



AGENDA

NORCOM Governing Board
September 8, 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 August 11, 2023
 - B. AP Reports August
5. For Briefing to Board
 - A. Update on Expansion of Services to City of Bothell and the addition of the City of Lake Forest Park Police Department
6. For Board Decision
 - A. 2024 Budget - Fee Decision - Resolution 207 - Approval of fee distribution
7. Newsletter
 - A. September Information Technology & Operations Newsletter
9. Adjournment

The next Governing Board meeting is scheduled for October 13, 2023



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/08/2023
Subject: Governing Board Meeting Minutes August 11, 2023

Executive Summary:

The August 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

August 2023 GB Meeting Minutes



**Meeting Minutes
NORCOM Governing Board
August 11, 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)
Dan Yourkoski	City of Normandy Park
Mike Bailey	City of Snoqualmie
Ben Lane	Eastside/Woodinville Fire & Rescue
Brian Culp	Fire District #27 (Vice-Chair)
Stephen Healy	Redmond Fire Department
Matt Cowan	Shoreline/Northshore Fire Department

ABSENT

Ed Holmes	City of Mercer Island
Wendy Moffat	Duvall Fire District #45
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

GUESTS

Toni Call	City of Bothell
Michelle Plorde	KC EMS
Joseph Topang	
Heather Lantz-Brazil	
NBC	
907-787-9468	

NORCOM STAFF

Bill Hamilton	Executive Director
Roky Louie	Deputy Director of Operations
Katy Myers	Deputy Director Administrative Services
Judy Cayton	Human Resource Manager
Marianne Deppen	Finance Manager
Jeremy Henshaw	Law Enforcement Liaison
Cory James	Fire Liaison
Nathan Way	Applications & Security Architect
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)
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**Meeting Minutes
NORCOM Governing Board
August 11, 2023**

o **Call to Order**

Chief Jeff Sass, Governing Board Chair, called the Governing Board meeting to order at 9:05 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. Chelsie Barcus, NORCOM Payroll & Accounting Specialist, 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 July 14, 2023**
- **Accounts Payable Report July**

There was no discussion on any consent agenda items.

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

Motion carried.

o **Amendment to Agenda Adding 6B – Lake Forest Park application to join NORCOM, moving original 6B to 6C**



**Meeting Minutes
NORCOM Governing Board
August 11, 2023**

o **For Board Briefing**

• **Radio Talk Group Configuration**

Director Hamilton introduced the topic of Radio Talk Group Configuration related to providing services to Bothell Police Department stating that NORCOM staff has carefully examined all available data specifically mic clicks in determining the best option. Bothell & Lake Forest Park share radio channels and it has been determined that Lake Forest Park is 10% of the mic clicks. NORCOM's approach is safety first, using 90,000 mic clicks per month per channel and aligning agencies to build recommendations. The three scenarios have been presented to NORCOM's Police Ops sub-committee for review and consideration. Law Enforcement Liaison Henshaw provided an overview of the radio talkgroup standards and configuration, then provided the three scenarios stating that the committee has been reviewing 10 months of data, using Bothell's data, and subtracting 10%. After providing a final summary and Board discussion regarding the three scenarios, a motion was requested to approve scenario 3 which allows for the most even distribution of the 3 channels.

Chief Risen motioned to approve scenario 3 of the Radio Talk Group options. Deputy City Manager McCommon seconded the motion.

Motion carried.

• **Behavioral Health Professional in Dispatch – an update**

Director Hamilton introduced the topic of behavioral health professionals in dispatch which the Board has previously expressed an interest in. There are two House bills we have been monitoring HB1134 which passed and went into effect in July 2023 and HB1661 which has not passed. HB1134 will bring opportunities however a lot of them are not implemented yet. There are a few local PSAP's that are conducting pilot programs that NORCOM is monitoring. NORCOM staff is asking the Board if we should pursue or monitor this topic. NORCOM Governing Board agreed we should continue to monitor this topic. Director Hamilton stated that we do not have a timeline of if or when we would implement this into our dispatch center.



**Meeting Minutes
NORCOM Governing Board
August 11, 2023**

○ **For Board Decision**

- **City of Bothell – Request to expand services – Resolution 208 – Approving the City of Bothell expansion of NORCOM services request**

Director Hamilton requested the Board approve Resolution 208. Approving the City of Bothell's expansion of services request which will allow Director Hamilton to execute the agreement with The City of Bothell in line with the ILA. The go-live date for NORCOM providing service to Bothell Police is November 1, 2023 at 0600.

Chief Culp motioned to approve Resolution 208 -Approving the City of Bothell expansion of NORCOM services request. Chief Cowan seconded the motion.

Motion carried.

Chief Risen requested to step down from the Governing Board as the primary and appointed Toni Call City of Bothell Deputy City Manager as the City of Bothell primary Governing Board member. This change takes effect immediately.

- **Lake Forest Park application to join NORCOM**

Director Hamilton informed the Board that last night NORCOM received a formal application from Chief Harden with the City of Lake Forest Park requesting to join NORCOM. During consideration of the City of Bothell Police Department possibly joining NORCOM, and in an effort to be prepared, NORCOM also took Lake Forest Park into consideration because they were being served by Bothell. This addition will not affect the 0% increase that was presented for the 2024 budget. Should the Board approve by September 1st, the go-live will be effective November 1, 2023 at 0600 with Bothell.

Chief Risen motioned to accept the formal application from the City of Lake Forest Park and authorize Director Hamilton to execute the agreement in consideration of the structure of the City of Bothell agreement. Chief Culp seconded the motion.

Motion carried.



**Meeting Minutes
NORCOM Governing Board
August 11, 2023**

- **2024 Budget Development – Update**

Director Hamilton introduced the topic of the 2024 Budget fee decision being postponed until September due to possible service extensions being discussed. The postponement of the approval should not impact the 0% increase in 2024. Chief Sass mentioned that several agencies need their numbers by August for their budgeting purposes and wanted to confirm that a preliminary 0% increase is correct and if so, they will use that number in their budgeting process. Director Hamilton confirmed that 0% is the preliminary number.

Chief Yourkoski motioned to postpone the 2024 Budget fee decision until September. Chief Culp seconded the motion.

Motion carried.

- **Adjournment**

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

Motion carried.

The meeting adjourned at 9:53.

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

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/08/2023
Subject: AP Reports August

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 2023 08

NORCOM
ACTIVITY AUGUST 1, 2023 THROUGH AUGUST 31, 2023

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$965,372.03

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 August 31, 2023

	2023 Budget	August Activity	2023 Collected to Date	% collected
Agency Revenue	13,461,039	-	\$ 6,730,520	50%
Agency Reimbursements	164,500	18,083	\$ 186,207	113%
Grants/Intergovernmental/Interest	136,000	832	\$ 78,750	58%
Total	13,761,539	18,915	6,995,477	51%

Transfers In	1,470,055	-	\$ 1,234,488	84%
Revenues + Transfers	15,231,594	18,914.83	8,229,964	54%

Expenses

	2023 Budget	August Activity	2023 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	8,332,986	\$ 606,068	\$ 5,003,789	60%	3,329,197
Salaries & Wages - Overtime	294,876	\$ 45,464	\$ 360,304	122%	(65,428)
Professional Reimbursements	4,200	\$ 323	\$ 2,746	65%	1,454
Medical	1,282,959	\$ 102,048	\$ 819,421	64%	463,538
Dental	104,339	\$ 7,700	\$ 62,543	60%	41,796
Vision	13,603	\$ 1,015	\$ 8,190	60%	5,413
Long-Term Care	6,600	\$ 763	\$ 4,215	64%	2,385
Medicare	126,712	\$ 8,738	\$ 72,343	57%	54,369
MEBT	518,878	\$ 40,493	\$ 337,897	65%	180,981
PERS	921,507	\$ 60,959	\$ 542,897	59%	378,610
Washington FMLA	17,370	\$ 1,423	\$ 11,771	68%	5,599
Unemployment	92,394	\$ 5,281	\$ 65,415	71%	26,979
Workers Comp	43,960	\$ 1,878	\$ 12,805	29%	31,155
Total Personnel	11,760,384	882,153	\$ 7,304,336	62%	4,456,048

Advertising	5,000	\$ 1,701	\$ 3,266	65%	1,734
Bank Fees	500	\$ -	\$ -	0%	500
Cellular,Pager & Radio Svcs	35,552	\$ 1,927	\$ 20,466	58%	15,086
Computer Hardware-Non Capital	7,725	\$ 188	\$ 7,622	99%	103
Consumable Goods	14,310	\$ 580	\$ 8,970	63%	5,340
Dues & Memberships	12,635	\$ 200	\$ 10,423	82%	2,212
Equipment Leases	19,865	\$ 1,683	\$ 12,643	64%	7,222
Facility Lease	804,297	\$ 52,499	\$ 516,105	64%	288,192
Financial Audit	23,836	\$ -	\$ 13,707	58%	10,129
Hosted Services	203,888	\$ 701	\$ 129,025	63%	74,863
HR Services	119,415	\$ 3,990	\$ 39,475	33%	79,940
Insurance	93,500	\$ -	\$ 90,940	97%	2,560
Legal Services	200,000	\$ -	\$ 41,754	21%	158,246
Local Travel/Training/ Mileage	6,122	\$ 47	\$ 886	14%	5,236
Network Service	51,599	\$ 977	\$ 19,953	39%	31,646
Office Furniture	7,750	\$ -	\$ 6,773	87%	977
Office Supplies	6,400	\$ 500	\$ 2,429	38%	3,971
Operating Supplies	4,250	\$ 139	\$ 1,393	33%	2,857
Parking Lease	29,200	\$ 2,270	\$ 18,435	63%	10,765
Payroll Services	19,010	\$ 1,092	\$ 8,989	47%	10,021
Postage	750	\$ 141	\$ 283	38%	467
Printing	300	\$ -	\$ 495	165%	(195)
Professional Services	133,550	\$ -	\$ 12,119	9%	121,431
R&M - Network Equipment	397,684	\$ -	\$ 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	\$ 1,782	\$ 103,895	128%	(22,485)
Recruitment Supplies	2,000	\$ 894	\$ 1,250	62%	750
Small Tools & Minor Equipment	11,300	\$ 578	\$ 5,527	49%	5,773
Software/Licensing	78,342	\$ -	\$ 2,833	4%	75,509
Telephone Services	33,565	\$ 3,299	\$ 24,324	72%	9,241
Training/Conf Registrations	22,688	\$ 995	\$ 4,143	18%	18,545
Training/Conf Registrations/ Travel	34,885	\$ 2,532	\$ 9,096	26%	25,789
Transfers Out	28,000	\$ -	\$ -	0%	28,000
Total Supplies & Services	3,389,214	78,715	\$ 1,838,809	54%	1,550,405

GRAND TOTAL 15,149,598 960,867 \$ 9,143,145 60% 6,006,453

502- Capital Projects

	2023 Budget	August Activity	2023 Spending to Date	% used	Remaining Balance
Alpha Numeric Paging	600,000	\$ -	\$ -	0%	600,000
CAD Server				0%	185,050
Expansion/Radio/Solutions	185,050	\$ -	\$ -		
Console Replacement	152,753	\$ -	\$ -	0%	152,753
	937,803	-	-	0.0%	937,803

503- Equipment Replacement:

	2023 Budget	August 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	August Activity	Collected to Date	% collected
E-911 Escrow	1,470,055	-	\$ 735,044	50%
Investment Interest	-	-	\$ 6,883	
	1,470,055	-	\$ 741,927	50%

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

NORCOM Financial Summary
for Period Ending August 31, 2023

	2023 Amended Budget	Actual	Percent of Budget
501 - Operating Fund			
2022 Beginning Fund Balance			
Agency Revenue	596,326	596,326	
Other Revenue	13,083,626	\$ 6,541,814	50.00%
Transfers In	300,500	\$ 264,957	88.17%
	1,470,055	\$ 1,234,488	83.98%
Revenue Collected	14,854,181	8,041,258	54.13%
Total Resources	15,450,507	8,637,584	
Personnel Expenditures	11,760,385	\$ 7,304,336	62.11%
Operating Expenditures	3,358,490	\$ 1,838,809	54.75%
Transfers Out	28,000	-	0.00%
Total Expenditures	15,146,875	9,143,145	60.36%
Available Fund Balance	\$303,632	\$ (505,560)	
502 - Capital Projects Fund			
2022 Beginning Fund Balance			
Agency Revenue	583,597	\$583,597	
Investment Interest	377,412	\$188,706	50.00%
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	\$ -	0.00%
Transfers Out	-	\$ -	0.00%
Total Expenditures	937,803	-	0.00%
Available Fund Balance	\$51,206	\$772,303	
503 - Equipment Replacement Reserve			
2022 Beginning Fund Balance			
Investment Interest	372,970	\$372,970	
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
504 - Operating Expense Reserve			
2022 Beginning Fund Balance			
Investment Interest	\$ 160,751	\$160,751	
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	
505 - E-911 Escrow Trust			
2022 Beginning Fund Balance			
Operating Revenue	\$120,523	\$120,523	
Investment Interest	1,470,055	\$ 735,044	50.00%
	-	6,883	0.00%
Revenue Collected	1,470,055	741,927	50.47%
Total Resources	1,590,578	862,450	
Expenditures	-	-	0.00%
Transfers Out	1,470,055	915,000	62.24%
Total Expenditures	1,470,055	915,000	62.24%
Available Fund Balance	\$120,523	-\$52,550	
506 - Rate Stabilization Reserve			
2022 Beginning Fund Balance			
Investment Interest	\$507,041	\$507,041	
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: 8/31/2023 2:45 PM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	120 638892484	ADP Workforce Now Payroll Solution Bundle PPE 07	08/03/2023	451.68
Total for this ACH Check for Vendor 120:				451.68
20475	364 07272023	AT&T Cell Phone and iPad Network Charges ACCT# 2	08/03/2023	349.76
Total for Check Number 20475:				349.76
20476	6 KT11602	CDW-GOVERNMENT INC Mute Switches For Dispatch Wireless Headsets	08/03/2023	187.72
Total for Check Number 20476:				187.72
20477	9 648708827	CENTURYLINK Telephone Services ACCT# 79965571	08/03/2023	95.16
Total for Check Number 20477:				95.16
20478	11 44954 44954 45019 46364	CITY OF BELLEVUE Monthly Parking - August 2023 Monthly Parking - August 2023 Fiber Usage Fee - August 2023 Monthly Rent - August 2023	08/03/2023	1,513.80 320.47 477.00 52,499.13
Total for Check Number 20478:				54,810.40
20479	324 59168-2 59168-3 59168-4	CRISTA MINISTRIES Tower Rental May 2023 Tower Rental June 2023 Tower Rental July 2023	08/03/2023	593.98 593.98 593.98
Total for Check Number 20479:				1,781.94
20480	669 07272023	MARGARET JOHANSON Kleenex, Lotion, Sanitizer Reimbursement	08/03/2023	81.17
Total for Check Number 20480:				81.17
20481	586 2023-08	MEYDENBAUER CENTER Employee Construction Parking - August	08/03/2023	1,950.00
Total for Check Number 20481:				1,950.00
20482	331 08022023	ZEB MIDDLETON Mileage Reimbursement - July 2023	08/03/2023	47.03
Total for Check Number 20482:				47.03
20483	690 07272023	KATY MYERS Travel Expense Reimbursement For APCO Train	08/03/2023	648.90

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 20483:	648.90
20484	741 NOR0623	PACIFIC NORTHWEST GIGAPOP Internet Service - June	08/03/2023	500.00
			Total for Check Number 20484:	500.00
20485	711 1853	PETEK & ASSOCIATES Pre-Employment Psychological Evaluations May	08/03/2023	770.00
			Total for Check Number 20485:	770.00
20486	377 PSTI23-214	PST INVESTIGATIONS Background Investigation - 2X	08/03/2023	2,522.00
			Total for Check Number 20486:	2,522.00
20487	366 07212023	T MOBILE Cellular Services ACCT# 947208760	08/03/2023	37.40
			Total for Check Number 20487:	37.40
20488	79 9939489843	VERIZON WIRELESS Cellular Services ACCT# 471583790	08/03/2023	1,392.56
			Total for Check Number 20488:	1,392.56
20489	88 5025887347	WELLS FARGO FINANCIAL LEASING Copier Lease - July	08/03/2023	1,682.98
			Total for Check Number 20489:	1,682.98
			Total for 8/3/2023:	67,308.70
ACH	120 PPE 08062023 PPE 08062023 PPE 08062023 PPE 08062023 PPE 08062023 PPE 08062023	ADP Accrued Employment Security PPE 08062023 Garnishments PPE 08062023 Federal Taxes PPE 08062023 FMLA Taxes Payable PPE 08062023 Accrued Wages PPE 08062023 Medicare Payable PPE 08062023	08/11/2023	3,641.32 534.00 34,534.35 2,599.99 224,190.70 8,691.98
			Total for this ACH Check for Vendor 120:	274,192.34
ACH	131 m0rxz7k PPE 08062023	HEALTH EQUITY HSA Fees August 2023 HSA Contributions PPE 08062023	08/11/2023	51.35 1,160.39
			Total for this ACH Check for Vendor 131:	1,211.74
ACH	132 PPE 08062023	WILMINGTON TRUST MEBT Contributoions PPE 08062023	08/11/2023	39,932.80
			Total for this ACH Check for Vendor 132:	39,932.80
ACH	771 PPE 08062023	HAILEY KINCAID Physical Check PPE 08062023	08/11/2023	988.16
			Total for this ACH Check for Vendor 771:	988.16

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
20492	675 PPE 08062023	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contributions PPE 08062023	08/11/2023	6,106.84
Total for Check Number 20492:				6,106.84
20493	569 AUGUST23	NORCOM ASSOCIATED GUILD NAG Dues August 2023	08/11/2023	1,961.00
Total for Check Number 20493:				1,961.00
20494	673 AUGUST23	PUBLIC SAFETY EMPLOYEES UNION PSEU Dues August 2023	08/11/2023	727.93
Total for Check Number 20494:				727.93
Total for 8/11/2023:				325,120.81
ACH	120 639927251	ADP ADP Payroll Services And Workforce Now PPE	08/16/2023	640.42
Total for this ACH Check for Vendor 120:				640.42
ACH	133 20230814	DEPT OF RETIREMENT SYSTEMS PERS Contributions - July 2023	08/16/2023	110,852.11
Total for this ACH Check for Vendor 133:				110,852.11
20490	256 2023-870	PUBLIC SAFETY TESTING INC July 2023 Candidate Agency Test Add On - 6x	08/16/2023	66.00
Total for Check Number 20490:				66.00
20491	75	US BANK CORPORATE PAYMENT SYS	08/16/2023	
	07092023	APCO Conference Hotel		1,016.19
	07122023	Primo Water - Water Delivery		416.09
	07142023	QFC - Governing Board Refreshments		6.99
	07142023	Amazon - Compressed Gas Duster		41.83
	07152023	APCO Conference Hotel		923.51
	07172023	Amazon - Printer Paper		37.02
	07192023	4Imprint - Recruitment Supplies		894.46
	07202023	Amazon - Band-aids 4x		55.76
	07222023	Amazon - Band-aids 4x And Antibiotic Ointment		60.05
	07222023	Amazon -Toaster Oven		66.05
	07262023	Amazon - Toaster Oven Pan And Power Convert		29.59
	07282023	APCO Conference Hotel - Hotel Deposit		350.09
	07302023	Amazon - Sticky Notes And Index Cards		46.77
	07312023	Indeed Job Posting Fee		580.23
	08012023	Indeed Job Posting		341.31
	08022023	Amazon - Keyboard Under Desk Tray		66.05
	08022023	Amazon - Hand Sanitizer 8 Pack		72.68
	08022023	Amazon Web Services - July 2023		700.90
	08022023	Delta Air Refund		-406.70
	08022023	Tyler Cyber Security Conference Registration Fe		995.00
	08032023	Thrift Books - Professional Development		94.64
	08032023	Chicago Computer Supplies - Copper Cable 8x		511.92
	08042023	Amazon - Len Cleaning Wipes And Notepads		52.68
	08042023	USPS - Certified Mail And Two Roll Of Stamps		140.56
	08062023	Indeed Job Posting Fee		580.23
	08072023	Government Jobs Posting Fee		199.00
	08082023	FBI National Academy Dues		200.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	08092023	Amazon - Gift Card Winner		25.00
	08092023	Primo Water - Water Delivery		132.17
				<hr/>
Total for Check Number 20491:				8,230.07
20495	711	PETEK & ASSOCIATES	08/16/2023	
	1955	Pre-Employment Psychological Eval		385.00
				<hr/>
Total for Check Number 20495:				385.00
20496	728	MULTICARE CENTERS OF OCCUPATIC	08/16/2023	
	158014	Pre-Employment Physical Exam - 1x		247.00
				<hr/>
Total for Check Number 20496:				247.00
20497	557	LANGUAGE LINE SERVICES	08/16/2023	
	11061415	Over-The-Phone Interpretation		1,284.26
				<hr/>
Total for Check Number 20497:				1,284.26
20498	710	BRCK INC	08/16/2023	
	INV166571	Telephone Services ACCT# S00166571		595.45
				<hr/>
Total for Check Number 20498:				595.45
20499	3	AT&T MOBILITY	08/16/2023	
	07282023	Cellular Services ACCT# 287015346980		147.41
				<hr/>
Total for Check Number 20499:				147.41
20500	692	ZIPLY FIBER	08/16/2023	
	07262023	Telephone Services ACCT# 0215		1,221.77
	07282023	Telephone Services ACCT# 6115		102.48
				<hr/>
Total for Check Number 20500:				1,324.25
				<hr/>
Total for 8/16/2023:				123,771.97
ACH	120	ADP	08/25/2023	
	PPE 08202023	WA Cares PPE 08202023		830.20
	PPE 08202023	Accrued Wages PPE 08202023		230,066.11
	PPE 08202023	Garnishments Payable PPE 08202023		534.00
	PPE 08202023	FMLA Taxes Payable PPE 08202023		2,624.90
	PPE 08202023	Medicare Payable PPE 08202023		8,784.26
	PPE 08202023	Accrued Employment Security PPE 08202023		2,458.41
	PPE 08202023	Federal Taxes Payable PPE 08202023		35,038.20
				<hr/>
Total for this ACH Check for Vendor 120:				280,336.08
ACH	131	HEALTH EQUITY	08/25/2023	
	PPE 08202023	HSA Contributions PPE 08202023		1,615.96
				<hr/>
Total for this ACH Check for Vendor 131:				1,615.96
ACH	132	WILMINGTON TRUST	08/25/2023	
	PPE 08202023	MEBT Contributions PPE 08202023		42,266.18
				<hr/>
Total for this ACH Check for Vendor 132:				42,266.18
ACH	140	RELIANCE STANDARD	08/25/2023	
	SEPT23	Life/LTD Insurance Premiums September 2023		1,633.98

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for this ACH Check for Vendor 140:				1,633.98
ACH	327	ASSOCIATION OF WASHINGTON CITIZI	08/25/2023	
	SEPT23	Dental Premiums Payable		8,516.00
	SEPT23	Vision Premiums Payable		1,103.96
	SEPT23	Medical Premiums Payable		108,056.16
Total for this ACH Check for Vendor 327:				117,676.12
20501	675	ICMA-RC VANTAGEPOINT TRANSFER	08/25/2023	
	PPE 08202023	ICMA 457 Contributions PPE 08202023		4,878.83
Total for Check Number 20501:				4,878.83
20502	74	UNUM	08/25/2023	
	SEPT23	Long Term Care Insurance Premiums September		763.40
Total for Check Number 20502:				763.40
Total for 8/25/2023:				449,170.55
Report Total (40 checks):				965,372.03



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/08/2023
Subject: Update on Expansion of Services to City of Bothell and the addition of the City of Lake Forest Park Police Department

Executive Summary:

The City of Bothell had requested to expand their receipt of NORCOM services from emergency call processing and dispatching of fire services to also include emergency call processing and dispatch of police services. At the August 2023 Governing Board Meeting, the Board voted to approve Passage of Resolution 208, granting the City of Bothell's request and authorizing NORCOM's Executive Director to execute an extension of service agreement with the City in alignment with the requirements and billing formula of the NORCOM Interlocal Agreement (ILA). The Bothell City Council has since approved this agreement.

Additionally, at the August 2023 Governing Board Meeting, NORCOM's Executive Director also announced that NORCOM had received a formal letter from the Lake Forest Park Police Department, which currently receives dispatch services from the City of Bothell, to join NORCOM as a Principal. The Board approved this request and authorized the Director to execute a Principal Services Agreement with the City of Lake Forest Park. The Lake Forest Park City Council will consider final approval of this agreement on September 14, 2023.

The Executive Director will provide a brief update on these matters.

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. This has been approved by the Governing Board and the Bothell City Council.

The Lake Forest Park Police Department has historically received emergency call processing and dispatch services from Bothell Police Dispatch. As the City of Bothell enters into an ILA to expand NORCOM services to include emergency call processing and dispatch for their police department, they will no longer be in the business of providing dispatch services, requiring the Lake Forest Park Police Department to receive those services elsewhere. The City of Lake Forest Park has formally requested these services from NORCOM.

NORCOM currently dispatches for the Shoreline Fire Department. The Shoreline Fire Department provides fire and medical services to the cities of Shoreline, Lake Forest Park, and Kenmore. If NORCOM enters into agreements to provide services for the Bothell and Lake Forest Park Police Departments, it will cover all 911 emergency services for those communities, enhancing the quality of public safety for those communities.

Past Board or Other Related Actions:

The Governing Board has provided direction and received several updates on these matters.

Policy and Strategic Implications:

Providing both Police and Fire services to the Cities of Bothell and Lake Forest Park lends itself to increased service delivery effectiveness to the Bothell community and is in alignment with the NORCOM mission. Moreover, having the Bothell and Lake Forest Park Police Departments 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. Additionally, this provides enhanced response cohesion between those police departments and their associated fire agencies when they are dispatched by the same 911 center, 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 and Lake Forest Park.

NORCOM Staff Recommendation:

This is an update to the Board regarding ongoing work. Staff has no additional recommendations at this time.

Staff Comments:

Nothing Additional

Options**Risks****Finance Committee Review:** Yes

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

Legal Review: Yes

The Governing Board's legal representative from the Pacifica Law Group has provided guidance to these processes to include an Expansion of Services agreement for the City of Bothell and an ILA to provide services for the City of Lake Forest Park.

Joint Operations Board Review: No



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/08/2023
Subject: 2024 Budget - Fee Decision - Resolution 207 - Approval of fee distribution

Executive Summary:

The NORCOM Interlocal Agreement requires the Governing Board formally approve 2024 fees. Due to extraordinary circumstances tied to the pending services extension agreement with Bothell the Board elected postponement of fee approval to September.

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.

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.

The City of Bothell approved the agreement with NORCOM on September 5th.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM Staff recommend the Board tentatively approve the 0%, \$0 fee proposal.

Staff Comments:

N/A

Options

Risks

Finance Committee Review: Yes

Detailed reporting was given to the Finance Committee Tuesday August 1st, and the Committee supports in the \$0, 0% fee proposal.

Legal Review: No

Joint Operations Board Review: No

Attachments

2024 User Fees

2024 - 10 year financial plan

R207 Approval of 2024 Fees

2024 User Fees



2024- Total Fees / Reserve Transfer

Bothell Only

- Updated E-911 revenue for 2024 incorporated in fee table
- Increases Telecommunicator by 2 FTE

Personnel Expenditures	12,816,750
Operational Expenditures	3,400,787
Total Operating Expenses	16,217,537
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	1,500,000
Distribution to Agencies	14,431,034

W/ 0% fees, NORCOM will collect total fees of:	\$14,774,974
Added to reserves	\$343,940

Bothell PD and Lake Forest Park

- Recommend the addition of 1 more FTE to Telecommunicator staff, bringing the total to 65

Personnel Expenditures	12,928,930
Operational Expenditures	3,400,787
Total Operating Expenses	16,329,717
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	1,500,000
Distribution to Agencies	14,543,214

W/ 0% fees, NORCOM will collect total fees of:	\$15,191,028
Added to reserves	\$647,814



NORCOM 9-1-1

2024 User Fees

2024 User Fees	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	2023 Adopted Total	2024 Total	Increase/ (Decrease)	Percent Change
Bellevue Police	1,518,697	647,269		1,744,246	3,967,232	3,967,232	-	0.0%
Bothell Police	515,246	162,461		591,767	1,269,473	1,269,473	1,269,473	
Clyde Hill Police	39,061	5,687		44,862	93,036	93,036	-	0.0%
Kirkland Police	1,041,895	326,317		1,196,632	2,734,562	2,734,562	-	0.0%
Lake Forest Park	204,374	21,461		234,727	460,562	460,562	460,562	
Medina Police	42,136	1,824		48,394	81,566	81,566	-	0.0%
Mercer Island Police	266,591	34,982		306,184	560,336	560,336	-	0.0%
Normandy Park Police	45,077	24,358		51,772	134,420	134,420	-	0.0%
Total Police	3,673,077	1,224,359	-	4,218,583	7,571,152	9,301,187	-	0.0%
Bellevue Fire			935,466	529,772	1,588,400	1,588,400	-	0.0%
Bothell Fire			285,659	161,774	497,571	497,571	-	0.0%
Duvall Fire			45,265	25,635	77,700	77,700	-	0.0%
Eastside Fire and Rescue			502,994	284,855	827,310	827,310	-	0.0%
<i>Woodinville Fire</i>			126,463	71,618	220,561	220,561	-	0.0%
Fall City Fire			23,731	13,439	41,488	41,488	-	0.0%
Kirkland Fire			356,841	202,086	614,553	614,553	-	0.0%
Mercer Island Fire			109,834	62,201	186,100	186,100	-	0.0%
Redmond Fire			413,852	234,372	694,070	694,070	-	0.0%
Shoreline Fire			459,516	260,232	800,632	800,632	-	0.0%
<i>Northshore Fire</i>			131,949	74,725	227,825	227,825	-	0.0%
Skykomish Fire			16,367	9,269	23,695	23,695	-	0.0%
Snoqualmie Pass Fire			17,403	9,855	26,851	26,851	-	0.0%
Snoqualmie Fire			39,597	22,425	63,085	63,085	-	0.0%
Total Fire	-	-	3,464,936	1,962,258	5,889,841	5,889,841	-	0.0%
Agency Total	3,673,077	1,224,359	3,464,936	6,180,841	13,460,993	15,191,028	-	0.0%



NORCOM 10-year Financial Plan

Overall Fee Increase	0.0%	3.8%	6.8%	5.9%	3.0%	3.0%	3.3%	3.8%	3.9%	3.8%
Total Agency Fees	15,191,074	15,766,815	15,728,032	16,357,154	16,929,654	17,437,544	18,135,045	18,769,772	19,332,865	19,332,866
	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033
Beginning Fund Balance										
Operating Fund	507,633	126,000	15,407	7,571	805	3,787	4,643	2,094	1,629	2,677
Equipment & Replacement Reserves	151,470	5,826	17,483	11,233	489	52,699	264,046	170,298	49,371	4,222
Capital Project Fund	51,206	16,206	8,272	20,833	28,281	61,673	150,417	119,673	65,080	217,853
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	160,751	235,751	260,751	270,751	270,751	270,751
Rate Stabilization Reserve Fund	507,041	1,154,855	1,154,855	1,039,855	1,039,855	1,039,855	1,039,855	1,039,855	1,039,855	1,039,855
Total NORCOM Fund Beg Balance	1,498,625	1,584,162	1,477,292	1,360,766	1,350,704	1,514,288	1,840,235	1,723,194	1,547,209	1,655,881
Operating Revenues										
Operating Increase for Agency Fees	0.0%	1.0%	2.5%	1.6%	1.0%	1.0%	1.3%	1.8%	1.8%	1.8%
Agency Fees for Operations	13,460,994	15,349,061	16,160,986	17,108,382	18,017,585	18,558,112	19,162,170	19,886,552	20,632,219	21,432,877
E911 Revenues	1,500,000	1,450,000	1,415,000	1,415,000	1,415,000	1,400,000	1,200,000	1,200,000	1,200,000	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	160,000	150,000	150,000	150,000	150,000	150,000	150,000	150,000	150,000	150,000
Miscellaneous	1,770,035	45,000	44,500	44,500	44,500	44,500	44,500	44,500	44,500	44,500
Transfers in from Reserves	-	-	115,000	-	-	-	-	-	-	-
Total Operating Revenues	17,141,029	17,244,061	18,135,486	18,942,882	19,852,085	20,377,612	20,781,670	21,506,052	22,251,719	22,952,377
Operating Expenditures										
Operating Expenditures	16,329,717	17,354,654	18,123,322	18,899,648	19,474,103	20,051,757	20,744,218	21,506,517	22,250,672	22,954,440
Transfer to ERR	111,131	-	-	50,000	150,000	150,000	-	-	-	-
Transfer to Capital	560,000	-	20,000	-	150,000	150,000	30,000	-	-	-
Transfer to Reserves	647,814	-	-	-	75,000	25,000	10,000	-	-	-
Total Operating Fund Expenses	17,648,662	17,354,654	18,143,322	18,949,648	19,849,103	20,376,757	20,784,218	21,506,517	22,250,672	22,954,440
Equipment & Replacement Reserves										
Equipment Increase for Agency Fees	0.0%	1.3%	2.8%	3.0%	1.0%	1.0%	1.0%	1.0%	1.1%	1.0%
Agency Fee Distribution	-	189,888	441,471	511,904	178,392	183,744	189,256	195,407	223,051	210,580
Transfers from Operations	111,131	-	-	50,000	150,000	150,000	-	-	-	-
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	(145,644)	11,657	(6,250)	(10,745)	52,210	211,348	(93,748)	(120,927)	(45,149)	176,724
Capital Projects Fund										
Capital Increase for Agency Fees	0.0%	1.5%	1.5%	1.3%	1.0%	1.0%	1.0%	1.0%	1.0%	1.0%
Agency Fee Distribution	-	227,866	236,502	218,906	178,392	183,744	189,256	195,407	202,774	210,580
Transfers from Operations	560,000	-	20,000	-	150,000	150,000	30,000	-	-	-
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	(35,000)	(7,934)	12,560	7,448	33,392	88,744	(30,744)	(54,593)	152,774	160,579
Reserves										
Op Ex Reserve- Transfers In	-	-	-	-	75,000	25,000	10,000	-	-	-
Op. Ex Reserve - Transfer Out	-	-	-	-	-	-	-	-	-	-
Rate Stabilization Reserve Transfer In	647,814	-	-	-	-	-	-	-	-	-
Rate Stabilization Reserve Transfer Out	-	-	(115,000)	-	-	-	-	-	-	-
Net impact to Reserves Fund Balance	647,814	-	(115,000)	-	75,000	25,000	10,000	-	-	-
Ending Fund Balance										
Operating Fund	0	15,407	7,571	805	3,787	4,643	2,094	1,629	2,677	614
Equipment & Replacement Reserves	5,826	17,483	11,233	489	52,699	264,046	170,298	49,371	4,222	180,946
Capital Project Fund	16,206	8,272	20,833	28,281	61,673	150,417	119,673	65,080	217,853	378,433
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	235,751	260,751	270,751	270,751	270,751	270,751
% of operating expenses (5-10% policy goal)	1.0%	0.9%	0.9%	0.9%	1.2%	1.3%	1.3%	1.3%	1.2%	1.2%
Rate Stabilization Reserve Fund	1,154,855	1,154,855	1,039,855	1,039,855	1,039,855	1,039,855	1,039,855	1,039,855	1,039,855	1,039,855
% of operating revenues (policy limit 10%)	8.6%	7.5%	6.4%	6.1%	5.8%	5.6%	5.4%	5.2%	5.0%	4.9%
Total NORCOM Fund Beg Balance	1,458,162	1,477,292	1,360,766	1,350,704	1,514,288	1,840,235	1,723,194	1,547,209	1,655,881	1,991,122
Overall Fee Increase	0.0%	3.8%	6.8%	5.9%	3.0%	3.0%	3.3%	3.8%	3.9%	3.8%
Total Agency Fees	15,191,074	15,766,815	16,838,959	17,839,193	18,374,369	18,925,600	19,540,682	20,277,366	21,058,044	21,854,038

RESOLUTION 207

RESOLUTION OF THE GOVERNING BOARD OF NORCOM APPROVING THE 2024 FEES FOR DISTRIBUTION TO PARTICIPATING AGENCIES

WHEREAS, pursuant to Section 12(c) of the North East King County Regional Public Safety Communications Agency Interlocal Agreement (the Interlocal Agreement), the NORCOM Executive Director is required to present a proposed budget to the NORCOM Governing Board for approval, NORCOM is to advise the Participating Agencies (as defined in the Interlocal Agreement) on the programs and objectives contained in the proposed budget; and

WHEREAS, upon approval by the legislative authorities of each Principal and Subscriber (each as defined in the Interlocal Agreement) of their respective allocation for the NORCOM budget, the Governing Board shall, after public hearing, adopt its final budget for the following year; and

WHEREAS, official adoption of the 2024 NORCOM Budget will occur at the December meeting of the Governing Board;

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

Section 1. 2024 NORCOM Fees. The 2024 NORCOM fee schedule, attached hereto and incorporated as Exhibit A, is approved for distribution to the Participating Agencies as required in the Interlocal Agreement.

Section 2. Summary of 2024 NORCOM Fee Budget. A summary of the 2024 Budget Resources is as follows:

NORCOM Budget	Operating	Capital Projects	Equipment Replacement	Operating Exp. Res.	E-911 Escrow	Rate Stabilization	Total All Funds
Total 2024 Resources	16,148,661	51,206	151,470	160,751	1,620,523	507,047	18,639,652
Transfer Activities	181,065	560,000	111,130	-	(1,500,000)	647,814	-
Budgeted Fund Resources	16,329,717	611,206	262,600	160,751	120,523	1,154,855	18,639,652

Section 3. Further Authority; Prior Acts. All NORCOM officials, their agents, and representatives are hereby authorized and directed to undertake all action necessary or desirable from time to time to carry out the terms of, and complete the transactions contemplated by, this resolution. NORCOM is authorized to use rate stabilization funds to fund telecommunicator positions beyond 58.5 as well as for costs related to facilities for backup, disaster recovery, and a primary facility. NORCOM is authorized to fill the additional positions and position changes immediately following adoption of this resolution. All acts taken pursuant to the authority of this resolution but prior to its effective date are hereby ratified and confirmed.

Section 4. Effective Date. This resolution shall take effect immediately upon its passage and adoption.

Passed by a majority vote of the Governing Board in an open meeting on this 8th day of September 2023.

Signed in authentication thereof on this 8th day of September 2023.

Chair

Attest

Appendix A

NORCOM 2024 Budget Functional Distribution by Agency									
Personnel Expenditures	12,928,930								
Operational Expenditures	3,400,787								
Total Operating Expenses	16,329,717								
Plus:									
Fees Directed towards Capital/ERR Fund	646,130								
Transfers Out from Operating Fund	25,000								
Minus:									
Prior Year Fund Balance	507,633								
Miscellaneous Revenues	450,000								
Operating Transfers In	1,500,000								
Distribution to Agencies	14,543,214								
2024 User Fees	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	2023 Adopted Total	2024 Total	Increase/ (Decrease)	Percent Change	
Bellevue Police	1,518,697	647,269		1,744,246	3,967,232	3,967,232	-	0.0%	
Bothell Police	515,246	162,461		591,767	1,269,473	1,269,473	1,269,473		
Clyde Hill Police	39,061	5,687		44,862	93,036	93,036	-	0.0%	
Kirkland Police	1,041,895	326,317		1,196,632	2,734,562	2,734,562	-	0.0%	
Lake Forest Park	204,374	21,461		234,727	460,562	460,562	460,562		
Medina Police	42,136	1,824		48,394	81,566	81,566	-	0.0%	
Mercer Island Police	266,591	34,982		306,184	560,336	560,336	-	0.0%	
Normandy Park Police	45,077	24,358		51,772	134,420	134,420	-	0.0%	
Total Police	3,673,077	1,224,359	-	4,218,583	7,571,152	9,301,187	-	0.0%	
Bellevue Fire			935,466	529,772	1,588,400	1,588,400	-	0.0%	
Bothell Fire			285,659	161,774	497,571	497,571	-	0.0%	
Duvall Fire			45,265	25,635	77,700	77,700	-	0.0%	
Eastside Fire and Rescue			502,994	284,855	827,310	827,310	-	0.0%	
<i>Woodinville Fire</i>			126,463	71,618	220,561	220,561	-	0.0%	
Fall City Fire			23,731	13,439	41,488	41,488	-	0.0%	
Kirkland Fire			356,841	202,086	614,553	614,553	-	0.0%	
Mercer Island Fire			109,834	62,201	186,100	186,100	-	0.0%	
Redmond Fire			413,852	234,372	694,070	694,070	-	0.0%	
Shoreline Fire			459,516	260,232	800,632	800,632	-	0.0%	
<i>Northshore Fire</i>			131,949	74,725	227,825	227,825	-	0.0%	
Skykomish Fire			16,367	9,269	23,695	23,695	-	0.0%	
Snoqualmie Pass Fire			17,403	9,855	26,851	26,851	-	0.0%	
Snoqualmie Fire			39,597	22,425	63,085	63,085	-	0.0%	
Total Fire	-	-	3,464,936	1,962,258	5,889,841	5,889,841	-	0.0%	
Agency Total	3,673,077	1,224,359	3,464,936	6,180,841	13,460,993	15,191,028	-	0.0%	



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 09/08/2023
Subject: September 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 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

Attachments

September IT & Operations Newsletter



Information Technology Updates

From: Katy Myers, DDofA

September 2023

Radio

PSERN to CAD Interface

Received updated contract and pricing. Lead time is long for the hardware. This will not be in place for the upgrade in Oct.

Alpha-Numeric Paging

Testing continues for a Cradlepoint device connected via First Net for Horizon Heights site. Working on scheduling the KCERS microwave decommissioning.

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

Core analyst teams continue to review DNI work. Next meeting scheduled for 9/11/23.

Body-Worn Cameras

Bellevue PD - Pending agreement.

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

SPIDR

Bellevue PD – on hold due to a third-party vendor issue.

CAD-to-CAD Interface

Operational teams continue reviewing workflows.

CAD Lite

Work continues with testing and configuration.

RAADAR

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

CAD Server Expansion & Upgrade

User test groups are 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.

“You 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: 6 surveys were returned

- Better than expected – 20
- As expected – 4

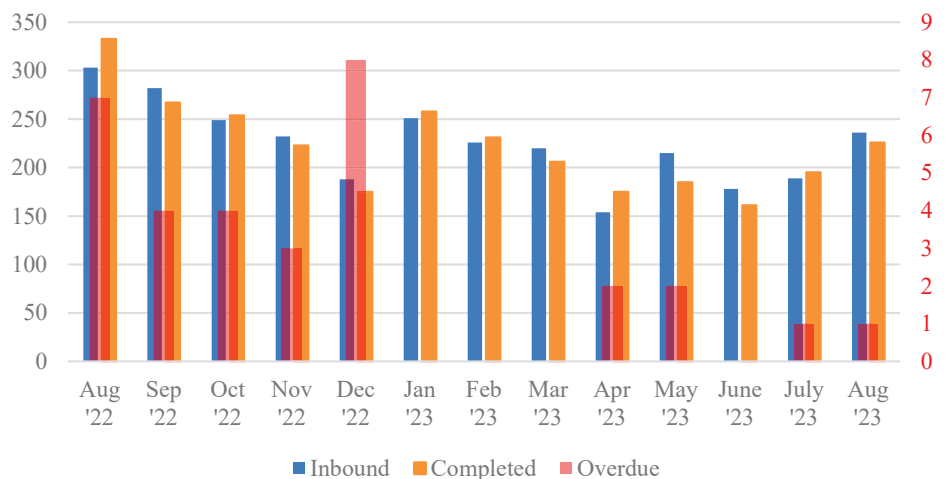
Service Requests

236 Inbound tickets
226 Completed tickets

1 overdue ticket

- Unit ETA question, still being investigated.

IT Service Desk





Operations Updates

From: Roky Louie, Deputy Director Operations

September 2023

Calls versus Calls For Service

NORCOM primarily receives information on emergencies from the community through voice calls over the telephone. When NORCOM started in 2009, half of these calls were cell phone calls. Now, over eighty percent of calls originate from cellular calls. NORCOM also receives communication from the public through a very small number of text to 911 communications, a handful of tele-typewriter (TTY) calls, and even a few IP address based communications that come to us through the 988 system.

In addition to receiving calls, NORCOM also makes a surprising number of outbound calls. Some of these are call backs when lines disconnect, some of these are calling on-site when we get information from a reporting party that is not on scene, and some of these are outgoing calls for general information. Approximately one quarter of the calls we work are outbound calls.

Not every phone call becomes a call for service, the term we use for an incident where we likely dispatch one or more police or fire units to work the call. Probably the most common call that does not become a call for service are accidental dialing 911. Some incidents get many calls while others may only get one person reporting the situation. The number of calls received is not proportional to the emergency. A small patch of grass on fire in a busy intersection will generate dozens of calls, right up until the first fire unit arrives on scene. An entire house burning down in a remote area may only get one call from a passerby.

Call Volume

When considering the total number of calls that NORCOM handles, an increase in volume was noticed earlier this year, beginning in about March, and extending through the spring. In fact, call volume in May was up 25% compared to the last three previous years. Attempts were made to sift through the data to determine the cause of the increase in calls but the sample size was too small to come to any concrete conclusions.

CALL VOLUME BY YEAR AND MONTH				
	2023	2022	2021	2020
JAN	35,442	36,147	32,754	36,935
FEB	31,509	30,299	29,668	34,781
MAR	36,800	34,142	33,674	25,032
APR	34,802	32,995	34,256	27,678
MAY	42,927	33,439	35,982	34,846
JUN	42,034	34,710	40,454	34,644
JUL	41,414	39,772	40,897	37,746
AUG	38,039	37,597	37,911	36,059
SEP		35,032	35,927	34,322
OCT		35,880	37,851	35,264
NOV		34,457	36,417	31,027
DEC		37,257	37,721	33,224

Call volume appears to be returning to normal levels through the summer. NORCOM regularly monitors call volume, in addition to other metrics, to identify trends and to ensure that we are staffed when we need it and continue to efficiently use our resources. Though it is not shown here, our analysis includes monitoring what hours of the day and what days of the week have higher activity so that those times can be staffed accordingly.

