

- 1. Call to Order
- 2. Roll Call
- 3. Open Communications from the Public
- 4. Consent Agenda
  - A. Governing Board Meeting Minutes January 12, 2024
  - B. AP Reports January 2024
- 5. For Briefing to Board
  - A. NORCOM Facility Needs and Options
- 6. For Board Decision
  - A. Principals Assembly
- 7. Newsletters
  - A. February 2024 IT & Operations Newsletter
- 8. Adjournment

The next Governing Board meeting is scheduled for March 8, 2024.



#### MEMORANDUM

То:	Governing Board
From:	Bill Hamilton, Executive Director
Date:	02/09/2024
Subject:	Governing Board Meeting Minutes January 12, 2024

#### **Executive Summary:**

The January 2024 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:NoLegal Review:NoJoint Operations Board Review:No

Attachments

GB Meeting Minutes 011224



#### Meeting Minutes NORCOM Governing Board January 12, 2024

Nathan McCommon City of Bellevue City of Bothell Toni Call City of Kirkland Julie Underwood City of Kirkland Cherie Harris City of Lake Forest Park Mike Harden Austin Gidlof City of Medina Jeff Magnan City of Mercer Island Mike Bailey City of Snoqualmie Ben Lane Eastside/Woodinville Fire & Rescue Brian Culp Fire District #27 (Vice-Chair) Shoreline/Northshore Fire Department Matt Cowan

#### ABSENT

**MEMBERS** 

Kyle Kolling	City of Clyde Hill
Jeff Sass	City of Medina (Chair)
Dan Yourkoski	City of Normandy Park
Wendy Moffat	Duvall Fire District #45
Adrian Sheppard	Redmond Fire Department
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

#### NORCOM TREASURER

	Michael Olson	City of Kirkland (Board Treasurer)
GUESTS		
	Member of the public	Resident
NORCOM STAFF		
	Bill Hamilton	Executive Director
	Katy Myers	Deputy Director Administrative Services
	Judy Cayton	Human Resource Manager
	Marianne Deppen	Finance Manager
	Jeremy Henshaw	Law Enforcement Liaison
	Cory James	Fire Liaison
	Zeb Middleton	IT Senior Systems Engineer
	Maggie Johanson	Administrative Assistant
	Ben Webb	Public Records & QA Specialist
	Deanna Gregory	Pacifica Law Group



#### o Call to Order

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

#### • Open Communications from the Public

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

#### o Consent Agenda

- Governing Board Meeting Minutes December 8, 2023
- Accounts Payable Report December

There was no discussion on any consent agenda items.

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

Motion carried.

#### o Board Briefing

#### • Space Needs

Director Hamilton introduced the topic of the space needs study which the Board is aware of, and the decision made at the September 2023 Governing Board meeting to postpone the topic until Quarter 1 of 2024. NORCOM staff would like to advise the Board that an analysis of the current lease with the City of Bellevue is being conducted along with acquiring a consulting service of a Bellevue-based firm that provides expertise in local and regional commercial property valuation and lease negotiations. These services are consistent with the goals of the previously approved RFP. Staff will present the findings at the February 2024 Governing Board meeting.



#### Meeting Minutes NORCOM Governing Board January 12, 2024

#### • 2024 NORCOM Projects Plan Review

Director Hamilton introduced the 2024 Project Plan Review topic stating that many projects large & small we completed in 2023 and 2024 looks to be an even busier year. Deputy Director Myers provided an overview of the projects completed and stated we should celebrate the work we have completed. Deputy Director Myers went over each of the continuing and new 2024 projects, allowing for questions.

#### o For Board Decision

#### • Principals Assembly

Director Hamilton presented the Principals Assembly's topic, noting that several Board members have asked if the initial drivers still exist for this event. If this event is to change, it would need to be done by a Resolution. Chief Yourkoski stated the Principal Assembly Meeting was very valuable at one time; however, over the years, it has been less attended. He offered the possibility that we should suspend this particular section of the meeting or do it every other year. Chief Magnan stated he spoke with Chief Holmes and agreed that the organization is robust and the Governing Board is very versed. The Annual Report which is a state of the union document is produced every year providing the information presented at the Principal Assembly meeting. After further discussion, it was decided that the Governing Board would go back to their elected officials to discuss and bring the topic back to the next Governing Board meeting.

#### o Adjournment

Chief Culp adjourned the meeting at 9:38.

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



Meeting Minutes NORCOM Governing Board January 12, 2024

Approved by:

Chair

Attest:

Secretary



#### MEMORANDUM

То:	Governing Board
From:	Bill Hamilton, Executive Director
Date:	02/09/2024
Subject:	AP Reports January 2024

#### **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:

Nothing additional

### Options

Risks

# Finance Committee Review:YesLegal Review:No

Joint Operations Board Review: No

Attachments

AP Reports 202401

#### NORCOM

#### ACTIVITY JANUARY 1, 2023 THROUGH JANUARY 26, 2023

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,400,645.08

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

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

Governing Board Chair

Governing Board Vice Chair

Date

Date

Date

	2024 Budget	January Activity	2024 Col	lected to Date	% collected
Agency Revenue	15,191,029	3,797,757	\$	3,797,757	25%
Agency Reimbursements	200,000	2,035	\$	2,035	1%
Grants/Intergovernmental/Interest	250,000	-	\$	-	0%
Total	15,641,029	3,799,793		3,799,793	24%
Transfers In	1,500,000	-	\$	-	0%
Revenues + Transfers	17,141,029	3,799,792.52		3,799,793	22%

iterendes i Hansiers	,,020		0,100,102.02		0,100,100	22.70	
Expenses							
	2024 Budget		January Activity		2024 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	9,176,291	\$	492,160	\$	492,160	5%	8,684,132
Salaries & Wages - Overtime	333,954	\$	51,216	\$	51,216	15%	282,739
Professional Reimbursements	4,200	\$	323	\$	323	8%	3,877
Nedical	1,386,792	\$	105,835	\$	105,835	8%	1,280,957
ISA Contributions	32,965	\$	2,028	\$	2,028	6%	30,937
Dental	102,950	\$	7,595	\$	7,595	7%	95,355
/ision	13,789	\$	1,025	\$	1,025	7%	12,764
ong-Term Care	7,184	\$	592	\$	592	8%	6,593
SA Fees	2,955	\$	-	\$	-	0%	2,955
Medicare	142,449	\$	7,447	\$	7,447	5%	135,002
MEBT	580,026	\$	34,466	\$	34,466	6%	545,560
PERS	975,516	\$	52,480	\$	52,480	5%	923,036
Vashington FMLA	22,412	\$	1,175	\$	1,175	5%	21,237
Jnemployment	101,920	\$	5,893	\$	5,893	6%	96,027
Vorkers Comp	45,977	ŝ	1,800	\$		4%	44,177
Total Personnel	12,929,380		764,035	\$		6%	12,165,345
Advertising	22,500	\$	214	\$		1%	22,286
Bank Fees	50	\$	-	\$		0%	50
Cellular, Pager & Radio Svcs	27,332	\$	-	\$	-	0%	27,332
Computer Hardware-Non Capital	13,028	\$	528	\$	528	4%	12,500
Consumable Goods	17,060	\$	97	\$	97	1%	16,963
Dues & Memberships	13,304	\$	10,075	\$	10,075	76%	3,229
quipment Leases	25,580	\$	121	\$	5 121	0%	25,458
acility Lease	801,874	\$	45,047	\$	45,047	6%	756,828
inancial Audit	27,270	\$	-	\$	-	0%	27,270
losted Services	198,023	\$	99	\$	99	0%	197,924
IR Services	88,092	\$	-	\$	-	0%	88,092
nsurance	100,034	\$	135,354	\$	135,354	135%	(35,320
egal Services	133,350	\$	-	\$	-	0%	133,350
ocal Travel/Training/ Mileage	6,900	\$	-	\$	-	0%	6,900
Network Service	49,749	\$	477	\$	477	1%	49,272
Office Furniture	15,574	\$	-	\$	-	0%	15,574
Office Supplies	6,500	\$	123	\$	123	2%	6,377
Operating Supplies	5,100	ŝ	80	\$		2%	5.020
Parking Lease	31,200	\$	3,359	\$	3,359	11%	27,841
Payroll Services	17,010	\$	759	\$		4%	16,251
Postage	1,000	\$	-	\$	-	0%	1,000
Printing	2,000	\$	-	\$	-	0%	2,000
Professional Services	102,040	ŝ	-	ŝ		0%	102,040
R&M - Network Equipment	442,892	\$	-	\$		0%	442,892
R&M - Office Equipment	2,500	\$	-	\$		0%	2,500
R&M - Software Maintenance	987,760	ŝ	375	ŝ		0%	987,385
Radio Site Lease	60,301	\$	-	\$		0%	60,301
Recruitment Supplies	2,000	ŝ	_	ŝ		0%	2,000
Small Tools & Minor Equipment	11,000	\$	-	\$		0%	11,000
Software/Licensing	88,612	ې \$	- 13,834	\$		16%	74,778
elephone Services	40,180	э \$	673	э \$		2%	39,507
raining/Conf Registrations	35,935	э \$	792	э \$		2%	39,507
raining/Conf Registrations/ Travel	27,138	э \$	192	э \$		2%	27,138
ransfers Out	1,318,945	э \$	-	э \$		0%	1,318,945
Total Supplies & Services	4,721,834	¢	212,006	\$		4%	4,509,828
Total Supplies & Gervices	1,721,004		212,000	ψ	212,000	470	4,000,020
GRAND TOTAL	17,651,215		976,041	\$	976,041	6%	16,675,173

502-	Capital	Proj	jects

	2024 Budget	January Activity	2	024 Spending to Date	% used		Remaining Balance
Alpha Numeric Paging	900,000	\$ 894	\$	894	(	)%	899,106
Console Replacement Project	714,000	\$ -	\$	-	(	1%	714,000
CAD Radio Interface	200,000	\$ -	\$	-	0	)%	200,000
CAD to NICE	35,000	\$ -	\$	-	(	1%	35,000
	1,849,000	894		894	0.0	)%	1,848,106

503- Equipment Replacement:							
	2024 Budget	Ja	nuary Activity	20	24 Spending to Date	% used	Remaining Balance
Desktops/Laptops/Phones	30,850	\$	10,508	\$	10,508	34%	20,342
Network Costs	75,000	\$	42,609	\$	42,609	57%	32,391
Routers/Servers	117,674	\$	-	\$	-	0%	117,674
Switches & Access Points	33,250	\$	-	\$	-	0%	33,250
	256,774		53,117		53,117	20.7%	203,657

505-E 911 Escrow					
Revenues:	2024 Budget	January Activity	Collected to Date	% collected	
E-911 Escrow	1,520,055	-	\$-	0%	
Investment Interest	-	-	\$-		
	1,520,055	-	\$-	0%	
Expenditures:	2024 Budget	January Activity	2024 Spending to Date	e % used	Remaining Balance
Transfers Out	1,500,000	\$-	_\$-	0%	1,500,000

for Period Ending January 26, 2024

#### NORCOM Financial Summary for Period Ending January 26, 2023

		2024 Adopted Budget	Actual	Percent of Budget
501 Operating Fund				
		746,633	743,633	
2024 Beginning Fund Balance	Agency Revenue	15,191,029	\$ 3,797,757	25.00%
Total Expenditures Available Fund Balance 502 - Capital Projects Fund 2024 Beginning Fund Balance Revenue Collected Total Resources Total Expenditures Available Fund Balance		450,000	\$ 2,035	0.45%
	Transfers In	1,500,000	\$ -	0.00%
Revenue Collected		17,141,029	3,799,793	22.17%
Total Resources		17,887,662	4,543,426	
	Personnel Expenditures	12,928,930	\$ 764,035	5.91%
		3,400,787	\$ 212,006	6.23%
	Transfers Out	1,318,945	\$ -	0.00%
Total Expenditures		17,648,662	976,041	5.53%
Available Fund Balance		\$239,000	\$ 3,567,384	
		51,206	\$51,206	
2024 Beginning Fund Balance	A ganay Payanua	51,200	\$51,200	0.00%
		-	- 30	0.00%
		-	-	0.00%
	Transfers In	560,000	-	0.00%
Revenue Collected		560,000	-	0.00%
		611,206	51,206	
	Expenditures	1,849,000	\$ 894	0.05%
	Transfers Out	-	\$ -	0.00%
Total Expenditures		1,849,000	894	0.05%
Available Fund Balance		-\$1,237,794	\$50,312	
2024 Beginning Fund Balance     Agency Revenue Other Revenue Transfers In       Revenue Collected     Personnel Expenditures Operating Expenditures       Total Resources     Personnel Expenditures Operating Expenditures       Total Expenditures     Transfers Out       S02 - Capital Projects Fund 2024 Beginning Fund Balance     Agency Revenue Investment Interest Non-Operating Revenue Transfers In       Revenue Collected     Agency Revenue Investment Interest Non-Operating Revenue Transfers Out       Total Resources     Expenditures       Total Expenditures     Expenditures       S03 - Equipment Replacement Reserve 2024 Beginning Fund Balance     Investment Interest Non-Operating Revenue Transfers In	151,470	\$151,470	0.00%	
		-		0.00%
		111,130	-	0.00%
				0.00%
Revenue Conected		111,130	-	0.0078
Total Resources		262,600	151,470	
	Expenditures	256,774	\$ 53,117	20.69%
			-	0.00%
Total Expenditures		256,774	53,117	20.69%
Available Fund Balance		\$5,826	\$98,353	
Avanable Fully Dalance		\$3,820	\$70,333	

		4 Adopted Budget	Actual	Percent of Budget
504 - Operating Expense Reserve				
2024 Beginning Fund Balance		\$ 160,751	\$160,751	
6 6	Investment Interest	\$ -	-	0.00%
	Other Revenue	\$ -	-	0.00%
	Transfers In	\$ 40,000	-	0.00%
Revenue Collected		40,000	-	0.00%
Total Resources		 200,751	160,751	
	Operating Expenditures Transfers Out	-	-	0.00% 0.00%
Total Expenditures		-	-	0.00%
Available Fund Balance		\$200,751	\$160,751	
505 - E-911 Escrow Trust				
2024 Beginning Fund Balance	Operating Revenue	\$170,532 1,500,000	\$170,532 \$-	0.00%
	Investment Interest	-	ə - -	0.00%
Revenue Collected		1,500,000	-	0.00%
Total Resources		1,670,532	170,532	
	Expenditures	-	-	0.00%
	Transfers Out	1,500,000	-	0.00%
Total Expenditures		1,500,000	-	0.00%
Available Fund Balance		\$170,532	\$170,532	
506 - Rate Stabilization Reserve		\$507.041	0.507.041	
2024 Beginning Fund Balance	Turnet and Turken and	\$507,041	\$507,041	0.00%
	Investment Interest Non-Operating Revenue	-	-	0.00%
	Transfers In	607,814	-	0.00%
Revenue Collected		607,814	-	0.00%
				010070
Total Resources		1,114,855	507,041	
	Expenditures	-	-	0.00%
	Transfers Out	-	-	0.00%
Total Expenditures		-	-	0.00%
		\$1,114,855	\$507,041	

#### Accounts Payable

Checks by Date - Detail by Check Date

User: Printed: mryerson 1/26/2024 11:16 AM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	120	ADP	01/05/2024	
	650183843	Workforce Now Payroll Solution Bundle PPE	12	420.17
		Total fo	or this ACH Check for Vendor 120:	420.17
ACH	146 Q42023	DEPT OF LABOR & INDUSTRIES L&I Taxes - 2023 Q4	01/05/2024	10,453.68
		Total fo	or this ACH Check for Vendor 146:	10,453.68
ACH	327	ASSOCIATION OF WASHINGTON CI	FIL 01/05/2024	-,
Ach	121757	AWC Annual Membership	111 01/03/2024	10,074.69
		Total fo	or this ACH Check for Vendor 327:	10,074.69
20714	364 12272023	AT&T Cellular Services ACCT# 28729172817	01/05/2024	388.31
			Total for Check Number 20714:	388.31
20715	3 12282023	AT&T MOBILITY Cellular Services ACCT# 287015346980	01/05/2024	148.70
			Total for Check Number 20715:	148.70
20716	783 Norcom3 Norcom4	BENDIKSEN & BALL POLYGRAPH Polygraph Servces - 2X Polygraph Servces - 1X	01/05/2024	600.00 300.00
			Total for Check Number 20716:	900.00
20717	8 12102023	CENTURYLINK Telephone Services ACCT# 356B	01/05/2024	868.00
			Total for Check Number 20717:	868.00
20718	9 668749736	CENTURYLINK Telephone Services ACCT# 79765571	01/05/2024	171.02
			Total for Check Number 20718:	171.02
20719	324	CRISTA MINISTRIES	01/05/2024	
	59168-9	Tower Rental - December 2023		593.98
			Total for Check Number 20719:	593.98
20720	447 406351	FIRST CHOICE COFFEE SERVICES Ice Machine Rental - January 2024	01/05/2024	121.11
			Total for Check Number 20720:	121.11
20721	293	FIRSTWATCH	01/05/2024	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	FW110774	First Watch Annual Maintenance		14,604.72
			Total for Check Number 20721:	14,604.72
20722	733 01032024	SEAN GOEHNER Mileage Reimbursement - December 2023	01/05/2024	98.79
			Total for Check Number 20722:	98.79
20723	586 2024-01	MEYDENBAUER CENTER Construction Employee Parking - January	01/05/2024	1,950.00
			Total for Check Number 20723:	1,950.00
20724	331 01012024	ZEB MIDDLETON Mileage Reimbursement - December 2023	01/05/2024	52.27
			Total for Check Number 20724:	52.27
20725	377 PSTI23-369	PST INVESTIGATIONS Background Investigation & Report - 3X	01/05/2024	4,307.75
			Total for Check Number 20725:	4,307.75
20726	256 2023-1501	PUBLIC SAFETY TESTING INC Q4 Subscription Fees	01/05/2024	1,078.00
			Total for Check Number 20726:	1,078.00
20727	762 23110	SOUTH SOUND POLYGRAPH, LLC Polygraph Services - 4X	01/05/2024	1,200.00
			Total for Check Number 20727:	1,200.00
20728	366 12212023	T MOBILE Cellular Services ACCT# 947208760	01/05/2024	37.40
			Total for Check Number 20728:	37.40
20729	79 9951600202	VERIZON WIRELESS Cellular Services ACCT# 471583790	01/05/2024	1,362.09
			Total for Check Number 20729:	1,362.09
20730	658 INV031571	WA ASSOCIATION OF SHERIFFS & PC Fall Conference Registration	DI 01/05/2024	375.00
			Total for Check Number 20730:	375.00
20731	713 200151	WA CITIES INSURANCE AUTHORITY Property Coverage 2024	01/05/2024	10,286.00
			Total for Check Number 20731:	10,286.00
20732	692 12262023	ZIPLY FIBER Telephone Services ACCT# 0215	01/05/2024	617.69
			Total for Check Number 20732:	617.69
20733	543 69767220	ZOHO Corporation Subscription Fee For ManageEngine 1.2.24 - 1	01/05/2024 .6	13,470.74

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 20733:	13,470.74
			Total for 1/5/2024:	73,580.11
20734	87 00181966	WA STATE PATROL Access User Fee October - December 2	01/08/2024	18,000.00
			Total for Check Number 20734:	18,000.00
			Total for 1/8/2024:	18,000.00
ACH	120 650644156 651152658 PPE 01072024 PPE 01072024 PPE 01072024 PPE 01072024 PPE 01072024 PPE 01072024	ADP Previous Quarter Adjustment Fee Payroll Services And Workforce NOW Medicare Payable PPE 01072024 Accrued Wages PPE 01072024 Garnishments Payable PPE 01072024 Accrued Employment Security & WAO Federal Taxes Payable PPE 01072024		91.25 667.26 10,579.26 266,420.28 253.56 5,254.37 47,342.60 2,917.09
			Total for this ACH Check for Vendor 120:	333,525.67
ACH	131 JAN2024 PPE 01072024	HEALTH EQUITY HSA Admin Fees HSA Contributions PPE 01072024	01/19/2024	51.35 1,343.23
			Total for this ACH Check for Vendor 131:	1,394.58
ACH	132 PPE 01072024	WILMINGTON TRUST MEBT Payable PPE 01072024	01/19/2024	48,857.71
			Total for this ACH Check for Vendor 132:	48,857.71
ACH	133 DEC2023	DEPT OF RETIREMENT SYSTE PERS Contributions Payable - Decemb		126,364.57
			Total for this ACH Check for Vendor 133:	126,364.57
ACH	67 DEC23 DEC23	DEPT OF REVENUE Excise Tax - December 2023 Excise Tax - December 2023	01/19/2024	84.42 196.95
			Total for this ACH Check for Vendor 67:	281.37
ACH	788 PPE 01072024	EMILY BERGERON Physical Check PPE 01072024	01/19/2024	848.96
			Total for this ACH Check for Vendor 788:	848.96
ACH	789 PPE 01072024	KENNEDY HENDERSON Physical Check PPE 01072024	01/19/2024	817.46
			Total for this ACH Check for Vendor 789:	817.46
ACH	790 PPE 01072024	CHRISTOPHER WRIGHT Physical Check PPE 01072024	01/19/2024	817.46

Check Amount	Check Date Reference	Vendor Name Description	Vendor No Invoice No	Check No
817.46	his ACH Check for Vendor 790:	Total for		
817.46	01/19/2024	WILLOW DANIEL Physical Check PPE 01072024	791 PPE 01072024	ACH
817.46	his ACH Check for Vendor 791:	Total for		
665.73	01/19/2024	JAMIE CHARNELL Physical Check PPE 01072024	792 PPE 01072024	ACH
665.73	his ACH Check for Vendor 792:	Total for		
179.74	01/19/2024	ACCESS CORP Shredding Services - December	718 10681506	20735
179.74	Total for Check Number 20735:			
673.03	01/19/2024	BRCK INC Telephone Services ACCT# S00166571	710 INV016453	20736
673.03	Total for Check Number 20736:			
72,332.56 263.95 894.12 9,269.98 263.95 10,508.03 363.73 375.31 42,608.70	01/19/2024	CDW-GOVERNMENT INC HPE Pointnext Dat 1 SVC Wireless Headset APC Smart UPS for Alpha Paging Project Brocade - 2YR Renewal Wireless Headset HP EliteBook 840 G10 Notebook MS Project License Office 365 License Upgrade - 2X Pure Storage Evergreen Gold Subscription	6 NS68960 NV19001 NV88119 NW14269 NW25631 NW29615 NX44530 NZ29188 NZ64783	20737
136,880.33	Total for Check Number 20737:			
1,211.77 622.50 477.00	01/19/2024	CITY OF BELLEVUE Monthly Parking Spaces - January 2024 Monthly Parking Spaces - January 2024 Fiber Usage Rental Fee - January 2024	11 47783 47783 47784	20738
2,311.27	Total for Check Number 20738:			
45,046.56	01/19/2024	CITY OF REDMOND FINANCE DEPT Public Safety Backup Building 2024 Lease	15 FTI0000271	20739
45,046.56	Total for Check Number 20739:			
126.92	01/19/2024	COPIERS NORTHWEST Copier Lease - December 2023	18 INV2762615	20740
126.92	Total for Check Number 20740:			
24,222.00	01/19/2024	FIRSTLINE BUSINESS SYSTEMS, INC Nice Annual Support	627 9437	20741
24,222.00	Total for Check Number 20741:			
2,622.50 3,959.00 6,201.50	01/19/2024	FISHER BROYLES, LLP Legal Services - RAADAR Legal Services - RAADAR Legal Services - RAADAR	751 628098 638581 642105	20742

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	652908 662398 670216	Legal Services - RAADAR Legal Services - RAADAR Legal Services - RAADAR		23,309.20 4,338.00 290.00
			Total for Check Number 20742:	40,720.20
20743	675 PPE 01072024	ICMA-RC VANTAGEPOINT TRANS	FER 01/19/2024	6,665.32
			Total for Check Number 20743:	6,665.32
20744	786 LM695374001	JLL BROKERAGE Consulting Fee	01/19/2024	25,000.00
			Total for Check Number 20744:	25,000.00
20745	252 11014251	KING COUNTY FINANCE KCIT INET Other MISC SVC - December 2	01/19/2024 2023	1,860.00
			Total for Check Number 20745:	1,860.00
20746	557 11182266	LANGUAGE LINE SERVICES Over-The-Phone Interpretation - December	01/19/2024	430.07
			Total for Check Number 20746:	430.07
20747	728 158970	MULTICARE CENTERS OF OCCUP Physical Exam - 7X	ATIC 01/19/2024	1,729.00
			Total for Check Number 20747:	1,729.00
20748	569 JAN24	NORCOM ASSOCIATED GUILD NAG Dues - Janaury 2024	01/19/2024	1,679.66
			Total for Check Number 20748:	1,679.66
20749	52 87592	PACIFICA LAW GROUP Legal Services - General	01/19/2024	1,950.00
			Total for Check Number 20749:	1,950.00
20750	711 2190	PETEK & ASSOCIATES Pre-employment Psychological Evaluation -	01/19/2024 • Dec	1,540.00
			Total for Check Number 20750:	1,540.00
20751	673 PPE 01072024	PUBLIC SAFETY EMPLOYEES UNI PSEU Dues - January 2024	ON 01/19/2024	755.25
			Total for Check Number 20751:	755.25
20752	256 2024-25	PUBLIC SAFETY TESTING INC December 2023 PST Candidate Testing - 17	01/19/2024 X	187.00
			Total for Check Number 20752:	187.00
20753	630 43387	SITECRAFTING INC Monthly Website Hosting - Pantheon Platfo	01/19/2024 rm	99.00
			Total for Check Number 20753:	99.00
20754	784 24-01001	THE SALES GROUP, INC Concept Chair For Dispatch	01/19/2024	1,574.43

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 20754:	1,574.43
20755	713	WA CITIES INCLIDANCE ALTUODITY	01/10/2024	
20755	200151	WA CITIES INSURANCE AUTHORITY Crime/Fidelity Fee	01/19/2024	955.00
			Total for Check Number 20755:	955.00
20756	692	ZIPLY FIBER	01/19/2024	
20750	12282023	Telephone Services ACCT# 6115	011172021	94.32
			Total for Check Number 20756:	94.32
20757	75	US BANK CORPORATE PAYMENT SY	S 01/19/2024	
	01012024	Indeed - Job Advertising		213.74
	01022024	Office Depot - Stamp		47.04
	01022024	Classmarker - Training Software Annual Fee		792.00
	01022024	Amazon - Under Desk Foot Rest		32.58
	01022024	Ingallinas Lunch - Meeting		63.41
	01022024	Safeway- Governing Board Refreshments		8.80
	01022024	Amazon - Web Services December 2023		860.80
	01022024	Office Depot - Lamenating Pouch		154.13
	01032024	Amazon - Wireless WiFi Adapter		29.78
	01032024	Amazon - Storage Bag		29.78
	01042024	Headsets Direct - Headsets 16X		1,317.50
	01052024	Herman Miller - Office Chair 1X		1,898.13
	01052024	Amazon - Envelopes		23.51
	01072024	Amazon - Pens, Index Cards, Envelopes		52.24
	01082024	Costco - Kleenex		47.36
	12112023	Office Depot - Tab Dividers 2X		28.14
	12132023	Amazon - Desk Fan		15.40
	12142023	Amazon - Air Vent Deflectors		33.00
	12142023	Amazon - Binder 12X And Post-Its		77.37
	12152023	Amazon - Memo Pads 4X And Dry Erase Mark	te	114.47
	12162023	Primo Water Delivery		167.30
	12192023	Amazon - Chair Maintenance Parts, Tools, And	1 5	213.04
	12192023	Amazon - Dish Detergent		15.40
	12202023	Amazon - Note Pad 12X		17.15
	12202023	Honey Baked Ham - Christmas Meal		122.04
	12212023	Costco - Christmas Meal		147.02
	12212023	Costco - WellCity Spending - Healthy Snacks		225.27
	12222023	Amazon - Mobile Monitor, Phone Shoulder Re	st	437.21
	12222023	Fred Meyer - Christmas Meal Gravy		32.98
	12262023	Office Depot - Office Chair		140.72
	12262023	Modern Office - Office Chair 2X		998.00
	12272023	Amazon - Printer Paper		145.59
	12272023	Primo Water Delivery		6.79
	12272023	Starkey - Headset 5X		685.00
	12272023	Headset Plus - Wireless Adapter 4X And Repla	C(	2,640.70
	12272023	Amazon - WellCity Spending Felt Furniture Co		18.71
	12272023	Office Depot - Office Chairs 2X		533.06
	12282023	Costco - Office Chair 1X		269.74
	12282023	Costco - Lysol Wipes		29.04
	12292023	Dollartree - Recruitment Supplies		17.63
	12292023	Costco - Coffee And Creamer		109.55
				109.33
	12292023	Costco - WellCity Spending Healthy Snacks		
	12302023	Amazon - Office Chair 2X		324.79
	12302023	Primo Water Delivery		184.28

Check Amoun	Check Date Reference	Vendor Name Description	Vendor No Invoice No	Check No
822,535.52	Total for 1/19/2024:			
2,655.07 38,709.36 4,760.44 9,604.70 252,559.60	4 ACares PPE	ADP FMLA Taxes Payable PPE 012120 Federal Taxes Payable PPE 01212 Accrued Employment Security & Medicare Taxes Payable PPE 012 Accrued Wages PPE 01212024	120 PPE 01212024 PPE 01212024 PPE 01212024 PPE 01212024 PPE 01212024	АСН
308,289.17	Total for this ACH Check for Vendor 120:			
1,286.99	01/26/2024	HEALTH EQUITY HSA Contributions PPE 01212024	131 PPE 01212024	ACH
1,286.99	Total for this ACH Check for Vendor 131:			
44,268.33	01/26/2024	WILMINGTON TRUST MEBT Contributions PPE 012120	132 PPE 01212024	ACH
44,268.33	Total for this ACH Check for Vendor 132:			
1,279.95	01/26/2024 Sebruary 202	COLONIAL LIFE Supplemental Insurance Premium	134 FEB2024	ACH
1,279.95	Total for this ACH Check for Vendor 134:			
1,694.02	01/26/2024 ble February	RELIANCE STANDARD Life/LTD Insurance Premiums Pay	140 FEB2024	ACH
1,694.02	Total for this ACH Check for Vendor 140:			
1,103.90 113,210.40 8,293.80	2024 7 2024	ASSOCIATION OF WASHIN Vision Premiems Payable Februar Medical Premiems Payable Februar Dental Premiems Payable Februar	327 FEB24 FEB24 FEB24	ACH
122,608.28	Total for this ACH Check for Vendor 327:			
6,389.71		ICMA-RC VANTAGEPOINT ICMA 457 Contributions PPE 012	675 PPE 01212024	20758
6,389.71	Total for Check Number 20758:			
713.00	01/26/2024 s February 2	UNUM Long Term Care Insurance Premiu	74 FEB2024	20759
713.00	Total for Check Number 20759:			
486,529.45	Total for 1/26/2024:			
1,400,645.08	Report Total (65 checks):			



#### MEMORANDUM

To:	Governing Board
From:	Bill Hamilton, Executive Director
Date:	02/09/2024
Subject:	NORCOM Facility Needs and Options

#### **Executive Summary:**

The NORCOM Governing Board has expressed interest in researching NORCOM's future growth needs as it relates to a facility.

In general, this interest has been expressed as follows:

- Understanding the funding process requirements as well as the related restrictions or opportunities associated with the construction of a new facility
- Exploring the current NORCOM lease with the City of Bellevue as it relates to the current commercial lease market.
- Identifying the general availability of suitable alternative locations to include expansion within our current facility.

Staff will present a detailed briefing, providing background and addressing each interest.

#### Background:

The general NORCOM lease has been in existence since 2009 and, in addition to the physical space, provides for many ancillary services, which include redundant power sources, secure employee parking, facility maintenance, janitorial services, and many others.

The NORCOM lease is a seven-year agreement with an auto-renewal provision. The lease cost increases yearly in alignment with CPI. The current lease period auto-renewed in 2023 and expires in 2030. Additionally, the lease allows either party to end the agreement with a 30-month pre-notification.

#### Past Board or Other Related Actions:

As NORCOM continues to be successful and grow as an agency, the Governing Board wishes to be proactive regarding physical space needs.

#### Policy and Strategic Implications:

Upon receiving the staff update, the Board may choose to direct staff in several ways to include (but not limited to) any combination of the following:

- Continue with the "status quo" but continue to proactively identify space needs.
- Explore lease cost modifications with the City of Bellevue.
- Approve funding for a more precise consultant-based exploration of:
  - The costs associated with new construction
  - The costs associated with moving to an alternate location and re-establishing existing infrastructure

#### NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends the Board receive this information and provide direction to staff.

#### Staff Comments:

The JLL study indicates that when compared to other commercial lease space in the Bellevue Central Business District (CBD), the current NORCOM lease rate is reasonable, particularly when the accompanying infrastructure and tenant services are considered. While the study did conclude that savings may be realized outside the Bellevue CBD, the savings realized may be negated due to the high cost of rebuilding the necessary infrastructure and associated tenant support services. To the extent possible, staff recommends exploring possible lease modifications with the City of Bellevue.

#### Options

Risks

#### Finance Committee Review: Yes

The Finance Committee was briefed on these activities during the 1/30/24 Committee meeting and supported NORCOM's recommendation to approach the City of Bellevue regarding interest in lease negotiations..

#### Legal Review:

NORCOM's legal representative is aware of this discussion and has provided input.

Yes

#### Joint Operations Board Review: No

#### Attachments

Facility Needs and Options

# Facility Assessment Discussion

- July 2015 NORCOM received the Workload Analysis Report
  - Evaluate the workload and distribution in the existing center
  - Determine what future expansion scenarios are likely and develop staffing models
  - Determine the facility and equipment support requirements for the staffing models
- July 2016 NORCOM issued Facility Needs Assessment RFP to
  - Provide an assessment of existing facilities with respect to survivability, redundancy, future capacity, and overall adequacy and
  - Provide a feasibility study, proposed programming, site recommendations, and cost estimate for a consolidated, redundant, and survivable stand-alone 911
     Communications Center either as a remodel of an existing structure or a new facility.

NORCOM 9-1-1



# Facility Assessment continued

- December 2022 Governing Board approved NORCOM to start the process of publishing an RFP or RFQ to study the location of NORCOM.
- December 2022 NORCOM published a RFI related to facility studies
- February 2023 NORCOM published the Facility Needs RFP
- May 2023 Governing Board approved NORCOM to negotiate and enter into a contract with the selected vendor to provide

**NORCOM 9-1-1** 

- Examination of current facilities
- Projections of future needs
- Facility development scenarios
- Long-term cost modeling



# Facility Assessment continued

- August 2023 NORCOM terminated the vendor contract
- September 2023 Governing Board approved postponing further work on the facilities study to Q1 2024 and Director Hamilton stated NORCOM would evaluate current lease value in the interim.

NORCOM 9-1-1

- December 2023 NORCOM contracted with JLL, Inc to complete a
  - Financial analysis of recent lease payments
  - Comparable leases
  - Submarket report
  - Hypothetical renewal versus relocation analysis
- February 2024 Brief to the board on
  - New building considerations, Deanna Gregory, Pacifica Law Group
  - Lease options, JLL, Inc.





## **NORCOM 911** Facility Financing Options

February 9, 2024

**Deanna Gregory** Pacifica Law Group LLP



### **Overview of Debt Financing**

A bond or note or financing agreement/lease evidences an obligation to pay (e.g. a loan) Debt obligation distinguishable from operating expense Secured by a pledge of tax collections or revenues Debt service obligation is to repay principal of the bond, plus interest, on payment dates Benefit

- Receive project funding up front
- Must be authorized by State law
- Qualifying debt may be issued as tax-exempt
- Interest paid to investor holding tax-exempt municipal bonds is excludable from federal income taxation
- Subject to federal tax law requirements for life of bonds
- Debt may be issued as taxable
- Allows flexibility with respect to use of all or a portion of the bond financed facility
- May result in a higher interest rate
- **Bonds are securities**
- Subject to federal securities laws and ongoing reporting requirements



### **NORCOM Interlocal Agreement**

Section 5(y) - Powers

• Governing Board may request the issuance of debt by one or more Principals on behalf of NORCOM, provided that NORCOM itself shall not be authorized to issue debt

Section 6(i) - Items Requiring Supermajority Vote

• A decision to request one or more Principals to issue debt for or on behalf of NORCOM requires Supermajority Vote of Governing Board

Section 13 - Issuance of Obligations in Support of NORCOM

• Establishes parameters for issuance of obligations by one or more Principals of NORCOM for or on behalf of NORCOM and the source of security and repayment for the obligations



### **NORCOM Interlocal Agreement**

Section 13 - Issuance of Obligations in Support of NORCOM

- One or more Principals of NORCOM may issue obligations to provide for NORCOM's capital funding needs
- All Principals shall be required to participate equitably in providing for the repayment of those obligations when requested to do so by a Supermajority Vote of the Governing Board in accordance with Section 6(i) of the Interlocal Agreement
- Costs of borrowing shall be integrated into User Fees (e.g. operating cost)
- Users Fees may vary depending on the benefit to agencies
- Requests for participation in a borrowing program must be conveyed in writing to each Principal, along with expected financial obligation
- Principals electing to not participate in the borrowing program must, within 45 days of the request, provide the Governing Board an alternative means of supporting the proposed debt program. Governing Board may approve, modify or reject the proposal
- Principals not participating in a borrowing program (either through the original request or through agreement) shall be converted to status of Subscriber
- User Fees may be pledged by NORCOM to the repayment (via a financing agreement) to the repayment of the debt issued by a Principal
- Each Principal agrees to collect revenues sufficient to pay such User Fees so long as the debt is outstanding



### Identifying the Issuer of the Debt

**State Law Debt Authority and Limitations** 

- Cities, counties, fire districts and other local governments have independent statutory authority to issue debt
- Amount of general obligation debt that can be issued by a local government is restricted by State constitution and further by statute
  - E.g city may issue non-voted general obligation debt in an amount up to 1.5% of assessed valuation; fire district up to 0.375% of assessed valuation
- Authority to issue debt is not delegated under Interlocal Cooperation Act; authority must be derived from another source

Chapter 39.34 RCW

• Allows two or more public agencies to enter into agreements with one another for joint or cooperative action



### State Law Debt Authority and Limitations – Interlocal Entities

Type of Entity	Joint Board	Administrative Agency	Administrative Agency (WA nonprofit)
Separate entity?	No	Yes	Yes
Purpose	Public purpose described in ILA	Public purpose described in ILA	Public purpose described in ILA
Powers	Limited to the powers of the members	Limited to the powers of the members	Limited to the powers of the members
Employees?	No	Yes	Yes
Enter into contracts?	No	Yes	Yes
Own assets and property?	No	Yes	Yes
Taxing or condemnation authority?	No	No	No
Authority to issue debt?	Νο	No*	Yes under WA nonprofit statutes
Application of other laws (Open Public Meetings, Public Records, Ethics)	Yes	Yes	Yes



### **Governmental Nonprofit Corporation**

After the entity is formed via the interlocal agreement, it is incorporated under the Washington nonprofit corporation laws

- The resulting agency is a hybrid public/nonprofit entity
  - Entity retains public status
- Must comply with both the Interlocal Cooperation Act and WA nonprofit laws (e.g. filing articles of incorporation with Secretary of State)
- **Benefits allocation of risk**
- Contractual
- Clearer identification as a separate legal entity
- Statutory protection from exposure to liability under the WA nonprofit laws
- Debt authority derived from Washington nonprofit laws

Example

- Northwest Open Access Network ("NoaNet")
  - Telecommunications organization
    - Has issued taxable bonds under the Washington nonprofit statutes to finance its network/facilities

**NORCOM** as issuer (would require amendment to Interlocal Agreement)



### **Debt Issuance Options Available to Interlocal Entities**

- Debt issued by one or more members
- **Contemplated in current Interlocal Agreement**
- **Examples**
- South Sound 911
  - Bonds issued by Pierce County to finance new headquarters; debt payable from voted 1/10<sup>th</sup> of 1% sales tax and user fees if needed
- Snohomish 911
  - Bonds issued by Snohomish County to finance new headquarters; debt payable from voted 1/10<sup>th</sup> of 1% sales tax and user fees if needed
- RiverCom
  - Financing Agreement for Multi-Jurisdictional Public Safety Answering Point
  - Chelan County issued bonds; each member of RiverCom agreed to pay 25% of debt service
- Each member of entity could issue debt to collectively finance project
- Financing costs; no economies of scale
- **Debt capacity considerations for issuing Principal(s)**
- Strength of revenues/credit considerations/pledge



### Debt Issuance Options Available to Interlocal Entities (cont.)

**Options** 

- One Principal could form a separate Public Development Authority (PDA) for debt issuance only
  - Current interlocal entity would continue to be responsible for NORCOM operations
  - PDA formed solely for the purpose of issuing bonds on behalf of the interlocal entity/member counties and cities
  - Members pledge full faith and credit to repay an agreed upon portion of the bonds; no joint and several liability or guarantee
  - Capital obligation provided for in interlocal agreement or separate financing agreement
  - Debt capacity considerations
  - Bonds issued by PDA; economies of scale



# Regional Examples of PDAs Chartered to Assist Interlocal Agency with Capital Projects

ENTITY NAME	TYPE OF ENTITY	PURPOSE	PARTICIPANTS
South Correctional Entity ("SCORE")	Interlocal governmental agency formed under the Interlocal Cooperation Act	Operates a regional misdemeanant jail located in Des Moines	Auburn, Des Moines, Federal Way (prior to 12/31/2019), Renton, Tukwila, Burien and SeaTac; service agreements with other jurisdictions
SCORE Facility Public Development Authority	Public Development Authority (chartered by Renton)	Sister agency to SCORE; chartered to issue bonds for the SCORE facility	Same as SCORE
Valley Communications Center ("ValleyCom")	Interlocal governmental agency formed under the Interlocal Cooperation Act	Operates a regional 911 dispatch center located in Kent	Auburn, Federal Way, Kent, Renton and Tukwila; service agreements with other jurisdictions
ValleyCom Public Development Authority	Public Development Authority (chartered by Kent)	Sister agency to ValleyCom; chartered to issue bonds for the ValleyCom facility	Same as ValleyCom



## Regional Examples of PDAs Chartered to Assist Interlocal Agency with Capital Projects

ValleyCom and ValleyCom PDA

- \$12.758M Bonds issued in 2000; refinanced in 2010
- Each member of ValleyCom responsible for 20% of debt service
- Proceeds used to finance the construction of a new dispatch facility located in Kent, WA



South Correctional Entity ("SCORE") and SCORE Facility PDA

- \$86.235M Bonds issued in 2009; refinanced in 2019
- Each member of SCORE responsible for allocated portion of debt, based on expected use of facility (ADP)
- Proceeds used to finance the construction of a new misdemeanant jail facility located in Des Moines, WA





# Public Development Authorities ("PDA")

Background

- Organized under chapter 35.21 RCW
- PDAs are public corporations created by a city or county to perform a particular purpose or public function specified in the creating ordinance or resolution
   Working together
- Washington law does not explicitly authorize multijurisdictional formation of a PDA
- Charter may provide for multijurisdictional undertaking and board representation, and/or chartering city or county may execute an interlocal agreement to provide for multijurisdictional involvement, including representation on the governing board
  - Terms should be reflected in the PDA charter
  - Example: South Sound 911 chartered by Tacoma; facilities financed with debt issued by Pierce County

Note that powers of the PDA can only be exercised within the boundaries of the chartering city or county, unless provided by contract between the city and another city or county (RCW 35.21.740)



# PDA Background

Purpose

- Administer and execute federal programs
- Receive and administer private funds, goods or services for any lawful purpose
- Issue bonds, including tax-exempt bonds
- To perform any lawful public purpose or public function



# **PDA Background**

PDAs are separate legal entities

- Clearer statutory language regarding status and powers of entity
  - All liabilities incurred by the PDA must be satisfied exclusively from the assets of the PDA, except as otherwise agreed by contract. PDA creditors do not have any right of action against or recourse to the creating municipality, or its assets, on account of the PDA's debts, obligations, liabilities, acts or omissions
  - The ordinance or resolution forming the PDA must limit the liability of such public corporations, commissions, and authorities to the assets and properties of such public corporation, commission, or authority in order to prevent recourse to such cities, towns, or counties or their assets or credit. RCW 35.21.730(5)
- All liabilities incurred by the PDA must be satisfied exclusively from the assets of the PDA, unless otherwise agreed to by contract
- The PDA's charter may provide for municipal oversight and/or may limit the liability of the creating municipality
- Although control is limited, by statute the creating municipality is not completely relieved from oversight responsibility



# Wrap Up

Discussion, questions?

Thank you!



# Facility Assessment – Lease considerations

- Physical Resiliency
  - Communication modes
  - Electric Power/Natural Gas
  - Battery Back-up/Generator
  - Water Connection/Storage
  - Wastewater
- Accessibility
  - Transportation routes
  - Secure work and rest spaces
  - Secure parking/access

- Information Technology
  - Fiber loops
  - Internet
  - PSERN/VHF radio
  - Data center
- Architectural & Structural
  - Floor plan design/usability
  - Construction type/life span
  - Standoff distances/environmental design

**NORCOM 9-1-1** 



# Facility Assessment – JLL, Inc

- Scope of Work
  - Financial Analysis of Recent Lease Payments
  - Comparable Leases
  - Submarket Report
  - Hypothetical Renewal versus Relocation Analysis

**NORCOM 9-1-1** 



# State of the market – Q3 2023

# Overview of Eastside office market

#### Vacancy Availability Under Development Inventory 17.2% 2.2N 30.8 30.6%

- Eastside availability continued to climb, primarily via direct space, driven by big tech givebacks in Downtown Bellevue.
- Leasing activity was minimal through Q3, although Eastside demand increased particularly among full floor tenants.
- Average direct asking rents continued to rise as a result of large Class A blocks coming to market at above average rates, but increasingly aggressive sublessors offering high-quality space continued to weigh on the market.

#### Vacancy

Market vacancy increased 7.3 bps YoY to 17.2% Direct vacancy: 10.6% | Sublet vacancy: 6.7% Direct availability: 22.6% | Sublease availability: 7.9%

#### Asking rents

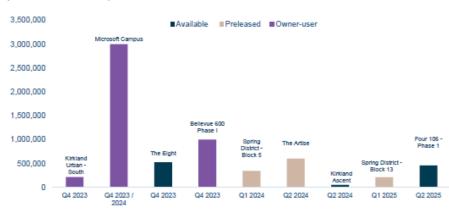
Class A: \$61,48/SF (1.6% QoQ / 3.1% YoY) Class B: \$41.10/SF (0.1% QoQ / 0.9% YoY)

#### Top 5 sublessors

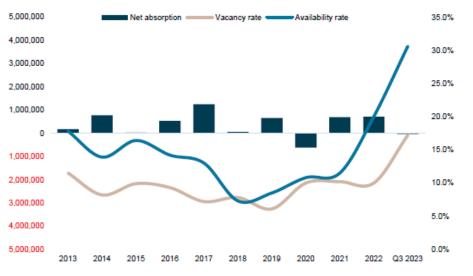


## Development pipeline

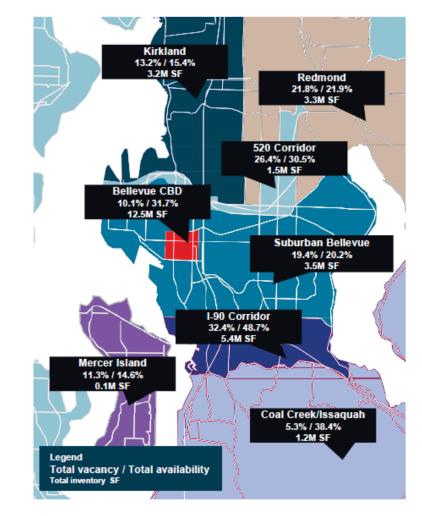
(under construction)



## Historic vacancy & net absorption



#### Vacancy/Availability by submarket



2020 Q3 2021 Q1 2021 Q3 2022 Q1 2022 Q3 2023 Q1 2023 Q3



**NORCOM 9-1-1** 



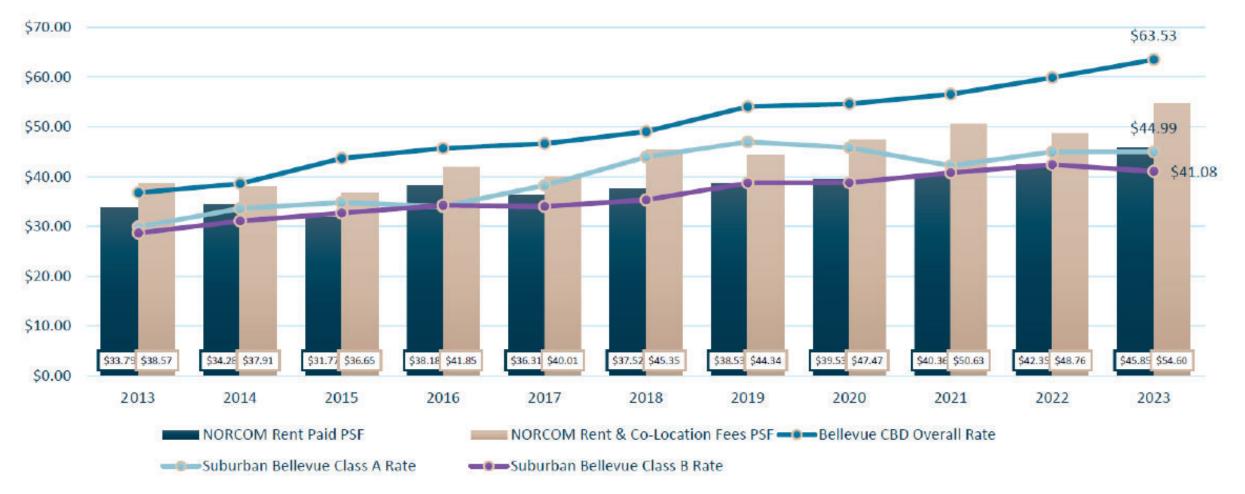
December 26, 2023

	Scenario 1		Scenario 2		Scenario 3		Scenario 4	
	Existing Lease Extension		Relocation A		Relocation B		Relocation C	
	Auto-Renewal		Hypothetical CBD		Hypothetical Suburban Class A		Hypothetical Suburban Class B	
	-						-	
General Assumptions Lease Start Date	July 1, 2023		July 1, 2023		July 1, 2023		July 1, 2023	
Lease Expiration Date Lease Term (Months) Rentable Square Feet (RSF)	June 30, 2030 84 Months 13,196 SF		June 30, 2030 84 Months 13,196 SF		June 30, 2030 84 Months 13,196 SF		June 30, 2030 84 Months 13,196 SF	
Proposed Lease Terms	Absolute Gross		FSG (2023 BY)		FSG (2023 BY)		FSG (2023 BY)	
Base Rent (PSF/Yr) Expenses (PSF/Yr) Gross Rent (PSF/Yr)	\$56.52 <u>\$0.00</u>		\$67.50 <u>\$0.00</u>		\$45.12 \$0.00		\$41.07 <u>\$0.00</u> <b>\$41.</b> 07	
Annual Rent (F3F/TT) Annual Rent Escalation Total Free Rent (months)	\$56.52 4.00% annually 0.0 months - Base Rent		\$67.50 3.00% annually 5.0 months - Base Rent		\$45.12 \$1.00 PSF/Yr 6.0 months - Base Rent		\$1.00 PSF/Yr 6.0 months - Base Rent	
Capital Expenditures Total Capital Costs Data Center Capex	Estimate \$0 \$0	<u>PSF</u> \$0.00 PSF \$0.00 PSF	<u>Estimate</u> \$857,740 \$0	<u>PSF</u> \$65.00 PSF \$0.00 PSF	Estimate \$659,800 \$0	<u>PSF</u> \$50.00 PSF \$0.00 PSF	<u>Estimate</u> \$659,800 \$0	<u>PSF</u> \$50.00 PSF \$0.00 PSF
Total Landlord Allowance Total Out of Pocket Cost	\$0 \$0	\$0.00 PSF \$0.00 PSF	(\$857,740) \$0	(\$65.00) PSF \$0.00 PSF	(\$659,800) <b>\$</b> 0	(\$50.00) PSF \$0.00 PSF	(\$659,800) \$0	(\$50.00) PSF \$0.00 PSF
Net Effective Rent (NER)	<u>Total</u> \$5,890,606	PSF/Yr \$63.77	<u>Total</u> \$5,801,479 -1.51%	PSF/Yr \$62.81 -1.51%	<u>Total</u> \$3,692,610 -37,31%	PSF/Yr \$39.98 -37.31%	<u>Total</u> \$3,345,225 -43,21%	PSF/Yr \$36.21 -43.21%
Comparison Total Base Rent + OpEx Total Capital (Out-of-Pocket)	Baseline \$5,890,606 <u>\$0</u>		-1.01% -1.01% \$6,659,219 \$0		\$4,352,410 \$0		\$4,005,025 \$0	
Total Occupancy Cost Annual Average	\$5,890, \$841,515	\$63.77 PSF	\$6,65 \$951,317	9,219 \$72.09 PSF	\$4,35 \$621,773	2,410 \$47.12 PSF	\$4,00 \$572,146	5,025 \$43.36 PSF
Monthly Average Comparison	\$70,126 Baseli		\$79,276			\$3.93 PSF 11%	\$47,679	
NPV of Total Cost (10.00%) Comparison	\$4,218,110 Baseline		\$4,674,873 10.83%		\$3,047,649 -27.75%		\$2,801,734 -33.58%	
Note(s)	-CPI estimated to be 4% annu Base rent includes quarterly \$29,104.44		-Cost of new data center se maintenance costs TBD	et-up and on-going	-Cost of new data center s maintenance costs TBD	et-up and on-going	-Cost of new data center se maintenance costs TBD	t-up and on-going
\$1,000,000	800 77	7	\$72.0	9				\$80.00
Annual Average \$700,000	\$63.77				\$47.12		\$43.36	\$70.00 \$80.00 \$50.00
\$500,000								\$40.00
Total Occupancy Cost     S300,000     S200,000     S								\$20.00
\$100,000 - \$0 -	\$841,51 Scenario		\$951,3 Scenario		\$621,77 Scenario		\$572,146 Scenario 4	\$0.00

**O** 

9-1-1

# **NORCOM Rent vs Market**



**NORCOM 9-1-1** 



# Facility Needs - Summary







#### MEMORANDUM

To:	Governing Board
From:	Bill Hamilton, Executive Director
Date:	02/09/2024
Subject:	Principals Assembly

#### **Executive Summary:**

Section 8 of the NORCOM Interlocal Agreement specifies that the Principal Assembly shall be convened by the Governing Board for one meeting each April.

The Board Chair has received Board interest in discussing whether the originally identified need to convene such a meeting still exists today and if so, whether the meetings should be eliminated, suspended, or perhaps held with less frequency.

Changes to Section 8 of the ILA will not impact the publication and distribution of NORCOM's annual report.

#### Background:

The Governing Board discussed this topic at the January 2024 meeting and mutually decided that it would be most prudent to first explore the proposed revisions with their legislative representatives.

#### Past Board or Other Related Actions:

N/A

#### Policy and Strategic Implications:

Should the Governing Board wish to change the ILA as it relates to the Principal's assembly, staff has prepared resolutions consistent with the possible Board direction. Should the Board desire to make an amendment, it shall be accomplished with the Boards approval of Resolution 211.

#### NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends the Board review the options presented and provide a decision.

#### Staff Comments:

Nothing Additional

Options

Risks

#### Finance Committee Review: No

Legal Review:

Yes

NORCOM's legal representative is aware of this topic and has provided guidance where needed.

-

#### Attachments

Resolution 211 - Principal\_Assembly\_Discontinued Resolution 211 - Principal\_Assembly\_Periodically

#### **Resolution 211**

A RESOLUTION OF THE GOVERNING BOARD OF NORCOM, AMENDING THE NORCOM INTERLOCAL AGREEMENT TO MODIFY PROVISIONS RELATED TO THE PRINCIPALS ASSEMBLY, AND PROVIDE FOR OTHER MATTERS RELATED THERETO.

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

**WHEREAS**, pursuant to Sections 6 and 20 of the ILA, the Governing Board of NORCOM, by Supermajority Vote (as defined in the ILA), has authority to amend certain provisions of the ILA; and

**WHEREAS**, Section 8 of the ILA requires the Governing Board to convene a Principals Assembly (as defined in the ILA) annually each April; and

WHEREAS, the Governing Board has regular meetings that are open to representatives of each Principal that otherwise accomplish the goals of the Principals Assembly; and

**WHEREAS**, the Governing Board now desires to amend the ILA to discontinue the Principals Assembly as set forth herein;

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

<u>Section 1</u>. <u>Definitions</u>. To the extent applicable, capitalized terms in this resolution are intended to have the same meanings as the terms that are so defined in Section 3 ("Definitions") of the ILA. In any conflict of definitions, the ILA controls. When not provided for in the ILA, capitalized terms have the meanings assigned in this resolution, including in the recitals hereto.

<u>Section 2</u>. <u>Amendment to Interlocal Agreement</u>. The form of Amendment to Interlocal Agreement attached as Exhibit A (the "Amendment") is hereby approved. The Chair of the Governing Board is hereby authorized and directed to execute the Amendment on behalf of the Governing Board.

<u>Section 3.</u> <u>Further Authority; Prior Acts.</u> The Chair of the Governing Board and the Executive Director are authorized and directed to take all as in their judgment

may be necessary or desirable to carry out the provisions of this resolution. All actions taken prior to the effective date of this resolution in furtherance of and not inconsistent with the provisions of this resolution are ratified and confirmed in all respects.

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

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

Passed by a Supermajority Vote of the Governing Board in an open meeting on this \_\_\_\_\_ day of \_\_\_\_\_\_, 2024.

Signed in authentication thereof on this \_\_\_\_\_ day of \_\_\_\_\_, 2024.

NORTH EAST KING COUNTY REGIONAL PUBLIC SAFETY COMMUNICATIONS AGENCY

By\_\_\_

Chair, NORCOM Governing Board

Attest:

# [DISCONTINUATION OPTION]

### EXHIBIT A

## AMENDMENT TO INTERLOCAL AGREEMENT

(attached)

#### AMENDMENT TO NORTH EAST KING COUNTY REGIONAL PUBLIC SAFETY COMMUNICATIONS AGENCY INTERLOCAL AGREEMENT

This AMENDMENT TO NORTH EAST KING COUNTY REGIONAL PUBLIC SAFETY COMMUNICATIONS AGENCY INTERLOCAL AGREEMENT (this "Amendment") dated this \_\_\_\_ day of \_\_\_\_\_, 2024, amends that certain NORTH EAST KING COUNTY REGIONAL PUBLIC SAFETY COMMUNICATIONS AGENCY INTERLOCAL AGREEMENT, dated October 17, 2007, as previously amended (the "Interlocal Agreement").

#### WITNESSETH

WHEREAS, the Northeast King County Regional Public Safety Communications Agency ("NORCOM") is a consolidated public safety communications agency formed by and serving as an instrumentality of its member public agencies (the "Principals") pursuant to chapters 39.34 and 24.06 of the Revised Code of Washington ("RCW") and the Interlocal Agreement; and

WHEREAS, pursuant to Sections 6 and 20 of the Interlocal Agreement, the NORCOM Governing Board (the "Governing Board") by Supermajority Vote (as defined in the Interlocal Agreement) has authority to amend certain provisions of the Interlocal Agreement; and

**WHEREAS**, Section 8 of the Interlocal Agreement requires the Governing Board to convene a Principals Assembly (as defined in the Interlocal Agreement) annually each April; and

WHEREAS, the Governing Board has regular meetings that are open to representatives of each Principal that otherwise accomplish the goals of the Principals Assembly; and

**WHEREAS**, the Governing Board now desires to amend the Interlocal Agreement to discontinue the Principals Assembly as set forth herein;

**NOW, THEREFORE**, in consideration of the foregoing premises the Interlocal Agreement is amended as follows:

#### AGREEMENTS

Section 1.01. <u>Definitions</u>. Except as otherwise provided in this Section 1.01, all words and phrases not otherwise defined herein shall have the meanings given to them in the Interlocal Agreement.

The following definition provided for in Section 3(o) of the Interlocal Agreement is hereby amended as follows (additions are double underlined and deletions are stricken):

o. [<u>Reserved</u>] Principals Assembly. The "Principals Assembly" is the annual meeting of representatives from the legislative bodies of each Principal as described in Section 8.

#### Section 1.02. <u>Amendment to Interlocal Agreement</u>.

(a) Section 6(j) (<u>Officers</u>) of the Interlocal Agreement is hereby amended as follows (additions are double underlined and deletions are stricken):

Officers. The Governing Board shall have two officers, a Chair and j. Vice-Chair. It will be the function of the Chair to preside at the meetings of the Governing Board. The Vice-Chair shall assume this role in absence of the Chair. At the first meeting of the Governing Board, the officers shall be elected by Simple Majority Vote of the Members, and shall serve until the date of the first principals assembly Principals Assembly. Annually thereafter, [January regular meeting or the next regular meeting] at the thereafter, Principals Assembly the Vice Chair shall assume the role of Chair and the Governing Board shall elect a new Vice-Chair by Simple Majority Vote. In the event of a vacancy in the Chair position, the Vice-Chair shall assume the Chair for the balance of the term of the departed Chair. In the event of a vacancy in the Vice-Chair position, the Governing Board shall by Simple Majority Vote elect a new Vice-Chair to serve to the balance of the term of the departed Vice-Chair. An officer elected to fill the unexpired term of his or her predecessor shall not be precluded from serving a full annual term of office following the end of such unexpired term. Any officer appointed by the Board may be removed by Simple Majority Vote of the Board upon 30 days' written notice, with or without cause, in which event the Board shall promptly elect a new officer who shall serve until the next [January regular meeting or the next regular meeting thereafter]Principals Assembly. The Board may appoint persons to serve as Secretary and Treasurer of NORCOM, provided that such persons shall not be Members of the Governing Board.

(b) Section 8 (<u>Principals Assembly</u>) of the Interlocal Agreement is hereby amended as follows (additions are double underlined and deletions are stricken):

SECTION 8. [<u>RESERVED</u>] <u>PRINCIPALS ASSEMBLY</u>. The legislative body of each Principal shall annually appoint one of its members to represent the legislative body at the Principals Assembly. The Principals Assembly shall be convened by the Governing Board for one meeting each April. At the joint meeting of the Assembly and the Governing Board the Executive Director shall present an annual report which report shall: (I) review the activities of NORCOM for the previous calendar year; (2) present the work program and significant events for the upcoming calendar year; (3) present a financial management report for NORCOM; and (4) report on performance benchmarks of NORCOM activities. Also at the Assembly, the Chair and Vice Chair of the Joint Operating Board shall present the Joint Operating Board proposed budget policy for the upcoming budget. The Principals' legislative representatives at the Assembly may vote to recommend changes to the proposed budget policy, work program and performance measures program, and may provide additional comment and question to the Governing Board. Voting by Principals' legislative representatives shall be based on one-vote per Principal with a simple majority vote of Principals represented at the meeting required to approve any recommendation to be forwarded to the Governing Board. At the joint meeting of the Principals Assembly and the Governing Board, the Governing Board shall conduct the annual meeting for NORCOM as required by the bylaws and shall elect the Vice-Chair of the Governing Board for the next year as provided in Section 6.j. The action and deliberations of the Assembly shall be reported to the Governing Board no later than May 1 by written report prepared by or at the direction of the Executive Director. The actions and recommendations of the Principals Assembly shall be advisory to the Governing Board.

(c) Section 12(b) (<u>Budget Policy Direction</u>) of the Interlocal Agreement is hereby amended as follows (additions are double underlined and deletions are stricken):

b. <u>Budget Policy Direction</u>. The Executive Director shall present a proposed outline of the policy approach to the budget for the upcoming budget to the Joint Operating Board by February 1 for its review and recommendation. By March 15, the Joint Operating Board shall transmit its proposed budget policy to all Principals. As provided in Section 8, the representatives at the Principals Assembly shall provide review and comment on the Joint Operating Board proposed budget policy, and the Assembly's input shall be reported to the Governing Board by May 1. The Governing Board shall adopt a budget policy for the upcoming budget by June 1.

**Section 1.03.** <u>**Ratification and Confirmation**</u>. All other terms and conditions of the Interlocal Agreement are hereby ratified and confirmed.

**Section 1.04.** <u>Effective Date</u>. The amendment set forth herein shall be effective after approved by an affirmative Supermajority Vote of the Governing Board, as provided in the Interlocal Agreement.

Dated: \_\_\_\_\_, 2024.

NORTH EAST KING COUNTY **REGIONAL PUBLIC SAFETY** COMMUNICATIONS AGENCY

By \_\_\_\_\_ Chair, NORCOM Governing Board

#### **Resolution 211**

A RESOLUTION OF THE GOVERNING BOARD OF NORCOM, AMENDING THE NORCOM INTERLOCAL AGREEMENT TO MODIFY PROVISIONS RELATED TO THE PRINCIPALS ASSEMBLY, AND PROVIDE FOR OTHER MATTERS RELATED THERETO.

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

WHEREAS, pursuant to Sections 6 and 20 of the ILA, the Governing Board of NORCOM, by Supermajority Vote (as defined in the ILA), has authority to amend certain provisions of the ILA; and

**WHEREAS**, Section 8 of the ILA requires the Governing Board to convene a Principals Assembly (as defined in the ILA) annually each April; and

WHEREAS, the Governing Board has regular meetings that are open to representatives of each Principal that otherwise accomplish the goals of the Principals Assembly; and

**WHEREAS**, the Governing Board now desires to amend the ILA to discontinue the Principals Assembly as set forth herein;

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

<u>Section 1</u>. <u>Definitions</u>. To the extent applicable, capitalized terms in this resolution are intended to have the same meanings as the terms that are so defined in Section 3 ("Definitions") of the ILA. In any conflict of definitions, the ILA controls. When not provided for in the ILA, capitalized terms have the meanings assigned in this resolution, including in the recitals hereto.

<u>Section 2</u>. <u>Amendment to Interlocal Agreement</u>. The form of Amendment to Interlocal Agreement attached as Exhibit A (the "Amendment") is hereby approved. The Chair of the Governing Board is hereby authorized and directed to execute the Amendment on behalf of the Governing Board.

<u>Section 3.</u> <u>Further Authority; Prior Acts.</u> The Chair of the Governing Board and the Executive Director are authorized and directed to take all as in their judgment

Resolution 211\_Discontinuation of Principal Assembly with option to hold periodically

may be necessary or desirable to carry out the provisions of this resolution. All actions taken prior to the effective date of this resolution in furtherance of and not inconsistent with the provisions of this resolution are ratified and confirmed in all respects.

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

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Signed in authentication thereof on this \_\_\_\_\_ day of \_\_\_\_\_, 2024.

NORTH EAST KING COUNTY REGIONAL PUBLIC SAFETY COMMUNICATIONS AGENCY

By \_\_\_\_\_ Chair, NORCOM Governing Board

Attest: \_\_\_\_\_

# [PERIODIC OPTION]

### EXHIBIT A

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(attached)

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#### WITNESSETH

WHEREAS, the Northeast King County Regional Public Safety Communications Agency ("NORCOM") is a consolidated public safety communications agency formed by and serving as an instrumentality of its member public agencies (the "Principals") pursuant to chapters 39.34 and 24.06 of the Revised Code of Washington ("RCW") and the Interlocal Agreement; and

**WHEREAS**, pursuant to Sections 6 and 20 of the Interlocal Agreement, the NORCOM Governing Board (the "Governing Board") by Supermajority Vote (as defined in the Interlocal Agreement) has authority to amend certain provisions of the Interlocal Agreement; and

**WHEREAS**, Section 8 of the Interlocal Agreement requires the Governing Board to convene a Principals Assembly (as defined in the Interlocal Agreement) annually each April; and

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(b) Section 8 (<u>Principals Assembly</u>) of the Interlocal Agreement is hereby amended as follows (additions are double underlined and deletions are stricken):

SECTION 8. PRINCIPALS ASSEMBLY. <u>The Governing Board may</u> <u>convene, from time to time and as determined to be necessary, a Principals</u> <u>Assembly. In the event that the Governing Board determines to convene a</u> <u>Principals Assembly, the following Section 8 shall apply.</u> The legislative body of each Principal shall <del>annually</del> appoint one of its members to represent

the legislative body at the Principals Assembly. The Principals Assembly shall be convened by the Governing Board for one meeting each April. At the joint meeting of the Principals Assembly and the Governing Board the Executive Director shall present an annual report which report shall: (1) review the activities of NORCOM for the previous calendar year; (2) present the work program and significant events for the upcoming calendar year; (3) present a financial management report for NORCOM; and (4) report on performance benchmarks of NORCOM activities. Also at the Principals Assembly, the Chair and Vice Chair of the Joint Operating Board shall present the Joint Operating Board proposed budget policy for the upcoming budget. The Principals' legislative representatives at the Principals Assembly may vote to recommend changes to the proposed budget policy, work program and performance measures program, and may provide additional comment and question to the Governing Board. Voting by Principals' legislative representatives shall be based on one-vote per Principal with a simple majority vote of Principals represented at the meeting required to approve any recommendation to be forwarded to the Governing Board. At the joint meeting of the Principals Assembly and the Governing Board, the Governing Board shall conduct the annual meeting for NORCOM as required by the bylaws and shall elect the Vice-Chair of the Governing Board for the next year as provided in Section 6.j. The action and deliberations of the Assembly shall be reported to the Governing Board no later than May 1 by written report prepared by or at the direction of the Executive Director. The actions and recommendations of the Principals Assembly shall be advisory to the Governing Board.

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**Section 1.03.** <u>**Ratification and Confirmation**</u>. All other terms and conditions of the Interlocal Agreement are hereby ratified and confirmed.

**Section 1.04.** <u>Effective Date</u>. The amendment set forth herein shall be effective after approved by an affirmative Supermajority Vote of the Governing Board, as provided in the Interlocal Agreement.

Dated: \_\_\_\_\_, 2024.

#### NORTH EAST KING COUNTY REGIONAL PUBLIC SAFETY COMMUNICATIONS AGENCY

By \_\_\_\_\_ Chair, NORCOM Governing Board



#### MEMORANDUM

То:	Governing Board
From:	Bill Hamilton, Executive Director
Date:	02/09/2024
Subject:	February 2024 IT & Operations Newsletter

#### **Executive Summary:**

The Newsletter contains Information Technology & Operations updates and is presented to the Board for review, input and questions.

#### Background:

The Newsletters are routinely provided to the Board.

#### Past Board or Other Related Actions:

N/A

#### **Policy and Strategic Implications:**

N/A

#### **NORCOM Staff Recommendation:**

NORCOM Staff has conducted a thorough review and analysis and recommends the Board review the updates and offer input or questions as desired.

#### **Staff Comments:**

None

OptionsRisksFinance Committee Review:NoLegal Review:NoJoint Operations Board Review:No

#### Attachments

February 2024 IT & Operations Newsletter



# Information Technology Updates

From: Katy Myers, DDofA

February 2024

# Radio

#### PSERN to CAD Interface

Motorola met on 2/7/24 to work on their refreshed quote. Waiting to receive it.

#### Alpha-Numeric Paging

Contract for equipment purchase and installation pending approval by SNO911 Board.

# **Telephone Systems**

#### 911 Platform Replacement

Work begins at the end of July with cutover in mid-November.

# **Systems and Programs**

#### CAD-to-CAD Interface

Pending 911 Operations go ahead to implement.

#### CAD Lite

Met this week to plan and train on maintenance procedures.

#### 911 Console Replacement

Interviews with top candidates scheduled for next week.

#### CAD Update

Beginning process planning for CAD Upgrade in Oct '24

#### Applications Analyst

After interviews with multiple strong candidates, Tylor Walters has accepted an offer for the position. His first day is 2/13/24.

#### Netmotion Update

Netmotion was purchased by Absolute. There are two updates that need to be completed. Multiple communications have gone out to users. Next week, any user that hasn't completed the 1<sup>st</sup> series of updates will lose connection. A final reminder to those who haven't updated went out this week.

#### Firstwatch Interface

A new method to interface with Firstwatch reporting software has been installed and is being monitored. The new interface provides necessary data for EMS & fire reporting.

#### Security as a Service

A vendor has been contracted to provide security monitoring and response. This service boosts NORCOM security posture and complies with recent CJIS change requirements. Kickoff for the implementation occurred this week.

# **IT Service Desk**

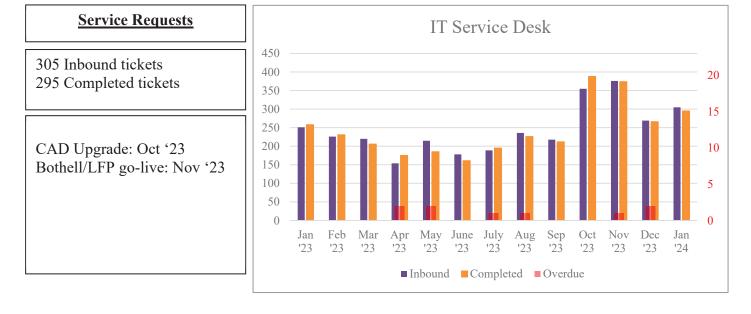
#### <u>Surveys</u>

Each requestor that has a ticket closed receives a link to a fourquestion survey. Each question is rated on a three-option scale, with an opportunity to share comments.

"Support was professional, courteous, and timely with not only answering my question, but providing context and alternative resources and plans."

Last Month: 16 surveys were returned

- Better than expected 48
- As expected 20





# **Operations** Updates

From: Roky Louie, Deputy Director of Operations

#### The Mentor Program

In 2013 NORCOM started a Mentoring Program for new hires. Each new hire is assigned a mentor. New hires meet with their mentor each week to discuss how training is going and to answer any questions related to assimilating to the culture of an emergency communications center.

Mentors are peers to the new hire. The people selected for the role are purposefully not supervisors, and not someone who will be put in the position of having to train them or evaluate their performance.

In addition to having weekly private meetings, Mentors are also responsible for introducing their mentees to the culture at NORCOM. Each week a mentee spends one hour working alongside their mentor. They are introduced to other coworkers, drawn into personal conversations, and encouraged to grow roots as a real part of the team.

Mentor meetings can start out awkward. You're meeting with a total stranger and trying to find common ground discussing the struggles in a new and sometimes intense workplace. But these early meetings lay the groundwork for a stronger mentor and mentee relationship should a real problem need to be discussed.

Mentors are trained to be a go between for conflict resolution, and to help explain to mentees what the norms are for the new workplace. They can also help their mentees connect with the right person in management or human resources for larger issues.

During an informal survey, a full third of trainees opined that they would have left NORCOM were it not for the support they received from their mentor and the meetings they had with them.

NORCOM's mentor program has been very successful, and it is one we are proud of.

The Peer Support Team



In 2016 NORCOM started its own Peer Support Team. NORCOM' Peer Support Team is a group of certified volunteer team members who provide Critical Incident Stress Management and 24-hour access to all NORCOM employees experiencing a professional or personal crisis affecting their ability to work.

Peer Support Team Members are required to maintain strict confidentiality unless an illegal act, suicide, or physical harm to others is involved.

NORCOM's Peer Support Team regularly checks in with dispatchers that have just taken difficult calls or just worked difficult incidents over the air. Sometimes even knowing that someone is available if you need to talk can provide a comfort of its own.

Renee Balodis-Cox serves as NORCOM's Peer Support Team Mental Health Professional. NORCOM's Peer Support Team has also assisted surrounding emergency call centers. For instance, team members spent time with dispatchers at Snohomish County 911 when a significant event impacted their center.