



AGENDA

NORCOM Governing Board
May 10, 2024, 9:00 am

1. Call to Order
2. Roll Call
3. Open Communications from the Public
4. Consent Agenda
 - A. Governing Board Meeting Minutes April 12, 2024
 - B. AP Reports April 2024
5. For Briefing to Board
 - A. Strategic Plan Scoping Subcommittee
6. For Board Decision
 - A. 2025 Budget Discussion - Additional FTE considerations and associated budgetary impacts
7. Executive Session

The Governing Board may hold an Executive Session pursuant to one or more of the following:

 - *RCW 42.30.110(1)(i) to discuss with legal counsel representing the agency matters relating to agency enforcement actions, or to discuss with legal counsel representing the agency litigation or potential litigation to which the agency, the governing body, or a member acting in an official capacity is, or is likely to become, a party, when public knowledge regarding the discussion is likely to result in an adverse legal or financial consequence to the agency;*
 - *RCW 42.30.110(1)(g) to review the performance of an employee; and*
 - *RCW 42.30.110(1)(f) to receive and evaluate complaints brought against an employee.*
8. Newsletter
 - A. May 2024 IT & Operations Newsletter
9. Other Business
10. Adjournment

The next Governing Board meeting is scheduled for June 14, 2024.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 05/10/2024
Subject: Governing Board Meeting Minutes April 12, 2024

Executive Summary:

The April 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: No

Legal Review: No

Joint Operations Board Review: No

Attachments

GB Meeting Minutes April 12, 2024



Meeting Minutes
NORCOM Governing Board
April 12, 2024

MEMBERS

Nathan McCommon	City of Bellevue
Toni Call	City of Bothell (Vice-Chair)
Kyle Kolling	City of Clyde Hill
Julie Underwood	City of Kirkland
Mike Harden	City of Lake Forest Park
Jeff Sass	City of Medina
Ed Holmes	City of Mercer Island
Dan Yourkoski	City of Normandy Park
Mike Bailey	City of Snoqualmie
Ben Lane	Eastside/Woodinville/Duvall Fire & Rescue
Brian Culp	Fire District #27 (Chair)
Matt Cowan	Shoreline/Northshore Fire Department

ABSENT

Mike Bailey	City of Snoqualmie
Adrian Sheppard	Redmond Fire Department
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

NORCOM ATTORNEY

Deanna Gregory	Pacifica Law Group
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GUESTS

Christopher Drucker	KC EMS
Unknown	Unknown

NORCOM STAFF

Katy Myers	Deputy Director Administrative Services
Roky Louie	Deputy Director Operations
Judy Cayton	Human Resource Manager
Marianne Deppen	Finance Manager
Jeremy Henshaw	Law Enforcement Liaison
Cory James	Fire Liaison
Maggie Johanson	Administrative Assistant
Chelsie Barcus	Accounting & Benefits Specialist
Nathan Way	Application & Security Architect
Karen Furuya	Systems & Development Supervisor
Andrew Johnson	Service Desk & Applications Supervisor
Zeb Middleton	Senior Systems Engineer



**Meeting Minutes
NORCOM Governing Board
April 12, 2024**

ABSENT

Bill Hamilton
Michael Olson

Executive Director
City of Kirkland (Board Treasurer)

o **Call to Order**

Chief Brian Culp, Governing Board Chair, called the meeting to order at 9:00 a.m. The meeting was posted publicly and offered in a hybrid format, allowing 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.

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 March 8, 2024**
- **Accounts Payable Report March**

There was no discussion on any consent agenda items.

Chief Sass made a motion to approve the Consent Agenda. Chief Yourkoski seconded the motion.

Motion carried.



**Meeting Minutes
NORCOM Governing Board
April 12, 2024**

o **Board Briefing**

• **2024 National Public Safety Telecommunicator Week April 14-20**

Deputy Director Myers introduced the topic of National Public Safety Telecommunicator Week. Deputy Director Louie stated that for the past 30 years this week has been designed to celebrate and thank those who dedicate their lives to serving the community. He stated that NORCOM appreciates the continued support and invited all agencies to stop by anytime.

• **Development of the 2025 Budget & User Fees Update**

Deputy Director Myers introduced the update topic to the Development of the 2025 Budget & User Fees, stating that the purpose today does not require a decision. NORCOM staff is seeking guidance, which they will use to continue the development and bring back for review in May. Finance Manager Deppen stated, under policy, a full presentation is required to be provided in June, however a preliminary update would be provided during this meeting. Finance Manager Deppen then provided a detailed presentation of operating trends and three scenarios for the Board to consider. There was much discussion on the impact of proposal items, which included budget for a Strategic Plan Consultant, and the addition of new FTEs.

• **NORCOM Facility Needs**

Deputy Director Myers provided a short overview of the work that has been done on the NORCOM facility needs study. Chief Cowan requested the topic be revisited. Chief Cowan stated that this is a great facility but feels like it is in the highest rent area and is concerned about NORCOM being financially stable and is disappointed to not move to a cheaper facility. After much discussion, it was determined that this topic should be kept as part of NORCOM's strategic plan and discussed again in 2025. Chief Culp stated that this is the beginning of what we need, along with continuing to provide direction to staff. He suggested we spend a day identifying concerns and the top 5 issues. Julie Underwood offered to be part of a strategic plan scoping sub-committee. The creation of a sub-committee will be put on the agenda for the next meeting in which they will discuss long-term facility needs, staffing needs, and organization structure. The Board requested staff communicate milestones leading up to the lease expiration in 2030 so it can be tracked.



**Meeting Minutes
NORCOM Governing Board
April 12, 2024**

o **Other Business**

Deputy Director Myers informed the Board that the 2023 Annual Report is being finalized and will be distributed electronically and in hard copy by the end of the month.

Chief Holmes announced he is retiring in June, noting the next meeting will be his last meeting as a NORCOM Governing Board member.

o **Adjournment**

Chief Culp adjourned the meeting at 10:02.

The next Governing Board meeting is scheduled for May 10, 2024.

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 05/10/2024
Subject: AP Reports April 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: Yes

Legal Review: No

Joint Operations Board Review: No

Attachments

AP Reports April 2024

NORCOM

ACTIVITY MARCH 30, 2024 THROUGH APRIL 30, 2024

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,518,643.26

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 April 30, 2024

	2024 Budget	April Activity	2024 Collected to Date	% collected
Agency Revenue	15,191,029	-	\$ 7,595,333	50%
Agency Reimbursements	200,000	38,234	\$ 79,485	40%
Grants/Intergovernmental/Interest	285,000	364	\$ 36,828	13%
Total	15,676,029	38,598	7,711,646	49%
Transfers In	1,500,000	425,000	\$ 675,000	45%
Revenues + Transfers	17,176,029	463,598.43	8,386,646	49%

Expenses

	2024 Budget	April Activity	2024 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	9,176,291	\$ 642,548	\$ 2,452,979	27%	6,723,312
Salaries & Wages - Overtime	433,954	\$ 83,214	\$ 298,571	69%	135,384
Professional Reimbursements	4,200	\$ 323	\$ 1,292	31%	2,908
Medical	1,389,242	\$ 98,908	\$ 415,422	30%	973,820
HSA Contributions	30,515	\$ 1,860	\$ 7,848	26%	22,668
Dental	102,950	\$ 7,193	\$ 29,910	29%	73,039
Vision	13,789	\$ 971	\$ 4,038	29%	9,751
Long-Term Care	7,184	\$ 558	\$ 2,267	32%	4,917
FSA Fees	2,955	\$ 100	\$ 400	14%	2,555
Medicare	142,449	\$ 9,761	\$ 37,179	26%	105,270
MEBT	580,026	\$ 44,343	\$ 170,067	29%	409,958
PERS	975,516	\$ 67,363	\$ 259,338	27%	716,177
Washington FMLA	22,412	\$ 1,540	\$ 5,869	26%	16,543
Unemployment	101,920	\$ 7,713	\$ 29,418	29%	72,502
Workers Comp	45,977	\$ 2,326	\$ 8,896	19%	37,081
Total Personnel	13,029,380	968,722	\$ 3,723,494	29%	9,305,886
Advertising	22,500	\$ 963	\$ 2,041	9%	20,459
Bank Fees	50	\$ -	\$ -	0%	50
Cellular,Pager & Radio Svcs	27,332	\$ 1,731	\$ 7,016	26%	20,316
Computer Hardware-Non Capital	13,028	\$ -	\$ 582	4%	12,446
Consumable Goods	17,560	\$ 1,343	\$ 3,771	21%	13,789
Dues & Memberships	13,304	\$ -	\$ 10,275	77%	3,029
Equipment Leases	25,580	\$ 1,937	\$ 7,911	31%	17,669
Facility Lease	801,874	\$ 52,399	\$ 337,307	42%	464,567
Financial Audit	42,270	\$ -	\$ -	0%	42,270
Hosted Services	228,023	\$ 6,168	\$ 166,884	73%	61,139
HR Services	88,092	\$ 24,173	\$ 35,795	41%	52,298
Insurance	135,500	\$ -	\$ 135,354	100%	146
Legal Services	133,350	\$ 2,579	\$ 14,900	11%	118,450
Local Travel/Training/ Mileage	6,900	\$ 229	\$ 559	8%	6,341
Network Service	49,749	\$ 4,337	\$ 11,329	23%	38,420
Office Furniture	15,575	\$ 185	\$ 1,155	7%	14,420
Office Supplies	6,500	\$ 155	\$ 1,340	21%	5,160
Operating Supplies	5,100	\$ 172	\$ 558	11%	4,542
Parking Lease	31,200	\$ 2,637	\$ 11,468	37%	19,732
Payroll Services	17,010	\$ 1,192	\$ 5,670	33%	11,340
Postage	1,000	\$ -	\$ 136	14%	864
Printing	2,000	\$ 335	\$ 449	22%	1,551
Professional Services	137,040	\$ 2,158	\$ 2,696	2%	134,344
R&M - Network Equipment	442,892	\$ -	\$ 90,041	20%	352,851
R&M - Office Equipment	2,500	\$ -	\$ -	0%	2,500
R&M - Software Maintenance	989,438	\$ 361,207	\$ 401,892	41%	587,547
Radio Site Lease	60,301	\$ -	\$ 1,782	3%	58,519
Recruitment Supplies	2,000	\$ -	\$ -	0%	2,000
Small Tools & Minor Equipment	10,500	\$ 191	\$ 1,261	12%	9,239
Software/Licensing	99,106	\$ -	\$ 20,993	21%	78,113
Telephone Services	40,180	\$ 2,763	\$ 10,134	25%	30,046
Training/Conf Registrations	35,935	\$ 589	\$ 1,456	4%	34,479
Training/Conf Registrations/ Travel	27,138	\$ 3,110	\$ 4,855	18%	22,283
Transfers Out	1,553,945	\$ -	\$ -	0%	1,553,945
Total Supplies & Services	5,084,473	470,554	\$ 1,289,608	25%	3,794,865
GRAND TOTAL	18,113,853	1,439,276	\$ 5,013,102	28%	13,100,751

502- Capital Projects

	2024 Budget	April Activity	2024 Spending to Date	% used	Remaining Balance
Alpha Numeric Paging	913,423	\$ 28,043	\$ 28,937	3%	884,486
Console Replacement Project	714,000	\$ 1,671	\$ 1,671	0%	712,329
CAD Radio Interface	200,000	\$ -	\$ -	0%	200,000
CAD to NICE	35,000	\$ -	\$ -	0%	35,000
Total	1,862,423	29,715	30,609	1.6%	1,831,814

503- Equipment Replacement:

	2024 Budget	April Activity	2024 Spending to Date	% used	Remaining Balance
Desktops/Laptops/Phones	30,850	\$ 688	\$ 11,250	36%	19,600
Network Costs	75,000	\$ -	\$ 46,737	62%	28,263
Routers/Servers	131,379	\$ 43,882	\$ 43,882	33%	87,497
Switches & Access Points	33,250	\$ -	\$ -	0%	33,250
Total	270,479	44,570	101,870	37.7%	168,609

505-E 911 Escrow

	2024 Budget	April Activity	Collected to Date	% collected
Revenues:				
E-911 Escrow	1,520,055	-	\$ 556,137	37%
Investment Interest	-	-	\$ 4,272	
Total	1,520,055	-	\$ 560,409	37%

Expenditures:

	2024 Budget	April Activity	2024 Spending to Date	% used	Remaining Balance
Transfers Out	1,500,000	\$ 425,000	\$ 675,000	45%	825,000

NORCOM Financial Summary

For Period Ending April 30, 2024

	2024 Adopted Budget	Actual	Percent of Budget
<u>501 - Operating Fund</u>			
2024 Beginning Fund Balance	746,633	743,633	
Agency Revenue	15,191,029	\$ 7,595,333	50.00%
Other Revenue	485,000	\$ 116,313	23.98%
Transfers In	1,500,000	\$ 675,000	45.00%
Revenue Collected	17,176,029	8,386,646	48.83%
Total Resources	17,922,662	9,130,279	
Personnel Expenditures	12,928,930	\$ 3,723,494	28.80%
Operating Expenditures	3,400,787	\$ 1,289,608	37.92%
Transfers Out	1,553,945	\$ -	0.00%
Total Expenditures	17,883,662	5,013,102	28.03%
Available Fund Balance	\$39,000	\$ 4,117,176	
<u>502 - Capital Projects Fund</u>			
2024 Beginning Fund Balance	51,206	\$51,206	
Agency Revenue	-	\$0	0.00%
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	660,000	-	0.00%
Revenue Collected	660,000	-	0.00%
Total Resources	711,206	51,206	
Expenditures	1,862,423	\$ 30,609	1.64%
Transfers Out	-	\$ -	0.00%
Total Expenditures	1,862,423	30,609	1.64%
Available Fund Balance	-\$1,151,217	\$20,597	
<u>503 - Equipment Replacement Reserve</u>			
2024 Beginning Fund Balance	151,470	\$151,470	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	246,130	-	0.00%
Revenue Collected	246,130	-	0.00%
Total Resources	397,600	151,470	
Expenditures	270,479	\$ 101,870	37.66%
Transfers Out	-	-	0.00%
Total Expenditures	270,479	101,870	37.66%
Available Fund Balance	\$127,121	\$49,600	

504 - Operating Expense Reserve

2024 Beginning Fund Balance	Investment Interest
	Other Revenue
	Transfers In
Revenue Collected	
Total Resources	
Total Expenditures	Operating Expenditures
	Transfers Out
Available Fund Balance	
<u>505 - E-911 Escrow Trust</u>	
2024 Beginning Fund Balance	Operating Revenue
	Investment Interest
Revenue Collected	
Total Resources	
Total Expenditures	Expenditures
	Transfers Out
Available Fund Balance	
<u>506 - Rate Stabilization Reserve</u>	
2024 Beginning Fund Balance	Investment Interest
	Non-Operating Revenue
	Transfers In
Revenue Collected	
Total Resources	
Total Expenditures	Expenditures
	Transfers Out
Available Fund Balance	

Accounts Payable

Checks by Date - Detail by Check Date

User: Cbarcus@norcom.org
 Printed: 4/30/2024 2:10 PM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	120	ADP	04/05/2024	
	PPE 03312024	FMLA Taxes Payable - PPE 03312024		2,756.08
	PPE 03312024	Employment Security & WACares Payable - PPI		4,968.48
	PPE 03312024	Garnishments Payable - PPE 03312024		557.08
	PPE 03312024	Accrued Wages - PPE 03312024		256,813.27
	PPE 03312024	Medicare Taxes Payable - PPE 03312024		9,981.73
	PPE 03312024	Federal Taxes Payable - PPE 03312024		40,812.42
Total for this ACH Check for Vendor 120:				315,889.06
ACH	131	HEALTH EQUITY	04/05/2024	
	PPE 03312024	HSA Contributions PPE 03312024		1,180.75
Total for this ACH Check for Vendor 131:				1,180.75
ACH	132	WILMINGTON TRUST	04/05/2024	
	PPE 03312024	MEBT Contributions PPE 03312024		44,678.49
Total for this ACH Check for Vendor 132:				44,678.49
ACH	133	DEPT OF RETIREMENT SYSTEMS	04/05/2024	
	PPE 03312024	PERS Contributions PPE 03312024		56,452.41
	PPE 03312024	DRS DCP Contributions PPE 03312024		398.52
Total for this ACH Check for Vendor 133:				56,850.93
ACH	146	DEPT OF LABOR & INDUSTRIES	04/05/2024	
	Q12024	L&I Taxes - Q1 2024		9,949.25
Total for this ACH Check for Vendor 146:				9,949.25
20866	675	ICMA-RC VANTAGEPOINT TRANSFER	04/05/2024	
	PPE 03312024	457 ICMA Contributions - PPE 03312024		6,759.61
Total for Check Number 20866:				6,759.61
20867	569	NORCOM ASSOCIATED GUILD	04/05/2024	
	APRIL24	NAG Dues - April 2024		1,554.00
Total for Check Number 20867:				1,554.00
20868	673	PUBLIC SAFETY EMPLOYEES UNION	04/05/2024	
	APRIL24	PSEU Dues - April 2024		755.25
Total for Check Number 20868:				755.25
Total for 4/5/2024:				437,617.34
ACH	120	ADP	04/12/2024	
	658038931	Workforce Now Payroll Solution Bundle PPE 03		504.20

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for this ACH Check for Vendor 120:				504.20
ACH	131 rtod2g8	HEALTH EQUITY Monthly Fees - April 2024	04/12/2024	51.35
Total for this ACH Check for Vendor 131:				51.35
ACH	785 04022024 10836879	NAVIA BENEFITS SOLUTIONS Disbursement Fee 4.2.2024 Monthly Admin Fee - March 2024	04/12/2024	797.73 100.00
Total for this ACH Check for Vendor 785:				897.73
20869	692 03262024 03282024	ZIPLY FIBER Telephone Services ACCT# 0215 Telephone Services ACCT# 6115	04/12/2024	605.34 97.22
Total for Check Number 20869:				702.56
20870	499 130-145598	TYLER TECHNOLOGIES CAD Annual Maintenance - 5.1.24 - 10.31.24	04/12/2024	327,301.68
Total for Check Number 20870:				327,301.68
20871	63 INV-016551	SPRINGBROOK HOLDING COMPANY, Annual Subscription 6.1.24 - 5.31.25	04/12/2024	18,701.95
Total for Check Number 20871:				18,701.95
20872	725 12632	PULSEPOINT FOUNDATION Annual Subscription Sales Tax - Invoice 12308	04/12/2024	1,818.00
Total for Check Number 20872:				1,818.00
20873	256 2024-322	PUBLIC SAFETY TESTING INC Q1 2024 Subscription Fees	04/12/2024	1,121.00
Total for Check Number 20873:				1,121.00
20874	377 PSTI24-88	PST INVESTIGATIONS Background Investigation Services - 5X	04/12/2024	6,760.75
Total for Check Number 20874:				6,760.75
20875	711 2364	PETEK & ASSOCIATES Pre-Employment Psychological Exam - 4X Marc	04/12/2024	1,540.00
Total for Check Number 20875:				1,540.00
20876	46 14911	NATIONAL TESTING NETWORK Background Investigation Services - 9X	04/12/2024	13,050.00
Total for Check Number 20876:				13,050.00
20877	728 159444	MULTICARE CENTERS OF OCCUPATIC Pre-Employment Physical Exam - 1X	04/12/2024	446.00
Total for Check Number 20877:				446.00
20878	331 04012024	ZEB MIDDLETON Mileage Reimbursement - March 2024	04/12/2024	75.84

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 20878:	75.84
20879	586 2024-04	MEYDENBAUER CENTER Construction Employee Parking - April	04/12/2024	1,950.00
			Total for Check Number 20879:	1,950.00
20880	252 11014535	KING COUNTY FINANCE KCIT INET Other MISC SVC - March	04/12/2024	1,860.00
			Total for Check Number 20880:	1,860.00
20881	585 KFJM17450 KFJM17450 KFJM17450 KFJM17450 KFJM17450 KFJM17450	IVOXY CONSULTING LLC Passive Copper Cable Cisco Nexus - Port Side Exhaust Cisco Nexus CU SFP28 Cable Cisco SmartNet Cisco SmartNet	04/12/2024	1,322.85 25,350.48 12,675.24 278.16 1,418.32 2,836.64
			Total for Check Number 20881:	43,881.69
20882	183 328068	INNOVASAFE INC Software Source Code Escrow 3.15.24 - 3.14.25	04/12/2024	700.00
			Total for Check Number 20882:	700.00
20883	733 04012024	SEAN GOEHNER Mileage Reimbursement	04/12/2024	153.03
			Total for Check Number 20883:	153.03
20884	447 414449	FIRST CHOICE COFFEE SERVICES Ice Machine Rental - April	04/12/2024	121.11
			Total for Check Number 20884:	121.11
20885	11 48663 48663 48898 48898 48899	CITY OF BELLEVUE Services/Admin Fees Annual Community Connectivity Fee Monthly Parking Spaces - May Monthly Parking Spaces - May Fiber Usage Rental Fee - May	04/12/2024	150.00 1,500.00 1,344.60 489.67 477.00
			Total for Check Number 20885:	3,961.27
20886	710 INV020050	BRCK INC Telephone Services ACCT# S00166571	04/12/2024	670.39
			Total for Check Number 20886:	670.39
20887	783 NORCOM7 NORCOM911	BENDIKSEN & BALL POLYGRAPH Pre-Employment Polygraph Exam - 2X Pre-Employment Polygraph Exam - 1X	04/12/2024	600.00 300.00
			Total for Check Number 20887:	900.00
20888	3 03282024	AT&T MOBILITY Cellular Services ACCT# 6980	04/12/2024	148.81
			Total for Check Number 20888:	148.81

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
20889	364 03272024	AT&T Cellular Services ACCT# 7817	04/12/2024	172.74
Total for Check Number 20889:				172.74
20890	718 10845666	ACCESS CORP Shredding Services - March 2024	04/12/2024	181.24
Total for Check Number 20890:				181.24
Total for 4/12/2024:				427,671.34
ACH	120 PPE04142024 PPE04142024 PPE04142024 PPE04142024 PPE04142024 PPE04142024	ADP Accrued Employment & WACares PPE 0414202 Accrued Wages PPE 04142024 Federal Taxes Payable PPE 04142024 Medicare Payable PPE 04142024 Garnishments Payable PPE 04142024 FMLA Taxes Payable PPE 04142024	04/18/2024	4,736.00 251,265.70 39,409.70 9,541.15 557.08 2,632.90
Total for this ACH Check for Vendor 120:				308,142.53
ACH	131 PPE04142024	HEALTH EQUITY HSA Contributions PPE 04142024	04/18/2024	1,180.75
Total for this ACH Check for Vendor 131:				1,180.75
ACH	132 PPE04142024	WILMINGTON TRUST MEBT Contributions Payable PPE 04142024	04/18/2024	44,677.92
Total for this ACH Check for Vendor 132:				44,677.92
ACH	133 0401-0414 PPE04142024	DEPT OF RETIREMENT SYSTEMS PERS Contributions Payable 04.01 - 04.14 DRS DCP Contributions PPE 04142024	04/18/2024	54,695.87 418.71
Total for this ACH Check for Vendor 133:				55,114.58
ACH	140 MAY24	RELIANCE STANDARD L/LTD Insurance Premiums - May 2024	04/18/2024	1,557.95
Total for this ACH Check for Vendor 140:				1,557.95
ACH	67 MARCH24	DEPT OF REVENUE Meydenbayer Center Parking Excise Tax - Marcl	04/18/2024	196.95
Total for this ACH Check for Vendor 67:				196.95
ACH	785 04142024	NAVIA BENEFITS SOLUTIONS Disbursement - 04162024	04/18/2024	550.00
Total for this ACH Check for Vendor 785:				550.00
20891	675 PPE 04142024	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contributions PPE 04142024	04/18/2024	6,919.49
Total for Check Number 20891:				6,919.49
20892	75 03162024 03162024	US BANK CORPORATE PAYMENT SYS Primo Water Delivery Government Jobs - Advertising	04/18/2024	167.30 199.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
03182024		Amazon - Lysol		7.67
03182024		Amazon - TC Week Supplies		32.79
03182024		Amazon - Pens & Space Heater		72.97
03192024		Alaska Air - Conference Travel Roundtrip		758.10
03192024		LEIRA - Intro To Public Disclosure Registration		200.00
03202024		Primo Water Delivery		6.79
03212024		Alaska Air - Conference Travel Roundtrip		1,116.21
03222024		Amazon -Cup Holder, WiFi Adaptor, Monitor M		134.89
03222024		Amazon - Paper Hole Puncher		35.55
03222024		Amazon - Wellness Committee - Heating Pad		55.42
03222024		VistaPrint - Business Card X800		228.88
03232024		Costco - Coffee		119.96
03232024		Costco - Governing Board Supplies - Coffee Cup		17.62
03232024		Costco - Sponge X24		16.52
03252024		Indeed - Advertising		550.62
03262024		Amazon - Coffee Creamer		26.70
03262024		Amazon - Sharpie X20		26.97
03262024		Amazon - 32Inch Monitor X2		704.62
03272024		APCO - CPE Retreat Day Registration		229.00
03272024		Amazon - Office Chair X4		184.95
03282024		Amazon - Annual Awards Giftcards X8		400.00
03292024		APCO NENA - 2024 June Forum Registration		300.00
03292024		Copiers Northwest - Employee Poster - Norman		49.32
03292024		VistaPrint - Business Cards x30		28.50
03302024		Primo Water Delivery		150.30
04012024		Indeed - Advertising		213.87
04022024		Amazon Web Services - March		923.55
04042024		Amazon - Q1 Boost Giftcard		25.00
04042024		Amazon - Air Filter		31.40
04042024		Amazon - Busylight Presense Light & Ringer		46.28
04042024		Amazon - TC Week Raffle Tickets		7.59
04042024		VistaPrint - Desk Name Plate		28.79
04042024		Amazon - Purell		37.98
04042024		Party City - TC Week Supplies		22.59
04042024		Amazon - iPhone Case		9.91
04042024		Amazon - Elmers Glue Dots		5.28
04052024		Costco - Coffee		35.38
04052024		Costco - Kleenex & Lysol Wipes		78.27
04052024		APCO Registration - Professional Development		60.00
04052024		APCO Professional Airfare - Orlando X1		766.20
04052024		APCO Professional Airfare - To Be Reimbursed		269.98
04072024		Safeway - TC Week Supplies - Goodie Bag Supp		20.98
04072024		Amazon - Index Cardstock		14.31
04082024		KudosBoard - TC Week		9.91
04092024		DollarTree - TC Week Supples - Bowls, Cups &		19.38
04092024		Michaels - TC Week Supplies - Glitter Stars		13.30
Total for Check Number 20892:				8,460.60
Total for 4/18/2024:				426,800.77
ACH	120	ADP	04/29/2024	
	658628212	Payroll Services & Workforce Now		204.79
	659300408	Workforce Now Payroll Solution Bundle PPE04		483.20
Total for this ACH Check for Vendor 120:				687.99
ACH	134	COLONIAL LIFE	04/29/2024	
	MAY2024	Supplemental Insurance Premiums - May 2024		1,279.95

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for this ACH Check for Vendor 134:				1,279.95
ACH	327	ASSOCIATION OF WASHINGTON CITIZENS	04/29/2024	
	MAY2024	Vision Premiums - May 2024		1,042.24
	MAY2024	Dental Premiums - May 2024		7,836.78
	MAY2024	Medical Premiums - May 2024		104,847.60
Total for this ACH Check for Vendor 327:				113,726.62
20893	672	BELLEVUE POLICE OFFICERS GUILD	04/29/2024	
	04192024	Bellevue Police Officer's Guild - Tickets 3X		75.00
Total for Check Number 20893:				75.00
20894	783	BENDIKSEN & BALL POLYGRAPH	04/29/2024	
	NORCOM9	Pre-Employment Polygraph Exam - 1X		300.00
Total for Check Number 20894:				300.00
20895	740	BIDDLE CONSULTING GROUP INC.	04/29/2024	
	78225	Annual Software License Renewal - 5.10.24 - 5.10.25		5,145.00
Total for Check Number 20895:				5,145.00
20896	6	CDW-GOVERNMENT INC	04/29/2024	
	QK53937	Dell UltraSharp LED Monitor		966.53
	QP40071	SQL Server Support Renewal		12,685.56
Total for Check Number 20896:				13,652.09
20897	8	CENTURYLINK	04/29/2024	
	04102024	Telephone Services ACCT# 356B		895.76
Total for Check Number 20897:				895.76
20898	9	CENTURYLINK	04/29/2024	
	684650114	Telephone Services ACCT# 79965571		159.19
Total for Check Number 20898:				159.19
20899	11	CITY OF BELLEVUE	04/29/2024	
	49257	Monthly Rent - Overpayment From 8/2023		-50.00
	49257	Monthly Rent - May 2024		52,449.13
Total for Check Number 20899:				52,399.13
20900	18	COPIERS NORTHWEST	04/29/2024	
	INV2809297	Copier Lease - March 2024		64.41
Total for Check Number 20900:				64.41
20901	649	EMILY GROVE-MAZUREK	04/29/2024	
	04152024	Contract Employee Billable Hours 4.8.24 - 4.11.24		952.00
Total for Check Number 20901:				952.00
20902	557	LANGUAGE LINE SERVICES	04/29/2024	
	11255138	Over-The-Phone Interpretation - March		334.94
Total for Check Number 20902:				334.94
20903	44	LOCUTION SYSTEMS INC	04/29/2024	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	124199	Power Supply For SCU		688.12
			Total for Check Number 20903:	688.12
20904	690 04172024	KATY MYERS Reimbursement For TC Week Supplies - Plates &	04/29/2024	137.09
			Total for Check Number 20904:	137.09
20905	741 NOR0324	PACIFIC NORTHWEST GIGAPOP Internet Services - March 2024	04/29/2024	500.00
			Total for Check Number 20905:	500.00
20906	52 89284 89285	PACIFICA LAW GROUP Legal Services - Horizon Heights General Legal Services - March	04/29/2024	629.00 1,950.00
			Total for Check Number 20906:	2,579.00
20907	256 2024-452	PUBLIC SAFETY TESTING INC Candidate Agency Test Site Add-On - 5X	04/29/2024	55.00
			Total for Check Number 20907:	55.00
20908	630 43874	SITECRAFTING INC Website Hosting - Pantheon Platform - April	04/29/2024	99.00
			Total for Check Number 20908:	99.00
20909	793 19585 19585	STEELHEAD COMMUNICATIONS, INC Education Hill - Labor For Antenna Relocation Education Hill - Materials For Antenna Relocatic	04/29/2024	24,221.88 3,821.48
			Total for Check Number 20909:	28,043.36
20910	74 MAY2024	UNUM Long Term Care Insurance Premiums - May 202	04/29/2024	744.00
			Total for Check Number 20910:	744.00
20911	694 1103	URBAN DAKOTA CREATIVE 2023 Annual Report - Cover Design, Inside Setu	04/29/2024	875.00
			Total for Check Number 20911:	875.00
20912	79 9961500947	VERIZON WIRELESS Cellular Services ACCT# 471583790	04/29/2024	1,409.29
			Total for Check Number 20912:	1,409.29
20913	88 5029408116	WELLS FARGO FINANCIAL LEASING Copier Lease - April	04/29/2024	1,751.87
			Total for Check Number 20913:	1,751.87
			Total for 4/29/2024:	226,553.81

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Report Total (66 checks):	1,518,643.26



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 05/10/2024
Subject: Strategic Plan Scoping Subcommittee

Executive Summary:

The NORCOM Governing Board has expressed support for developing a Strategic Plan that includes a growth needs element and a comprehensive scoping process. Staff will present the Board with a possible timeline and ask the Board to identify the composition of this committee.

Background:

The Governing Board and staff have expressed the need for a strategic plan to help guide NORCOM's future growth needs and vision.

At the April 2024 Governing Board meeting, the Board expressed a desire to create a Strategic Plan Committee to develop the scope of this plan to meet the Board's needs and expectations.

Past Board or Other Related Actions:

Policy and Strategic Implications:

A comprehensive strategic plan will greatly benefit NORCOM's future development, providing much structure, guidance, and proactive visioning for future decisions.

NORCOM Staff Recommendation:

Staff recommends that the Board provide guidance in the selection of a project scoping committee.

Staff Comments:

Options

Risks

Finance Committee Review: No

The Finance Committee is aware of this ongoing discussion.

Legal Review: No

NORCOM's legal representative is aware of this ongoing discussion.

Joint Operations Board Review: No

Attachments

Strategic Plan Scoping Subcommittee

Strategic Planning Subcommittee

At the April 2024 Governing Board Meeting the Strategic Plan Scoping Subcommittee was discussed.

Staff invites discussion and seeks direction in reformation of the committee.

May 2024:

- Strategic Plan Scoping and RFP Prep

Jan 2025:

- Strategic Plan Contract Start





MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 05/10/2024
Subject: 2025 Budget Discussion - Additional FTE considerations and associated budgetary impacts

Executive Summary:

The 911 profession continues to grow, adapting to rapidly changing technologies, advanced methods of service delivery, increased skills and certification requirements for 911 professionals, and evolving service expectations of 911 customers. To be successful, NORCOM must remain adaptable and proactively prepared to navigate the accompanying complexities, challenges, opportunities, and vulnerabilities.

After seeking alternative solutions, the NORCOM management team has identified workload mitigation needs and potential security vulnerabilities that can be effectively improved upon with additional staffing.

Background:

At the April 2024, Governing Board meeting, Staff presented possible 2025 budget items for consideration. This included the creation of two new FTE positions:

- Training Assistant
- Network Security Specialist

Staff recognizes that additional FTEs have real financial impacts on our agencies and will present the Board with an expanded justification briefing for each position, as well as the financial impacts and options for consideration.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

Approval of these positions will impact each agency's 2025 and/or 2026 budget while increasing the effectiveness of the Training program and reducing the risk of successful cybersecurity attacks on our collective public safety infrastructure.

NORCOM Staff Recommendation:

Staff recommends that both positions be approved in some form. Staff recommends that the Board receive the position justification briefings, possible options, and accompanying financial impact information and provide associated 2025 budgetary direction to staff.

Staff Comments:

Staff are very mindful of the financial impacts of additional FTE's and the need for these positions has been contemplated each of the last 3 years. Prior to this request, staff explored and, when feasible, previously implemented alternatives to a request for additional FTEs. While some measures were somewhat successful in delaying this request, they have not kept pace with today's needs.

Options

Risks

Finance Committee Review: Yes

The Finance Committee is aware of this discussion, and has provided ongoing input to the 2025 budget process.

Legal Review: No

Joint Operations Board Review: No

Attachments

Training Assistant FTE

Network and Security Specialist

2025 Budget Slides

Training Program Overview

- Managed by 1 FTE (Training Coordinator)
- Program effectiveness and 360 degree communication is negative
- 20 out of 60 Telecommunicators are still in training
- A Telecommunicator is removed from primary duty for 29 weeks in hire academies (very often backfilled with OT)
- Provides direct supervision to all Telecommunicators who are in training
- Manages all aspects of Continuing Education for fully trained Telecommunicators
- Responsible for updating curriculum for internal and external personnel



Training Assistant Pro

Add one Telecommunicator FTE to be competitively selected from a 2-3 year term as a Training Assistant (nearby agencies have used

Training Assistant will assist Training Coordinator by fulfilling the fo

- Instructor for new hire academies
- Increase total hours training management is available to staff
- Succession planning for future Training Coordinators
- Support general functions of Training Coordinator
- Provide floor coverage when warranted



Information Technology Department

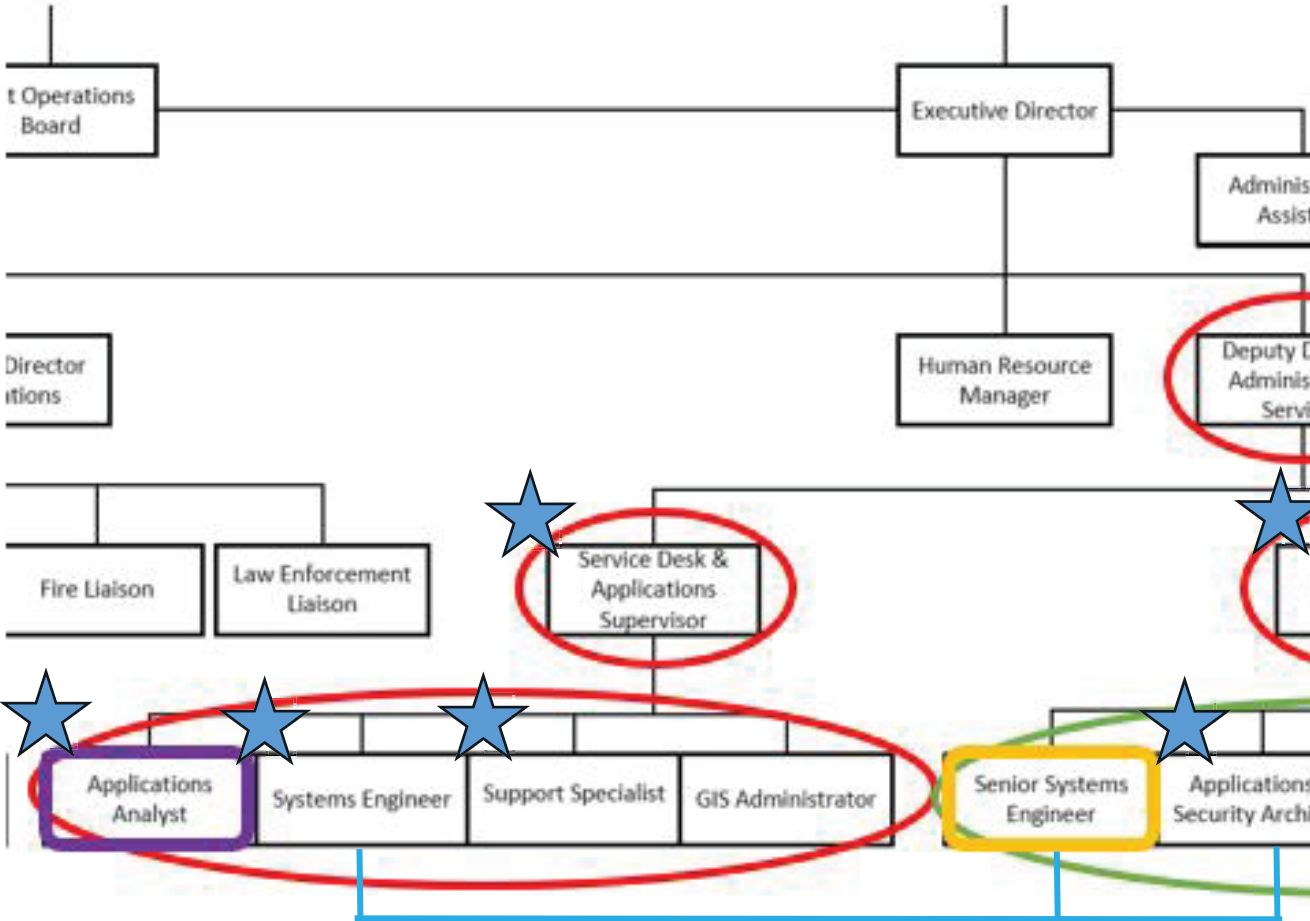
2020 (12)

2021

- Senior Systems Engineer Supervisor
 - Systems Engineer
- Applications & Service Desk Supervisor
 - Support Specialist
 - Support Specialist
 - Support Specialist (new)
- Application & Security Architect
 - Database Administrator
 - Software Development / QA Engineer
- Sr. Project Manager
 - GIS Administrator
 - Business Applications Analyst
- Applications & S Supervisor
 - Support Special
 - GIS Administra
 - Systems Engine
- Network & Dev Supervisor
 - Application & S Architect
 - Database Adm
 - Senior System
 - Software Deve Engineer



Information Technology D



Network and Security S

- Key Functions
- Manage, operate and maintain network infrastructure
 - Switches, virtual and hardwired networks, firewalls
 - Documentation
 - Support contracts
 - Equipment repair and replacement
 - Connectivity
 - Disaster recover site and other backup resources
- Manage VoIP systems
 - administrative phone system
 - 10-digit emergency number
- Cybersecurity team member
 - Cyber incident triage and response
 - Manage agency's Incident Response Plan
- Support Cloud Computing systems
 - Maintain cloud systems used by RAADAR and CAD Lite

Benefits

- Shifts appro
 - Allows A
 - Enginee
 - security
- Improves IT
 - comple
 - date in
 - obtain e
- Spreads com
- an additiona
- Dedicated tim
- replacement
- Expand the c
- Improve cust
- Succession p
- Architect's re



Network and Security S

Alternatives

- Move support for Locution station computers to each fire agency
- Move data reporting from RAADAR to external service provider
- Contract radio systems management
- Contract VoIP phone system work

What we have already done

- 911 Operations complete CAD data maintenance
- 911 Operations complete QA and testing
- Hired external security firm to assist with cybersecurity training, incident response plan development and exercise planning
- Added on-call rotation to the Software Engineer / QA position description

Risks

- Only top priority security work
- Single point of failure
- Late equipment
- Delayed patching of equipment
- Internal and external downtime due to network issues
- Behind in training
- Vulnerabilities
- Delayed or missed other activities
- Decreased morale



2025 Budget Development

- Initial preliminary budget development completed
- Discuss trends and seek input on decision items
- Outstanding items

Key dates:

June:
Preliminary Budget Presentation &
User Fee Updates

August:
Fee Approval

September:
Formal Fee Approval

2025 Fees & Budget Development

- Decision Scenarios presented last month:
 - No change to FTEs, use \$347,000 beginning
 - 2025 overall fee increase of 3.6%, 2026 increase of
 - Add +1 Telecommunicator FTE and IT FTE to BFB
 - 2025 overall fee increase of 5.2%, 2026 increase of
 - 2025- Add Telecommunicator FTE, \$266,000
 - 2025 overall fee increase of 5%, 2026 increase of

2025 Fees & Budget Development

■ User Agency Fee Calculations

Step 2: Use

Step 1:

Total Operating Cost
Minus
Outside Revenues
=
Amount distributed to user agencies

Position Functions

- Fees are split proportionally based on the number of positions working each function on the dispatch floor.

Position Function Distribution

- How many positions are dedicated to each function?
- How many FTEs does it take to fill each function?
- What percentage of our full FTE count is attributed to each function?
- Example – Hypothetical Agency:
 - Call Receiving Function is one 24/7 position and requires 5.47 FTEs and is **8.42%** of the total number of FTEs. (5.47 / 65)
 - Dispatch Function is four 24/7 positions and requires 29.76 FTEs and is 45.79% of the total number of FTEs. (29.76 / 65)
 - Records Function is four 24/7 positions and requires 29.76 FTEs and is 45.79% of the total number of FTEs. (29.76 / 65)

Agency Utilization

- Dispatch related utilization factor = Agency CFS
- Call Receiving utilization factor = Agency CFS
- The source data for CFS calculation is Q1 of the prior year, and last 3 quarters of 2 years prior. This is: Q1 2024 + all of 2023 + Q2, Q3, Q4 2022
- Hypothetical Agency:

	CR Agency Factor	CFS
Agency A	54.87%	66,495.00
Agency B	20.40%	24,719.95
Agency C	1.62%	1,962.00
Total Police	76.89%	93,176.95
Agency D	17.00%	20,599.25
Agency E	5.30%	6,421.75
Agency F	0.82%	991.00
Total Fire	23.11%	28,012.00
Total All	100.00%	121,188.95

	Disp. Agency Factor
Agency A	71.36%
Agency B	26.53%
Agency C	2.11%
Total Police	100.00%
Agency D	73.54%
Agency E	22.92%
Agency F	3.54%
Total Fire	100.00%
Total All	



Fee Computation

- Each agency's user fee = sum of the fee for each agency uses
- Total Distribution Amount to Agencies X Position Utilization Factor
- Agency D example for its call receiving fee:

Total Operating Cost:

\$11,000,000

Minus outside revenue:

\$1,000,000

Total Dist Amount:

\$10,000,000

X

Call Receiving function

requires one 24/7 position.

Takes 5.47 people to fill

out of 65 total FTE's:

8.42%

$$\$10,000,000 \times 8.42\% \times 17\% = \$143,140$$



2025 Fees/ Budget Development

- Factors that impact individual agencies' 2025
 - 0% increase was adopted for 2024 (rate change for 2025 is 0%)
 - Individual agency changes in calls for service counts were not considered
 - Position function % adjustment with Bothell PD/Lake Forest PD

2024

	%
Call Receiving	43.55%
Fire Dispatch	27.42%
Police Dispatch	19.35%
Police Data	9.68%
Total	100.00%

2025

Call Receiving
Fire Dispatch
Police Dispatch
Police Data
Total



2025 – 3.6% overall increase, no additional FTEs

2025 User Fees	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	A
Bellevue Police	1,623,582	699,515		1,857,182	
Bothell Police	603,577	193,592		690,419	
Clyde Hill Police	47,905	6,883		54,798	
Kirkland Police	1,092,021	340,049		1,249,139	
Lake Forest Park	207,822	21,574		237,723	
Medina Police	41,948	1,438		47,983	
Mercer Island Police	305,061	33,183		348,953	
Normandy Park Police	54,315	29,176		62,129	
Total Police	3,976,231	1,325,410	-	4,548,327	
Bellevue Fire			1,007,172	575,330	
Bothell Fire			313,983	179,357	
Duvall Fire			48,454	27,678	
Eastside Fire and Rescue			541,277	309,195	
<i>Mercer Island Fire</i>			119,019	67,988	
<i>Woodinville Fire</i>			145,422	83,070	
Fall City Fire			23,090	13,190	
Kirkland Fire			387,983	221,629	
Redmond Fire			454,503	259,627	
Shoreline Fire			484,022	276,490	
<i>Northshore Fire</i>			147,109	84,033	
Skykomish Fire			16,257	9,287	
Snoqualmie Pass Fire			18,372	10,495	
Snoqualmie Fire			44,249	25,276	
Total Fire	-	-	3,750,911	2,142,644	
Agency Total	3,976,231	1,325,410	3,750,911	6,690,971	1



2025 – 5.0% overall increase, adding 1 TC FTE

2025 User Fees	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	2 Ad T
Bellevue Police	1,644,234	708,412		1,880,804	
Bothell Police	611,255	196,054		699,201	
Clyde Hill Police	48,515	6,971		55,495	
Kirkland Police	1,105,911	344,374		1,265,028	
Lake Forest Park	210,465	21,849		240,747	
Medina Police	42,481	1,457		48,593	
Mercer Island Police	308,941	33,605		353,392	
Normandy Park Police	55,006	29,548		62,920	
Total Police	4,026,807	1,342,269	-	4,606,180	9,
Bellevue Fire			1,019,983	582,648	
Bothell Fire			317,976	181,639	
Duvall Fire			49,070	28,030	
Eastside Fire and Rescue			548,162	313,128	
<i>Mercer Island Fire</i>			120,533	68,853	
<i>Woodinville Fire</i>			147,272	84,126	
Fall City Fire			23,384	13,358	
Kirkland Fire			392,918	224,448	
Redmond Fire			460,284	262,929	
Shoreline Fire			490,179	280,006	
<i>Northshore Fire</i>			148,980	85,102	
Skykomish Fire			16,464	9,405	
Snoqualmie Pass Fire			18,605	10,628	
Snoqualmie Fire			44,812	25,598	
Total Fire	-	-	3,798,621	2,169,897	5,
Agency Total	4,026,807	1,342,269	3,798,621	6,776,077	15,



2025 – 5.2% overall increase, adding 1 TC FTE and 1 Network/

2025 User Fees	Dispatch Law	Data Radio	Fire	Receiver	T
Bellevue Police	1,648,456	710,232		1,885,635	
Bothell Police	612,824	196,558		700,997	
Clyde Hill Police	48,639	6,989		55,637	
Kirkland Police	1,108,751	345,259		1,268,277	
Lake Forest Park	211,006	21,905		241,365	
Medina Police	42,590	1,460		48,718	
Mercer Island Police	309,735	33,691		354,299	
Normandy Park Police	55,147	29,623		63,081	
Total Police	4,037,149	1,345,716	-	4,618,010	9,
Bellevue Fire			1,022,602	584,144	
Bothell Fire			318,793	182,105	
Duvall Fire			49,196	28,102	
Eastside Fire and Rescue			549,570	313,932	
<i>Mercer Island Fire</i>			120,843	69,029	
<i>Woodinville Fire</i>			147,650	84,342	
Fall City Fire			23,444	13,392	
Kirkland Fire			393,927	225,024	
Redmond Fire			461,466	263,605	
Shoreline Fire			491,438	280,725	
<i>Northshore Fire</i>			149,362	85,321	
Skykomish Fire			16,506	9,429	
Snoqualmie Pass Fire			18,653	10,655	
Snoqualmie Fire			44,927	25,664	
Total Fire	-	-	3,808,377	2,175,470	5,
Agency Total	4,037,149	1,345,716	3,808,377	6,793,480	15,





MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 05/10/2024
Subject: May 2024 IT & Operations Newsletter

Executive Summary:

The IT & Operations Newsletter contains Information Technology & Operations updates, along with other important topics. Both are 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 approval to

Staff Comments:

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

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

Attachments

May IT & Operations Newsletter



Information Technology Updates

From: Katy Myers, DDofA

May 2024

Radio

PSERN to CAD Interface

Project kickoff is being coordinated between NORCOM, PSERN, and the Tyler CAD interface team.

Alpha-Numeric Paging

Project kick-off occurred on 5/8. Site visits being scheduled to confirm installation locations and ancillary equipment needs.

Telephone Systems

911 Platform Replacement

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

Systems and Programs

Tyler Suite Upgrade to 2024.1 SP1

Installation into TEST environment on June 20th, agency testing to begin soon after. Go Live scheduled for October 15th. Solicitation for testers sent to agencies on May 7th.

911 Console Replacement

Two final design layouts are being reviewed internally by NORCOM staff. Once final design is selected, NORCOM and Xybit will begin detailed planning and scheduling.

Computer monitor configuration for new consoles being voted on by dispatch staff.

FirstWatch Interface

Initial triggers have been built and will be tested by agencies.

Security as a Service

Monitoring started 3/1/2024. Notification and monitoring tuning are ongoing. One possible legitimate security issue was discovered by the vendor and followed up quickly by NORCOM, who determined it to be a non-nefarious activity.

Developer / QA Position Fulfillment

Interviewing candidates to fill the open position with a combination of in person interviews and technical assessments. Goal to have position starting on 7/1.

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.

“...The IT team is always very responsive, professional, and helpful.”

“Possibly the fastest assistance I have ever had. Thanks Nathan.”

Last Month: 8 surveys were returned.

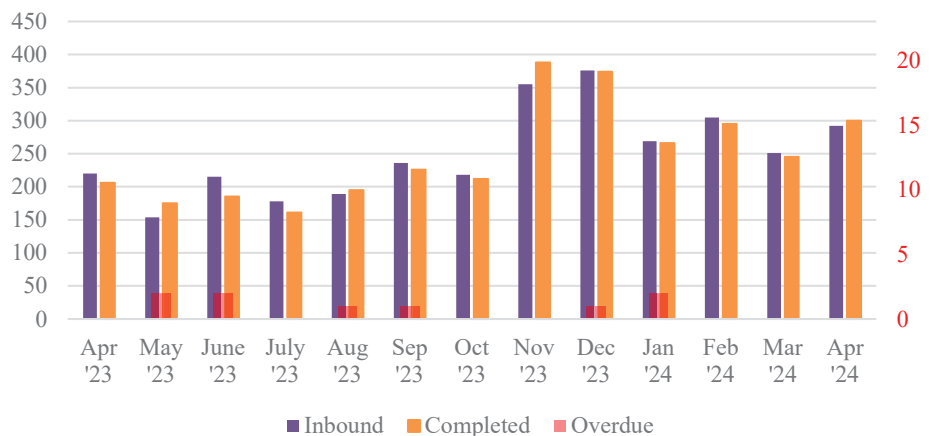
- Better than expected – 27
- As expected – 4

Service Requests

301 Inbound tickets
268 Completed tickets

CAD Upgrade: Oct '23
Bothell/LFP go-live: Nov '23

IT Service Desk





Operations Updates

From: Cory James, Fire Liaison

May 2024

Remembering The Importance Of Our Work

Recently, NORCOM was invited to participate in two very special cardiac arrest survivor reunions.

Both events, held at Redmond Fire Station 11, included personnel who contributed to life-saving actions from Redmond and Kirkland Fire, Northeast King County Medic One, Redmond Police, NORCOM, and the Medic One Foundation. Additionally, the heroic community members who didn't hesitate to stop and help someone in need were in attendance.

Emotional stories were shared about how each person was part of the chain of survival that directly contributed to the ability for the survivor and their families to be there. Hugs were given, and tears were shed.

Included in the photos is a stunning painting that holds special significance as it was gifted to Redmond Fire by one of the survivors who painted it after being released from the hospital. It's a special reminder to our team that **WHAT YOU DO MAKES A DIFFERENCE!** Contributions like setting the tone of a call, guiding a caller with CPR instructions, quickly sending help, and coordinating the incident until the patient can be delivered to the next step of care are all important to the success of the incident.

In both events there were young family members who were able to witness what happens when you step out of your comfort zone and are willing to help someone.

Ceremonies like these not only remind us about the importance of our work, but showed the children who attended the positive impact they too can have by helping someone in need.

