



AGENDA

NORCOM Governing Board
October 13, 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 September 8, 2023
 - B. AP Reports August
5. For Briefing to Board
 - A. NORCOM Update
6. For Board Decision
 - A. Resolution 209- 2023 Budget Amendment
 - B. November Meeting Decision
7. Newsletters
 - A. October IT & Operations Newsletter - Bi-Monthly Dispatch Newsletter
8. Adjournment

The next Governing Board meeting is scheduled for November 10th, 2023.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 10/13/2023
Subject: Governing Board Meeting Minutes September 8, 2023

Executive Summary:

The September 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

September GB Meeting Minutes



Meeting Minutes NORCOM Governing Board September 8, 2023

MEMBERS

Toni Call	City of Bothell
Dawn Hanson	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)
Stephen Healy	Redmond Fire Department
Matt Cowan	Shoreline/Northshore Fire Department

ABSENT

Nathan McCommon	City of Bellevue
Wendy Moffat	Duvall Fire District #45
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

NORCOM TREASURER

Michael Olson	City of Kirkland (Board Treasurer)
---------------	------------------------------------

GUESTS

Michelle Plorde	KC EMS
Jami Hoppen	KC E911
Andy Adolfson	Bellevue Fire

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



**Meeting Minutes
NORCOM Governing Board
September 8, 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. 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 August 11, 2023**
- **Accounts Payable Report August**

There was no discussion on any consent agenda items.

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

Motion carried.

o **Amendment to Agenda Adding 5B – Facilities Study Update**



**Meeting Minutes
NORCOM Governing Board
September 8, 2023**

o **Board Briefing**

• **Update on Expansion of Services to City of Bothell and the addition of the City of Lake Forest Park Police Department**

Resolution 208 passed at the August 2023 meeting granting the City of Bothell's request and authorizing NORCOM's Executive Director to execute the extension of services agreement. The Bothell City Council approved the agreement. Additionally, Director Hamilton received a formal request from Lake Forest Park Police Department requesting to join NORCOM as a principal member. The Lake Forest Park City Council will be meeting on September 14, 2023 for final approval. Law Enforcement Liaison Henshaw provided a brief update stating that we are in a great place and creating a good partnership. November 1st is the estimated date for full PSAP transition. He also shared that there have been multiple training and planning meetings. In the event we must go live early we can make it happen. We are very pleased & thankful to the agencies for their work on this matter.

• **Facilities Study Update**

Director Hamilton stated that we entered a facilities study with 911insight, however, after a few meetings it was determined that there was an irreconcilable difference of opinion as to the agreed upon project scope in an area of primary importance to the Board. . After discussion with the NORCOM's Governing Board Chair & Vice Chair, it was decided to terminate the contract with 911insight. To date we have paid \$15,500 to 911insight leaving a balance for the facilities study project of \$77,750. Director Hamilton stated we are looking for direction, and the possibility of waiting until after the first of the year to continue this study. In the meantime, we will evaluate our current lease to confirm we are getting the value. After much discussion, Chief Sass asked for a motion to postpone the facilities study to Q1 of 2024.

Chief Holmes motioned to postpone the facilities study to Quarter 1 of 2024, Chief Culp seconded the motion. Chief Cowan opposed the motion.

Motion passed.



**Meeting Minutes
NORCOM Governing Board
September 8, 2023**

○ **Board Decision**

• **2024 Budget – Fee Decision**

Resolution 207 – Approval the 2024 Fees for Distribution to Participating Agencies

Director Hamilton introduced the topic of Resolution 207 – Approval of fee distribution, stating that this is normally approved in September but due to extraordinary circumstances, a request was made to move the approval to the September meeting. Finance Manager Deppen went over the comparison of fees based on input from the previous meetings, Scenarios 1 & 3, and the 10 year plan with extra going into reserves. Director Hamilton was asked if the turnover rates for staff has decreased with the recent approval for an increase in salaries and HR manager Cayton responded, stating that in 2023 the turnover rate has decreased, and staffing is currently at 61 Telecommunicators.

Chief Holmes motioned to approve Resolution 207 Approval of the 2024 Fees for Distribution to Participating Agencies. Chief Culp 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 9:34.

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

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 10/13/2023
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 Report September

NORCOM

ACTIVITY SEPTEMBER 1, 2023 THROUGH SEPTEMBER 29, 2023

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,066,865.14

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 September 29, 2023

	2023 Budget	September Activity	2023 Collected to Date	% collected
Agency Revenue	13,461,039	3,365,249	\$ 13,461,039	100%
Agency Reimbursements	164,500	27,763	\$ 213,971	130%
Grants/Intergovernmental/Interest	215,000	-	\$ 88,175	41%
Total	13,840,539	3,393,012	13,763,185	99%

Transfers In	1,470,055	-	\$ 1,234,488	84%
Revenues + Transfers	15,310,594	3,393,011.90	14,997,672	98%

Expenses

	2023 Budget	September Activity	2023 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	8,332,986	\$ 593,929	\$ 5,597,717	67%	2,735,269
Salaries & Wages - Overtime	294,876	\$ 36,376	\$ 396,680	135%	(101,804)
Professional Reimbursements	4,200	\$ 323	\$ 3,069	73%	1,131
Medical	1,282,959	\$ 98,535	\$ 917,956	72%	365,003
Dental	104,339	\$ 7,522	\$ 70,065	67%	34,274
Vision	13,603	\$ 987	\$ 9,177	67%	4,426
Long-Term Care	6,600	\$ 405	\$ 4,621	70%	1,979
Medicare	126,712	\$ 8,452	\$ 80,795	64%	45,917
MEBT	518,878	\$ 42,300	\$ 380,197	73%	138,681
PERS	921,507	\$ 59,336	\$ 602,233	65%	319,274
Washington FMLA	17,370	\$ 1,377	\$ 13,148	76%	4,222
Unemployment	92,394	\$ 3,504	\$ 68,919	75%	23,475
Workers Comp	43,960	\$ 2,169	\$ 14,974	34%	28,986
Total Personnel	11,760,384	855,214	\$ 8,159,550	69%	3,600,834

Advertising	5,000	\$ 1,672	\$ 5,467	109%	(467)
Bank Fees	500	\$ -	\$ -	0%	500
Cellular,Pager & Radio Svcs	35,552	\$ 1,480	\$ 24,362	69%	11,190
Computer Hardware-Non Capital	7,725	\$ -	\$ 7,622	99%	103
Consumable Goods	14,310	\$ 594	\$ 9,564	67%	4,746
Dues & Memberships	12,635	\$ 5,531	\$ 15,954	126%	(3,319)
Equipment Leases	19,865	\$ 1,683	\$ 16,229	82%	3,636
Facility Lease	804,297	\$ 81,554	\$ 650,108	81%	154,189
Financial Audit	23,836	\$ -	\$ 13,707	58%	10,129
Hosted Services	203,888	\$ 23,749	\$ 152,873	75%	51,015
HR Services	119,415	\$ 2,937	\$ 42,412	36%	77,003
Insurance	93,500	\$ -	\$ 90,940	97%	2,560
Legal Services	200,000	\$ 1,950	\$ 45,849	23%	154,151
Local Travel/Training/ Mileage	6,122	\$ 812	\$ 1,747	29%	4,375
Network Service	51,599	\$ 3,948	\$ 26,261	51%	25,338
Office Furniture	7,750	\$ -	\$ 6,773	87%	977
Office Supplies	6,400	\$ 670	\$ 3,099	48%	3,301
Operating Supplies	4,250	\$ 110	\$ 1,503	35%	2,747
Parking Lease	29,200	\$ 4,417	\$ 23,107	79%	6,093
Payroll Services	19,010	\$ 1,116	\$ 10,577	56%	8,433
Postage	750	\$ -	\$ 283	38%	467
Printing	300	\$ 205	\$ 700	233%	(400)
Professional Services	133,550	\$ 29,956	\$ 42,966	32%	90,584
R&M - Network Equipment	397,684	\$ -	\$ 42,377	11%	355,307
R&M - Office Equipment	2,500	\$ -	\$ -	0%	2,500
R&M - Software Maintenance	897,386	\$ -	\$ 706,400	79%	190,986
Radio Site Lease	81,410	\$ 594	\$ 138,933	171%	(57,523)
Recruitment Supplies	2,000	\$ -	\$ 1,250	62%	750
Small Tools & Minor Equipment	11,300	\$ 557	\$ 6,084	54%	5,216
Software/Licensing	78,342	\$ 329	\$ 11,233	14%	67,109
Telephone Services	33,565	\$ 5,090	\$ 30,490	91%	3,075
Training/Conf Registrations	22,688	\$ (222)	\$ 3,921	17%	18,767
Training/Conf Registrations/ Travel	34,885	\$ 533	\$ 9,629	28%	25,256
Transfers Out	28,000	\$ -	\$ -	0%	28,000
Total Supplies & Services	3,389,214	169,267	\$ 2,142,421	63%	1,246,793
GRAND TOTAL	15,149,598	1,024,481	\$ 10,301,971	68%	4,847,627

502- Capital Projects

	2023 Budget	September Activity	2023 Spending to Date	% used	Remaining Balance
Alpha Numeric Paging	600,000	\$ -	\$ 10,467	2%	589,533
CAD Server				20%	148,490
Expansion/Radio/Solutions	185,050	\$ -	\$ 36,560		
Console Replacement	152,753	\$ -	\$ -	0%	152,753
	937,803	-	47,028	5.0%	890,775

503- Equipment Replacement:

	2023 Budget	September 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	September Activity	Collected to Date	% collected
E-911 Escrow	1,470,055	-	\$ 735,044	50%
Investment Interest		-	\$ 8,972	
	1,470,055	-	\$ 744,016	51%

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

NORCOM Financial Summary
for Period Ending September 29, 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	\$ 13,272,333	101.44%
Transfers In	379,500	\$ 302,146	79.62%
	1,470,055	\$ 1,234,488	83.98%
Revenue Collected	14,933,181	14,808,966	99.17%
Total Resources	15,529,507	15,405,292	
Personnel Expenditures	11,760,385	\$ 8,159,550	69.38%
Operating Expenditures	3,358,490	\$ 2,142,421	63.79%
Transfers Out	28,000	-	0.00%
Total Expenditures	15,146,875	10,301,971	68.01%
Available Fund Balance	\$382,632	\$ 5,103,322	
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	\$ 47,028	5.01%
Transfers Out	-	-	0.00%
Total Expenditures	937,803	47,028	5.01%
Available Fund Balance	\$51,206	\$725,275	
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	
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%
	-	8,972	0.00%
Revenue Collected	1,470,055	744,016	50.61%
Total Resources	1,590,578	864,539	
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	-\$50,461	
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: 9/29/2023 1:10 PM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	120 640944027	ADP Workforce Now Payroll Solution Bundle PPE08:	09/01/2023	471.68
Total for this ACH Check for Vendor 120:				471.68
20503	79 9941879596	VERIZON WIRELESS Cellular Services ACCT# 471583790	09/01/2023	1,393.97
Total for Check Number 20503:				1,393.97
20504	90 08042023	KHAI TRAN Mileage Reimbursement - July	09/01/2023	9.84
Total for Check Number 20504:				9.84
20505	366 08212023	T MOBILE Cellular Services ACCT# 947208760	09/01/2023	37.40
Total for Check Number 20505:				37.40
20506	712 147389	SUMMIT LAW GROUP PLLC Legal Services - General Employment	09/01/2023	195.00
Total for Check Number 20506:				195.00
20507	772 6318	SNO911 Cost Sharing Paging System Project	09/01/2023	7,967.44
Total for Check Number 20507:				7,967.44
20508	630 42515	SITECRAFTING INC Monthly Manage Website Hosting On Pantheon	09/01/2023	99.00
Total for Check Number 20508:				99.00
20509	52 84981	PACIFICA LAW GROUP Legal Services - General	09/01/2023	1,950.00
Total for Check Number 20509:				1,950.00
20510	741 NOR0723	PACIFIC NORTHWEST GIGAPOP Network Services - July	09/01/2023	500.00
Total for Check Number 20510:				500.00
20511	770 5727	NORTHWEST TOWER ENGINEERING I Monopole Tower Analysis Paging System Projec	09/01/2023	2,500.00
Total for Check Number 20511:				2,500.00
20512	252 11013866	KING COUNTY FINANCE KCIT INET Contract July 2023	09/01/2023	1,860.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	7009224	Sobieski Sept 2023		6,461.34
	7009228	Crista Sept 2023		6,461.34
	7009232	Squak Sept 2023		6,461.34
	7009234	Ring Hill Sept 2023		6,461.34
	7009244	Rattlesnack Sept 2023		6,461.34
Total for Check Number 20512:				34,166.70
20513	733 08092023	SEAN GOEHNER Mileage Reimburement - July	09/01/2023	39.29
Total for Check Number 20513:				39.29
20514	773 FL18652	FRONTLINE PUBLIC SAFETY SOLUTIONS Cloud Based Software Prorated 9.1.23 - 13.31.23	09/01/2023	2,400.00
Total for Check Number 20514:				2,400.00
20515	447 392812	FIRST CHOICE COFFEE SERVICES Ice Machine Rental August 2023	09/01/2023	121.11
Total for Check Number 20515:				121.11
20516	28 11235	EPSCA Monthly Radio Access Fee - August 2023	09/01/2023	984.75
Total for Check Number 20516:				984.75
20517	237 3395	DECCAN INTERNATIONAL Annual Maintenance 10.1.23 - 9.30.24	09/01/2023	24,451.00
Total for Check Number 20517:				24,451.00
20518	324 59168-5	CRISTA MINISTRIES Tower Rental August 2023	09/01/2023	593.98
Total for Check Number 20518:				593.98
20519	15 FTI0000128	CITY OF REDMOND FINANCE DEPT Hartman Park/ Ed Hill 08.01.23 - 07.31.24	09/01/2023	1,543.22
Total for Check Number 20519:				1,543.22
20520	11 44955 44955 46573	CITY OF BELLEVUE Monthly Parking Spaces Sept 2023 Monthly Parking Spaces Sept 2023 Monthly Rent Bellevue CH Sept 2023	09/01/2023	255.22 1,579.05 52,449.13
Total for Check Number 20520:				54,283.40
20521	9 652817126	CENTURYLINK Telephone Services ACCT# 79965571	09/01/2023	217.50
Total for Check Number 20521:				217.50
20522	8 08102023	CENTURYLINK Telephone Services ACCT# 356B	09/01/2023	857.43
Total for Check Number 20522:				857.43
20523	6 LD22706 LD22706	CDW-GOVERNMENT INC Linux Server Subscription 8.8.23 - 8.7.24 Linux Server Subscription 8.4.23 - 8.3.26	09/01/2023	2,196.50 1,976.30

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	LD26239	Symantec Endpoint Security Subscription 8.4.23		2,708.46
	LF18245	Symantec Endpoint Security Renewal 8.8.23 - 8.		1,189.08
			Total for Check Number 20523:	8,070.34
20524	640 08172023	JUDITH CAYTON Reimbursement For Job Posting	09/01/2023	529.40
			Total for Check Number 20524:	529.40
20525	718 10403179	ACCESS CORP Shredding Services	09/01/2023	135.72
			Total for Check Number 20525:	135.72
20526	482 INV-13547 INV-13590	3R TECHNOLOGY Sorting And Admin Fee HD/SSD Shredding	09/01/2023	150.00 605.00
			Total for Check Number 20526:	755.00
20527	278 08242023	NATHAN WAY Reimbursement For Phone Equip In Redmond	09/01/2023	335.18
			Total for Check Number 20527:	335.18
20528	88 5026284699	WELLS FARGO FINANCIAL LEASING Copier Lease - September 2023	09/01/2023	1,682.98
			Total for Check Number 20528:	1,682.98
			Total for 9/1/2023:	146,291.33
ACH	120 PPE09032023 PPE09032023 PPE09032023 PPE09032023 PPE09032023 PPE09032023	ADP FMLA Taxes Payable PPE09032023 Federal Taxes Payable PPE09032023 Accrued Employment Secuirty And WA Cares Pl Medicare Payable PPE09032023 Accured Wages PPE09032023 Garnishments Payable PPE09032023	09/08/2023	2,534.43 33,650.10 2,756.25 8,475.00 219,616.24 534.00
			Total for this ACH Check for Vendor 120:	267,566.02
ACH	131 PPE09032023	HEALTH EQUITY HSA Contributions PPE09032023	09/08/2023	1,490.95
			Total for this ACH Check for Vendor 131:	1,490.95
ACH	132 PPE09032023	WILMINGTON TRUST MEBT Contributions PPE09032023	09/08/2023	38,769.25
			Total for this ACH Check for Vendor 132:	38,769.25
20529	675 PPE09032023 PPE09032023	ICMA-RC VANTAGEPOINT TRANSFER ICMA Correction For PPE09032023 ICMCA 457 Contributions PPE09032023	09/08/2023	0.10 5,174.47
			Total for Check Number 20529:	5,174.57
20530	569 SEP23	NORCOM ASSOCIATED GUILD NAG Dues September 2023	09/08/2023	1,887.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 20530:				1,887.00
20531	673 SEP23	PUBLIC SAFETY EMPLOYEES UNION PSEU Dues September 2023	09/08/2023	611.55
Total for Check Number 20531:				611.55
Total for 9/8/2023:				315,499.34
ACH	120 641906345	ADP Workforce Now Payroll Solution Bundle	09/14/2023	466.44
Total for this ACH Check for Vendor 120:				466.44
ACH	131 rj6e7i	HEALTH EQUITY HSA Monthly Fees Sep 2023	09/14/2023	51.35
Total for this ACH Check for Vendor 131:				51.35
ACH	134 SEP2023	COLONIAL LIFE Supplemental Insurance Premiums September 2023	09/14/2023	1,439.65
Total for this ACH Check for Vendor 134:				1,439.65
20532	765 08022023	911 INSIGHT Consulting Services For Facility Assessment	09/14/2023	15,500.00
Total for Check Number 20532:				15,500.00
20533	718 10454874	ACCESS CORP Shredding Services August	09/14/2023	141.42
Total for Check Number 20533:				141.42
20534	364 08272023	AT&T Cellular Services ACCT# 7817	09/14/2023	348.05
Total for Check Number 20534:				348.05
20535	3 08282023	AT&T MOBILITY Celluar Services ACCT# 6980	09/14/2023	147.41
Total for Check Number 20535:				147.41
20536	710 INV013388	BRCK INC Telephone Services ACCT# S00166571	09/14/2023	1,012.11
Total for Check Number 20536:				1,012.11
20537	253 142023244	CENTURYLINK Telephone Services ACCT# BMBR0958	09/14/2023	721.76
Total for Check Number 20537:				721.76
20538	11 45020 46787	CITY OF BELLEVUE Fiber Usage Rental Fee Sept 2023 Q3 2023 CoLocation	09/14/2023	477.00 29,104.44
Total for Check Number 20538:				29,581.44
20539	28	EPSCA	09/14/2023	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	11264	Monthly Radio Access Fees Sept 2023		984.75
			Total for Check Number 20539:	984.75
20540	447	FIRST CHOICE COFFEE SERVICES	09/14/2023	
	395275	Filter Exchange August 2023		77.02
	395780	Ice Machine Rental September 2023		121.11
			Total for Check Number 20540:	198.13
20541	733	SEAN GOEHNER	09/14/2023	
	09012023	Mileage Reimbursement August		116.70
			Total for Check Number 20541:	116.70
20542	774	HARLOW & FALK LLP	09/14/2023	
	62466	MEBT Trust Secure 2.0 Work		160.00
			Total for Check Number 20542:	160.00
20543	252	KING COUNTY FINANCE	09/14/2023	
	11013934	KCIT INET Other MISC SCV - August 2023		1,860.00
			Total for Check Number 20543:	1,860.00
20544	586	MEYDENBAUER CENTER	09/14/2023	
	2023-07	Construction Employee Parking July 2023		1,950.00
	2023-09	Construction Employee Parking Sept 2023		1,950.00
			Total for Check Number 20544:	3,900.00
20545	46	NATIONAL TESTING NETWORK	09/14/2023	
	13310	Background Investigation Services - 2X		2,175.00
			Total for Check Number 20545:	2,175.00
20546	52	PACIFICA LAW GROUP	09/14/2023	
	85474	General Legal Services		1,950.00
			Total for Check Number 20546:	1,950.00
20547	711	PETEK & ASSOCIATES	09/14/2023	
	1997	Pre-employment Psychological Evaluation - 1X		385.00
			Total for Check Number 20547:	385.00
20548	256	PUBLIC SAFETY TESTING INC	09/14/2023	
	2023-928	PST Candidate Agency - August 2023 - 7X		77.00
			Total for Check Number 20548:	77.00
20549	701	SMARSH INC	09/14/2023	
	INV-118364	Professional Archive Capture		5,650.13
			Total for Check Number 20549:	5,650.13
20550	762	SOUTH SOUND POLYGRAPH, LLC	09/14/2023	
	23072	Polygraph - 1X		300.00
			Total for Check Number 20550:	300.00
20551	692	ZIPLY FIBER	09/14/2023	
	08262023	Telephone Services ACCT# 0215		351.32

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 20551:				351.32
Total for 9/14/2023:				67,517.66
ACH	120	ADP	09/25/2023	
	PPE09172023	Accrued Wages PPE09172023		220,654.07
	PPE09172023	Medicare Taxes PPE09172023		8,428.85
	PPE09172023	Accrued Employment Security PPE09172023		2,291.38
	PPE09172023	FMLA Taxes PPE09172023		2,520.51
	PPE09172023	Garnishments Payable PPE09172023		534.00
	PPE09172023	Federal Taxes PPE09172023		33,881.86
Total for this ACH Check for Vendor 120:				268,310.67
ACH	131	HEALTH EQUITY	09/25/2023	
	PPE 09172023	HSA Contributions PPE 09172023		1,490.95
Total for this ACH Check for Vendor 131:				1,490.95
ACH	132	WILMINGTON TRUST	09/25/2023	
	PPE 09172023	MEBT Contributions PPE 09172023		40,134.16
Total for this ACH Check for Vendor 132:				40,134.16
ACH	134	COLONIAL LIFE	09/25/2023	
	OCT2023	Colonial Preimums - October 2023		1,279.95
Total for this ACH Check for Vendor 134:				1,279.95
ACH	140	RELIANCE STANDARD	09/25/2023	
	OCT23	Life/LTD Insurance Premiums - October 2023		1,594.69
Total for this ACH Check for Vendor 140:				1,594.69
ACH	327	ASSOCIATION OF WASHINGTON CITII	09/25/2023	
	48516	Dental Premiums Payable - October 2023		8,319.76
	48516	Medical Premiums Payable - October 2023		104,117.70
	48516	Vision Premiums Payable - October 2023		1,073.08
Total for this ACH Check for Vendor 327:				113,510.54
ACH	67	DEPT OF REVENUE	09/25/2023	
	AUG2023	Excise Tax - August		196.95
Total for this ACH Check for Vendor 67:				196.95
20552	675	ICMA-RC VANTAGEPOINT TRANSFER	09/25/2023	
	PPE 09172023	IMCA 457 Contributions PPE 09172023		5,735.11
Total for Check Number 20552:				5,735.11
20553	74	UNUM	09/25/2023	
	OCT23	Long Term Care Payable - October 2023		746.20
Total for Check Number 20553:				746.20
Total for 9/25/2023:				432,999.22
ACH	120	ADP	09/29/2023	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	642393082	ADP Payroll Services And Workforce Now		188.74
	642937628	Wrokforce Now Payroll Solution Bundle PPE 09		461.18
Total for this ACH Check for Vendor 120:				649.92
20554	777 10071659	ABSOLUTE SOFTWARE, INC Professional Services - Complete Conversion	09/29/2023	14,155.04
Total for Check Number 20554:				14,155.04
20555	651 SI460292	AMERICAN REGISTRY FOR INTERNET Annual Service Fee	09/29/2023	250.00
Total for Check Number 20555:				250.00
20556	577 09162023 09162023	NICOLE BENSON Mileage For Training Travel Expenses For Training	09/29/2023	108.47 177.00
Total for Check Number 20556:				285.47
20557	8 09102023	CENTURYLINK Telephone Services ACCT# 356B	09/29/2023	857.43
Total for Check Number 20557:				857.43
20558	9	CENTURYLINK Telephone Services ACCT# 79965571	09/29/2023	133.34
Total for Check Number 20558:				133.34
20559	11 44956 44956 46944	CITY OF BELLEVUE Monthly Parking Spaces - October Monthly Parking Spaces - October Monthly Rent - October	09/29/2023	1,513.80 320.47 52,449.13
Total for Check Number 20559:				54,283.40
20560	324 59158-6	CRISTA MINISTRIES Towe Rental - September	09/29/2023	593.98
Total for Check Number 20560:				593.98
20561	775 09252023 09252023	MARIANNE DEPPEN WFOA Training - Mileage WFOA Training - Hotel	09/29/2023	180.12 356.36
Total for Check Number 20561:				536.48
20562	557 110883881	LANGUAGE LINE SERVICES Over-The-Phone-Interpretation - August	09/29/2023	584.15
Total for Check Number 20562:				584.15
20563	741 NOR0823	PACIFIC NORTHWEST GIGAPOP Internet Services	09/29/2023	500.00
Total for Check Number 20563:				500.00
20564	630 42688	SITECRAFTING INC Websiting Hosting On Pantheon Platform	09/29/2023	99.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 20564:				99.00
20565	75	US BANK CORPORATE PAYMENT SYS	09/29/2023	
	08102023	Costco - Kleenex And Lysol		62.78
	08102023	Costco - Coffee		119.96
	08112023	Safeway - Governing Board Refreshments		5.00
	08132023	Amazon - Notepad And Pens		42.56
	08162023	APCO Training Registration		488.00
	08162023	Pluralsight Software 1Year		329.20
	08162023	Linkden Job Advertising		28.63
	08182023	Reimbursement For Tyler Cyber Symposium		-895.00
	08182023	Amazon - Wireless Mouse And Keyboard		180.55
	08222023	Government Job Advertising		199.00
	08222023	APCO Training Video Recording		120.00
	08232023	Amazon - Adhesive Spray		23.01
	08252023	Amazon - Green Screen / Foam Boards - Trainin		65.72
	08272023	Amazon - White Out		16.34
	08272023	Amazon - Notepads And Printer Paper		237.64
	08272023	Amazon - Lysol Wipes And Tissue		52.49
	08282023	Linkden Job Advertising		513.86
	08292023	Screen Extenders For Training		376.52
	08292023	Linkden Job Advertising		43.15
	08312023	Amazon - Laminating Paper		24.29
	08312023	Amazon - Coffee And Creamer		76.18
	09012023	Indeed Jobs Advertising		307.18
	09012023	FedEx - Bothell Boundary Maps For Training		205.12
	09012023	Office Depot - Bothell Maps		57.44
	09012023	Survey Monkey Annual Subscription		515.27
	09022023	AmazonWeb Services		860.87
	09032023	Indeed Jobs Advertising		580.23
	09052023	Lunch Meeting For Candidate Review		133.78
	09062023	Water Delivery		259.00
	09062023	Training Registration - Operations		65.00
	09082023	Kudos Board		6.59
	09082023	Hotel - Supervisor Communication Course Trave		391.26
Total for Check Number 20565:				5,491.62
20566	90	KHAI TRAN	09/29/2023	
	09082023	Mileage Reimbursement		15.74
Total for Check Number 20566:				15.74
20567	748	VECTOR SOLUTIONS	09/29/2023	
	INV81714	Gaurdian Tracking Annual Subscription		5,009.01
Total for Check Number 20567:				5,009.01
20568	367	VERIZON	09/29/2023	
	9944279982	Telephone Services ACCT# 471583790		1,340.31
Total for Check Number 20568:				1,340.31
20569	87	WA STATE PATROL	09/29/2023	
	00181489	Access User Fee		18,000.00
Total for Check Number 20569:				18,000.00
20570	692	ZIPLY FIBER	09/29/2023	
	09212023	Telephone Services ACCT# 6115		89.72

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 20570:				89.72
20571	88 5026663222	WELLS FARGO FINANCIAL LEASING Copier Lease - September	09/29/2023	1,682.98
Total for Check Number 20571:				1,682.98
Total for 9/29/2023:				104,557.59
Report Total (84 checks):				1,066,865.14



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 10/13/2023
Subject: NORCOM Update

Executive Summary:

For several months, the Governing Board and NORCOM staff have been highly focused on discussions and decisions associated with 2-3 critical projects. Staff will provide the Board with a broader Technical, Operations, and Human Resources update.

Background:

The Board has received several important project updates at previous Governing Board meetings.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM Staff recommends that the Board receive this update and provide questions or direction as desired.

Staff Comments:

Nothing additional

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

Attachments

NORCOM Overview

NORCOM Overview



NORCOM 9-1-1

Information Technology

Projects

- Single CAD fire data reporting
- CAD Update
- Onboarding BOTPD & LFPPD
- Alpha-numeric paging hardware replacement
- Radio site backhaul changes

Multi-year Project Calendar

[illegible]

Information Technology

Back-Up Center Update

- Business line provider service failed Jul 12
- Scheduled use for fire system testing at Bellevue, Aug 19
- Build and install an Asterisk phone server at Redmond to manage admin lines
 - Phone service provider is cloud based and calls are delivered via internet
 - Fire and police dispatch lines ring at both locations
 - Business continuity routing (BCR) of primary, non-emergency & fax lines can be done in two quick steps online
 - More efficient and cost effective

Multi-year Project Calendar



Operations

- 65 Telecommunicators, 6 Supervisors, 1 Training Coordinator, 2 Liaisons
- 235,193 incoming calls YTD. 830 calls per day. Up 6%.
- 220,996 calls for service YTD. (146,710 police/74,287 fire)
- 59 Telephone CPR Saves. 5 Babies delivered over the phone.
- 15-18 Months to Train. Over 25% of Telecommunicators in Training.
- Projects: Bothell Onboarding, PSERN, Dispatch Console RFP

Fire Liaison

Primary Duties

- Primary point of contact between all divisions of NORCOM and our fire and EMS agencies.
- Collaborating on policies, procedures, and organizational changes.
- Engaging with the community, fire and EMS agencies, and other regional partners.

Meetings

- King County and Zone 1 Fire Chiefs and Operations Chiefs
- King County EMS (ALS and BLS Working Group, DWG, EMS Advisory)
- MIH Network

Project Work

- Response Plan Consolidation throughout Zone 1, Review of Model Procedures
- East Link Light Rail Starter Line
- Snohomish County CAD to CAD Interface



Law Enforcement Liaison

Primary Duties

- Primary point of contact between all divisions of NORCOM and our police agencies.
- Explore, communicate, and facilitate police related customer needs.
- Problem-solving solutions to include technology, call-receiving, dispatch services, and projects.

Meetings

- Police Operations
- Training and Agency Specific Workgroups
- Internal and External Project Oriented Meetings

Project Work

- Bothell Police Department and Lake Forest Park Police Department Onboarding Projects
- Puget Sound Emergency Radio Network (PSERN)
- 2024 Call Out Procedural Updates for all Police Agencies



NORCOM 9-1-1

Human Resources

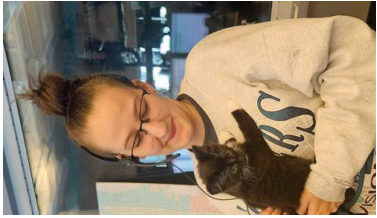
Staffing Update

Budgeted Telecommunicator Positions - 65

Current # - 57 + 2 (Jan. 2024)

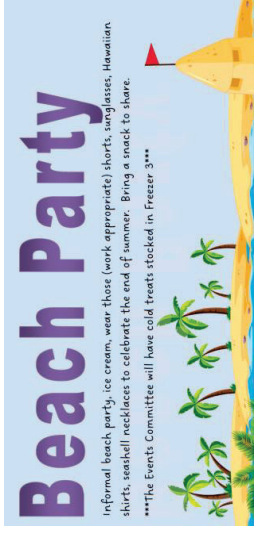
Candidates in pipeline - 8

Human Resources



Engagement/Retention Efforts

- Active Events Committee
- Community events
- Workplace events
- Group outings

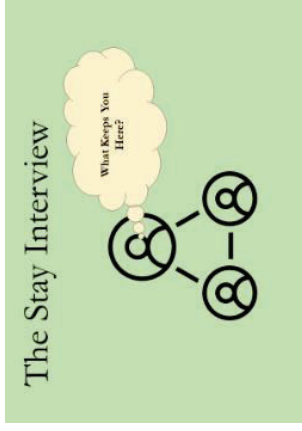


Human Resources

Engagement/Retention Efforts (cont.)

- Communication
- Stay Interviews

NORCOM Wiki
Activities, Events and Recognition



NORCOM 9-1-1

Questions or Comments



NORCOM 9-1-1



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 10/13/2023
Subject: Resolution 209- 2023 Budget Amendment

Executive Summary:

In regularly monitoring budgeted revenues & expenditures, and capital projects, NORCOM has identified items of significance and requests approval to amend the budget to account for these changes.

Background:

In 2023, the Capital Projects Fund has the following approved projects and expenditures:

Project	Budgeted Spending
Alpha Numeric Paging	\$ 600,000
Console Replacement	\$ 152,752
CAD Server Expansion	\$ 55,050
CAD- Radio Interface	\$ 100,000
CAD- Single CAD Solution Identification	\$ 30,000

NORCOM has identified two projects in need of additional funding:

- CAD- Radio Interface: In discussing project details with vendors, updated quotes and timelines showed higher costs due to vendor's increased costs in salaries and supply chain delays. **NORCOM identifies a need to increase the budget by \$100k**
- CAD- Single CAD Solution Identification: Contract work with DNI Consultant requested from Fire Chiefs for the projects exceeded total budget and contingencies. **NORCOM identifies a need to increase the budget by \$50k**

Capital Project Fund Ending Balance is budgeted to be \$51,000 much of which is committed for spending in 2024.

NORCOM has identified revenues it will collect in 2023 that were not budgeted in its fees charged to the City of Bothell and Lake Forest Park for services performed in November & December 2023. NORCOM will charge the cities \$270,000. Additionally, the E-911 Program Office re-assessed PSAP distributions due to the closure of Bothell PD's Center and assessed NORCOM will receive an additional \$50,000 in distributions from the program office.

NORCOM staff would like to amend the budget to reflect the additional revenues to be collected and transfer \$150,000 from the Operating Fund to the Capital Projects Fund to fund project needs adequately.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

No Policy changes with these resolutions

NORCOM Staff Recommendation:

NORCOM staff recommends the Board receive this request and recommends the approval of Resolution 209.

Staff Comments:

Staff to provide comments during the meeting

Options**Risks**

Should the resolution not get approved, two of NORCOM's projects would not have sufficient funding to complete.

Finance Committee Review: Yes

The Finance Committee has been briefed and supports the recommendation.

Legal Review: No

Joint Operations Board Review: No

Attachments

Resolution 209 ppt

Resolution 209 - Amending the 2023 Budget

Resolution 209

AMENDING THE 2023 BUDGET



NORCOM 9-1-1

Objective:

Recognize:

- Additional Revenues to be collected, not in adopted budget
- Revised Capital Projects budget & additional funding needed
- Additional transfers necessary

Revenues

- **With the addition of Bothell PD& LFP starting services November 1:**
 - Staffing increased by 3 FTE (Telecommunicators)
 - Projections indicate current-year salary savings can absorb the increased costs w/o requiring increase to personnel budget.
 - E-911 Office has re-assessed 2023 Distributions
 - NORCOM shall receive an additional \$50,000 in 2023
 - NORCOM will collect \$201,500 from Bothell and \$71,665 from LFP for services performed November & December.

Provides NORCOM with additional resources of \$320,000, with no need to increase budgeted expenditures

Capital Project Spending

- **CAD Radio Interface-** had to obtain updated quote from vendor.
 - 20 weeks out for work, increased budget (will need additional \$100k)
- **CAD Solutions-** Fire Chiefs have requested additional services from consultant that will exceed project budget + contingencies (need additional \$50k)
- Ending Fund Balance: \$51,000 –much is committed to fund next year’s spending. *Not enough resources to pay for these increases*

Resolution 209

NORCOM is seeking Board approval to amend the 2023 budget

NORCOM Budget									
2023 Financial Summary - Budget Amendment									
NORCOM Budget Description	Operating	Capital Projects	Equipment Replacement	Operating Exp. Res.	E-911 Escrow	Rate Stabilization	Total All Funds		
Amended Beginning Balance	596,326	583,597	372,970	160,751	120,523	507,041	2,341,208		
Revenue:									
From Participating Agencies	13,083,626	377,412	-	-	-	-	\$ 13,461,038		
Add: Revenue	271,000								
E-911 Revenue	-	-	-	-	1,470,055	-	\$ 1,470,055		
Add: E911 Revenue					50,000				
Miscellaneous Revenues	379,500	-	-	-	-	-	\$ 379,500		
Total Revenue	13,734,126	377,412	-	-	1,520,055	-	15,631,593		
Total 2023 Resources	\$ 14,330,452	\$ 961,009	\$ 372,970	\$ 160,751	\$ 1,640,578	\$ 507,041	\$ 17,972,801		
Expenditures									
Salaries & Wages	8,628,565	-	-	-	-	-	8,628,565		
Personnel Benefits	3,131,820	-	-	-	-	-	3,131,820		
Operating Services & Supplies	3,358,490	-	-	-	-	-	3,358,490		
Equipment Expense			221,500				221,500		
Capital Outlays	-	937,803		-	-	-	937,803		
Add: Capital Expenditures		150,000					150,000		
Total Expenditures	\$ 15,118,875	\$ 1,087,803	\$ 221,500	\$ -	\$ -	\$ -	\$ 16,428,178		
Transfers:									
Transfers In	1,470,055	178,000	-	-	-	-	1,648,055		
Transfer Out:									
To Operating	-	-	-	-	1,470,055	-	1,470,055		
To Capital Projects	178,000					-	178,000		
To ER & R	-	-	-	-	-	-	-		
Transfers In less Transfers out	\$ 1,292,055	\$ 178,000	\$ -	\$ -	\$ (1,470,055)	\$ -	\$ -		
2022 Ending Fund Balance	\$ 503,632	\$ 51,206	\$ 151,470	\$ 160,751	\$ 170,523	\$ 507,041	\$ 1,544,623		
Change in Fund Balance	\$ (92,694)	\$ (532,391)	\$ (221,500)	\$ -	\$ 50,000	\$ -	\$ (796,585)		

RESOLUTION 209

**RESOLUTION OF THE GOVERNING BOARD OF NORCOM AMENDING THE 2023
BUDGET**

WHEREAS, By Resolution 203, the NORCOM Governing Board adopted the 2023 budget;
and

WHEREAS, The NORCOM Governing Board desires to amend the 2020 budget

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

Section 1. The changes to the 2023 Budget for NORCOM, attached is incorporated in Exhibit A is adopted.

Section 2. A summary of the 2023 amended ending fund balances are as follows:

Fund	Budgeted Fund Resources	Amend: Add: Resources	Amend: Net Transfers	Amended Fund Resources
Operating	14,059,452	271,000	(150,000)	14,180,452
Capital Projects	961,009	-	150,000	1,111,009
Equipment Replacement	372,970	-		372,970
Operating Expense	160,751	-		160,751
E-911 Escrow	1,590,578	50,000	-	1,640,578
Rate Stabilization	507,041	-		507,041
Total	17,651,801	321,000	-	17,972,801

Section 3. 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 public meeting on this 13th of October, 2023.

Signed in authentication thereof on this 13th day of October, 2023.

Chair

Attest

Exhibit A

**NORCOM Budget
2023 Financial Summary- Budget Amendment**

NORCOM Budget Description	Operating	Capital Projects	Equipment Replacement	Operating Exp. Res.	E-911 Escrow	Rate Stabilization	Total All Funds
Amended Beginning Balance	596,326	583,597	372,970	160,751	120,523	507,041	2,341,208
Revenue:							
From Participating Agencies	13,083,626	377,412	-	-	-	-	\$ 13,461,038
<i>Add: Revenue</i>	<i>271,000</i>						
E-911 Revenue	-	-	-	-	1,470,055	-	\$ 1,470,055
<i>Add: E911 Revenue</i>					<i>50,000</i>		
Miscellaneous Revenues	379,500	-	-	-	-	-	\$ 379,500
Total Revenue	13,734,126	377,412	-	-	1,520,055	-	15,631,593
Total 2023 Resources	\$ 14,330,452	\$ 961,009	\$ 372,970	\$ 160,751	\$ 1,640,578	\$ 507,041	\$ 17,972,801
Expenditures							
Salaries & Wages	8,628,565	-	-	-	-	-	8,628,565
Personnel Benefits	3,131,820	-	-	-	-	-	3,131,820
Operating Services & Supplies	3,358,490	-	-	-	-	-	3,358,490
Equipment Expense			221,500				221,500
Capital Outlays	-	937,803		-	-	-	937,803
<i>Add: Capital Expenditures</i>		<i>150,000</i>					<i>150,000</i>
Total Expenditures	\$ 15,118,875	\$ 1,087,803	\$ 221,500	\$ -	\$ -	\$ -	\$ 16,428,178
Transfers:							
Transfers In	1,470,055	<i>178,000</i>	-	-	-	-	1,648,055
Transfer Out:							
To Operating	-	-	-	-	1,470,055	-	1,470,055
To Capital Projects	<i>178,000</i>					-	178,000
To ER & R	-	-	-	-		-	-
Transfers In less Transfers out	\$ 1,292,055	\$ 178,000	\$ -	\$ -	\$ (1,470,055)	\$ -	\$ -
2022 Ending Fund Balance	\$ 503,632	\$ 51,206	\$ 151,470	\$ 160,751	\$ 170,523	\$ 507,041	\$ 1,544,623
Change in Fund Balance	\$ (92,694)	\$ (532,391)	\$ (221,500)	\$ -	\$ 50,000	\$ -	\$ (796,585)



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 10/13/2023
Subject: November Meeting Decision

Executive Summary:

NORCOM staff is advising the Board that the November 10, 2022 Governing Board meeting occurs on a legal holiday. Staff is recommending that the Board consider this and has identified two options.

Move the November 10th meeting to November 9th
Cancel the meeting altogether, dependent on a careful needs assessment.

Background:

N/A

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 of the ILA meeting requirements and has carefully examined possible critical Board decision points. Staff recommends cancellation of the November meeting.

Staff Comments:

Nothing Additional

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 10/13/2023
Subject: October IT & Operations Newsletter - Bi-Monthly Dispatch Newsletter

Executive Summary:

The Newsletter contains Information Technology & Operations updates and is presented to the Board for review, input and questions. This month we are including the quarterly internal Dispatch Newsletter.

Background:

The Newsletter 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

October IT & Operations Newsletter
NORCOM Dispatch Newsletter



Information Technology Updates

From: Katy Myers, DDofA

October 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

Cradlepoint device passed testing for Horizon Heights site, hardware being purchased. KCERS microwave decommissioning in late October.

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

Last meeting held 9/11/23, pending feedback.

Body-Worn Cameras

Bellevue PD - Pending agreement.

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

SPIDR

Bellevue PD – live as of 9/25/2023.

CAD-to-CAD Interface

Operational teams continue reviewing workflows. Scheduled upgrade at Sno911 caused a few issues being worked on.

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

End to End testing done 10/3/2023, no priority issues found. Upgrade go live is scheduled for 10/24/2023.

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.

“These issues are always resolved in a timely manner. Much appreciated!”

“This is an example of receiving excellent support - as I have come to expect! Thanks for such a prompt and thorough response to our inquiry.”

“Thank you for the consistently excellent service.”

Last Month: 10 surveys were returned

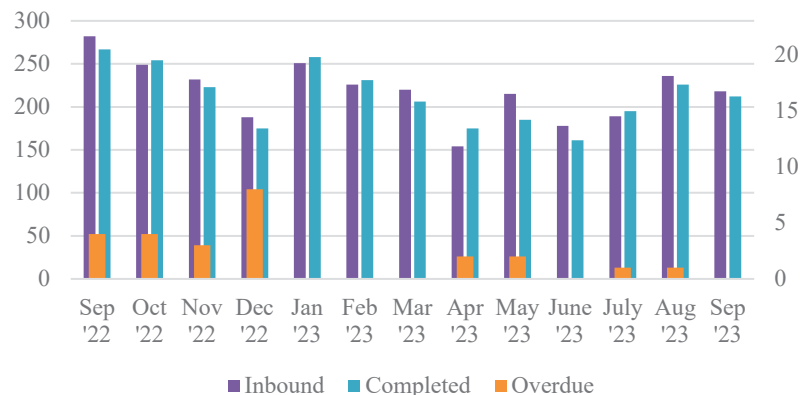
- Better than expected – 20
- As expected – 20

Service Requests

218 Inbound tickets
212 Completed tickets

0 overdue tickets

IT Service Desk





Operations Updates

From: Roky Louie, Deputy Director Operations

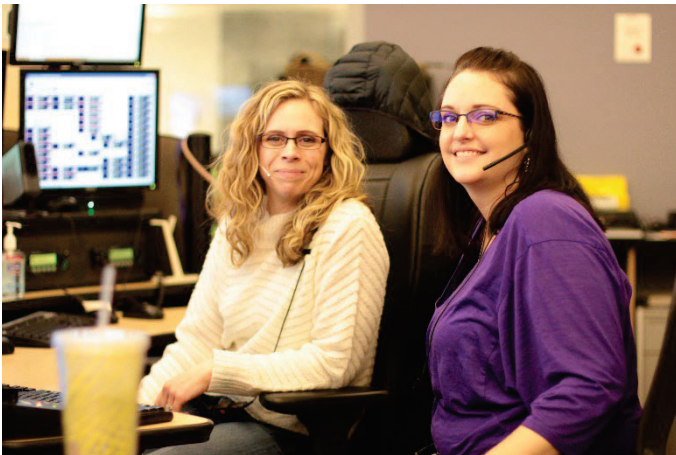
October 2023

New Hire Training

It takes a lot to be a NORCOM Telecommunicator. Our Telecommunicators are cross-trained to answer 911 phone calls, dispatch police, and dispatch fire.

This means that a fully trained NORCOM employee must be able to give childbirth or CPR instructions over the phone, and determine location be it in a downtown skyscraper, in a rural town, out hiking on a trail, or in the middle of a lake or river.

A fully trained Telecommunicator must be able to listen to multiple simultaneous fire tactical channels, patch radio channels together, and send out pages and tones.



They must be able to keep track of multiple simultaneous in progress police calls. They have to be able to read returns and, when necessary, enter warrants, missing persons, or stolen guns.

Training a person to do all this is a painstaking, deliberate process that takes between fifteen and eighteen months. It's as much training as an associates degree. But it is a comfort to know that the person on the other end of the radio or telephone has completed such a rigorous and exacting level of training.

The Training Process

Newly hired Telecommunicators are placed into a Call Receiving Academy where they learn all the basics of emergency call-taking and NORCOM procedures in general. The academy runs 10 weeks long and covers geography in both King and Snohomish Counties, police call processing, fire call processing, King County Emergency Medical Services Criteria Based Dispatch medical procedures, ACCESS Level II Certification, and simulated practical 911 call receiving tests.

Once a trainee has completed the ten week academy they train, one one-on-one with a trainer, referred to as a Communications Training Officer (CTO) on the floor taking actual 911 calls until they reach a point where they can do so without assistance. This process typically takes eight to ten weeks.



Once a call taker is fully trained to take calls they work a shift as a call taker for several months before they are assigned to either police or fire radio academy. Once again, they attend an academy, and then train one on one with a trainer for another eight to ten weeks, after which they work on their own as either a police or fire dispatcher.

Trainees go back into training a third time to learn the final radio they have not yet trained on. Once this is complete, they are a fully trained Telecommunicator.

NORCOM DISPATCH

ISSUE 3 | OCTOBER-NOVEMBER 2023 | VOLUME 3



Way Back When (a series)

These days we (and the public) take 911 for granted, but can you imagine a time when 911 wasn't a thing? The first 911 call ever made was on February 16, 1971, in Haleyville, Alabama (perhaps this is why we have so many Haleys/Haileys working here at NORCOM). Apparently, our area has been on the cutting-edge of Technology for a long time as 911 became a reality here two months later. On April 4, 1971, 911 service became available to residents of Seattle, Renton and Mercer Island. For Mercer Island, calls were routed to their own dispatch center that was opened in 1963. The center provided 24/7 dispatch and call



taking for Mercer Island's Police and Fire Departments (including volunteers) and was staffed by up to 5 full-time dispatchers when this picture was taken in 1986. Back then they worked 3 shifts that were rotated every 2 months. They continued operating their own stand-alone dispatch center until November 10, 2004, when they transferred police dispatching to Kirkland (also covering Medina) and fire dispatching to Eastside Communications (covering most of NORCOM's current fire area).

INSIDE THIS ISSUE

Happy Anniversary

Craft Fair

Fall Activities

T-shirt Design Contest

Bake Sale

Holiday Family

Pet Roundup

Birthdays

Trivia – Which Call Receiving Academy still has 50% of their members employed by NORCOM, but none as Telecommunicators? The answer is CRA5 who graduated academy on December 10, 2010 (whoa!). Congrats Dot & Andrew on staying the course!



THE NORCOM FUND

On April 21, 2023, we sent out a solicitation for donations to the "NORCOM Fund" which is used to buy flowers for our coworkers and friends who are going through tough times. Between April 21 and August 31, we received donations from 31 people totaling \$811. During the same period, we were able to use the donations to send flowers to 8 of our coworkers as well as WSP dispatch when one of their Dispatchers was involved in an on-duty crash and hospitalized. In total, we've spent \$870 on flowers which was paid for with your generous donations, the existing fund balance, and the soda/snack cabinet fund. To those who've contributed, THANK YOU. If you haven't donated and would like to, contact Kelly Stiefel. If you're grabbing snacks from the cabinet or freezer or soda from our machine, you're making a small contribution to the fund in that way as well.

If you become aware of someone in need of flowers, contact Kelly Stiefel.

Workiversaries

Upcoming & Year-to-Date

25 YEARS

Krystal McCoy—October 14

15 YEARS

Cory James—October 7

Dan Castiglione—March
Jessica Havens—August

10 YEARS

Kelly Stiefel—January
Daniel Finnis—January

Melissa Mullen—January
Heidi Haley—January

5 YEARS

Nicole Goodman—January
Amanda Stetz—September

Tracey Matney—July

1 YEAR

Mana Guerrero—October 5
Anna Snyder—November 7
Jenna Taylor—January
Addy Boak—June

McKayla Nilsson—November 7
Tia Flood—November 7
Emily Koorstad—March
Scott Norcross—July



This year's holiday craft fair will be both online and in person. We ask all crafters to make a commitment and have photo examples of their crafts for us to post online. We will invite our responder agencies to participate via the online sales. Once online sales have closed, anything remaining will go on sale at NORCOM. We had some fun items at this event last year, what will YOU contribute this year?

FALL FUN

Fall colors, pumpkin spice, sweatshirt weather and BOO! It's time to be scared. Is it the tight spaces, the ghoulish, ghostly figures hidden around the corners or the thoughts of frightful fates that awaited those in the Harry Potter corn mazes?

What scares you? If you're looking for a little fresh air and light-hearted fun this fall, perhaps a visit to a nearby (or far) pumpkin



patch or corn maze? This is a non-all-inclusive list of some potential options! If you take yourself, your family or your friends (or any combination), send a picture to eventscommittee@norcom.org to be featured in a future newsletter!

[Spooner Farms—Puyallup](#)

[Thomas Family Farm-Snohomish](#)

[Carpinitos—Kent](#)

[Craven Farm—Snohomish](#)

[JB Family Farm—Woodinville](#)

[Remlinger Family Farms-Carnation](#)



Whether you're cruising in your antique gas-guzzler or saving the planet and your pock-

etbook in a sleek and stylish electronic automobile, road trips are a classic fall activity. Where will you take a road trip this fall? Here's some great options: [Leaven-](#)

[worth for Oktoberfest](#), [Hwy 2 Stevens Pass](#)

[Greenway](#) to see the trees change color,

[Whidbey Island](#) and [WA fall scenic drives](#).

[Scenic views on Hy2 Video](#) taken by Devin Pekema and Nick Curry

Congratulations to Amanda Stetz for the winning t-shirt contest design. We will email t-shirt ordering options and information in mid-November. Special thanks to Amanda as well as all of those who submitted designs: Devin Randall, Mark Wood, Jessie Blackwell and Nick Curry.



The annual bake sale will take place from December 4-10. There is a Governing Board meeting on December 8 and we normally sell large amounts to attendees. Keep an eye out for an email and start planning your recipes. Bake Sale proceeds go to support the holiday family we adopt!





2012



2014



2016



2018

A long-time tradition at NORCOM is adopting families for the holidays. This year, we've partnered with Normandy Park PD to identify families in need. First up is a food drive with the goal of stocking a family's pantry for the month of

November. More details coming soon. The second family 'adoption' will be toward the end of December.

We will get their gift wish-list distributed as soon as we can.

Photos of our holiday families from the past made the Grinch's heart grow 2 sizes!!



2013

