets

2 overdue tickets

- 1 was a pre-fire map update (2 days)
- 1 is a map view change that continues to be finessed.

### IT Service Desk





# Operations Updates

From: Roky Louie, Deputy Director of Operations

June 2023

## Summer Planning

Summer is approaching quickly, and with the great warm and sunny weather comes a lot of season-specific 9-1-1 calls. Our Training Department and shift supervisors have begun the directed focus on topics that will see an increase with summer activities. Last week we sent out a Weekly Reader (re-fresher training) on Marine Patrol and water calls. This training focuses on tips and tricks for capturing locations from callers on the water. For example, asking the caller if they can see bridges and being specific with which ones (Floating Bridge or the East Channel Bridge), landmarks, GPS coordinates, etc. This training also issued jurisdictional reminders to our staff about who responds for specific areas, like the US Coast Guard for Normandy Park Police water calls, and the reminder that Mercer Island Marine Patrol now has a contract with Medina Police. We emphasize getting the most thorough description of vessels possible by using tools like *C-Shells* (color, sails, hull number, engine, length, like/type, size). The training includes the complexity of dual response calls (aid, fire, sinking boats, marine resources, etc.) and how to patch radio channels for mutual aid if needed. It also includes some of the differences of a rescue in swift water versus surface (still) water. Just as important is remembering the differences for CPR on a drowning victim. We also experience an increase in calls from the public looking for relief (such as cooling centers) from the extreme heat. We will be engaging your agencies as weather reports forecast extremely hot days this summer and be prepared to convey any of these locations out to the public.

In preparation for our busiest summer holiday, July 4<sup>th</sup>, our Zone 1 fire agencies are currently preparing a Zone-wide IAP (Incident Action Plan) which will identify available resources including extra staffing throughout the Zone. In addition to the police agency IAP's (also currently being prepared), the information contained in these documents will streamline responses both from the dispatch as well as the field perspectives. With the anticipated weather comes questions about burn bans, red flag conditions, as well as events we rarely see throughout the rest of the year such as vegetation fires. NORCOM's continuing education includes where to find the answers to those questions as well as training on how to properly determine the difference between a bark fire and a brush fire.

Becoming familiar again with the trails in our area that are most traveled (Duthie Hill Mountain Bike Trail, Cougar Mountain, Poo Poo Point, Rattlesnake, etc.) helps speed up location gathering during 9-1-1 calls. Recently we had the chance during Telecommunicator Week to send our staff out to many locations in our jurisdiction to gather firsthand experience with trailheads and what the public sees when they are calling us for help. One of our dispatchers (Kirsten Thompson) walked the Kirkland Cross Corridor Trail (5.75 miles) on foot and took pictures of landmarks seen while on the trail from the public's perspective. This was great training for Kirsten and for all our staff. If the public calls for help and says, "I am on the trail in Kirkland next to the big frog statue", we now know where that is and what it looks like. Our Training Department will be issuing a Weekly Reader reminding our Telecommunicators of all the considerations for processing calls on trails. The training concentrates on trail addressing and the resources we have available to assist.



Kirsten Thompson on the Kirkland Cross Corridor Trail.