



## **AGENDA**

NORCOM Governing Board  
August 11, 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 July 14, 2023
  - B. AP Reports July
5. For Briefing to Board
  - A. Radio Talk Group Configuration
  - B. Behavioral Health Professional in Dispatch-an update
6. For Board Decision
  - A. City of Bothell-Request to expand services - Resolution 208 - Approving the City of Bothell expansion of NORCOM services request
  - B. 2024 Budget- Fee Decision, Request to delay to September
7. Newsletter
  - A. August Information Technology Newsletter
8. Adjournment

The next Governing Board meeting is scheduled for September 8, 2023



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 08/11/2023  
Subject: Governing Board Meeting Minutes July 14, 2023

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### Executive Summary:

The July 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 to.

### 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 071423



**Meeting Minutes**  
**NORCOM Governing Board**  
**July 14, 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              |
| Mike Bailey     | City of Snoqualmie                 |
| Ben Lane        | Eastside/Woodinville Fire & Rescue |
| Brian Culp      | Fire District #27 (Vice-Chair)     |
| Adrian Sheppard | Redmond Fire Department            |

**ABSENT**

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

**GUESTS**

|             |                 |
|-------------|-----------------|
| Nick Curry  | NAG             |
| Toni Call   | City of Bothell |
| Jami Hoppen | KC 911          |

**NORCOM STAFF**

|                 |                                   |
|-----------------|-----------------------------------|
| Bill Hamilton   | Executive Director                |
| Roky Louie      | Deputy Director of Operations     |
| Judy Cayton     | Human Resource Manager            |
| Marianne Deppen | Finance Manager                   |
| Jeremy Henshaw  | Law Enforcement Liaison           |
| Cory James      | Fire Liaison                      |
| Andrew Johnson  | Applications Supervisor           |
| Nathan Way      | Applications & Security Architect |
| Sean Goehner    | IT Systems Engineer               |
| Zeb Middleton   | IT Senior Systems Engineer        |
| Maggie Johanson | Administrative Assistant          |
| Chelsie Barcus  | Payroll Accounting Specialist     |
| Deanna Gregory  | Pacifica Law Group                |

**ABSENT**

|               |   |
|---------------|---|
| Michael Olson | City of Kirkland (Board Treasurer)      |
| Katy Myers    | Deputy Director Administrative Services |



**Meeting Minutes  
NORCOM Governing Board  
July 14, 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 June 9, 2023**
- **Accounts Payable Report June**

There was no discussion on any consent agenda items.

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

Motion carried.

o **For Board Briefing**

- **2024 Budget Development – Update**

Director Hamilton introduced the topic of the 2024 Budget Development stating that we are seeking Board direction to ensure we are on the right track for the 2024 Budget. Finance Manager Deppen provided an update on NORCOM's Operating Fund, Capital Projects, ERR Schedule and fee proposal. Finance Manager Deppen stated that staff is requesting the approval of 1 additional FTE for the IT Department and a decision on the amount of the beginning fund balance to incorporate for fee calculations. Finance Manager Deppen also provided the NORCOM 2024 Budget Development Staff Report.



**Meeting Minutes**  
**NORCOM Governing Board**  
**July 14, 2023**

- **NORCOM Expansion Impacts & Options**

Director Hamilton introduced the topic of NORCOM's potential growth. NORCOM has received a formal application from the City of Bothell to expand and include Police services. NORCOM currently provides services to the City of Bothell Fire Department. In August NORCOM staff will bring the formal request to the Board and in September City of Bothell's formal process will be complete. Finance Manager Deppen provided graphs exhibiting fees with an additional agency and without and a New Agency Discussions and Considerations Staff Report.

NORCOM staff requests the Board authorize Director Hamilton to execute an Expansion of Services agreement with the City of Bothell.

Deputy City Manager McCommon made a motion to authorize Director Hamilton to execute an Expansion of Services agreement with the City of Bothell. Chief Kolling seconded the motion.

Motion carried.

- **Adjournment**

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

Motion carried.

The meeting adjourned at 9:55.

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

Approved by:

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Chair

Attest:

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Secretary



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 08/11/2023  
Subject: AP Reports July

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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 Reports July

NORCOM  
ACTIVITY JULY 1, 2023 THROUGH JULY 28, 2023

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,157,365.81

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 July 28, 2023

|                                   | 2023 Budget | July Activity | 2023 Collected to Date | % collected |
|-----------------------------------|-------------|---------------|------------------------|-------------|
| Agency Revenue                    | 13,461,039  | -             | \$ 6,730,520           | 50%         |
| Agency Reimbursements             | 164,500     | 12,141        | \$ 168,124             | 102%        |
| Grants/Intergovernmental/Interest | 136,000     | -             | \$ 65,912              | 48%         |
| Total                             | 13,761,539  | 12,141        | 6,964,555              | 51%         |
| Transfers In                      | 1,470,055   | -             | \$ 884,488             | 60%         |
| Revenues + Transfers              | 15,231,594  | 12,140.95     | 7,849,043              | 52%         |

**Expenses**

|                                     | 2023 Budget | July Activity | 2023 Spending to Date | % used | Remaining Balance |
|-------------------------------------|-------------|---------------|-----------------------|--------|-------------------|
| Salaries & Wages - Regular          | 8,332,986   | \$ 607,727    | \$ 4,391,536          | 53%    | 3,941,450         |
| Salaries & Wages - Overtime         | 294,876     | \$ 56,121     | \$ 314,840            | 107%   | (19,964)          |
| Professional Reimbursements         | 4,200       | \$ 323        | \$ 2,423              | 58%    | 1,777             |
| Medical                             | 1,282,959   | \$ 102,218    | \$ 717,373            | 56%    | 565,586           |
| Dental                              | 104,339     | \$ 7,739      | \$ 54,843             | 53%    | 49,496            |
| Vision                              | 13,603      | \$ 1,015      | \$ 7,175              | 53%    | 6,428             |
| Long-Term Care                      | 6,600       | \$ 614        | \$ 3,453              | 52%    | 3,147             |
| Medicare                            | 126,712     | \$ 8,905      | \$ 63,605             | 50%    | 63,107            |
| MEBT                                | 518,878     | \$ 41,199     | \$ 297,404            | 57%    | 221,474           |
| PERS                                | 921,507     | \$ 63,447     | \$ 481,938            | 52%    | 439,569           |
| Washington FMLA                     | 17,370      | \$ 1,451      | \$ 10,348             | 60%    | 7,022             |
| Unemployment                        | 92,394      | \$ 6,821      | \$ 60,134             | 65%    | 32,260            |
| Workers Comp                        | 43,960      | \$ 1,470      | \$ 10,926             | 25%    | 33,034            |
| Total Personnel                     | 11,760,384  | 899,050       | \$ 6,415,998          | 55%    | 5,344,386         |
| Advertising                         | 5,000       | \$ -          | \$ 1,565              | 31%    | 3,435             |
| Bank Fees                           | 500         | \$ -          | \$ -                  | 0%     | 500               |
| Cellular,Pager & Radio Svcs         | 35,552      | \$ 2,901      | \$ 18,539             | 52%    | 17,013            |
| Computer Hardware-Non Capital       | 7,725       | \$ -          | \$ 7,435              | 96%    | 291               |
| Consumable Goods                    | 14,310      | \$ 388        | \$ 8,390              | 59%    | 5,920             |
| Dues & Memberships                  | 12,635      | \$ -          | \$ 10,223             | 81%    | 2,412             |
| Equipment Leases                    | 19,865      | \$ 121        | \$ 10,960             | 55%    | 8,905             |
| Facility Lease                      | 804,297     | \$ 52,449     | \$ 463,606            | 58%    | 340,691           |
| Financial Audit                     | 23,836      | \$ -          | \$ 13,707             | 58%    | 10,129            |
| Hosted Services                     | 203,888     | \$ 18,732     | \$ 128,324            | 63%    | 75,564            |
| HR Services                         | 119,415     | \$ 8,118      | \$ 35,485             | 30%    | 83,930            |
| Insurance                           | 93,500      | \$ -          | \$ 90,940             | 97%    | 2,560             |
| Legal Services                      | 200,000     | \$ 8,029      | \$ 41,754             | 21%    | 158,246           |
| Local Travel/Training/ Mileage      | 6,122       | \$ 175        | \$ 839                | 14%    | 5,283             |
| Network Service                     | 51,599      | \$ 2,337      | \$ 18,976             | 37%    | 32,623            |
| Office Furniture                    | 7,750       | \$ -          | \$ 6,773              | 87%    | 977               |
| Office Supplies                     | 6,400       | \$ 460        | \$ 1,929              | 30%    | 4,471             |
| Operating Supplies                  | 4,250       | \$ 219        | \$ 1,255              | 30%    | 2,995             |
| Parking Lease                       | 29,200      | \$ 1,672      | \$ 16,164             | 55%    | 13,036            |
| Payroll Services                    | 19,010      | \$ 1,073      | \$ 7,897              | 42%    | 11,113            |
| Postage                             | 750         | \$ -          | \$ 142                | 19%    | 608               |
| Printing                            | 300         | \$ -          | \$ 495                | 165%   | (195)             |
| Professional Services               | 133,550     | \$ 9,196      | \$ 12,119             | 9%     | 121,431           |
| R&M - Network Equipment             | 397,684     | \$ 350        | \$ 42,042             | 11%    | 355,642           |
| R&M - Office Equipment              | 2,500       | \$ -          | \$ -                  | 0%     | 2,500             |
| R&M - Software Maintenance          | 897,386     | \$ -          | \$ 679,549            | 76%    | 217,837           |
| Radio Site Lease                    | 81,410      | \$ 92,269     | \$ 102,113            | 125%   | (20,703)          |
| Recruitment Supplies                | 2,000       | \$ -          | \$ 355                | 18%    | 1,645             |
| Small Tools & Minor Equipment       | 11,300      | \$ 553        | \$ 4,949              | 44%    | 6,351             |
| Software/Licensing                  | 78,342      | \$ 1,387      | \$ 2,833              | 4%     | 75,509            |
| Telephone Services                  | 33,565      | \$ 2,953      | \$ 21,025             | 63%    | 12,540            |
| Training/Conf Registrations         | 22,688      | \$ -          | \$ 3,148              | 14%    | 19,540            |
| Training/Conf Registrations/ Travel | 34,885      | \$ 535        | \$ 6,564              | 19%    | 28,321            |
| Transfers Out                       | 28,000      | \$ -          | \$ -                  | 0%     | 28,000            |
| Total Supplies & Services           | 3,389,214   | 203,918       | \$ 1,760,094          | 52%    | 1,629,120         |
| GRAND TOTAL                         | 15,149,598  | 1,102,969     | \$ 8,176,092          | 54%    | 6,973,506         |

**502- Capital Projects**

|                      | 2023 Budget | July Activity | 2023 Spending to Date | % used | Remaining Balance |
|----------------------|-------------|---------------|-----------------------|--------|-------------------|
| Alpha Numeric Paging | 600,000     | \$ -          | \$ -                  | 0%     | 600,000           |
| CAD Server Expansion | 185,050     | \$ 7,663      | \$ 36,560             | 20%    | 148,490           |
| Console Replacement  | 152,753     | \$ -          | \$ -                  | 0%     | 152,753           |
|                      | 937,803     | 7,663         | 36,560                | 3.9%   | 901,243           |

**503- Equipment Replacement:**

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

**505-E 911 Escrow**

| Revenues:           | 2023 Budget | July Activity | Collected to Date | % collected |
|---------------------|-------------|---------------|-------------------|-------------|
| E-911 Escrow        | 1,470,055   | -             | \$ 735,044        | 50%         |
| Investment Interest | -           | -             | \$ 5,756          |             |
|                     | 1,470,055   | -             | \$ 740,800        | 50%         |

| Expenditures: | 2023 Budget | July Activity | 2023 Spending to Date | % used | Remaining Balance |
|---------------|-------------|---------------|-----------------------|--------|-------------------|
| Transfers Out | 1,470,055   | \$ 350,000    | \$ 915,000            | 62%    | 555,055           |



## NORCOM Financial Summary

for Period Ending July 28, 2023

|   |                        | 2023 Amended<br>Budget | Actual           | Percent of<br>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                | \$ 234,036       | 77.88%               |
|   | Transfers In           | 1,470,055              | \$ 884,488       | 60.17%               |
| Revenue Collected                                 |                        | 14,854,181             | 7,660,337        | 51.57%               |
| Total Resources                                   |                        | 15,450,507             | 8,256,663        |                      |
|   | Personnel Expenditures | 11,760,385             | \$ 6,415,998     | 54.56%               |
|   | Operating Expenditures | 3,358,490              | \$ 1,760,094     | 52.41%               |
|   | Transfers Out          | 28,000                 | \$ -             | 0.00%                |
| Total Expenditures                                |                        | 15,146,875             | 8,176,092        | 53.98%               |
| <b>Available Fund Balance</b>                     |                        | <b>\$303,632</b>       | <b>\$ 80,570</b> |                      |
| <b><u>502 - Capital Projects Fund</u></b>         |                        |                        |                  |                      |
| 2022 Beginning Fund Balance                       |                        | 583,597                | <i>\$583,597</i> |                      |
|   | 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                | \$ 36,560        | 3.90%                |
|   | Transfers Out          | -                      | \$ -             | 0.00%                |
| Total Expenditures                                |                        | 937,803                | 36,560           | 3.90%                |
| <b>Available Fund Balance</b>                     |                        | <b>\$51,206</b>        | <b>\$735,743</b> |                      |
| <b><u>503 - Equipment Replacement Reserve</u></b> |                        |                        |                  |                      |
| 2022 Beginning Fund Balance                       |                        | 372,970                | <i>\$372,970</i> |                      |
|   | 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%               |
| <b>Available Fund Balance</b>                     |                        | <b>\$151,470</b>       | <b>\$297,631</b> |                      |

|  |                        | 2023 Amended<br>Budget | Actual           | Percent of<br>Budget |
|--|------------------------|------------------------|------------------|----------------------|
| <b><u>504 - Operating Expense Reserve</u></b>  |                        |                        |                  |                      |
| 2022 Beginning Fund Balance                    |                        | \$ 160,751             | <i>\$160,751</i> |                      |
|  | Investment Interest    | \$ -                   | -                | 0.00%                |
|  | Other Revenue          | \$ -                   | -                | 0.00%                |
|  | Transfers In           | \$ -                   | -                | 0.00%                |
| Revenue Collected                              |                        | -                      | -                | 0.00%                |
| Total Resources                                |                        | 160,751                | 160,751          |                      |
|  | 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              | <i>\$120,523</i> |                      |
|  | Operating Revenue      | 1,470,055              | \$ 735,044       | 50.00%               |
|  | Investment Interest    | -                      | 5,756            | 0.00%                |
| Revenue Collected                              |                        | 1,470,055              | 740,800          | 50.39%               |
| Total Resources                                |                        | 1,590,578              | 861,323          |                      |
|  | Expenditures           | -                      | -                | 0.00%                |
|  | Transfers Out          | 1,470,055              | 915,000          | 62.24%               |
| Total Expenditures                             |                        | 1,470,055              | 915,000          | 62.24%               |
| <b>Available Fund Balance</b>                  |                        | <b>\$120,523</b>       | <b>-\$53,677</b> |                      |
| <b><u>506 - Rate Stabilization Reserve</u></b> |                        |                        |                  |                      |
| 2022 Beginning Fund Balance                    |                        | \$507,041              | <i>\$507,041</i> |                      |
|  | 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: 7/28/2023 12:46 PM



| Check No                                 | Vendor No<br>Invoice No  | Vendor Name<br>Description  | Check Date<br>Reference | Check Amount   |
|--|--|---|-------------------------|--|
| ACH                                      | 120  | ADP<br>Workforce Now Payroll Solution Bundle PPE 06   | 07/07/2023              | 432.85   |
| Total for this ACH Check for Vendor 120: |  |   |                         | 432.85   |
| 20432                                    | 364<br>06272023  | AT&T<br>Cellular Services ACCT# 7817  | 07/07/2023              | 292.64   |
| Total for Check Number 20432:            |  |   |                         | 292.64   |
| 20433                                    | 3<br>06282023  | AT&T MOBILITY<br>Cellular Services ACCT# 6980   | 07/07/2023              | 147.49   |
| Total for Check Number 20433:            |  |   |                         | 147.49   |
| 20434                                    | 6<br>KM40295   | CDW-GOVERNMENT INC<br>Symantec Endpoint Security License Subscriptio  | 07/07/2023              | 1,387.26   |
| Total for Check Number 20434:            |  |   |                         | 1,387.26   |
| 20435                                    | 9<br>644879520   | CENTURYLINK<br>Telephone Services Acct# 79965571  | 07/07/2023              | 169.30   |
| Total for Check Number 20435:            |  |   |                         | 169.30   |
| 20436                                    | 11<br>44953<br>44953<br>45018<br>46119   | CITY OF BELLEVUE<br>Monthly Parking Spaces - July 2023<br>Monthly Parking Spaces - July 2023<br>Fiber Usage Rental Fee - July<br>Monthly Rent - July - 8% Increase + Utility Chai   | 07/07/2023              | 1,474.65<br>359.62<br>477.00<br>52,449.13  |
| Total for Check Number 20436:            |  |   |                         | 54,760.40  |
| 20437                                    | 252<br>7009221<br>7009222<br>7009223<br>7009225<br>7009226<br>7009227<br>7009229<br>7009230<br>7009231<br>7009235<br>7009236<br>7009237<br>7009241<br>7009242<br>7009243 | KING COUNTY FINANCE<br>Annual Sobieski Sept 2022 Lease And Rental PS<br>Annual Sobieski Sept 2020 Lease And Rental PS<br>Annual Sobieski Sept 2021 Lease And Rental PS<br>Annual Crista Sept 2020 Lease And Rental PSEI<br>Annual Crista Sept 2021 Lease And Rental PSEI<br>Annual Crista Sept 2022 Lease And Rental PSEI<br>Annual Squak Sept 2020 Lease And Rental (GF)<br>Annual Squak Sept 2021 Lease And Rental (GF)<br>Annual Squak Sept 2022 Lease And Rental (GF)<br>Annual Ring Hill Sept 2020 Lease And Rental P<br>Annual Ring Hill Sept 2021 Lease And Rental P<br>Annual Ring Hill Sept 2022 Lease And Rental P<br>Annual Rattlesnake Sept 2020 Lease And Rental<br>Annual Rattlesnake Sept 2021 Lease And Rental<br>Annual Rattlesnake Sept 2022 Lease And Rental | 07/07/2023              | 6,303.75<br>6,000.00<br>6,150.00<br>6,000.00<br>6,150.00<br>6,303.75<br>6,000.00<br>6,150.00<br>6,303.75<br>6,000.00<br>6,150.00<br>6,303.75<br>6,000.00<br>6,150.00<br>6,303.75 |

| Check No | Vendor No<br>Invoice No  | Vendor Name<br>Description   | Check Date<br>Reference                  | Check Amount  |
|----------|--|--|--|---|
|          |  |  | Total for Check Number 20437:            | 92,268.75   |
| 20438    | 331<br>06012023  | ZEB MIDDLETON<br>Mileage Reimbursement - May 2023  | 07/07/2023                               | 64.32   |
|          |  |  | Total for Check Number 20438:            | 64.32   |
| 20439    | 46<br>12849  | NATIONAL TESTING NETWORK<br>Background Investigation Services - 2X   | 07/07/2023                               | 2,900.00  |
|          |  |  | Total for Check Number 20439:            | 2,900.00  |
| 20440    | 377<br>PSTI23-176  | PST INVESTIGATIONS<br>Background Investigation Services - 2X   | 07/07/2023                               | 3,227.00  |
|          |  |  | Total for Check Number 20440:            | 3,227.00  |
| 20441    | 762<br>23056   | SOUTH SOUND POLYGRAPH, LLC<br>Pre-Employment Polygraph - 1X  | 07/07/2023                               | 250.00  |
|          |  |  | Total for Check Number 20441:            | 250.00  |
| 20442    | 366<br>06212023  | T MOBILE<br>Cellular Services ACCT# 947208760  | 07/07/2023                               | 37.40   |
|          |  |  | Total for Check Number 20442:            | 37.40   |
| 20443    | 499<br>130-137747  | TYLER TECHNOLOGIES<br>System Assurance   | 07/07/2023                               | 7,662.96  |
|          |  |  | Total for Check Number 20443:            | 7,662.96  |
| 20444    | 79<br>9937122257   | VERIZON WIRELESS<br>Cellular Services ACCT# 471583790  | 07/07/2023                               | 1,438.51  |
|          |  |  | Total for Check Number 20444:            | 1,438.51  |
| 20445    | 87<br>00180852   | WA STATE PATROL<br>Access User Fee For April - June  | 07/07/2023                               | 18,000.00   |
|          |  |  | Total for Check Number 20445:            | 18,000.00   |
| 20446    | 247<br>66226   | WATSON FURNITURE<br>Console Repair Fee   | 07/07/2023                               | 350.00  |
|          |  |  | Total for Check Number 20446:            | 350.00  |
|          |  |  | Total for 7/7/2023:                      | 183,388.88  |
| ACH      | 120<br>PPE07092023<br>PPE07092023<br>PPE07092023<br>PPE07092023<br>PPE07092023<br>PPE07092023<br>PPE07092023 | ADP<br>Accrued Wages PPE07092023<br>Medicare Taxes Payable PPE07092023<br>Federal Taxes Payable PPE07092023<br>Garnishments Payable PPE07092023<br>Accrued Employment Security PPE07092023<br>FMLA Taxes Payable PPE07092023<br>WA Cares Taxes Payable PPE07092023 | 07/14/2023                               | 232,116.25<br>8,987.14<br>36,116.29<br>1,391.15<br>3,647.11<br>2,687.37<br>829.20 |
|          |  |  | Total for this ACH Check for Vendor 120: | 285,774.51  |

| Check No                                 | Vendor No<br>Invoice No | Vendor Name<br>Description  | Check Date<br>Reference | Check Amount         |
|--|-------------------------|---|-------------------------|----------------------|
| ACH                                      | 131<br>PPE07092023      | HEALTH EQUITY<br>HSA Contributions PPE07092023                                    | 07/14/2023              | 1,254.14             |
| Total for this ACH Check for Vendor 131: |                         |   |                         | 1,254.14             |
| ACH                                      | 132<br>PPE07092023      | WILMINGTON TRUST<br>MEBT Contributions PPE07092023                                | 07/14/2023              | 41,191.84            |
| Total for this ACH Check for Vendor 132: |                         |   |                         | 41,191.84            |
| ACH                                      | 133<br>JUNE2023         | DEPT OF RETIREMENT SYSTEMS<br>June 2023 PERS Contributions                        | 07/14/2023              | 118,291.78           |
| Total for this ACH Check for Vendor 133: |                         |   |                         | 118,291.78           |
| ACH                                      | 146<br>2023Q2           | DEPT OF LABOR & INDUSTRIES<br>Q2 2023 L&I Taxes - Correction<br>Q2 2023 L&I Taxes | 07/14/2023              | 1,543.50<br>9,283.49 |
| Total for this ACH Check for Vendor 146: |                         |   |                         | 10,826.99            |
| 20447                                    | 675<br>PPE07092023      | ICMA-RC VANTAGEPOINT TRANSFER<br>ICMA 457 Contributions PPE07092023               | 07/14/2023              | 5,714.41             |
| Total for Check Number 20447:            |                         |   |                         | 5,714.41             |
| 20448                                    | 569<br>July23           | NORCOM ASSOCIATED GUILD<br>July NAG Union Dues                                    | 07/14/2023              | 1,961.00             |
| Total for Check Number 20448:            |                         |   |                         | 1,961.00             |
| 20449                                    | 673<br>July23           | PUBLIC SAFETY EMPLOYEES UNION<br>July PSEU Dues                                   | 07/14/2023              | 727.93               |
| Total for Check Number 20449:            |                         |   |                         | 727.93               |
| Total for 7/14/2023:                     |                         |   |                         | 465,742.60           |
| ACH                                      | 120<br>1925365          | ADP<br>ADP Payroll Services And Workforce Now PPE                                 | 07/21/2023              | 640.42               |
| Total for this ACH Check for Vendor 120: |                         |   |                         | 640.42               |
| ACH                                      | 131<br>eczfp4           | HEALTH EQUITY<br>July 2023 Monthly Fees   | 07/21/2023              | 55.30                |
| Total for this ACH Check for Vendor 131: |                         |   |                         | 55.30                |
| ACH                                      | 67<br>JUNE23            | DEPT OF REVENUE<br>June 2023 Excise Tax   | 07/21/2023              | 196.95               |
| Total for this ACH Check for Vendor 67:  |                         |   |                         | 196.95               |
| 20450                                    | 733<br>07032023         | SEAN GOEHNER<br>Mileage Reimbursement   | 07/21/2023              | 101.29               |
| Total for Check Number 20450:            |                         |   |                         | 101.29               |
| 20451                                    | 669<br>07132023         | MARGARET JOHANSON<br>Reimbursement - Coffee Creamer                               | 07/21/2023              | 46.56                |

| Check No                      | Vendor No<br>Invoice No  | Vendor Name<br>Description  | Check Date<br>Reference | Check Amount  |
|-------------------------------|--|---|-------------------------|---|
| Total for Check Number 20451: |  |   |                         | 46.56   |
| 20452                         | 728<br>157823  | MULTICARE CENTERS OF OCCUPATIC<br>Physical Exam - 1X  | 07/21/2023              | 247.00  |
| Total for Check Number 20452: |  |   |                         | 247.00  |
| 20453                         | 256<br>2023-721<br>2023-808  | PUBLIC SAFETY TESTING INC<br>Q2 Subscription Fees<br>June 2023 PSt Candidate Agenct Test - 5X   | 07/21/2023              | 1,078.00<br>55.00   |
| Total for Check Number 20453: |  |   |                         | 1,133.00  |
| 20454                         | 666<br>23-293  | RAYMOND POLYGRAPH SERVICES<br>Polygraph Exam - 1X   | 07/21/2023              | 325.00  |
| Total for Check Number 20454: |  |   |                         | 325.00  |
| 20455                         | 712<br>146729  | SUMMIT LAW GROUP PLLC<br>Legal Services - General Employment  | 07/21/2023              | 507.00  |
| Total for Check Number 20455: |  |   |                         | 507.00  |
| 20456                         | 90<br>07122023   | KHAI TRAN<br>June Mileage Reimbursement   | 07/21/2023              | 9.84  |
| Total for Check Number 20456: |  |   |                         | 9.84  |
| 20457                         | 75<br>06122023<br>06132023<br>06132023<br>06132023<br>06132023<br>06132023<br>06132023<br>06142023<br>06172023<br>06212023<br>06212023<br>06222023<br>06252023<br>06262023<br>06282023<br>06302023<br>06302023<br>07012023<br>07022023 | US BANK CORPORATE PAYMENT SYS<br>Gilbert's On Main - Facility Assessment Initial M<br>Amazon - Air Freshener<br>Home Depot - Surge Protector<br>Amazon - Memo Pads<br>Washington Finance Officers Association Confer<br>Amazon - Hand Sanitizer<br>Amazon - Printer Paper And Lens Cleaner Wipes<br>Primo Water - Water Delivery<br>Amazon - Shoe Covers And Craft Vinyl<br>Costco - Kleenex<br>Costco - Coffee<br>Uline - Rolling Cart<br>Amazon - Vinyl And Laminating Tool Kit<br>Office Depot - Thermal Laminating Pouches<br>Amazon - USB And Microphone For Laptop<br>Costco - Clorox<br>MRSC Webinars - OPMA Training<br>SpeakWrite Services<br>Amaon Web Services | 07/21/2023              | 103.78<br>19.75<br>72.40<br>45.28<br>495.00<br>24.78<br>196.20<br>158.11<br>40.56<br>47.36<br>183.34<br>480.80<br>56.74<br>19.81<br>101.59<br>41.41<br>40.00<br>36.24<br>633.27 |
| Total for Check Number 20457: |  |   |                         | 2,796.42  |
| Total for 7/21/2023:          |  |   |                         | 6,058.78  |
| ACH                           | 120<br>PPE 07232023<br>PPE 07232023<br>PPE 07232023<br>PPE 07232023<br>PPE 07232023  | ADP<br>Accrued Wages PPE 07232023<br>FMLA Taxes Payable 07232023<br>Garnishments Payable PPE 07232023<br>Federal Taxes Payable 07232023<br>Accrued Employment Security And WA Cares 07  | 07/28/2023              | 230,781.99<br>2,638.22<br>1,202.27<br>35,266.80<br>4,009.49   |

| Check No | Vendor No<br>Invoice No                 | Vendor Name<br>Description  | Check Date<br>Reference | Check Amount                       |
|----------|---|---|-------------------------|------------------------------------|
|          | PPE 07232023                            | Medicare Payable PPE 07232023   |                         | 8,823.70                           |
|          |   | Total for this ACH Check for Vendor 120:  |                         | 282,722.47                         |
| ACH      | 131<br>PPE 07232023                     | HEALTH EQUITY<br>HSA Contributions PPE 07232023   | 07/28/2023              | 1,160.39                           |
|          |   | Total for this ACH Check for Vendor 131:  |                         | 1,160.39                           |
| ACH      | 132<br>PPE 07232023                     | WILMINGTON TRUST<br>MEBT Contributions PPE 07232023   | 07/28/2023              | 41,919.29                          |
|          |   | Total for this ACH Check for Vendor 132:  |                         | 41,919.29                          |
| ACH      | 134<br>AUGUST23                         | COLONIAL LIFE<br>Supplemental Insurance Premiums - August   | 07/28/2023              | 1,439.65                           |
|          |   | Total for this ACH Check for Vendor 134:  |                         | 1,439.65                           |
| ACH      | 140<br>AUGUST23                         | RELIANCE STANDARD<br>L/LTD Insurance Premiums - August  | 07/28/2023              | 1,630.15                           |
|          |   | Total for this ACH Check for Vendor 140:  |                         | 1,630.15                           |
| ACH      | 327<br>AUGUST23<br>AUGUST23<br>AUGUST23 | ASSOCIATION OF WASHINGTON CITIZI<br>Dental Premiums Payable - August<br>Medical Premiums Payable - August<br>Vision Premiums Payable - August | 07/28/2023              | 8,563.54<br>108,382.56<br>1,103.96 |
|          |   | Total for this ACH Check for Vendor 327:  |                         | 118,050.06                         |
| 20458    | 718<br>10349320                         | ACCESS CORP<br>June 2023 Shredding Services   | 07/28/2023              | 134.58                             |
|          |   | Total for Check Number 20458:   |                         | 134.58                             |
| 20459    | 710<br>INV011744                        | BRCK INC<br>Telephone Services ACCT# S00166571  | 07/28/2023              | 595.45                             |
|          |   | Total for Check Number 20459:   |                         | 595.45                             |
| 20460    | 8<br>07102023                           | CENTURYLINK<br>Telephone Services ACCT# 356B  | 07/28/2023              | 856.44                             |
|          |   | Total for Check Number 20460:   |                         | 856.44                             |
| 20461    | 17<br>171522                            | CONSOLE CLEANING SPECIALISTS<br>Console Cleaning And Maintenance Services   | 07/28/2023              | 8,957.35                           |
|          |   | Total for Check Number 20461:   |                         | 8,957.35                           |
| 20462    | 18<br>INV2674078                        | COPIERS NORTHWEST<br>Copier Lease   | 07/28/2023              | 99.73                              |
|          |   | Total for Check Number 20462:   |                         | 99.73                              |
| 20463    | 767<br>8816                             | DEFINITIVE NETWORKS, INC<br>CAD Database Consulting Services  | 07/28/2023              | 25,875.00                          |
|          |   | Total for Check Number 20463:   |                         | 25,875.00                          |
| 20464    | 28<br>1206                              | EPSCA<br>July 2023 Monthly Radio Access Fees  | 07/28/2023              | 984.75                             |

| Check No | Vendor No<br>Invoice No     | Vendor Name<br>Description  | Check Date<br>Reference       | Check Amount    |
|----------|-----------------------------|---|-------------------------------|-----------------|
|          |                             |   | Total for Check Number 20464: | 984.75          |
| 20465    | 447<br>389915               | FIRST CHOICE COFFEE SERVICES<br>July 2023 Ice Machine Rental                  | 07/28/2023                    | 121.11          |
|          |                             |   | Total for Check Number 20465: | 121.11          |
| 20466    | 751<br>619865               | FISHER BROYLES, LLP<br>Legal Services - RAADAR                                | 07/28/2023                    | 5,441.00        |
|          |                             |   | Total for Check Number 20466: | 5,441.00        |
| 20467    | 657<br>2859282              | FOSTER GARVEY<br>Legal Services - Special Counsel                             | 07/28/2023                    | 131.25          |
|          |                             |   | Total for Check Number 20467: | 131.25          |
| 20468    | 675<br>PPE 07232023         | ICMA-RC VANTAGEPOINT TRANSFER<br>ICMA 457 Contributions PPE 07232023          | 07/28/2023                    | 6,037.49        |
|          |                             |   | Total for Check Number 20468: | 6,037.49        |
| 20469    | 252<br>11013774             | KING COUNTY FINANCE<br>KCIT INET Other MISC SVC                               | 07/28/2023                    | 1,860.00        |
|          |                             |   | Total for Check Number 20469: | 1,860.00        |
| 20470    | 557<br>11037447             | LANGUAGE LINE SERVICES<br>Over-The-Phone Interpretation June 2023             | 07/28/2023                    | 704.86          |
|          |                             |   | Total for Check Number 20470: | 704.86          |
| 20471    | 52<br>84358                 | PACIFICA LAW GROUP<br>Legal Services - General                                | 07/28/2023                    | 1,950.00        |
|          |                             |   | Total for Check Number 20471: | 1,950.00        |
| 20472    | 630<br>42343                | SITECRAFTING INC<br>Monthly Website Hosting - Pantheon Platform               | 07/28/2023                    | 99.00           |
|          |                             |   | Total for Check Number 20472: | 99.00           |
| 20473    | 74<br>AUGUST23              | UNUM<br>Long Term Care Insurance Premiums - August                            | 07/28/2023                    | 778.40          |
|          |                             |   | Total for Check Number 20473: | 778.40          |
| 20474    | 692<br>06262023<br>06282023 | ZIPLY FIBER<br>Telephone Services ACCT# 0215<br>Telephone Services ACCT# 6115 | 07/28/2023                    | 604.45<br>22.68 |
|          |                             |   | Total for Check Number 20474: | 627.13          |
|          |                             |   | Total for 7/28/2023:          | 502,175.55      |
|          |                             |   | Report Total (58 checks):     | 1,157,365.81    |



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 08/11/2023  
Subject: Radio Talk Group Configuration

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### Executive Summary:

NORCOM dispatches a total of six (6) police agencies; Bellevue, Clyde Hill, Kirkland, Medina, Mercer Island, and Normandy Park. Dispatch services are delivered via three primary police radio channels named NCPOL1, NCPOL2, and NCPOL3.

The possibility of NORCOM providing dispatch services for the Bothell Police Department, NORCOM staff carefully examined all available data to best determine the optimal configuration to support the total group of all seven (7) police agencies across the three primary channels, and then make a recommendation based on available information.

Consideration was also given to the possibility that the Lake Forest Park Police Department would likely soon make a similar request. Staff will share the methodology and recommendation with the Board for input and any direction.

### Background:

In 2007, Eastside Communications and Kirkland Police Dispatch effectively merged to become NORCOM, going live in July of 2009. Prior to the formation of NORCOM, Eastside Communications operated one primary police radio channel on which they provided dispatch services for the Bellevue and Clyde Hill Police Departments. Similarly, Kirkland Police Dispatch provided police services for the Kirkland, Mercer Island, and Medina Police Departments.

When NORCOM went live in 2009 it began with two police radio channels named NCPOL1 and NCPOL2. Bellevue, Clyde Hill, and Medina were assigned to NCPOL1. Kirkland and Mercer Island were assigned to NCPOL2. Medina was moved to the same radio channel that Bellevue and Clyde Hill were on because the volume of traffic produced by Medina was manageable and because those three agencies share borders for rapid mutual aid.

In 2017 the Normandy Park Police Department requested to have dispatch services provided by NORCOM. NORCOM established a *Normandy Park Onboarding Team*. This team examined many aspects of taking on a new agency. Radio Talk Group Configuration (a data-driven recommendation regarding the optimal configuration and agency alignment on specific radio channels), was one topic the team worked on. Based on data, largely collected from the number of transmissions or “mic clicks” occurring on each channel, the team recommended forming a new channel, NCPOL3, and moving Mercer Island and Normandy Park to that new channel. The supporting data also demonstrated that although NCPOL3 was necessary, it would have remaining capacity, allowing for future agency growth. The dispatcher working NCPOL3 would also be able to process a portion of incoming 911 calls when needed. In 2018, NORCOM went live dispatching for the Normandy Park Police Department utilizing the recommended Normandy Park, Mercer Island NCPOL3 configuration.



In 2023 the Bothell Police Department began to make inquiries regarding NORCOM services, and an internal *Bothell Intake Task Force* was created. Once again, the team examined radio traffic produced by the Bothell Police Department using the number of transmissions ("mic clicks") as a benchmark. This examination was somewhat complicated by the fact that Bothell and Lake Forest Park Police use the same channel, and due to a nuance of how their radio IDs are cataloged, it was not possible to separate the combined number of "mic clicks" between Bothell and Lake Forest Park. Reasonable estimations were made to separate Bothell and Lake Forest Park "mic clicks" based on comparative call volumes and agency radio practices. NORCOM staff estimates that 10 percent (or less) of these mic clicks are attributable to Lake Forest Park PD. When studying the available scenarios, the following considerations were also taken into account: safety, geographical adjacencies/interoperability, preferred saturation levels (our historical comfort level based on safety and effective service delivery), workload peaks for a single dispatcher, and general agency satisfaction. Based on the data and these noted parameters, three different radio talk group configuration scenarios were prepared by NORCOM staff.

These scenarios are as follows:

**Scenario 1**

NCPOL1 – Bellevue, Clyde Hill, Medina (remains "as is")

NCPOL2 – Kirkland (remains "as is")

NCPOL3 – Mercer Island, Normandy Park, Bothell

**Scenario 2**

NCPOL1 – Bellevue, Clyde Hill, Medina (remains "as is")

NCPOL2 – Kirkland, Mercer Island

NCPOL3 – Normandy Park, Bothell

**Scenario 3**

NCPOL1 – Bellevue, Clyde Hill, Medina (remains "as is")

NCPOL2 – Kirkland, Normandy Park

NCPOL3 – Mercer Island, Bothell

At the July 26, 2023 NORCOM Police Operations Meeting, NORCOM Staff presented the three scenarios along with all the supporting data. The meeting was attended by all six (6) of NORCOM's police agencies. The consensus reached by the Police Operations Board was to support staff's recommendation of Scenario 3.

It should be noted that should Lake Forest Park choose to join NORCOM, staff recommends that they be added to NCPOL3. This will create equitable radio usage across all radio channels.

**Past Board or Other Related Actions:**

**Policy and Strategic Implications:**

The addition of the Bothell Police Department and the adoption of Scenario 3 will fully utilize the three existing NORCOM police radio channels. While NORCOM has the capacity to fold the Lake Forest Park Police Department into Scenario 3, adding additional police agencies beyond that, will likely require the exploration of the need for a fourth channel (NCPOL4).

**NORCOM Staff Recommendation:**

NORCOM Staff recommends that the Governing Board receive this briefing and provide input or direction as desired.

**Staff Comments:**

Nothing Additional

**Options**

The Governing Board could choose to approve or not approve the presented Scenario.

**Risks**

Approval of a suboptimal Radio Talk Group Configuration could lead to inefficiency and oversaturation on NORCOM primary police radio channels.

**Finance Committee Review:** No

**Legal Review:** No

**Joint Operations Board Review:** No

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**Attachments**

Talkgroup Presentation

# Radio Talkgroups History & Model

## Talk Group Needs History:

- 2009-Present
- Agency Intake Assessment Studies
- 3 Components to an Assessment

## Talk Group Assignment Model:

- Geography & Interoperability
- Saturation Levels
- Workload Peaks
- Agency Satisfaction
- Financial Means



# Radio Talkgroups Standards

## Standards:

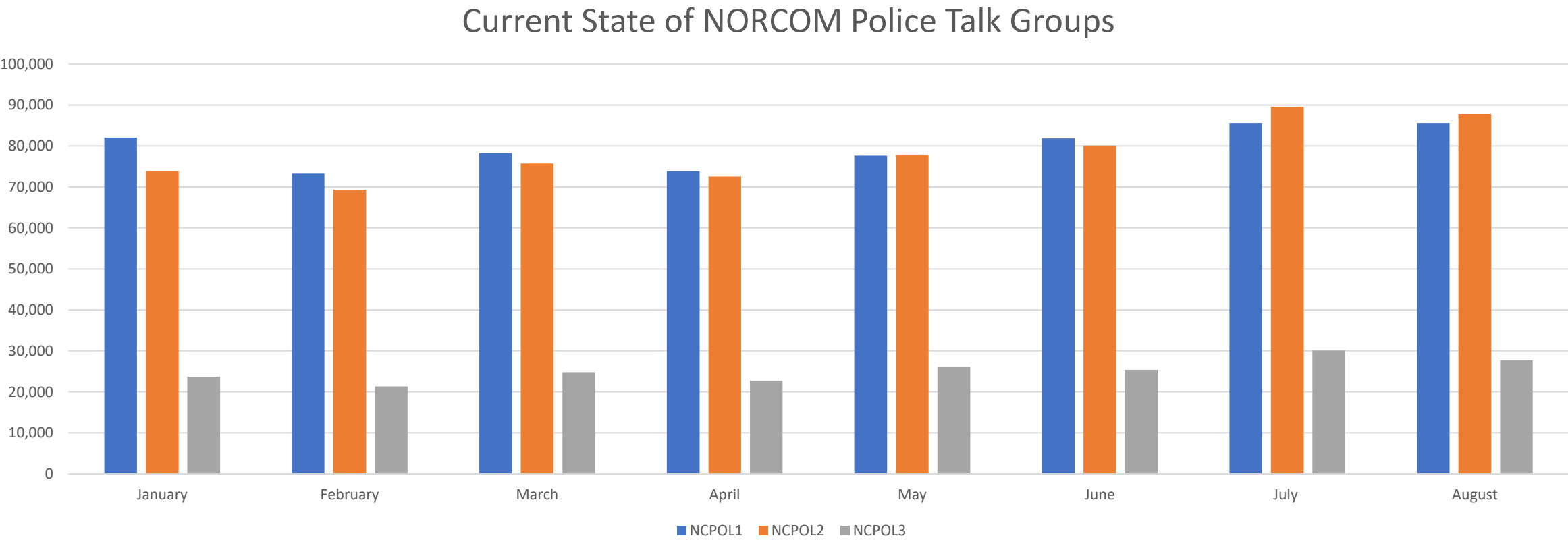
- Saturation Levels
- PTT & Duration Model
- Workload Peak Examples

POL-2 UNIT LIST DETAILED (27 items) - Unit List

Detail

# Current Talkgroup Configuration

8 Month Study (KC Radio Shop)  
January to August 2022



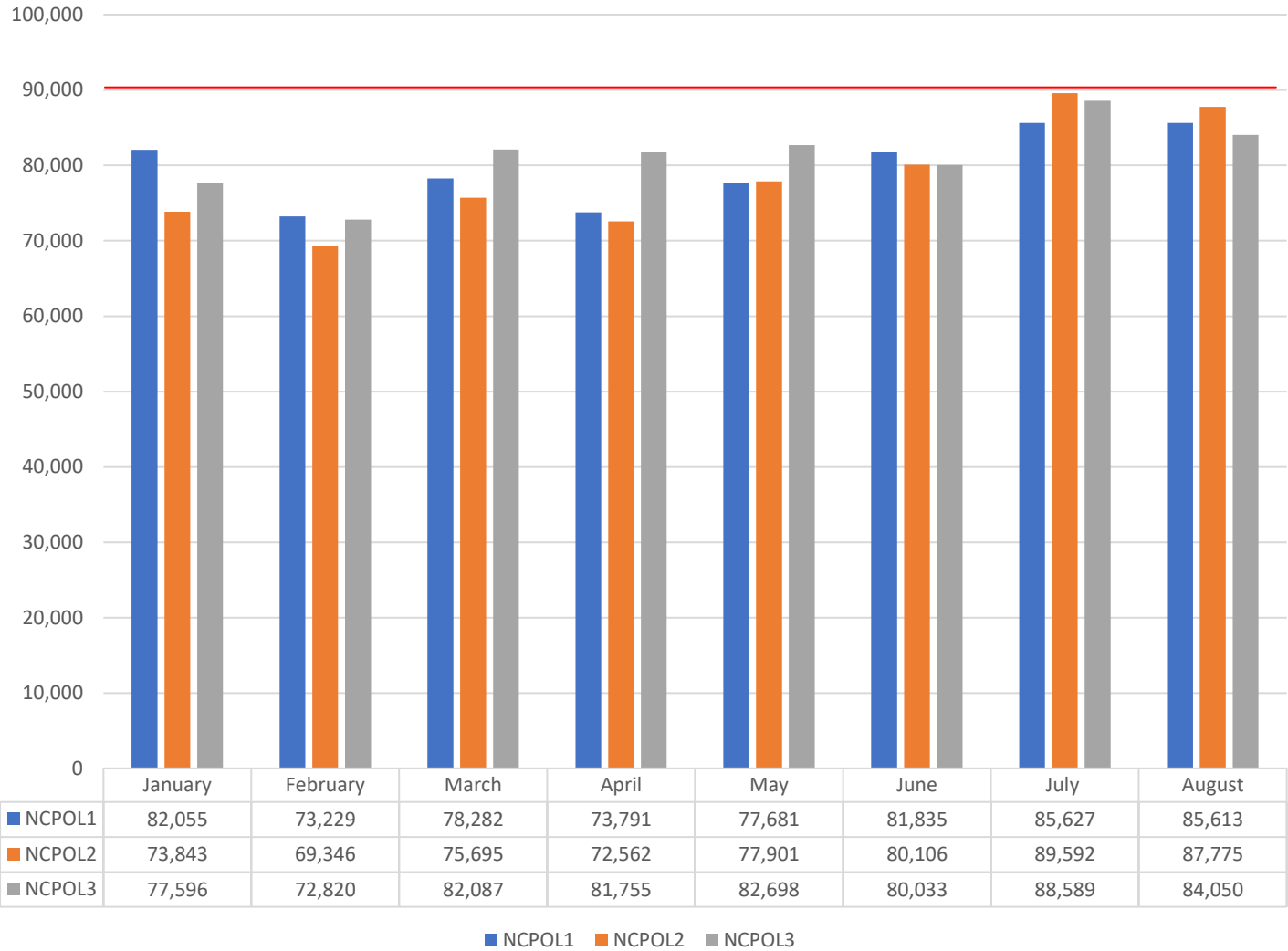
# SCENARIOS

## Scenario 1

### NCPOL 3:

- MEIPD
- NPKPD
- BOTPD

Scenario 1:  
NCPOL 3: MEIPD/NPKPD/BOTPD



Bothell radio volume decreased by 10% to remove the co-mingling of LFPPD estimated volume

# SCENARIOS

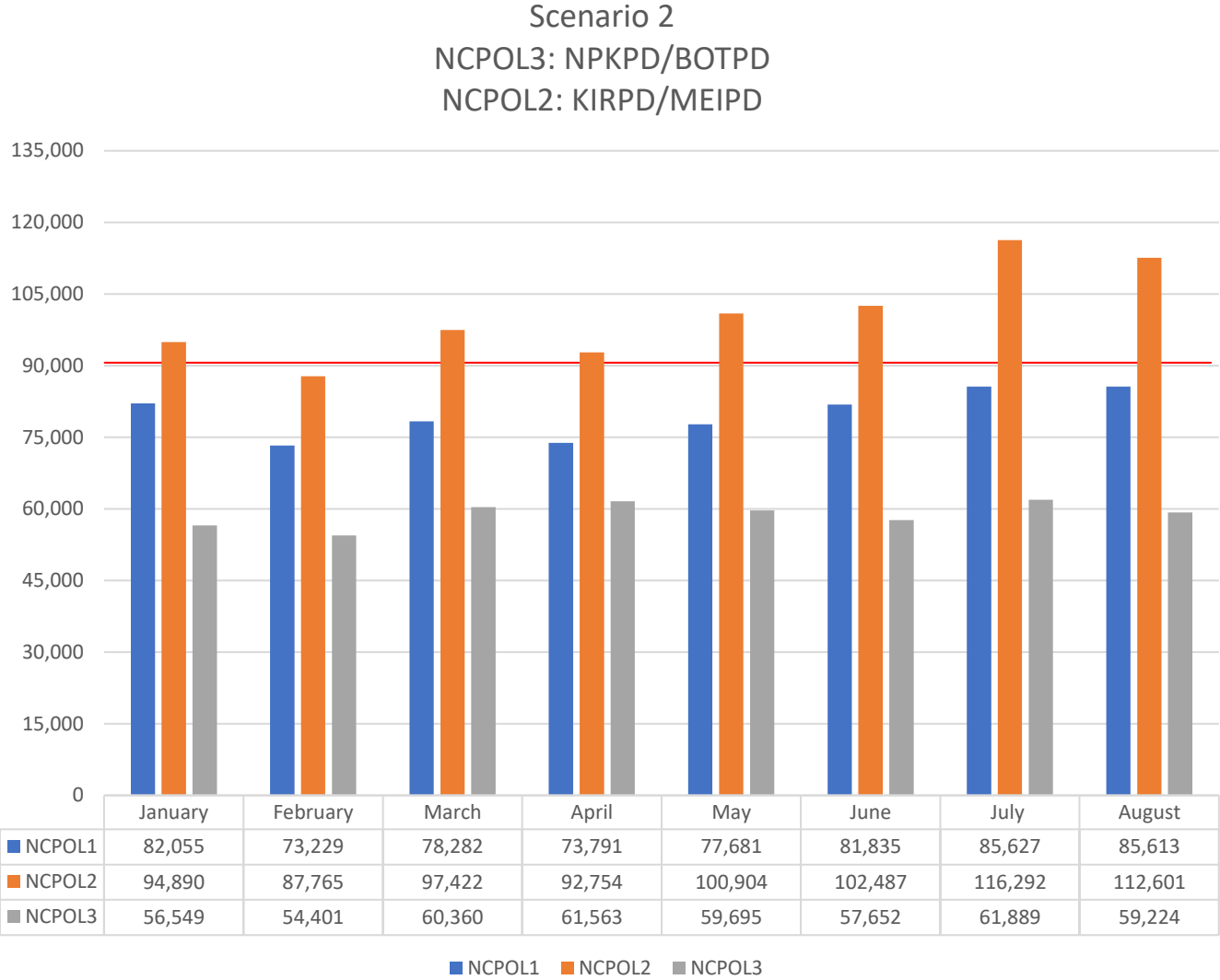
## Scenario 2

NCPOL 3:

- NPKPD
- BOTPD

NCPOL 2:

- KIRPD
- MEIPD



# SCENARIOS

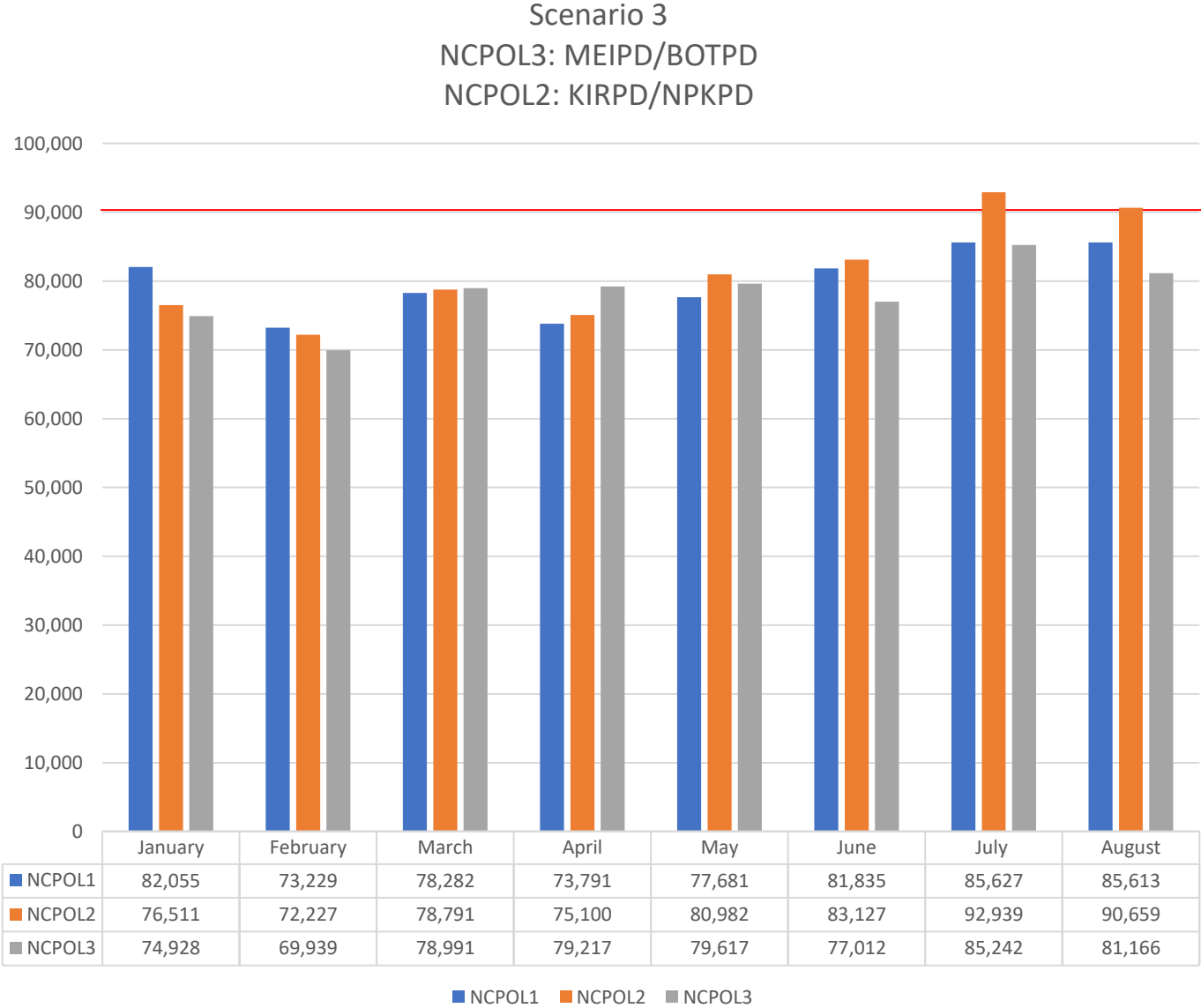
## Scenario 3

NCPOL 3:

- MEIPD
- BOTPD

NCPOL 2:

- KIRPD
- NPKPD

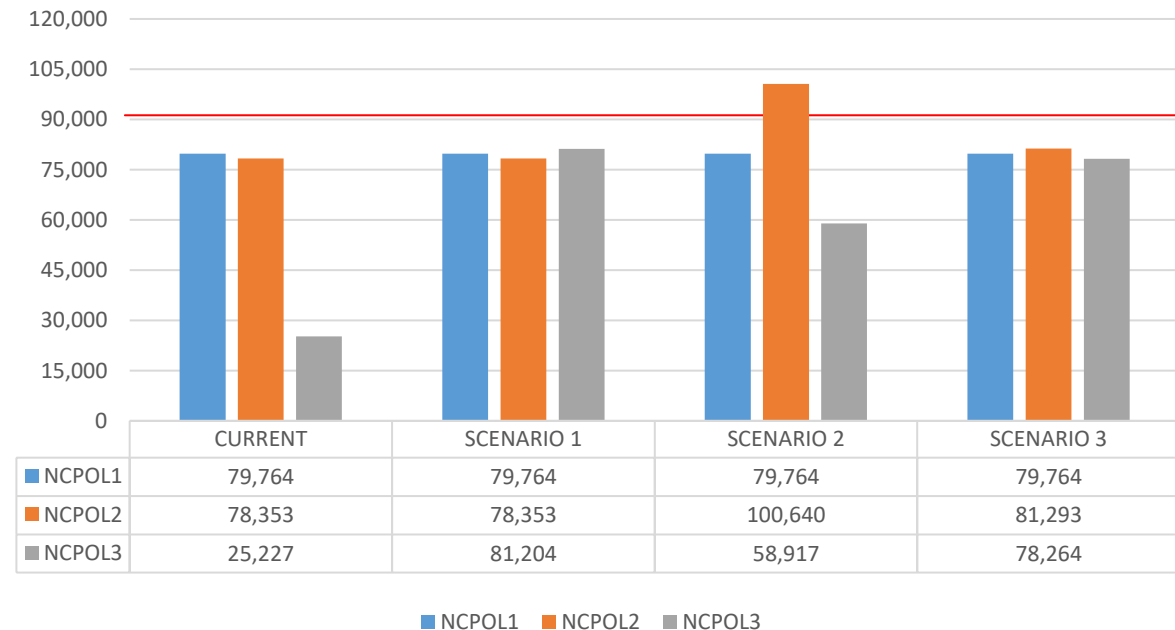




# Summary

| CURRENT |        | SCENARIO 1 |        | SCENARIO 2 |         | SCENARIO 3 |        |
|---------|--------|------------|--------|------------|---------|------------|--------|
| NCPOL 1 |        | NCPOL 1    |        | NCPOL 1    |         | NCPOL 1    |        |
| BLVPD   |        | BLVPD      |        | BLVPD      |         | BLVPD      |        |
| CLYPD   |        | CLYPD      |        | CLYPD      |         | CLYPD      |        |
| MEDPD   |        | MEDPD      |        | MEDPD      |         | MEDPD      |        |
| TOTAL   | 79,764 | TOTAL      | 79,764 | TOTAL      | 79,764  | TOTAL      | 79,764 |
| NCPOL 2 |        | NCPOL 2    |        | NCPOL 2    |         | NCPOL 2    |        |
| KIRPD   | 78,353 | KIRPD      | 78,353 | KIRPD      | 78,353  | KIRPD      | 78,353 |
|         |        |            |        | MEIPD      | 22,287  | NPKPD      | 2,940  |
| TOTAL   | 78,353 | TOTAL      | 78,353 | TOTAL      | 100,640 | TOTAL      | 81,293 |
| NCPOL 3 |        | NCPOL 3    |        | NCPOL 3    |         | NCPOL 3    |        |
| MEIPD   | 22,287 | MEIPD      | 22,287 | NPKPD      | 2,940   | MEIPD      | 22,287 |
| NPKPD   | 2,940  | NPKPD      | 2,940  | BOTPD*     | 55,977  | BOTPD*     | 55,977 |
|         |        | BOTPD*     | 55,977 |            |         |            |        |
| TOTAL   | 25,227 | TOTAL      | 81,204 | TOTAL      | 58,917  | TOTAL      | 78,264 |

Scenario Comparison  
Jan - Aug





## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 08/11/2023  
Subject: Behavioral Health Professional in Dispatch-an update

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### Executive Summary:

In response to interest previously expressed by Board members to explore embedding a 988 or mental health professional at NORCOM, staff has previously presented a framework for future consideration. It was noted that there is some regional and national movement in this direction. After receiving this presentation and discussing this possibility, the Governing Board elected to reconsider this option once the results of pending legislation were decided later in the year, most specifically funding and support which might be obtained via proposed HB 1661 and/or HB1134. House Bill 1661 did not pass while House Bill 1134 was signed into law in May and made effective in July.

NORCOM staff continues to monitor the impacts and opportunities of HB1134 and is actively engaged in the conversation. South Sound 911 has implemented a pilot program, embedding a 988 professional in their center, and many PSAP's are monitoring this project, hoping to identify and benefit from any lessons learned. ValleyCom is also working towards a similar pilot program and the Washington State 911 Office is working very closely with 988 to develop greater interoperability between 911 and 988. Many 911 professionals believe that the goals of HB1134 will present many future opportunities, but most note that the law is in its infancy and the mechanisms, policies, and protocols necessary for goal achievement have yet to be fully developed and/or implemented.

As directed by the Board in February 2023, staff is bringing this back to the Board for any additional discussion or direction.

### Background:

Working closely with regional partners, NORCOM researched fifty-six (56) behavioral health programs from across the country. In addition, NORCOM participated in sending a team to observe and learn about a well-established program in Tucson, Arizona.

NORCOM developed the framework of a proposal on how behavioral health calls might be triaged, routed to an embedded professional inside the call center, and have appropriate resources dispatched when warranted. NORCOM presented this framework proposal at the Governing Board Meeting in February 2023. The Board elected to wait and see what the results of the pending legislation would be and then perhaps re-visit the conversation.

In May, 2023, House Bill 1134 passed – Implementing the 988 Behavior Health Crisis Response and Suicide Prevention System was signed into law with an effective date of July 2023. House Bill 1134 allows the Department of Health to fund partnerships between 988 and public safety answering points like NORCOM to increase coordination and transfer of behavioral health calls. House Bill 1134 also serves other functions such as requiring the Department of Health to develop awareness, training, and standards for Mobile Rapid Response Crisis Teams and Community Based Crisis Teams. The passing of this legislation provides regulations and funding for increased coordination between 911 and 988.

In February, House Bill 1661 failed– Establishing a Pilot Project for Mobile Mental Health Crisis Intervention, did not pass in the House Committee on Innovation, Community & Economic Development, & Veterans. This bill would have provided legislation and revenue for the Military Department Emergency Management Division to ensure that there was a mobile response available to respond to behavioral health incidents. The fact that this bill did not pass hampers the originally proposed framework designed by NORCOM by not providing resources to respond in some situations where a response is required, pushing these situations back to a police or fire response.

**Past Board or Other Related Actions:**

The Governing Board discussed this topic in February of 2023 and chose to postpone the conversation pending upcoming legislation.

**Policy and Strategic Implications:**

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

**NORCOM Staff Recommendation:**

Staff recommends that the Governing Board discuss the matter and provide direction to staff

**Staff Comments:**

**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: 08/11/2023  
Subject: City of Bothell-Request to expand services - Resolution 208 - Approving the City of Bothell expansion of NORCOM services request

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### **Executive Summary:**

Subsequent to the briefing and discussion, staff respectfully requests a decision from the Board on this matter.

The Governing Board is aware that the City of Bothell (a NORCOM Principal) has formally applied to expand their Fire related NORCOM 911 services, to include Bothell Police Department 911 services (BPD).

In response to the Board's direction, staff has worked for several months to prepare for this possibility. This preparation is multi-faceted to include; examination of BPD call volume impacts, identifying related staffing impacts, coordination with the King County 911 office, radio saturation considerations, internal and external training development, contrasting and deconflicting Bothell operational procedures with those of NORCOM (as well as other police agencies served by NORCOM), and aligning Bothell's data with NORCOM's billing formula to develop informed fee estimates and related budgetary considerations. Should the Board decide by a supermajority vote to approve this request, NORCOM staff has prepared Resolution 208 for the Board's consideration. Passage of Resolution 208, grants the City of Bothell's request to expand their receipt of NORCOM services and authorizes the Executive Director to execute a service agreement with the City. The agreement shall be in alignment with the requirements and billing formula of the NORCOM Interlocal Agreement (ILA). Should the Resolution pass, and contingent upon Bothell Council approval in September 2023, NORCOM will begin providing Police 911 services to Bothell on November 1st, 2023. Bothell would then incur 2 months of fees for 2023, proportionate to their annual fee calculation.

### **Background:**

The City of Bothell is a Principal of NORCOM and has historically had its fire department served (as defined by ILA) by NORCOM. The City has applied to expand its existing receipt of emergency communications to additionally include police emergency communications services.

### **Past Board or Other Related Actions:**

The Governing Board has provided direction and received several updates on this matter.

**Policy and Strategic Implications:**

Providing both Police and Fire services to the City of Bothell lends itself to increased service delivery effectiveness to the Bothell community and is in alignment with the NORCOM mission. Moreover, having the Bothell Police dispatched by NORCOM more closely ties them in with a larger public safety community. This creates increased efficiency with mutual aid and assistance from other police agencies to include backup for larger incidents, K9 and other police resources, and other law enforcement cooperation such as tactical callouts and the Independent Force Investigation Team. Additionally, this provides enhanced response cohesion between Bothell Police and Bothell Fire when they are dispatched by the same group of people, working in the same room, receiving and de-conflicting information in a timely manner. NORCOM staff is cross-trained to fully understand both aspects of public safety, leading to increased communication between police and fire. This in turn leads to a more effective public safety system for the community members of Bothell.

**NORCOM Staff Recommendation:**

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

**Staff Comments:**

Nothing additional

**Options****Risks**

**Finance Committee Review:** Yes

The Finance Committee is aware of this request and has provided input.

**Legal Review:** Yes

The Governing Boards' legal representative has provided guidance to this process to include the associated Expansion of Services agreement.

**Joint Operations Board Review:** No

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**Attachments**

Resolution 208 - Authorizing Expansion Services

## **RESOLUTION 208**

**A RESOLUTION OF THE GOVERNING BOARD OF NORCOM, EXPANDING THE SERVICES TO BE RECEIVED BY THE CITY OF BOTHELL TO INCLUDE THE BOTHELL POLICE DEPARTMENT; APPROVING A CITY OF BOTHELL AND NORCOM EXPANSION OF PRINCIPAL SERVICES AGREEMENT; AND PROVIDING FOR OTHER MATTERS RELATED THERETO.**

**WHEREAS**, the Northeast King County Regional Public Safety Communications Agency (“NORCOM”) is a consolidated public safety communications agency formed by and serving as an instrumentality of its member public agencies (the “Principals”) pursuant to chapters 39.34 and 24.06 of the Revised Code of Washington (“RCW”) and the NORCOM Interlocal Agreement dated October 17, 2007, including all subsequent amendments (the “ILA”); and

**WHEREAS**, the City of Bothell (the “City”) is a Principal of NORCOM currently receiving emergency service communications (as defined in the ILA) for its fire department; and

**WHEREAS**, pursuant to Sections 15.c and 15.e of the ILA, a Principal wishing to receive service from NORCOM for an operating department in addition to a department already directly 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; and

**WHEREAS**, pursuant to Sections 15.c and 15.e of the ILA, the Governing Board must approve any expansion of services to a new department by Supermajority Vote (as defined in the ILA), similar to admission of a new Principal; and

**WHEREAS**, the City has applied to NORCOM to expand its existing receipt of emergency service communications to include its police department (the “Bothell Police Department”); and

**WHEREAS**, the Governing Board now desires to expand the services provided to the City to include the Bothell Police Department pursuant to the terms of the ILA and a City of Bothell and NORCOM Expansion of Principal Services Agreement to be effective as of November 1, 2023 (the “Agreement”);

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

Section 1. Definitions. To the extent applicable, capitalized terms in this resolution are intended to have the same meanings as the terms that are so defined in the “Definitions” section of the ILA. In any conflict of definitions, the ILA controls. When not provided for in the ILA, capitalized terms have the meanings assigned in this resolution, including in the recitals hereto.

Section 2. Approval of Services and Agreement. In October, 2007, the City was admitted as a Principal of NORCOM under the terms and conditions of the ILA. The City has applied to have the Bothell Police Department directly served by NORCOM, in addition to the City’s fire department. The Board hereby agrees to have NORCOM directly serve the Bothell Police Department pursuant to the terms of the ILA and the Agreement and in a manner and method consistent with the services provided to all agencies directly served by NORCOM.

The Executive Director of NORCOM is authorized to negotiate and approve a form of Agreement with the City so long as such Agreement is substantially consistent with the NORCOM mission as well as the general parameters, requirements, and billing formula contained in the ILA. Upon its completion, the Executive Director is authorized to execute the Agreement on behalf of NORCOM.

Section 3. Further Authority; Prior Acts. The Executive Director and other appropriate officers of NORCOM are severally authorized and directed to take all actions and to execute all documents as in their judgment may be necessary or desirable to carry out the provisions of this resolution and the expansion of the services to be received by the City to include the Bothell Police Department. All actions taken prior to the effective date of this resolution in furtherance of and not inconsistent with the provisions of this resolution are ratified and confirmed in all respects.

Section 4. Severability. The provisions of this resolution are separate and severable. If a court of competent jurisdiction, all appeals having been exhausted or all appeal periods having run, holds any provision of this resolution invalid or unenforceable as to any person or circumstance, the offending provision, if feasible, is modified to be within the limits of enforceability or validity. If the offending provision cannot be modified, it is null and void with respect to the particular person or circumstance. All other provisions of this resolution in all other respects, and the offending provision with respect to all other persons and all other circumstances, remain valid and enforceable.

Section 5. Effective Date. This resolution shall take effect immediately upon its passage and adoption.

Passed by a Supermajority Vote of the Governing Board in an open meeting on this 11th day of August, 2023.

Signed in authentication thereof on this 11th day of August, 2023.

\_\_\_\_\_Chair

\_\_\_\_\_Attest



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 08/11/2023  
Subject: 2024 Budget- Fee Decision, Request to delay to September

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### Executive Summary:

The NORCOM Interlocal Agreement requires the Governing Board to approve 2024 fees no later than by August 30, 2023, however, due to extraordinary circumstances tied to the pending service extension agreement with Bothell (and possibly with the City of Lake Forest Park), the Board may elect postponement of fee approval to September.

It should be noted that should Lake Forest Park join NORCOM it will likely necessitate a staff request to add a third additional 911 call receiver. However, due to the associated increase in revenue, the projected 0% increase in 2024 agency fees will be maintained.

### Background:

During the July Governing Board Meeting, updates on the budget development were reported. Key deviations from traditional budget development included:

- Addition of 1 FTE in the IT Department
- Usage of beginning fund balance in the user fee calculation

Both items received verbal approval during the July meeting.

Under the 2023 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

July's meeting included a separate discussion on user fees and the impact of an additional agency (via expanded services). Support was given towards a 0%, \$0 fee increase to existing NORCOM agencies and the transfer of all funds collected that exceed NORCOM's operating costs to reserves for future use.

*NORCOM has a pending agreement with the City of Bothell, planned finalization in the first week of September.*

### Past Board or Other Related Actions:

N/A

### Policy and Strategic Implications:



N/A

**NORCOM Staff Recommendation:**

NORCOM Staff recommends the Board tentatively approve the 0%, \$0 fees approach and provide final approval during the September 2023 meeting.

**Staff Comments:**

Nothing Additional

**Options**

**Risks**

**Finance Committee Review:** Yes

The Finance Committee is aware of the ILA financial reporting requirement as well as the projects which may impact the budget schedule. The Finance Committee supports staffs request.

**Legal Review:** No

**Joint Operations Board Review:** No

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## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 08/11/2023  
Subject: August Information Technology 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 is 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

August IT Newsletter



# Information Technology Updates

From: Katy Myers, DDofA

August 2023

## Radio

### PSERN to CAD Interface

Finalizing contracts, hope to schedule this in conjunction with the CAD Upgrade in October.

### Alpha-Numeric Paging

Testing a Cradlepoint device connected via First Net for Horizon Heights site.

## Telephone Systems

### 911 Platform Replacement

The project has been pushed out. NORCOM's work is anticipated to be closer to mid-2024.

## Systems and Programs

### Tyler Fire Migration

DNI has completed several of the requested changes. Meeting with the core analyst teams 8/14/23 to review the work and get feedback.

### Body-Worn Cameras

Bellevue PD - Pending agreement.

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

### SPIDR

Bellevue PD – going live in August.

## CAD-to-CAD Interface

Next step is to review the workflows fire agencies in NORCOM and Sno911's areas.

### CAD Lite

Work continues with testing and configuration. We hope to use in the next few months during a scheduled maintenance period.

### RAADAR

NORCOM Developers are continuing through the change requests put forward during the initial user group meeting.

### CAD Server Expansion & Upgrade

User test groups have been giving instructions for accessing the test environment and some have begun 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.

"Your team was great! Receptive, quick to fix, and even stopped by our station! Thank you!"

"Khai is quick to understand, patient with those of us who are tech-challenged, and a creative problem-solver. He always provides excellent customer service. Thank you!"

Last Month: 8 surveys were returned

- Better than expected – 26
- As expected – 6

### Service Requests

189 Inbound tickets

195 Completed tickets

1 overdue ticket

- RAADAR access issue that took a few days to resolve.

### IT Service Desk

