



AGENDA

NORCOM Governing Board
July 14, 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 June 9, 2023
 - B. AP Reports June
5. For Briefing to Board
 - A. 2024 Budget Development - Update
 - B. NORCOM Expansion Impacts & Options
6. Newsletter
 - A. July Information Technology & Operations Newsletter
7. Adjournment

The next Governing Board meeting is scheduled for August 11, 2023



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 07/14/2023
Subject: Governing Board Meeting Minutes June 9, 2023

Executive Summary:

The June 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

GB Meeting Minutes 060923



Meeting Minutes
NORCOM Governing Board
June 9, 2023

MEMBERS

Nathan McCommon	City of Bellevue
Mark Risen	City of Bothell
Kyle Kolling	City of Clyde Hill
Joe Sanford	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)
Matt Cowan	Shoreline/Northshore Fire Department
Adrian Sheppard	Redmond Fire Department
Michael Olson	City of Kirkland (Board Treasurer)

ABSENT

Beth Goldberg	City of Kirkland
Wendy Moffat	Duvall Fire District #45
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

GUESTS

Nick Curry	NAG
Michelle Plorde	KC EMS
Jami Hoppen	KC 911

NORCOM STAFF

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

NORCOM STAFF ABSENT

Roky Louie	Deputy Director Operations
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**Meeting Minutes
NORCOM Governing Board
June 9, 2023**

o **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 **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 May 12, 2023**
- **Accounts Payable Report May**

There was no discussion on any consent agenda items.

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

Motion carried.

o **For Board Briefing**

- **Tree of Life**

Director Hamilton introduced the topic of the new "Tree of Life" mural that was recently completed. Human Resource Manager Cayton described the mural stating that it was facilitated by the Events Committee as a way of celebrating and recognizing the important work that our employees do daily. A leaf for providing CPR instructions or a flower for delivery assistance is placed on the tree with the name of the employee and the date the event occurred. A special thank you went out to our resident artist Becky Lucci who painted the tree of life on the wall.



Meeting Minutes
NORCOM Governing Board
June 9, 2023

- **IT Staffing Update**

Director Hamilton introduced the topic of IT Staffing Update stating that in 2019 staff was reduced by four positions, two of them were IT positions. Over the past few years we have been working to create an effective business model, however IT is at capacity. No approval was needed today, decision for the request of this position will be an ask for the 2024 budget. Deputy Director Myers explained how NORCOM's IT department has been restructured and reorganized and the new structure has been working very well, however the department cannot keep going like this so we will be requesting an application analyst position to continue the support and to ensure that the service levels do not go down. An overview of the 6.3% increase in 2024 budget was provided which includes the additional position being requested.

- Director Hamilton requested a friendly Amendment to the current agenda adding two topics Space Needs Study and Update on Single CAD

- **Space Needs Study – 911 Insight**

An update was provided on the space needs study and the announcement that 911 Insight is the company that was selected. An initial facilities study meeting was held on June 12th. The question of who needs to attend the meetings was debated. It was determined the Chair, Vice-Chair and Deputy City Manager of Bellevue would be appropriate to attend individual meetings with the consultant, and critical status updates could be provided to all Board members during regularly scheduled governing board meetings as needed. Additional members of the Board who would also like to provide input to the consultant are encouraged to reach out to the Executive Director or Board Chairs.

- **Update on Single CAD**

Director Hamilton introduced DNI Fire Reporting Update. Deputy Director Myers stated that NORCOM is working with DNI and the agency data analysts on historical data reporting. DNI's work is necessary to address two primary data reporting issues. The multiple rounds issue that doesn't track the unit times appropriately which is a bug that Tyler is working to fix, and the initial configuration decisions that allowed units to go in and out of multiple statuses. In late April & early May access to data extracts from three draft views was given to analysts for feedback. DNI, data analysts and NORCOM are meeting today to review feedback and identify change requests.



**Meeting Minutes
NORCOM Governing Board
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The question was asked if DNI is a one-time charge or ongoing. Deputy Director Myers informed the Board that the money for the current work came from the original project budget and is a one-time expense. Deputy Director Myers advised that there has been interest expressed in more advanced reporting capabilities. Any advanced reporting system would be an additional project outside the historical reporting scope that DNI is working on. If requested by the fire agencies, an advanced data warehouse project could be requested for approval by the Board and funding would need to be identified. Fire Liaison James stated that our Tyler success manager and specialist will be in town and offered to set up a meeting with anyone who would like to meet with them. Thanks were expressed to NORCOM for all their continued hard work on this project.

o **For Board Decision**

- **November Governing Board Meeting**

The November Governing Board Meeting is scheduled for Friday November 10, 2023, the day that most organizations will recognize Veterans Day which is November 11th. NORCOM staff discussed the idea of moving the meeting to Thursday November 9, 2023, the first week in November, or the third week in November in order to meet deadlines related to the space needs study. After discussion, the Board asked Director Hamilton to reach out to the consultant to see if we could provide the information at the October meeting or move it to the December meeting. Direction Hamilton will report back after reaching out to 911 Insight.

o **Adjournment**

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

Motion carried.

The meeting adjourned at 10:03.

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



Meeting Minutes
NORCOM Governing Board
June 9, 2023

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 07/14/2023
Subject: AP Reports June

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 June

NORCOM
ACTIVITY JUNE 1, 2023 THROUGH JUNE 30, 2023

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,469,085.94

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 June 30, 2023

	2023 Budget	June Activity	2023 Collected to Date	% collected
Agency Revenue	13,461,039	3,365,248	\$ 6,730,520	50%
Agency Reimbursements	164,500	24,810	\$ 155,983	95%
Grants/Intergovernmental/Interest	136,000	-	\$ 49,762	37%
Total	13,761,539	3,390,058	6,936,265	50%
Transfers In	1,470,055	300,000	\$ 884,488	60%
Revenues + Transfers	15,231,594	3,690,058.20	7,820,752	51%

Expenses

	2023 Budget	June Activity	2023 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	8,332,986	\$ 912,887	\$ 3,783,809	45%	4,549,177
Salaries & Wages - Overtime	294,876	\$ 75,123	\$ 258,801	88%	36,075
Professional Reimbursements	4,200	\$ 485	\$ 2,100	50%	2,100
Medical	1,282,959	\$ 105,632	\$ 615,155	48%	667,804
Dental	104,339	\$ 8,005	\$ 47,104	45%	57,235
Vision	13,603	\$ 1,050	\$ 6,160	45%	7,443
Long-Term Care	6,600	\$ 484	\$ 2,838	43%	3,762
Medicare	126,712	\$ 13,324	\$ 54,700	43%	72,012
MEBT	518,878	\$ 61,425	\$ 256,205	49%	262,673
PERS	921,507	\$ 102,140	\$ 418,491	45%	503,016
Washington FMLA	17,370	\$ 2,159	\$ 8,897	51%	8,473
Unemployment	92,394	\$ 12,069	\$ 53,313	58%	39,081
Workers Comp	43,960	\$ 2,295	\$ 9,456	22%	34,504
Total Personnel	11,760,384	1,297,077	\$ 5,517,029	47%	6,243,355
Advertising	5,000	\$ -	\$ 1,484	30%	3,516
Bank Fees	500	\$ -	\$ -	0%	500
Cellular,Pager & Radio Svcs	35,552	\$ 1,462	\$ 15,638	44%	19,914
Computer Hardware-Non Capital	7,725	\$ -	\$ 7,435	96%	291
Consumable Goods	14,310	\$ 382	\$ 8,002	56%	6,308
Dues & Memberships	12,635	\$ -	\$ 10,223	81%	2,412
Equipment Leases	19,865	\$ 1,804	\$ 10,838	55%	9,027
Facility Lease	804,297	\$ 77,490	\$ 411,157	51%	393,140
Financial Audit	23,836	\$ -	\$ 13,707	58%	10,129
Hosted Services	203,888	\$ 751	\$ 109,592	54%	94,296
HR Services	119,415	\$ 1,943	\$ 27,367	23%	92,048
Insurance	93,500	\$ -	\$ 90,940	97%	2,560
Legal Services	200,000	\$ 23,687	\$ 33,725	17%	166,275
Local Travel/Training/ Mileage	6,122	\$ 267	\$ 663	11%	5,459
Network Service	51,599	\$ 2,837	\$ 16,639	32%	34,960
Office Furniture	7,750	\$ 6,606	\$ 6,773	87%	977
Office Supplies	6,400	\$ 183	\$ 1,469	23%	4,931
Operating Supplies	4,250	\$ 92	\$ 1,035	24%	3,215
Parking Lease	29,200	\$ 2,533	\$ 14,493	50%	14,707
Payroll Services	19,010	\$ 1,047	\$ 6,823	36%	12,187
Postage	750	\$ -	\$ 142	19%	608
Printing	300	\$ -	\$ 495	165%	(195)
Professional Services	133,550	\$ 136	\$ 2,923	2%	130,627
R&M - Network Equipment	397,684	\$ 28,611	\$ 41,692	10%	355,992
R&M - Office Equipment	2,500	\$ -	\$ -	0%	2,500
R&M - Software Maintenance	897,386	\$ 2,915	\$ 679,549	76%	217,837
Radio Site Lease	81,410	\$ -	\$ 9,844	12%	71,566
Recruitment Supplies	2,000	\$ -	\$ 355	18%	1,645
Small Tools & Minor Equipment	11,300	\$ 2,244	\$ 4,396	39%	6,904
Software/Licensing	78,342	\$ 330	\$ 1,446	2%	76,896
Telephone Services	33,565	\$ 3,213	\$ 18,072	54%	15,493
Training/Conf Registrations	22,688	\$ 565	\$ 3,148	14%	19,540
Training/Conf Registrations/ Travel	34,885	\$ 2,923	\$ 6,029	17%	28,856
Transfers Out	28,000	\$ -	\$ -	0%	28,000
Total Supplies & Services	3,389,214	162,022	\$ 1,556,094	46%	1,833,120
GRAND TOTAL	15,149,598	1,459,099	\$ 7,073,124	47%	8,076,475

502- Capital Projects

	2023 Budget	June Activity	2023 Spending to Date	% used	Remaining Balance
Alpha Numeric Paging	600,000	\$ -	\$ -	0%	600,000
CAD Server Expansion	185,050	\$ 25,875	\$ 28,898	16%	156,153
Console Replacement	152,753	\$ -	\$ -	0%	152,753
	937,803	25,875	28,898	3.1%	908,906

503- Equipment Replacement:

	2023 Budget	June Activity	2023 Spending to Date	% used	Remaining Balance
Desktops/Laptops/Phones	30,600	\$ -	\$ 19,093	62%	11,507
Network Costs	150,900	\$ 52,752	\$ 56,246	37%	94,654
Servers	40,000	\$ -	\$ -	0%	40,000
	221,500	52,752	75,339	34.0%	146,161

505-E 911 Escrow

Revenues:	2023 Budget	June Activity	Collected to Date	% collected
E-911 Escrow	1,470,055	-	\$ 367,514	25%
Investment Interest	-	-	\$ 4,631	
	1,470,055	-	\$ 372,145	25%

Expenditures:	2023 Budget	June Activity	2023 Spending to Date	% used	Remaining Balance
Transfers Out	1,470,055	\$ 300,000	\$ 565,000	38%	905,055

NORCOM Financial Summary

for Period Ending June 30, 2022

	2023 Amended Budget	Actual	Percent of Budget
<u>501 - Operating Fund</u>			
2022 Beginning Fund Balance	596,326	596,326	
Agency Revenue	13,083,626	\$ 6,541,814	50.00%
Other Revenue	300,500	\$ 205,745	68.47%
Transfers In	1,470,055	\$ 884,488	60.17%
Revenue Collected	14,854,181	7,632,046	51.38%
Total Resources	15,450,507	8,228,372	
Personnel Expenditures	11,760,385	\$ 5,517,029	46.91%
Operating Expenditures	3,358,490	\$ 1,556,094	46.33%
Transfers Out	28,000	\$ -	0.00%
Total Expenditures	15,146,875	7,073,124	46.70%
Available Fund Balance	\$303,632	\$ 1,155,249	
<u>502 - Capital Projects Fund</u>			
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	\$ 28,898	3.08%
Transfers Out	-	\$ -	0.00%
Total Expenditures	937,803	28,898	3.08%
Available Fund Balance	\$51,206	\$743,406	
<u>503 - Equipment Replacement Reserve</u>			
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	\$ 75,339	34.01%
Transfers Out	-	-	0.00%
Total Expenditures	221,500	75,339	34.01%
Available Fund Balance	\$151,470	\$297,631	

	2023 Amended 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	
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	\$120,523	\$120,523	
Operating Revenue	1,470,055	\$ 367,514	25.00%
Investment Interest	-	4,631	0.00%
Revenue Collected	1,470,055	372,145	25.32%
Total Resources	1,590,578	492,668	
Expenditures	-	-	0.00%
Transfers Out	1,470,055	565,000	38.43%
Total Expenditures	1,470,055	565,000	38.43%
Available Fund Balance	\$120,523	-\$72,332	
<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: 7/3/2023 9:42 AM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	120	ADP	06/01/2023	
	PPE05282023	Federal Taxes Payable PPE 5.28.23		33,637.79
	PPE05282023	Accrued Employment Security PPE 5.28.23		4,050.86
	PPE05282023	Garnishments Payable PPE 5.28.23		1,391.15
	PPE05282023	Accrued Wages PPE 5.28.23		221,656.20
	PPE05282023	Medicare Payable PPE 5.28.23		8,573.24
	PPE05282023	FMLA Taxes Payable PPE 5.28.23		2,566.95
Total for this ACH Check for Vendor 120:				271,876.19
ACH	131	HEALTH EQUITY	06/01/2023	
	PPE05282023	HSA Contributions PPE05282023		1,254.14
Total for this ACH Check for Vendor 131:				1,254.14
ACH	132	WILMINGTON TRUST	06/01/2023	
	PPE05282023	MEBT Contributions PPE05282023		39,260.03
Total for this ACH Check for Vendor 132:				39,260.03
ACH	766	Michelle BURKHART	06/01/2023	
	PPE05282023	Physical Check PPE 05282023		998.42
Total for this ACH Check for Vendor 766:				998.42
20389	675	ICMA-RC VANTAGEPOINT TRANSFER	06/01/2023	
	PPE05282023	ICMA 457 Contributions PPE05282023		5,804.28
Total for Check Number 20389:				5,804.28
20390	569	NORCOM ASSOCIATED GUILD	06/01/2023	
	JUNE23	June NAG Dues		1,850.00
Total for Check Number 20390:				1,850.00
20391	673	PUBLIC SAFETY EMPLOYEES UNION	06/01/2023	
	JUNE23	June PSEU Dues		727.93
Total for Check Number 20391:				727.93
Total for 6/1/2023:				321,770.99
ACH	120	ADP	06/09/2023	
	634774106	Workforce Now Payroll Solution Bundle PPE05:		427.81
Total for this ACH Check for Vendor 120:				427.81
ACH	131	HEALTH EQUITY	06/09/2023	
	32p1sgs	HSA Fees June 2023		55.30

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for this ACH Check for Vendor 131:				55.30
20392	718 10291238	ACCESS CORP Shredding Services	06/09/2023	135.72
Total for Check Number 20392:				135.72
20393	364 05272023	AT&T Cellphone Services ACCT# 287291727817	06/09/2023	292.64
Total for Check Number 20393:				292.64
20394	3 05282023	AT&T MOBILITY Cellphone Services ACCT# 6980	06/09/2023	147.49
Total for Check Number 20394:				147.49
20395	710 INV010905	BRCK INC Telephone Services ACCT# S00166571	06/09/2023	597.00
Total for Check Number 20395:				597.00
20396	6 HV80529 HZ86230 HZ86230 HZ86230 JV33012 JV49144 JW18306 JW18306 JW18306 JW18306	CDW-GOVERNMENT INC C3 Project - CISCO DIRECT C3 Project - CISCO DIRECT C3 Project - CISCO DIRECT C3 Project - CISCO DIRECT Firewall Software Support Firewall Software Support SMARTnet Subscription SMARTnet Subscription SMARTnet Subscription SMARTnet Subscription	06/09/2023	467.93 13,459.73 3,963.60 28,350.75 382.87 126.84 1,758.57 19,854.75 3,110.10 3,887.63
Total for Check Number 20396:				75,362.77
20397	210 05202023	CENTURYLINK Telephone Services ACCT# 431385632	06/09/2023	172.70
Total for Check Number 20397:				172.70
20398	11 44952 44952 44963 45017	CITY OF BELLEVUE June Monthly Parking June Monthly Parking June Monthly Rent June Fiber Usage Rental Fee	06/09/2023	1,448.55 385.72 48,385.38 477.00
Total for Check Number 20398:				50,696.65
20399	447 387451	FIRST CHOICE COFFEE SERVICES June Ice Machine Rental	06/09/2023	121.11
Total for Check Number 20399:				121.11
20400	751 601076	FISHER BROYLES, LLP Legal Services - RAADAR	06/09/2023	18,705.00
Total for Check Number 20400:				18,705.00
20401	675 PPE02192023	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contributions PPE02192023 Check F	06/09/2023	4,877.87

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 20401:				4,877.87
20402	390	IDENTITY AUTOMATION	06/09/2023	
	INV-06710	Multi-Factor Authentication Plus Subscription 4.		880.80
	INV-06820	Multi-Factor Authentication Plus- Annual Subsc		2,034.65
Total for Check Number 20402:				2,915.45
20403	254	ANDREW JOHNSON	06/09/2023	
	06072023	Radio Site Inspection Mileage Reimbursement		74.67
Total for Check Number 20403:				74.67
20404	586	MEYDENBAUER CENTER	06/09/2023	
	2023-06	June 2023 Construction Employee Parking		1,950.00
Total for Check Number 20404:				1,950.00
20405	728	MULTICARE CENTERS OF OCCUPATIC	06/09/2023	
	157602	New Hire Physical Exam - 2x		494.00
Total for Check Number 20405:				494.00
20406	52	PACIFICA LAW GROUP	06/09/2023	
	83758	Legal Services - General		1,950.00
Total for Check Number 20406:				1,950.00
20407	711	PETEK & ASSOCIATES	06/09/2023	
	1792	Pre-Employment Psychological Evaluation - Ma		1,155.00
Total for Check Number 20407:				1,155.00
20408	762	SOUTH SOUND POLYGRAPH, LLC	06/09/2023	
	23045	Pre-Employment Polygraph - 1X		250.00
Total for Check Number 20408:				250.00
20409	366	T MOBILE	06/09/2023	
	05212023	Cellphone Services ACCT# 947208760		37.40
Total for Check Number 20409:				37.40
20410	90	KHAI TRAN	06/09/2023	
	05242023	Mileage Reimbursement - April		9.84
Total for Check Number 20410:				9.84
20411	167	MELISSA VIETH	06/09/2023	
	06012023	Mileage Reimbursement For CRA Boundary Tou		66.55
Total for Check Number 20411:				66.55
20412	692	ZIPLY FIBER	06/09/2023	
	05262023	Telephone Services ACCT# 0215		604.45
Total for Check Number 20412:				604.45
20413	543	ZOHO Corporation	06/09/2023	
	69137507	ManageEngine Subscription 5.24.23 - 1.6.24		330.30

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 20413:				330.30
Total for 6/9/2023:				161,429.72
ACH	120	ADP	06/20/2023	
	PPE 06112023	FMLA Taxes Payable PPE 06112023		2,654.03
	PPE 06112023	Accrued Employment Security PPE 06112023		4,116.52
	PPE 06112023	Garnishments Payable PPE 06112023		1,391.15
	PPE 06112023	Medicare Taxes Payable PPE 06112023		8,882.56
	PPE 06112023	Federal Taxes Payable PPE 06112023		35,621.11
	PPE 06112023	Accrued Wages PPE 06112023		232,832.39
Total for this ACH Check for Vendor 120:				285,497.76
ACH	131	HEALTH EQUITY	06/20/2023	
	PPE 06112023	HSA Contributions PPE 06112023		1,254.14
Total for this ACH Check for Vendor 131:				1,254.14
ACH	132	WILMINGTON TRUST	06/20/2023	
	PPE 06112023	MEBT Contributions PPE 06112023		43,386.63
Total for this ACH Check for Vendor 132:				43,386.63
ACH	133	DEPT OF RETIREMENT SYSTEMS	06/20/2023	
	EPP-20230614	PERS Contributions - May 2023		118,703.58
Total for this ACH Check for Vendor 133:				118,703.58
ACH	768	UNIQUE GRADY	06/20/2023	
	PPE 06112023	Physical Check PPE06112023		1,062.13
Total for this ACH Check for Vendor 768:				1,062.13
20414	675	ICMA-RC VANTAGEPOINT TRANSFER	06/20/2023	
	PPE 06112023	IMCA 457 Contributions PPE 06112023		5,720.36
Total for Check Number 20414:				5,720.36
20415	75	US BANK CORPORATE PAYMENT SYS	06/20/2023	
	05092023	Hotel - Tyler Training Conference Travel - Marsl		789.51
	05102023	Amazon - File Folders, Notepads, And Tape		55.80
	05112023	Safeway - Governing Board Refreshments		13.77
	05112023	Hotel - Tyler Training Conference Travel - Johns		1,177.44
	05172023	Primo Water Delivery		278.85
	05182023	Hotel - APCO NENA Spring Forum Training - F		620.37
	05222023	Grainger - Emergency Response Guidebooks		28.23
	05242023	Washington State Chapter APCO Registration Fe		336.00
	05242023	Amazon - Printer Paper And Salt And Peper Shal		34.76
	05252023	Costco - Massage Chairs To Be Reimbursed		6,605.98
	05252023	APCO International 2023 Registration		565.00
	05302023	Headset Plus - Headset		2,244.02
	06012023	Amazon - Pride Flag		15.40
	06022023	May 2023 Amazon Web Services		652.44
	06062023	Costco - Coffee And Condiments		82.16
	06062023	Costco - Clorox And Kleenex		63.88
	06082023	QFC - Governing Board Refreshments		6.99
Total for Check Number 20415:				13,570.60

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for 6/20/2023:				469,195.20
ACH	120 635733916	ADP Payroll Services And Workforce Now	06/23/2023	618.73
Total for this ACH Check for Vendor 120:				618.73
ACH	134 E3390465	COLONIAL LIFE July 2023 Colonial Premiums	06/23/2023	1,439.65
Total for this ACH Check for Vendor 134:				1,439.65
ACH	140 JULY23	RELIANCE STANDARD July 2023 Life And Long Term Disability Premi	06/23/2023	1,686.05
Total for this ACH Check for Vendor 140:				1,686.05
20416	8 06102023	CENTURYLINK Telephone Services ACCT# 356B	06/23/2023	862.07
Total for Check Number 20416:				862.07
20417	11 45808	CITY OF BELLEVUE Q2 2023 CoLocation	06/23/2023	29,104.44
Total for Check Number 20417:				29,104.44
20418	28 11177	EPSCA June 2023 Monthly Radio Access Fees	06/23/2023	984.75
Total for Check Number 20418:				984.75
20419	447 388804	FIRST CHOICE COFFEE SERVICES June 2023 Filter Exchange Fee	06/23/2023	77.02
Total for Check Number 20419:				77.02
20420	751 610172	FISHER BROYLES, LLP Legal Services - RAADAR	06/23/2023	3,032.00
Total for Check Number 20420:				3,032.00
20421	733 05012023 06082023	SEAN GOEHNER Mileage Reimbursement Mileage Reimbursement	06/23/2023	41.85 64.42
Total for Check Number 20421:				106.27
20422	252 11013713	KING COUNTY FINANCE May 2023 KCIT INET Other MISC SVC	06/23/2023	1,860.00
Total for Check Number 20422:				1,860.00
20423	557 11014417	LANGUAGE LINE SERVICES May 2023 Over-The-Phone Interpretation	06/23/2023	976.74
Total for Check Number 20423:				976.74
20424	769 1187100903C	MOTOROLA SOLUTIONS Upgrade To Motorola Radio Communications E	06/23/2023	6,000.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 20424:	6,000.00
20425	741 NOR0523	PACIFIC NORTHWEST GIGAPOP May 2023 Network Service Fee	06/23/2023	500.00
			Total for Check Number 20425:	500.00
20426	256 2023-521	PUBLIC SAFETY TESTING INC May 2023 PST Candidate Agency Test Site - 4X	06/23/2023	44.00
			Total for Check Number 20426:	44.00
20427	630 42175	SITECRAFTING INC Hosted Services On Pantheon Platform	06/23/2023	99.00
			Total for Check Number 20427:	99.00
20428	90 06072023	KHAI TRAN May 2023 Mileage Reimbursement	06/23/2023	9.84
			Total for Check Number 20428:	9.84
20429	74 JULY23	UNUM July 2023 Long Term Care Insurance Premiums	06/23/2023	635.20
			Total for Check Number 20429:	635.20
20430	88 5025483006	WELLS FARGO FINANCIAL LEASING June 2023 Copier Lease	06/23/2023	1,682.98
			Total for Check Number 20430:	1,682.98
			Total for 6/23/2023:	49,718.74
ACH	120 PPE 06252023 PPE 06252023 PPE 06252023 PPE 06252023 PPE 06252023 PPE 06252023	ADP FMLA Taxes Payable PPE 06252023 Accrued Employment Security PPE 06252023 Garnishments Payable PPE 06252023 Federal Taxes Payable PPE 06252023 Medicare Payable PPE 06252023 Accrued Wages PPE 06252023	06/29/2023	2,704.89 3,901.72 1,391.15 37,194.70 9,191.46 242,430.25
			Total for this ACH Check for Vendor 120:	296,814.17
ACH	132 PPE06252023	WILMINGTON TRUST MEBT Contributions For PPE 06252023	06/29/2023	42,991.41
			Total for this ACH Check for Vendor 132:	42,991.41
ACH	327 JULY23 JULY23 JULY23	ASSOCIATION OF WASHINGTON CITII Medical Premiums - July 2023 Vision Premiums - July 2023 Dental Premiums - July 2023	06/29/2023	111,127.00 1,142.56 8,859.48
			Total for this ACH Check for Vendor 327:	121,129.04
ACH	67 2023-05	DEPT OF REVENUE Excise Tax - May	06/29/2023	196.95

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for this ACH Check for Vendor 67:				196.95
20431	675 PPE 06252023	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contributions PPE 06252023	06/29/2023	5,839.72
Total for Check Number 20431:				5,839.72
Total for 6/29/2023:				466,971.29
Report Total (61 checks):				1,469,085.94



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 07/14/2023
Subject: 2024 Budget Development - Update

Executive Summary:

Staff respectfully requests the Governing Board receive this update and provide direction to staff in the furtherance of the 2024 Budget development.

NORCOM staff has prepared an informational update to show the budgetary and fee distribution impacts of significant project decisions identified in NORCOM's future.

Background:

Operating Fund budget development is complete and final calculations are dependent on incorporating operating personnel and fund balances into fee calculations.

NORCOM is on track to provide the final 2024 user fees on time as required in the adopted budget policy.

Under the 2024 Budget Policy upcoming deadlines are:

- June 27 – Budget Development Complete- final figures presented to Finance Committee
- July 14- User Fee Updates complete
- August 11- Board presentation- transmittal of budget/fees to Governing Board
- September 8- Agencies are advised of user fees

Past Board or Other Related Actions:

Policy and Strategic Implications:

This does not amend or create new policy.

NORCOM Staff Recommendation:

As noted at the June Governing Board meeting, NORCOM Staff continues to recommend Board approval of an additional FTE for the IT department. This recommendation is presently incorporated into the 2024 modeling.

In support of increased fiscal resiliency and rate smoothing, NORCOM Staff also recommends setting aside a portion of 2023 expenditure savings identified from the fee calculation to utilize in future years. Staff looks to the Board for direction in this regard.

Staff Comments:

Nothing Additional

Options

Risks

Finance Committee Review: Yes

The Finance Committee has provided input to the 2024 budget process.

Legal Review: No

Joint Operations Board Review: No

Fiscal Impact

Budgeted Y/N: N/A

Fiscal Year: 2024

Account (s): Various

Fiscal Note:

Fiscal Impact:

Account (s): Operating, Capital Projects, Equipment Reserves and Replacement Funds

Attachments

July Budget Presentation

2024 Budget Dev Staff Report

2024 Budget Development

Operating Fund- Personnel

- Overall personnel costs to increase by \$795,000 or 6.8%
 - Contracted salary increases
 - *Proposal includes the addition of 1 IT FTE*
 - HB 1055- most Telecommunicators to move from PERS to PSERS mid-2024, increased contribution rate
- Propose to provide additional benefit of FSAs- minimal costs ~\$4k annually

Operating Fund- Supplies & Services

Overall increase of \$340,000 or 11.1%

Management has developed a lean budget, key drivers of this increase are:

- \$60K – 1st budget with full year PSERN charges
- \$50K Cybersecurity Services
- \$140K increases in Software Maintenance increases (*general increases, no increase in # of software projected*)

2024 Operating Fund Beg. Balance

2022 Carryforward balance kept in the Operating Fund: \$382,633

Additional item to include in estimated beginning balance:

- Delays in PSERN – 2023 budget: PSERN charges beginning May,
 - NORCOM's phase won't start until December.
 - Represents \$251,000 in savings.

Opportunity to incorporate savings in fee calculation to decrease fees (up to 1.87%). This will push the impact of proposed increases from ongoing costs into future years.

Budget Decision Item: How much should be incorporated in fee calculation?

2024 Capital Projects

Estimated Beg Fund Balance: \$51,206

Console Replacement

- Total Budget: \$710,000
 - Budgeted \$150,000 for 2023
 - 2024: \$560,000 budgeted expenditures

CAD to NICE Interface

Audio logging interface with CAD

- Total cost: \$35,000
- All planned to be expensed in 2024

Total Capital Spending in 2024: \$595,000

2024 ERR Schedule

Estimated Beg. Fund Balance: \$151,470

- Reviewed and updated schedule based on updates quotes, available warranties, and equipment status

Significant updates:

- Servers increased by \$100k due to change in warranty offerings
- Switches- requires quicker timeline of updates, \$30k expenditures in 2024

Total Equipment Spending in 2024: \$256,774

Fee Calculation & Impact of Call Volume

- First Post-COVID budget that does not include call numbers for periods occurring within COVID stay-at-home orders
 - 2021- Q2-4, 2022- All Quarters, 2023- Q1
- All agencies saw an increase in calls
 - Varied rate of increase from 5% to 32%

2024 Fee Proposal

Total fee increase of 6.1%

- Includes addition of IT FTE
- Uses \$125,000 of PSERN savings in prior year fund balance , leaves \$125k for future years to offset fee increases



NORCOM 2024 Budget Functional Distribution by Agency

Personnel Expenditures	12,592,390
Operational Expenditures	3,400,787
Total Operating Expenses	15,993,177
Plus:	
Fees Directed towards Capital/ERR Funds	646,130
Transfers Out from Operating Fund	25,000
Minus:	
Prior Year Fund Balance	507,633
Miscellaneous Revenues	450,000
Operating Transfers In	1,429,933
Distribution to Agencies	14,276,741

					2023	2024	Increase/	Percent
2024 User Fees	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	Total	Total	(Decrease)	Change
Bellevue Police	1,420,885	859,523		2,025,360	3,967,232	4,305,768	338,536	8.5%
Clyde Hill Police	36,545	7,552		52,092	93,036	96,190	3,154	3.4%
Kirkland Police	974,792	433,324		1,389,489	2,734,562	2,797,604	63,042	2.3%
Medina Police	39,423	2,422		56,194	81,566	98,039	16,473	20.2%
Mercer Island Police	249,421	46,453		355,530	560,336	651,405	91,069	16.3%
Normandy Park Police	42,174	32,346		60,116	134,420	134,636	216	0.2%
Total Police	2,763,240	1,381,620	-	3,938,781	7,571,152	8,083,641	512,489	6.8%
Bellevue Fire			1,056,864	615,154	1,588,400	1,672,018	83,618	5.3%
Bothell Fire			322,730	187,847	497,571	510,577	13,006	2.6%
Duvall Fire			51,139	29,766	77,700	80,905	3,205	4.1%
Eastside Fire and Rescue			568,269	330,764	827,310	899,033	71,723	8.7%
Woodinville Fire			142,874	83,161	220,561	226,035	5,474	2.5%
Fall City Fire			26,811	15,605	41,488	42,416	928	2.2%
Kirkland Fire			403,149	234,655	614,553	637,804	23,251	3.8%
Mercer Island Fire			124,087	72,226	186,100	196,313	10,213	5.5%
Northshore Fire			149,072	86,768	227,825	235,840	8,015	3.5%
Redmond Fire			467,559	272,145	694,070	739,704	45,634	6.6%
Shoreline Fire			519,148	302,173	800,632	821,321	20,689	2.6%
Skykomish Fire			18,491	10,763	23,695	29,254	5,559	23.5%
Snoqualmie Pass Fire			19,661	11,444	26,851	31,105	4,254	15.8%
Snoqualmie Fire			44,736	26,039	63,085	70,774	7,689	12.2%
Total Fire	-	-	3,914,590	2,278,509	5,889,841	6,193,100	303,259	5.1%
Agency Total	2,763,240	1,381,620	3,914,590	6,217,290	13,460,993	14,276,741	815,748	6.1%

Seeking Board Input on Budget

- Approve the addition of 1 FTE to IT Department
- Amount of Beginning Fund Balance to include in fee calculation



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Summary

The NORCOM budget process is part of an overall policy framework that guides the services and functions of NORCOM. The budget serves a vital role in that policy framework by allocating financial resources to support the Core Values and Goals set by NORCOM leadership and the Governing Board. NORCOM utilizes an accrual basis of budgeting, identical to its basis of accounting.

Developing the annual budget is an ongoing process that begins as soon as the final budget is approved for the prior year.

For 2024 NORCOM is requesting approval for an increase of 1 FTE to the IT Department, provide redundancy, and better prepare for future growth. Another key decision NORCOM is seeking board input on is the amounts of beginning fund balance to include to offset user fees in 2024. NORCOM estimates up to \$633K can be considered to offset fees.

NORCOM is proposing a 6.1% user fee increase for 2024 for Board consideration. This approves the addition of the 1 FTE, and uses approximately \$500k of the beginning fund balance, saving \$130K for future years.



2024 Budget Policy and Key Goals

Under the ILA, the Governing Board must approve the subsequent year's Budget Policy and Calendar to official proceed with budget development and adoption. New to 2024, NORCOM formally incorporated the 10-year forecasting goals implemented during the 2023 budget development process into the 2024 Budget Policy.

Other key goals and policies include:

- To adapt to changing funding resources from other governments.
- To implement strategies to allow for stabilized year-over-year assessment fees to participating and subscribing agencies.
- NORCOM defines a balanced budget as current annual revenues (including fund balances) being equal to or greater than current annual expenditures.
- All current operating expenditures will be paid from current revenues and cash carried over from the prior year. Current revenues and operating expenditures will be reviewed monthly during the year.
- Expenditures approved by the Governing Board in the annual budget define NORCOM's spending limits for the upcoming year. In addition to legal requirements, NORCOM will maintain an operating philosophy of cost control and responsible financial management.
- The Governing Board will be provided with details for any new program including a summary of the expenditure, the recommended funding source, an analysis of the fiscal impact and a review of all reserves and previously approved amendments since budget adoption.

Budgeted Resources

Resources are comprised of estimated beginning fund balances and revenues. Revenues include fees collected from Participating Agencies, E-911 Revenue, Miscellaneous Revenues, and Interest Earnings.

- **Fees from Participating Agencies:** the primary source of NORCOM's revenue is assessments issued to participating agencies. Fees are calculated using a Functional Distribution Model implemented in 2017. The model uses calls for service as a basis for allocating fees to agencies by function. An annual average of billable calls for services is determined based on a number of calls for service over a two-year historical call calculation period.

The calculation is as follows:

1. **Calculate NORCOM's FTE Percentage based on the following functions:**
 - a. Call Receiver FTE
 - b. Police Dispatch FTE
 - c. Police Radio FTE
 - d. Fire Dispatch FTE



NORCOM 2024 Budget Development Staff Report

2. **Calculate Agency Call receiver Cost:** $\text{Unfunded budget} \times \text{Call Receiver FTE \%} \times (\text{Agency CFS} / \text{Total CFS})$
3. **Calculate Police Dispatch Contribution:** $\text{Unfunded budget} \times \text{FD Dispatch FTE \%} \times (\text{Agency CFS} / \text{Total Police CFS})$
4. **Calculate Police Data Radio Contribution:** $\text{Unfunded budget} \times \text{Police Data FTE \%} \times (\text{Agency CFS} / \text{Total Police CFS})$
5. **Calculate Fire/EMS Dispatch Contribution:** $\text{Unfunded budget} \times \text{FD Dispatch FTE \%} \times (\text{Agency CFS} / \text{Total Fire CFS})$

Percentages are applied to the current approved budget, less revenues from other sources.

The following table provides the 2019 user fees paid by NORCOM agencies.

- **E-911 Revenue:** excise tax revenues collected by King County and distributed to NORCOM. NORCOM receives these revenues in its E-911 Escrow fund and transfers funds to its operating fund. In 2024, escrow distributions will decrease slightly from amounts distributed in 2023- from \$1.47 million to \$1.29 million (a 2.8% decrease).
- **King County EMS Levy Grant:** King County Emergency Medical Services grants NORCOM funds through its Emergency Medical Dispatch program. Funds are used to pay for employee training, and costs incurred to improve medical dispatch. Budgeted revenues increased in 2024, to \$250k (a \$100K increase).
- **Miscellaneous revenues:** NORCOM collects funds for reimbursements of software purchased and hosted for several agencies. NORCOM also has service contracts in which IT employees perform services to various principal agencies and charges hourly rates for the time worked on the contracts. Demand has continued to increase for NORCOM's services, and NORCOM continues to seek additional sources to utilize the revenues to offset user fees. Budgeted miscellaneous revenues increased by 25% in 2024.
- **Beginning Fund Balance:** Beginning balances provide the opportunity to impact fees, with potential to be included in NORCOM's user fee calculations to offset total costs that must be passed to agencies through fees. NORCOM traditionally adopts a break-even budget, and estimates a beginning balance of \$0 in its operating fund. Should carryforward funds from the prior budget year be identified, these funds are generally transferred to other funds, or used to cover necessary expenses identified after budget adoption.
 - In the final reconciliation for 2022 budget activities, NORCOM broke tradition and left the carryforward balance of \$382,633 in the operating fund, the Board supporting the opportunity to use these funds to reduce 2024 user fees.
 - NORCOM staff identified additional savings in the 2023 budget that would not be spent. PSERN was scheduled to go online mid-2023 and was to charge NORCOM its monthly console and radio rates. The project has been delayed, and PSERN confirmed it would not be charging NORCOM until December 2023. The total amount budgeted for the periods not charged in 2023 is \$251K.



NORCOM 2024 Budget Development Staff Report

2024 Operating Fund

The Operating Fund supports operating costs. All current operating expenditures are paid by collecting participant fees, agency reimbursements, and regular grants- such as the King County EMS Performance program.

Significant operating expenditures include personnel and services & supplies.

Personnel

NORCOM's staff levels remained consistent the last three years following a reduction in staffing made in 2020. In 2024, NORCOM has proposed an increase to it's IT department by 1 FTE:

Budgeted Full Time Position History by Business Unit						
<u>Business Unit</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
<u>Administration</u>						
Executive Director	1.0	1.0	1.0	1.0	1.0	1.0
Deputy Director- Administrative Service	1.0	2.0	2.0	2.0	2.0	2.0
Police Liaison	1.0	1.0	1.0	1.0	1.0	1.0
Fire Liaison	1.0	1.0	1.0	1.0	1.0	1.0
Administrative Pool Position	-	1.0	1.0	1.0	1.0	1.0
QA & Records Specialist	1.0	1.0	1.0	1.0	1.0	1.0
<u>Finance</u>						
Finance Manager	1.0	1.0	1.0	1.0	1.0	1.0
Accounting & Finance Specialist	-	1.0	-	-	-	-
Payroll Specialist	1.0	1.0	1.0	1.0	1.0	1.0
<u>Human Resources</u>						
Human Resources Manager	-	1.0	1.0	1.0	1.0	1.0
Human Resources Administrator	1.0	-	-	-	-	-
<u>Operations</u>						
Training Coordinator	1.0	1.0	1.0	1.0	1.0	1.0
Team Supervisor	6.0	6.0	6.0	6.0	6.0	6.0
Telecommunicator	62.0	62.0	62.0	62.0	62.0	62.0
<u>Technology</u>						
Information Technology Director	1.0	-	-	-	-	-
Technical Services Team Supervisor	1.0	4.0	2.0	2.0	2.0	2.0
Technology Team Member	9.0	7.0	7.0	7.0	7.0	8.0
Total	90.0	92.0	88.0	88.0	88.0	89.0



NORCOM 2024 Budget Development Staff Report

The proposal of the increased FTE was driven by NORCOM's IT workload and complexity, and an increase in the number of systems supported by NORCOM. For example, support desk tickets have increased approximately 16% since 2019.

NORCOM IT Staff also lack strong back-up training and support among the key, mission critical positions. Recognizing that technology needs will increase with time and the need to ensure a highly trained and motivated workforce NORCOM budgets for an addition position- Applications Analyst to spread workload, provide redundancy, and better prepare for future growth. This proposal is an ongoing cost that represents \$168,000 in on-going operating costs and \$5,000 in one-time costs to 2024. With respect to fee increases, this expense represents an increase of 1.4% in 2024 fees.

In addition to the change in staffing, there were other drivers leading to the increase in personnel costs:

- The contract between NORCOM and the Telecommunicator Guild is effective through December 31, 2025, and established a 6% salary increase for represented employees.
- The contract between NORCOM and the Supervisor Guild is effective through December 31, 2024 and established a 5% salary increase for represented employees.
- Administrative staff have been approved to receive a 3% COLA.
- The Passing of House Bill 1055 changes Telecommunicators eligibility to participate in the Department of Retirement Systems' PSERS plan. Current NORCOM Telecommunicators will be allowed to migrate from PERS to PSERS. PSERS requires a slightly higher employer contribution rate in comparison to PERS.

A detail of all personnel expenses are:

	2022 Actual	2023 Adopted	2024 Proposed	Change	Percent
Salaries & Wages - Regular	\$ 7,468,319	\$ 8,240,859	\$ 8,964,067	\$ 723,208	8.8%
Salaries & Wages - Overtime	\$ 698,836	\$ 294,876	\$ 307,876	\$ 13,000	4.4%
Professional Reimbursements	\$ 4,200	\$ 4,200	\$ 4,200	\$ -	0.0%
Medical	\$ 1,117,652	\$ 1,264,210	\$ 1,338,990	\$ 74,780	5.9%
HSA Contributions	\$ 20,990	\$ 22,249	\$ 23,765	\$ 1,516	6.8%
Dental	\$ 91,742	\$ 104,339	\$ 109,652	\$ 5,313	5.1%
Vision	\$ 11,262	\$ 13,603	\$ 14,053	\$ 449	3.3%
Long-Term Care	\$ 8,091	\$ 6,600	\$ 7,207	\$ 607	9.2%
Medicare	\$ 109,979	\$ 126,711	\$ 138,925	\$ 12,213	9.6%
FSA Fees	\$ -	\$ -	\$ 2,760	\$ 2,760	-
MEBT	\$ 483,874	\$ 499,131	\$ 537,454	\$ 38,323	7.7%
Life	\$ 6,649	\$ 7,133	\$ 14,784	\$ 7,651	107.3%
LTD	\$ 12,019	\$ 12,614	\$ 13,219	\$ 605	4.8%
PERS	\$ 831,758	\$ 921,506	\$ 950,541	\$ 29,035	3.2%
Washington FMLA	\$ 13,087	\$ 17,369	\$ 21,857	\$ 4,488	25.8%
Unemployment	\$ 90,782	\$ 92,394	\$ 98,560	\$ 6,166	6.7%
Workers Comp	\$ 18,488	\$ 43,959	\$ 44,479	\$ 520	1.2%
Total Personnel	\$ 10,987,728	\$ 11,671,754	\$ 12,592,390	\$ 920,636	7.9%



NORCOM 2024 Budget Development Staff Report

Supplies and Services

NORCOM continues to strive in developing a lean budget for supplies and services. Many increases are driven by categories outside of NORCOM's discretion.

NORCOM's largest category of expenditures are Software Maintenance. NORCOM projects an increase of \$140,000. This is due to vendor pricing increases. There are no planned increases in the number of software contracts for in 2024. Many vendors have re-negotiated terms that phased out old perpetual license models which has driven the increase.

Additional increases which drove to the overall increase in supplies and services costs in the operating fund are:

- **Radio Systems:** PSERN charges were scheduled and budgeted for in 2023 for a portion of the year. While PSERN implemented a fee smoothing schedule, NORCOM will still see an increase in budgeted expenditures due to planning for the full calendar year totaling \$395,500.
- **Facility Leases:** NORCOM's lease for its main operating facility located in Bellevue City Hall is contracted to increase its monthly rates based on the Consumer Price Index (CPI). Inflation rates have remained high, and NORCOM anticipated a 7% increase to 2024 lease fees.
- **Professional Services:** aligning with Continuity of Operations plans and recent Disaster Recovery projects, NORCOM planned to fund a new contract for Cybersecurity Services in 2024, for \$50,000 in new on-going expenditures.
- **Training & Conference Attendance:** NORCOM continues to slowly increase its budget after budget and COVID related cuts in 2020. Planned attendance in 2024 include Tyler Connect and APCO International. NORCOM also plans on extended training opportunities for its Telecommunicators.



NORCOM 2024 Budget Development Staff Report

Full details of the supplies and services budget are:

	2022 Actual	2023 Adopted	2024 Proposed	Change	Percent
Advertising	15,759	5,000	12,500	\$ 7,500	150.0%
Bank Fees	86	500	50	\$ (450)	-90.0%
Cellular,Pager & Radio Svcs	35,167	34,615	27,332	\$ (7,283)	-21.0%
Computer Hardware-Non Capital	1,616	7,500	12,500	\$ 5,000	66.7%
Consumable Goods	10,313	14,310	17,060	\$ 2,750	19.2%
Dues & Memberships	13,329	12,635	13,304	\$ 669	5.3%
Equipment Leases	23,326	19,865	25,580	\$ 5,715	28.8%
Facility Lease	711,374	763,797	801,874	\$ 38,077	5.0%
Financial Audit	21,241	23,836	27,270	\$ 3,434	14.4%
Hosted Services	159,546	173,888	198,023	\$ 24,135	13.9%
HR Services	90,932	94,415	98,092	\$ 3,677	3.9%
Insurance	74,116	95,000	100,034	\$ 5,034	5.3%
Legal Services	129,171	200,000	133,350	\$ (66,650)	-33.3%
Local Travel/Training/ Mileage	4,396	2,850	6,900	\$ 4,050	142.1%
Network Service	34,719	45,549	49,749	\$ 4,200	9.2%
Office Furniture	3,730	8,250	14,000	\$ 5,750	69.7%
Office Supplies	3,765	6,400	6,500	\$ 100	1.6%
Operating Supplies	3,141	3,250	5,100	\$ 1,850	56.9%
Parking Lease	29,646	29,200	31,200	\$ 2,000	6.8%
Payroll Services	12,982	19,010	17,010	\$ (2,000)	-10.5%
Postage	885	750	1,000	\$ 250	33.3%
Printing	1,506	300	2,000	\$ 1,700	566.7%
Professional Services	20,923	28,550	102,040	\$ 73,490	257.4%
R&M - Network Equipment	19,474	377,382	442,892	\$ 65,510	17.4%
R&M - Office Equipment	116	2,500	2,500	\$ -	0.0%
R&M - Software Maintenance	787,864	846,486	987,760	\$ 141,274	16.7%
Radio Site Lease	3,433	62,685	60,301	\$ (2,384)	-3.8%
Recruitment Supplies	143	2,000	2,000	\$ -	0.0%
Small Tools & Minor Equipment	6,690	10,300	11,000	\$ 700	6.8%
Software/Licensing	50,842	78,342	88,612	\$ 10,270	13.1%
Telephone Services	34,713	33,565	40,180	\$ 6,615	19.7%
Training/Conf Registrations/ Travel	13,600	54,523	63,073	\$ 8,550	15.7%
Total Operating	\$ 2,318,543	\$ 3,057,253	\$ 3,400,787	\$ 343,534	11.2%



NORCOM 2024 Budget Development Staff Report

Capital Project Fund

The purpose of the Capital Projects Fund is to track projects typically lasting more than one year. Proposed projects are forecasted by agency leadership based on industry trends, national, state, regional and community focuses, participating agency requests and other driving forces. The Board must approve projects before the commitment of any funds. Project approval can be during annual budget planning or as an independent presentation and approval process.

2024 Projects

- **Console Replacement Project**

In January of 2022 the Board was briefed on the need to replace the telecommunicator consoles. At this time, the project cost is estimated at \$710K. In the interest of smoothing costs, \$150,000 of the estimated project costs were included in the 2023 Capital Project fund spending. The final costs of \$560K are incorporated into the 2024 budget process.

- **CAD to NICE Interface**

Continuing work related to CAD improvements, this interface will connect NORCOM's NICE audio logger with our Tyler Suite, providing detailed information for staff to more easily search for specific information and to assist with quality assurance and training.

10-Year Project Forecast

The projects listed are included for planning purposes. Each project requires Board approval before any funds are committed. These projects may or may not be brought to the Board in future years.

Project Name	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033
Facility / Workspace Updates	560,000	-	-	15,000	35,000	-	-	-	-	-
Console Replacement	560,000									
Admin Workplace Reconfiguration				15,000	35,000					
COOP Project	-	137,500	87,500	15,000	-	75,000	75,000	-	-	-
Hardware Upgrade		50,000								
Backup/ Recovery System		87,500	87,500	15,000						
Remote Call Taking / Dispatching						75,000	75,000			
911 Operations	-	125,000	150,000	-	100,000	200,000	100,000	-	-	-
Call Taking / Dispatching Guides		75,000	75,000							
Mental Health Responses (Consultant)		50,000	75,000							
Receive/Share Incoming Digital Data					100,000	200,000	100,000			
911 Systems	35,000	50,000	96,875	153,125	50,000	90,000	150,000	100,000	125,000	150,000
NICE/ CAD interface	35,000									
ASAP to PSAP		50,000	50,000							
Enterprise RMS			46,875	78,125						
VMWare Host Upgrade				75,000						
Recording System Updates					20,000	20,000				
Tyler Module Implementation					30,000	70,000	100,000			
NICE Screen Recording							50,000	75,000		
Project 3								25,000	75,000	25,000
Project 4									50,000	125,000
Total	595,000	312,500	334,375	183,125	185,000	365,000	325,000	100,000	125,000	150,000



NORCOM 2024 Budget Development Staff Report

Equipment Replacement & Reserves Fund

NORCOM strives to ensure that the Equipment Replacement Reserve is fully funded while minimizing large increases in User Fees from year to year due to the acquisition or replacement of capital and equipment items.

2023 Fund Expenses

Part of the budget process for the ERR fund includes reviewing and updating the replacement schedules based on updated quotes, available equipment warranties and equipment status.

Significant updates made to the schedule during the 2024 budget process include:

- Servers increased by \$100k due to change in warranty offerings.
- Switches- requires quicker timeline of updates, \$30k expenditures in 2024.

NORCOM plans for total spending on equipment of \$256,775 in 2024.

10-year Fund Forecast

In the development of the smoothing mechanism, NORCOM developed the following 10-year forecast for anticipated Equipment Replacement activities:

Equipment Type		2024	2025	2026	2027	2028	2029	2030	2031	2032	2033
Workstations		15,000	15,500	15,500	16,250	16,250	16,750	16,750	17,000	17,000	
Locution Computers		10,250	10,250	10,500	10,500	10,750	10,750	10,750	10,750	10,750	
Radio Site Expenses		5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	
Cell Phones		600	675	675	725	725	750	750	800	800	
Tyler Laptop Replacements					125,000					150,000	
Network											
	Network Total	75,000	10,200	28,585	226,468	55,302	13,146	77,316	170,284	22,650	22,650
Routers											
	Routers Totals	24,000	-	-	-	50,000	-	32,000	-	-	-
Servers											
	Server Totals	93,674	109,438	352,982	157,500	121,155	75,000	74,438	75,000	62,000	-
Switch											
	Switch Totals	30,000	-	22,500	20,000	17,000	-	15,000	37,500	-	-
Wireless Access Point											
	Wireless Access Point Total	3,250	-	-	-	-	1,000	-	-	-	-
Firewall											
	Firewall Totals	-	27,168	11,979	11,206	-	-	-	-	-	11,206
Radio											
	Radio Totals	-	-	-	-	-	-	51,000	-	-	-
		256,774	178,231	447,721	572,649	276,182	122,396	283,004	316,334	268,200	33,856



NORCOM 2024 Budget Development Staff Report

10- Year Fee & Budget Projections

Overall Fee Increase	6.1%	7.2%	7.4%	5.3%	3.0%	3.0%	3.1%	4.0%	4.0%	3.0%
Total Agency Fees	14,282,162	15,313,334	16,444,990	17,323,152	17,842,847	18,378,132	18,955,205	19,713,414	20,501,950	21,117,009
	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033
Beginning Fund Balance										
Operating Fund	507,633	135,477	11,902	9,341	5,946	4,017	7,373	6,629	4,909	26,220
Equipment & Replacement Reserves	151,470	2,383	2,679	4,075	24,776	96,825	302,858	203,635	76,853	45,787
Capital Project Fund	51,206	19,648	3,080	3,838	6,165	59,397	117,825	51,606	1,159	148,293
Escrow	120,523	120,523	120,523	120,523	120,523	120,523	120,523	120,523	120,523	120,523
Operating Expense Reserve	160,751	160,751	160,751	160,751	210,751	300,751	425,751	425,751	425,751	425,751
Rate Stabilization Reserve Fund	507,041	507,041	507,041	382,041	382,041	382,041	382,041	382,041	382,041	382,041
Total NORCOM Fund Beg Balance	1,498,625	945,823	805,977	680,569	750,201	963,554	1,356,371	1,190,185	1,011,236	1,148,615
Operating Revenues										
Operating increase for Agency Fees	1.3%	4.5%	3.1%	1.0%	1.0%	1.0%	1.1%	2.0%	2.0%	1.0%
Agency Fees for Operations	13,636,032	14,920,575	15,794,173	16,616,017	17,496,384	18,021,275	18,587,643	19,334,309	20,107,682	20,706,970
E911 Revenues	1,429,933	1,415,000	1,400,000	1,400,000	1,400,000	1,400,000	1,100,000	1,100,000	1,100,000	1,100,000
KCEMS	250,000	250,000	250,000	225,000	225,000	225,000	225,000	225,000	225,000	225,000
IT Billing	159,555	150,000	150,000	150,000	150,000	150,000	150,000	150,000	150,000	150,000
Miscellaneous	44,500	45,000	44,500	44,500	44,500	44,500	44,500	44,500	44,500	44,500
Transfers in from Reserves	-	-	125,000	-	-	-	-	-	-	-
Total Operating Revenues	15,520,020	16,780,575	17,763,673	18,435,517	19,315,884	19,840,775	20,107,143	20,853,809	21,627,182	22,226,470
Operating Expenditures										
Operating Expenditures	15,993,177	16,899,149	17,723,234	18,288,913	18,877,812	19,437,419	20,107,887	20,845,529	21,565,871	22,247,109
Transfer to ERR	-	-	28,000	100,000	175,000	150,000	-	-	40,000	-
Transfer to Capital	25,000	5,000	15,000	-	175,000	125,000	-	10,000	-	-
Transfers to Reserves	-	-	-	50,000	90,000	125,000	-	-	-	-
Total Operating Fund Expenses	16,018,177	16,904,149	17,766,234	18,438,913	19,317,812	19,837,419	20,107,887	20,855,529	21,605,871	22,247,109
Equipment & Replacement Reserves										
Equipment increase for Agency Fees	0.8%	1.3%	2.8%	3.0%	1.0%	1.0%	1.0%	1.0%	1.0%	1.0%
Agency Fee Distribution	107,688	178,527	421,117	493,350	173,232	178,428	183,781	189,552	197,134	205,020
Transfers from Operations	-	-	28,000	100,000	175,000	150,000	-	-	40,000	-
Equipment Expenses	256,775	178,231	447,721	572,649	276,182	122,396	283,004	316,334	268,200	33,856
Net impact to ERR Fund Balance	(149,087)	296	1,396	20,701	72,050	206,032	(99,223)	(126,782)	(31,066)	171,164
Capital Projects Fund										
Capital increase for Agency Fees	4.0%	1.5%	1.5%	1.3%	1.0%	1.0%	1.0%	1.0%	1.0%	1.0%
Agency Fee Distribution	538,442	214,232	229,700	213,785	173,232	178,428	183,781	189,552	197,134	205,020
Transfers from Operations	25,000	5,000	15,000	-	175,000	125,000	-	10,000	-	-
Capital Expenses	595,000	235,800	243,942	211,458	295,000	245,000	250,000	250,000	50,000	50,001
Net impact to Cap Proj. Fund Balance	(31,558)	(16,568)	758	2,327	53,232	58,428	(66,219)	(50,448)	147,134	155,019
Reserves										
Op Ex Reserve- Transfers In	-	-	-	50,000	90,000	125,000	-	-	-	-
Op. Ex Reserve - Transfer Out	-	-	-	-	-	-	-	-	-	-
Rate Stabilization Reserve Transfer In	-	-	-	-	-	-	-	-	-	-
Rate Stabilization Reserve Transfer Out	-	-	(125,000)	-	-	-	-	-	-	-
Net impact to Reserves Fund Balance	-	-	(125,000)	50,000	90,000	125,000	-	-	-	-
Ending Fund Balance										
Operating Fund	9,477	11,902	9,341	5,946	4,017	7,373	6,629	4,909	26,220	5,581
Equipment & Replacement Reserves	2,383	2,679	4,075	24,776	96,825	302,858	203,635	76,853	45,787	216,951
Capital Project Fund	19,648	3,080	3,838	6,165	59,397	117,825	51,606	1,159	148,293	303,311
Escrow	120,523	120,523	120,523	120,523	120,523	120,523	120,523	120,523	120,523	120,523
Operating Expense Reserve	160,751	160,751	160,751	210,751	300,751	425,751	425,751	425,751	425,751	425,751
% of operating expenses (5-10% policy goal)	1.0%	1.0%	0.9%	1.2%	1.6%	2.2%	2.1%	2.0%	2.0%	1.9%
Rate Stabilization Reserve Fund	507,041	507,041	382,041	382,041	382,041	382,041	382,041	382,041	382,041	382,041
% of operating revenues (policy limit 10%)	3.7%	3.4%	2.4%	2.3%	2.2%	2.1%	2.1%	2.0%	1.9%	1.8%
Total NORCOM Fund Beg Balance	819,823	805,977	680,569	750,201	963,554	1,356,371	1,190,185	1,011,236	1,148,615	1,454,157



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 07/14/2023
Subject: NORCOM Expansion Impacts & Options

Executive Summary:

The City of Bothell (a NORCOM Principal) has formally applied to expand their Fire related NORCOM 911 services, to include Police services.

As the NORCOM Governing Board considers this growth opportunity, the Board has voiced an interest in the further discussion of additional costs that might be assigned to a requesting agency in recognition of legacy expenditures, project development costs and future growth capacity impacts.

Staff desires Board direction in this regard.

Background:

To include the current City of Bothell partnership expansion consideration, the Board has expressed a general interest in the future growth potential for NORCOM. Should additional agencies wish to join NORCOM, it will be critical to carefully evaluate any service impacts on existing NORCOM agencies as well as the staffing costs associated with such planning and implantation. Additionally, it will be important to examine the capacity to absorb the agency within the current staffing and infrastructure model, as well as the remaining impact the new partnership might have on additional future growth opportunities.

Past Board or Other Related Actions:

The NORCOM ILA allows for the assignment of additional costs to a new principal agency or an existing principal agency wishing to expand services. The Board had not previously assigned additional costs to a requesting agency.

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM Staff recommends that the Board receive this information and engage in a Board discussion regarding any assignment of "on-boarding" costs to a future agency.

As it relates to the current request to expand services, should the Board desire the assignment of additional fees, staff recommends the following:

1. The reimbursement of staff overtime costs for the necessary planning and training associated with such a large undertaking.
2. In consideration of Bothell's current principal status, staff further recommends NORCOM absorb the planning and training costs associated with the work performed by overtime-exempt staff.

3. In light of the existing capacity for additional future growth opportunities (and related fiscal impacts), staff recommends that the Board consider future policy development discussions in this regard.

Staff Comments:

Nothing Additional

Options

Risks

Finance Committee Review: No

The Finance Committee has been briefed on this topic and has provided input to staff.

Legal Review: No

Joint Operations Board Review: No

Attachments

NORCOM Expansion

New Agency Staff Report

City of Bothell Expansion Request

NORCOM Expansion & Bothell

Timeline

- Dec 2022- Request for Quote received & reported to NORCOM Board
- April 2023 Governing Board Meeting - Discussion
 - New Principal or expansion of services
 - Current and future capacity considerations
 - Reimbursement for NORCOM's direct costs
 - Other costs related to capacity building

Capacity Expansion & Impacts

- Current capacity vs future capacity needs
 - Radio saturation
 - Call taking availability
- New 24/7 radio position
 - Represents an increase in operating costs of \$790,000 ('24 salary rates), ongoing cost once implemented
- NORCOM Billing Model does not include mechanism to segregate this new operating cost to a specific agency.
 - Cost and impact may be split between all member agencies evenly
 - Rate Stabilization Reserve Fund could be used to help smooth the impact of expansion costs; may require higher fund balance to achieve desired results

Seeking Board Guidance

- Billing methodology for NORCOM staff to use to develop 2024 User Fees Options
 - 0% increase across all agencies
 - Use each agency's calls for service change to flow through distribution model
- Charges to include in Bothell Police expansion of service agreement preparation
 - Direct costs
 - Future capacity building

Staff Report in meeting packet for more details prepared for discussion

2-Year Model: \$0, 0% 2024 NORCOM Fees

Budget Proposal <u>without</u> Bothell Police								
Calculated Distribution to Agencies:		14,307,464						
	2023	2024	Increase/ (Decrease)	% Change		2025	Increase/ (Decrease)	% Change
2024 User Fees	Total	Total				Total		
Total Police	7,571,152	8,083,641	512,489	6.8%		8,663,968	580,327	7%
Total Fire	5,889,841	6,193,100	303,259	5.1%		6,637,704	444,604	7%
NORCOM Total	13,460,993	14,307,464	815,748	6.1%		15,301,672	1,024,931	7.2%

\$0, 0% Fee change - Proposal with Bothell Police									
Calc to Distribute to Agencies:		14,501,101							
	2023	2024	2024	Increase/	%		2025	Proposed	%
2024 User Fees	Adopted Total	Calculated Total	Proposed Total	(Decrease)	Change		Total	Increase/ Decrease	Change
Total Police	7,571,152	9,060,433	9,164,784	1,593,632	0%		9,812,385	647,601	7%
Total Fire	5,889,841	5,440,668	5,889,841	-	0%		5,884,158	(5,683)	0%
NORCOM Total	13,460,993	14,501,101	15,054,625	1,593,632	0%		15,696,543	641,918	4.3%
Added to Reserves- Building Capacity:			553,524						

“\$0, 0% fees, Adjusted for Call Volume”

\$0, 0% Fee change - Proposal with Bothell Police								
Calc to Distribute to Agencies:		14,501,101						
2024 User Fees	2023 Adopted Total	2024 Calculated Total	2024 Proposed Total	Increase/ (Decrease)	% Change	2025 Total	Proposed Increase/ Decrease	% Change
Total Police	7,571,152	9,060,433	9,164,784	1,593,632	0%	9,812,385	647,601	7%
Total Fire	5,889,841	5,440,668	5,889,841	-	0%	5,884,158	(5,683)	0%
NORCOM Total	13,460,993	14,501,101	15,054,625	1,593,632	0%	15,696,543	641,918	4.3%
Added to Reserves- Building Capacity:				553,524				

0, 0% fees, Adjusted for Call Volume”							
2024 User Fees	2023 Adopted Total	2024 Proposed Total	Increase/ (Decrease)	Percent Change	2025 Total	Calculated Increase/ Decrease	Percent Change
Total Police	7,571,152	9,745,147	2,173,995	28.7%	9,812,385	67,237	1%
Total Fire	5,889,841	5,309,477	(580,364)	-9.9%	5,884,158	574,681	11%
Agency Total	13,460,993	15,054,625	1,593,632	0%	15,696,543	641,918	4.3%
Added to Reserves- Building Capacity:				553,524			



New Agency (Bothell Police) Discussions and Considerations Staff Report

Prepared: July 7, 2023

Summary

NORCOM has formally received a letter of application from the City of Bothell to expand its services provided by NORCOM to include its Police Department.

Any formal agreement to join NORCOM will require authorization from the Bothell City Council and the NORCOM Governing Board. A supermajority vote is required to designate an agency as a Principal.

Items we are seeking guidance from the Board:

- Billing methodologies to consider and approve for when an agency expands its service needs of NORCOM
- Provide support or dissent on the assignment of “onboarding fees” to future agencies

Timeline of Activities

- October - December 2022: The Bothell Police Chief has requested a formal proposal for NORCOM services. Upon receiving this new request for proposal, the NORCOM Executive Director engaged the communications center manager and the Chief of Police to better understand the level of interest (high), and began requesting all necessary data and assigned staff to the project.
- May 2022: Board discussion was held on the subject of NORCOM’s ability to serve additional agencies and the impact of this activity on NORCOM’s current capacity. NORCOM currently has the capacity to serve Bothell Police’s radio traffic. However, the addition of other agencies may require expansion of NORCOM’s capacity, which would be costly.
 - The impact of costs to stand a new position would represent a fee increase of 6% (using 2024 budget figures)
- Also discussed in the April meeting: As NORCOM already provides services to Bothell Fire, providing services to Bothell Police would be considered an expansion of services to the City of Bothell, not an addition of a new member agency.

Operating Costs, Fee Modeling

NORCOM has considered and projected BPD’s needs and call volume and assessed that NORCOM would be required to increase Telecommunicator staffing by 2. This would be an ongoing increased cost of \$225K

NORCOM’s ILA does not outline a billing methodology required when a new member (or expansion). While preparing estimates for Bothell, and in preparation for board discussion on billing for Bothell’s service expansion, NORCOM considered the following:



New Agency (Bothell Police) Discussions and Considerations Staff Report

Estimations made in fee modeling

To support discussion, NORCOM has modeled suggested options obtained informally by Board Members and discussion with the Finance Committee. The following is a list of assumptions made to develop the presented figures:

- Functional Distribution
 - After consideration, it appeared the fairest method to provide a quote to Bothell Police would be through our Functional Distribution billing model
 - NORCOM obtained raw call data from Bothell and scrubbed it. NORCOM feels confident that the numbers are reliable and accurate for quote development and fee modeling.
 - NORCOM made slight changes to the **personnel by function** portion of the distribution calculation. The proposal of adding Bothell adds 2 FTE to the Telecommunicator work group. NORCOM performed a true up of the staff needed by position with these changes to reflect the concentration of staff by position required to operate.
- Call Volume Data adjustments
 - Bothell requested billing estimations with an increased call count. The City increased staffing in its police force, and estimates this will lead to higher call volume. The total requested increase represents an additional 30% of its projected billing call volume.
 - **NORCOM would like to obtain clarification and receive Board confirmation that it is appropriate to utilize data figures that are not sourced from NORCOM**
 - In consideration of fee-smoothing practices, NORCOM is considering a potential contract term for consideration. **NORCOM would like to assign a call volume number to be utilized for a set number of years (8 quarters) until call data from NORCOM can be used to incorporate in the Functional Distribution calculation for fees. After the period, calculations would be the same as all principal agencies.**
 - Models presented later use the assumption of the higher call number requested by Bothell
- Methods for billing & building future capacity:

Initial discussion from the May Governing Board Meeting included how to build future capacity and asked, "Who should bear to burden of capacity expansion costs". The costs could be directed to the next agency that immediately triggers the need for the additional capacity, or distributed to all NORCOM agencies.

A suggestion was informally proposed, in consideration that all agencies would realize savings in their fees the year a new agency joins, NORCOM could calculate the new agency fee's using the functional distribution model, however all current NORCOM agencies would instead be charged the same fee charged in the last year- the "\$0, 0% Fee Proposal"



New Agency (Bothell Police) Discussions and Considerations Staff Report

All “savings” generated by this would be transferred to the reserve fund to be used to offset future rate increases triggered by the increased cost of capacity when additional agencies join.

A 2-year comparison of user fees for NORCOM without a new agency and with a new agency are presented on the next page. Key takeaways for this option are:

- Puts \$550k into reserves, may be earmarked to utilization when expanding NORCOM’s capacity
- NORCOM agencies can avoid fee increases in Y1, and in Year 2 the increases are less than what would be experienced in a scenario where no new agency has joined.
- Some agencies, mainly fire, may have the opportunity to see a reduction in fees in Y2 with the addition of Bothell Police. This is due to the slight adjustments made to the functional distribution model caused by the addition of 2 FTE. The adjustment slightly add a higher proportion towards the police function of the fee calculation.



Reporting on “\$0, 0% Fee Proposal”

Two-year comparison:

Budget Proposal without Bothell Police							
Calculated Distribution to Agencies:		14,276,741					
2024 User Fees	2023	2024	Increase/ (Decrease)	% Change	2025	Increase/ (Decrease)	% Change
Total	Total	Total			Total		
Bellevue Police	3,967,232	4,305,768	338,536	8.5%	4,614,880	309,112	7%
Clyde Hill Police	93,036	96,190	3,154	3.4%	103,095	6,905	7%
Kirkland Police	2,734,562	2,797,604	63,042	2.3%	2,998,445	200,841	7%
Medina Police	81,566	98,039	16,473	20.2%	105,077	7,038	7%
Mercer Island Police	560,336	651,405	91,069	16.3%	698,169	46,765	7%
Normandy Park Police	134,420	134,636	216	0.2%	144,301	9,666	7%
Total Police	7,571,152	8,083,641	512,489	6.8%	8,663,968	580,327	7%
Bellevue Fire	1,588,400	\$ 1,672,018	\$ 83,618	5.3%	1,792,053	120,035	7%
Bothell Fire	497,571	\$ 510,577	\$ 13,006	2.6%	547,231	36,654	7%
Duvall Fire	77,700	\$ 80,905	\$ 3,205	4.1%	86,714	5,808	7%
Eastside Fire and Rescue	827,310	\$ 899,033	\$ 71,723	8.7%	963,575	64,542	7%
Woodinville Fire	220,561	\$ 226,035	\$ 5,474	2.5%	242,262	16,227	7%
Fall City Fire	41,488	\$ 42,416	\$ 928	2.2%	45,461	3,045	7%
Kirkland Fire	614,553	\$ 637,804	\$ 23,251	3.8%	683,592	45,788	7%
Mercer Island Fire	186,100	\$ 196,313	\$ 10,213	5.5%	210,407	14,093	7%
Northshore Fire	227,825	\$ 235,840	\$ 8,015	3.5%	252,771	16,931	7%
Redmond Fire	694,070	\$ 739,704	\$ 45,634	6.6%	792,807	53,104	7%
Shoreline Fire	800,632	\$ 821,321	\$ 20,689	2.6%	880,284	58,963	7%
Skykomish Fire	23,695	\$ 29,254	\$ 5,559	23.5%	31,354	2,100	7%
Snoqualmie Pass Fire	26,851	\$ 31,105	\$ 4,254	15.8%	33,338	2,233	7%
Snoqualmie Fire	63,085	\$ 70,774	\$ 7,689	12.2%	75,855	5,081	7%
Total Fire	5,889,841	6,193,100	303,259	5.1%	6,637,704	444,604	7%
NORCOM Total	13,460,993	14,276,741	815,748	6.1%	15,301,672	1,024,931	7.2%

New Agency (Bothell Police) Discussions and Considerations Staff Report

\$0, 0% Fee change - Proposal with Bothell Police								
Calc to Distribute to Agencies:		14,501,101						
2024 User Fees	2023	2024	2024	Increase/ (Decrease)	% Change	2025	Proposed Increase/ Decrease	% Change
Adopted Total	Calculated Total	Proposed Total				Total		
Bellevue Police	3,967,232	3,958,024	3,967,232	-	0%	4,285,386	318,154	8%
Bothell Police		1,593,632	1,593,632	1,593,632		1,726,501	132,869	8%
Clyde Hill Police	93,036	90,229	93,036	-	0%	97,768	4,732	5%
Kirkland Police	2,734,562	2,591,085	2,734,562	-	0%	2,806,206	71,644	3%
Medina Police	81,566	92,782	81,566	-	0%	100,568	19,002	23%
Mercer Island Police	560,336	611,767	560,336	-	0%	662,912	102,576	18%
Normandy Park Police	134,420	122,913	134,420	-	0%	133,044	(1,376)	-1%
Total Police	7,571,152	9,060,433	9,164,784	1,593,632	0%	9,812,385	647,601	7%
Bellevue Fire	\$ 1,588,400	\$ 1,468,876	\$ 1,588,400	-	0%	1,588,610	210	0%
Bothell Fire	\$ 497,571	\$ 448,544	\$ 497,571	-	0%	485,107	(12,464)	-3%
Duvall Fire	\$ 77,700	\$ 71,076	\$ 77,700	-	0%	76,869	(831)	-1%
Eastside Fire and Rescue	\$ 827,310	\$ 789,805	\$ 827,310	-	0%	854,185	26,875	3%
Woodinville Fire	\$ 220,561	\$ 198,573	\$ 220,561	-	0%	214,759	(5,802)	-3%
Fall City Fire	\$ 41,488	\$ 37,263	\$ 41,488	-	0%	40,300	(1,188)	-3%
Kirkland Fire	\$ 614,553	\$ 560,314	\$ 614,553	-	0%	605,987	(8,566)	-1%
Mercer Island Fire	\$ 186,100	\$ 172,462	\$ 186,100	-	0%	186,520	420	0%
Northshore Fire	\$ 227,825	\$ 207,187	\$ 227,825	-	0%	224,075	(3,750)	-2%
Redmond Fire	\$ 694,070	\$ 649,833	\$ 694,070	-	0%	702,804	8,734	1%
Shoreline Fire	\$ 800,632	\$ 721,535	\$ 800,632	-	0%	780,350	(20,282)	-3%
Skykomish Fire	\$ 23,695	\$ 25,700	\$ 23,695	-	0%	27,794	4,099	17%
Snoqualmie Pass Fire	\$ 26,851	\$ 27,326	\$ 26,851	-	0%	29,553	2,702	10%
Snoqualmie Fire	\$ 63,085	\$ 62,176	\$ 63,085	-	0%	67,244	4,159	7%
Total Fire	5,889,841	5,440,668	5,889,841	-	0%	5,884,158	(5,683)	0%
NORCOM Total	13,460,993	14,501,101	15,054,625	1,593,632	0%	15,696,543	641,918	4.3%

Added to Reserves- Building Capacity: 553,524



New Agency (Bothell Police) Discussions and Considerations Staff Report

Finance Committee input:

This has been presented to the Finance Committee for discussion. The committee noted the positives of building reserves and reducing the increase of fees to the 2-year presented. The Committee has one comment that this does not incorporate the impact to changes agency level call volumes and questioned whether this was equitable, as this is dictated explicitly in NORCOM's fee calculation.

"\$0, 0% fees, adjusted for call volume" uses the same fee development methodology, and transfers the same amount of \$ to reserves, however, will redistribute the amount to be billed to NORCOM agencies based on the updated call volume figures.

Takeaways:

- The adjustment of FTE by function driving the fee distribution **by function** required when adding the 2 FTE to the Telecommunicator workgroup would be immediately evident in 2024 fees
- This option still allows NORCOM to build reserves (\$550K) that may be earmarked for capacity building.
- Y2 fee increases experienced will still be lower than compared to NORCOM's projected increase if Bothell Police did not join NORCOM



New Agency (Bothell Police) Discussions and Considerations Staff Report

“\$0, 0% fees, adjusted for call volume” Two Year Model compared to “\$0, 0% fees” Model

\$0, 0% Fee change - Proposal <u>with</u> Bothell Police								
Calc to Distribute to Agencies:		14,501,101						
2024 User Fees	2023 Adopted Total	2024 Calculated Total	2024 Proposed Total	Increase/ (Decrease)	% Change	2025 Total	Proposed Increase/ Decrease	% Change
Bellevue Police	3,967,232	3,958,024	3,967,232	-	0%	4,285,386	318,154	8%
Bothell Police		1,593,632	1,593,632	1,593,632		1,726,501	132,869	8%
Clyde Hill Police	93,036	90,229	93,036	-	0%	97,768	4,732	5%
Kirkland Police	2,734,562	2,591,085	2,734,562	-	0%	2,806,206	71,644	3%
Medina Police	81,566	92,782	81,566	-	0%	100,568	19,002	23%
Mercer Island Police	560,336	611,767	560,336	-	0%	662,912	102,576	18%
Normandy Park Police	134,420	122,913	134,420	-	0%	133,044	(1,376)	-1%
Total Police	7,571,152	9,060,433	9,164,784	1,593,632	0%	9,812,385	647,601	7%
Bellevue Fire	\$ 1,588,400	\$ 1,468,876	\$ 1,588,400	-	0%	1,588,610	210	0%
Bothell Fire	\$ 497,571	\$ 448,544	\$ 497,571	-	0%	485,107	(12,464)	-3%
Duvall Fire	\$ 77,700	\$ 71,076	\$ 77,700	-	0%	76,869	(831)	-1%
Eastside Fire and Rescue	\$ 827,310	\$ 789,805	\$ 827,310	-	0%	854,185	26,875	3%
Woodinville Fire	\$ 220,561	\$ 198,573	\$ 220,561	-	0%	214,759	(5,802)	-3%
Fall City Fire	\$ 41,488	\$ 37,263	\$ 41,488	-	0%	40,300	(1,188)	-3%
Kirkland Fire	\$ 614,553	\$ 560,314	\$ 614,553	-	0%	605,987	(8,566)	-1%
Mercer Island Fire	\$ 186,100	\$ 172,462	\$ 186,100	-	0%	186,520	420	0%
Northshore Fire	\$ 227,825	\$ 207,187	\$ 227,825	-	0%	224,075	(3,750)	-2%
Redmond Fire	\$ 694,070	\$ 649,833	\$ 694,070	-	0%	702,804	8,734	1%
Shoreline Fire	\$ 800,632	\$ 721,535	\$ 800,632	-	0%	780,350	(20,282)	-3%
Skykomish Fire	\$ 23,695	\$ 25,700	\$ 23,695	-	0%	27,794	4,099	17%
Snoqualmie Pass Fire	\$ 26,851	\$ 27,326	\$ 26,851	-	0%	29,553	2,702	10%
Snoqualmie Fire	\$ 63,085	\$ 62,176	\$ 63,085	-	0%	67,244	4,159	7%
Total Fire	5,889,841	5,440,668	5,889,841	-	0%	5,884,158	(5,683)	0%
NORCOM Total	13,460,993	14,501,101	15,054,625	1,593,632	0%	15,696,543	641,918	4.3%

Added to Reserves- Building Capacity: 553,524

0, 0% fees, Adjusted for Call Volume"							
2024 User Fees	2023 Adopted Total	2024 Proposed Total	Increase/ (Decrease)	Percent Change	2025 Total	Calculated Increase/ Decrease	Percent Change
Bellevue Police	3,967,232	4,315,780	348,548	8.8%	4,285,386	(30,395)	-1%
Bothell Police		1,593,632	1,593,632		1,726,501	132,869	8%
Clyde Hill Police	93,036	98,877	5,841	6.3%	97,768	(1,109)	-1%
Kirkland Police	2,734,562	2,830,576	96,014	3.5%	2,806,206	(24,369)	-1%
Medina Police	81,566	101,894	20,328	24.9%	100,568	(1,325)	-1%
Mercer Island Police	560,336	670,596	110,260	19.7%	662,912	(7,685)	-1%
Normandy Park Police	134,420	133,792	(628)	-0.5%	133,044	(748)	-1%
Total Police	7,571,152	9,745,147	2,173,995	28.7%	9,812,385	67,237	1%
Bellevue Fire	1,588,400	1,433,457	(154,943)	-9.8%	1,588,610	155,153	11%
Bothell Fire	497,571	437,729	(59,842)	-12.0%	485,107	47,378	11%
Duvall Fire	77,700	69,362	(8,338)	-10.7%	76,869	7,508	11%
Eastside Fire and Rescue	827,310	770,760	(56,550)	-6.8%	854,185	83,425	11%
Woodinville Fire	220,561	193,784	(26,777)	-12.1%	214,759	20,975	11%
Fall City Fire	41,488	36,364	(5,124)	-12.4%	40,300	3,936	11%
Kirkland Fire	614,553	546,803	(67,750)	-11.0%	605,987	59,184	11%
Mercer Island Fire	186,100	168,303	(17,797)	-9.6%	186,520	18,217	11%
Northshore Fire	227,825	202,191	(25,634)	-11.3%	224,075	21,885	11%
Redmond Fire	694,070	634,164	(59,906)	-8.6%	702,804	68,640	11%
Shoreline Fire	800,632	704,136	(96,496)	-12.1%	780,350	76,213	11%
Skykomish Fire	23,695	25,080	1,385	5.8%	27,794	2,715	11%
Snoqualmie Pass Fire	26,851	26,667	(184)	-0.7%	29,553	2,886	11%
Snoqualmie Fire	63,085	60,676	(2,409)	-3.8%	67,244	6,567	11%
Total Fire	5,889,841	5,309,477	(580,364)	-9.9%	5,884,158	574,681	11%
Agency Total	13,460,993	15,054,625	1,593,632	0%	15,696,543	641,918	4.3%

Added to Reserves- Building Capacity: 553,524

July 6, 2023



City of Bothell™

NORCOM Governing Board
P.O. Box 50911
Bellevue, WA 98015-0911

Attention: Mr. Bill Hamilton, Executive Director

Dear Governing Board of NORCOM:

As you are aware, the City of Bothell (Bothell) has received fire dispatch services from NORCOM since NORCOM's creation by the October 2007 North East King County Regional Public Safety Communications Agency Interlocal Agreement (ILA). Under the ILA, Bothell is a principal city in NORCOM. Bothell has received excellent service from NORCOM.

Presently, Bothell's police/public safety dispatch service is provided "in-house" rather than by NORCOM. However, the City has come to the difficult decision to get out of the business of providing police/public safety dispatch services. Due to NORCOM's excellent service providing fire dispatch services, as well as the efficiency gains from consolidation of all dispatch services, Bothell wishes to open negotiations regarding expansion of NORCOM's services to Bothell to also include police/public safety dispatch services.

ILA, section 15e, provides as follows regarding the expansion of services for Principals:

A Principal wishing to receive service from NORCOM for an operating department in addition to a department already served by NORCOM may make application to the Governing Board in the same manner as, and be subject to such conditions and approvals as the Governing Board may deem appropriate for, an entity seeking admission as a new Principal.

Accordingly, please consider this letter Bothell's formal application to the Governing Board to expand Bothell's scope of services from NORCOM to include Bothell's police/public safety dispatch function. With respect to the timing of such prospective expanded services, Bothell would propose NORCOM provide police/public safety dispatch service to Bothell effective November 1, 2023 (or a mutually agreeable date later than October 22, 2023).

18415 – 101st Ave. NE
Bothell, WA 98011
425-806-6100
bothellwa.gov

NORCOM Governing Board

July 6, 2023

Page Two

Bothell acknowledges that, pursuant to the ILA, this expansion of service is subject to potential conditions and approvals the Governing Board may deem appropriate.

Bothell looks forward to working with NORCOM and its Governing Board to consider this transition.

Very sincerely yours,

A handwritten signature in blue ink that reads "Kyle Stannert". The signature is written in a cursive, flowing style.

Kyle Stannert
City Manager



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 07/14/2023
Subject: July Information Technology & 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

July Newsletter



Information Technology Updates

From: Katy Myers, DDofA

July 2023

Radio

PSERN to CAD Interface

Motorola, Tyler, and NORCOM discussed requirements and the correct interfaces to use on both sides. We are waiting for quotes from the vendors.

Alpha-Numeric Paging

Weekly planning meetings have started with SNO911 and our consultant to determine scope and requirements for the RFP to replace the paging system. At the same time, initial priority work to move the current Redmond Education Hill site and determine connectivity for the Horizon Heights site has begun.

Site Lease Updates

Six site leases completed.

Telephone Systems

911 Platform Replacement

NORCOM is scheduled for kickoff the week of September 18, 2023. The testing process has been extended, we believe our kickoff will be pushed out. We are closely monitoring the timing for this project, the furniture replacement project and CAD upgrade.

Systems and Programs

Tyler Fire Migration

DNI view change request scope document has been approved by the analysts. DNI has begun work.

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 deployed a version update for 4 items: Unit Status page - Added column to display home agency of units; User Management Pages - Fixed lists that were not sorted alphabetically; Mobile Report Viewer - Fixed issue preventing certain report types from being displayed; Active Calls Page - Added caching for pending calls.

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 addressed very promptly though I was submitting my request on the weekend.”

“Thanks for the prompt and thorough attention to our questions.”

Last Month: 8 surveys were returned

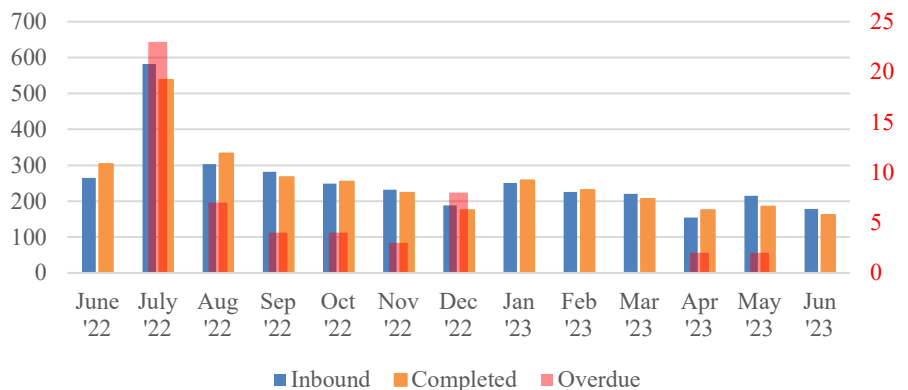
- Better than expected – 22
- As expected – 10

Service Requests

178 Inbound tickets
161 Completed tickets

0 overdue tickets

IT Service Desk





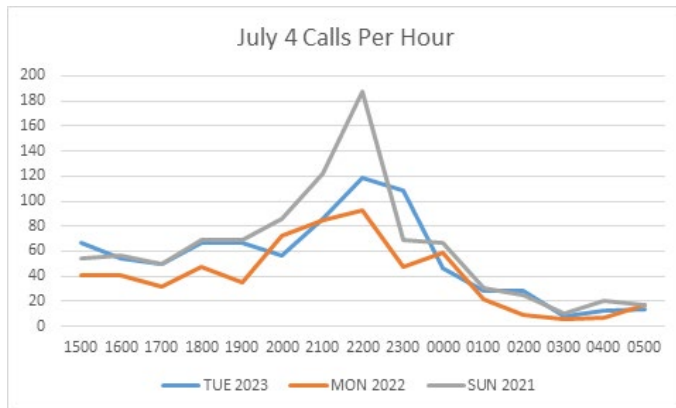
Operations Updates

From: Roky Louie, Deputy Director Operations

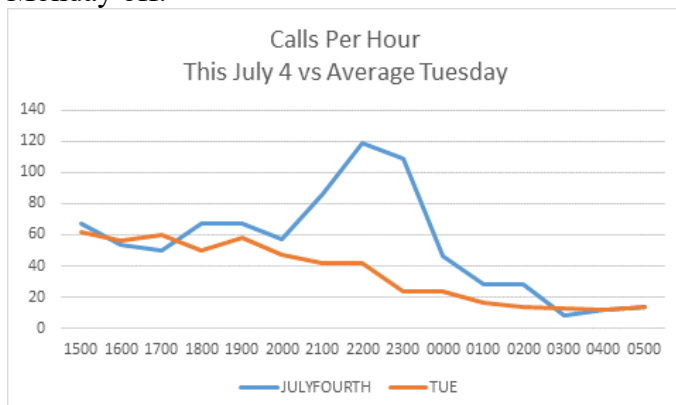
July 2023

Independence Day

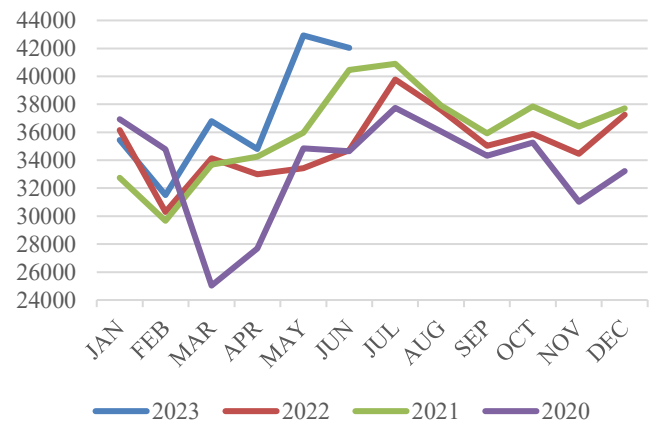
The Fourth of July showed signs of increased activity over the previous year. There were almost triple the number of aid non emergency in the forty-eight hour period containing July 4 and 5, up to 73 from 28 over the same time period in 2022. There were over five times as many cardiac arrests, up to 16 from 3 from the previous forty eight hour time period as well.



The number of calls per hour during the peak hour of 2200 was up almost 50% from 85 to 120 from 2022. You can see from the chart that volume from 2021 was much higher, at 190 calls at the 2200 hour but that could also have to do with the fact that in 2021, Independence Day fell on a Sunday, with many community members having the following Monday off.



Incoming and Outgoing Calls Per Month



Call volume in general has been trending up for the last two months, with May and June volumes in 2023 about 20% higher than they have been in previous years. This could indicate a continuing trend to move back to pre-COVID levels of activity.

Despite higher levels of activity the NORCOM, there was still time to celebrate the holiday with a potluck version of a burger barbeque.

