



NORCOM Governing Board  
June 14, 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 May 10, 2024
  - B. AP Reports May 2024
5. For Board Decision
  - A. 2025 Budget Update
6. Newsletter
  - A. June IT & June/July Dispatch Newsletters
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;*
8. Other Business
9. Adjournment

The next Governing Board meeting is scheduled for July 12, 2024.



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 06/14/2024  
Subject: Governing Board Meeting Minutes May 10, 2024

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### Executive Summary:

The May 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

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## Attachments

GB Meeting Minutes 051024



**Meeting Minutes**  
**NORCOM Governing Board**  
**May 10, 2024**

**MEMBERS**

Mark Anderson	City of Bellevue
Toni Call	City of Bothell (Vice-Chair)
Kyle Kolling	City of Clyde Hill
Julie Underwood	City of Kirkland
Jeff Sass	City of Medina
Ed Holmes	City of Mercer Island
Mike Bailey	City of Snoqualmie
Ben Lane	Eastside/Woodinville/Duvall Fire & Rescue
Adrian Sheppard	Redmond Fire Department
Brian Culp	Fire District #27 (Chair)

**ABSENT**

Mike Harden	City of Lake Forest Park
Dan Yourkoski	City of Normandy Park
Mike Bailey	City of Snoqualmie
Matt Cowan	Shoreline/Northshore Fire Department
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

**NORCOM ATTORNEY**

Deanna Gregory	Pacifica Law Group
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**NORCOM TREASURER**

Michael Olson	City of Kirkland (Board Treasurer)
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**GUESTS**

Christopher Drucker	KC EMS
Jami Hoppen	KC E911

**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
Maggie Johanson	Administrative Assistant
Ben Webb	Public Records & QA Specialist
Chelsie Barcus	Accounting & Benefits Specialist
Nathan Way	Application & Security Architect
Andrew Johnson	Service Desk & Applications Supervisor
Sean Goehner	Systems Engineer
Zeb Middleton	Senior Systems Engineer



**Meeting Minutes  
NORCOM Governing Board  
May 10, 2024**

**ABSENT**

Roky Louie

Deputy Director Operations

○ **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.

○ **Roll Call**

Chief Culp requested a roll call of present Governing Board members. Ben Webb, Public Records & QA Specialist, 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.

○ **Consent Agenda**

- **Governing Board Meeting Minutes April 12, 2024**
- **Accounts Payable Report April**

There was no discussion on any consent agenda items.

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

Motion carried.



**Meeting Minutes  
NORCOM Governing Board  
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○ **Board Briefing**

• **Strategic Plan Scoping Subcommittee**

Director Hamilton introduced the topic of a subcommittee as a follow up from the discussion at the April 12, 2024 meeting in which the topic of creating a strategic plan scoping subcommittee was discussed. NORCOM staff is looking for direction and composition of the subcommittee. Director Hamilton stated that the committee would need to be less than a quorum for the General Governing Board meetings, which is eight. NORCOM's attorney Deanna Gregory stated that the ILA allows decisions to be made at the Board level. Joint Ops being utilized was mentioned. A basic timeline was provided and it was decided that the subcommittee would consist of seven members Deputy City Manager Julie Underwood, Deputy City Manager Toni Call, Chief Kyle Kolling, Chief Adrian Sheppard, a member of NORCOM finance department, Operations department & Administrative department.

○ **Board Decision**

• **2025 Budget Discussion – Additional FTE considerations and associated budgetary impacts**

An in-depth overview of the two positions NORCOM is seeking in the 2025 Budget and the importance of both positions being filled was presented. Director Hamilton spoke regarding the training assistant position, stating he feels strongly that the training position is necessary as the current Training Coordinator job duties are more than a one-person job, and it would be a benefit to staffing not to have to pull someone off the floor to train. Chief Lane asked if combining training with other PSAPs would be possible to help with the workload. Human Resource Manager Cayton stated that is something that will have to be explored. Director Hamilton stated we would look into that as an option and bring the findings back to the Board. Deputy Director Myers explained the importance of the IT position, stating that we lost our locution support person. In 2021, the IT positions were refocused to serve NORCOM better, but there is still more work than the current staff can handle, which causes staff to be taxed and demoralized. Chief Lane asked if focusing internally instead of providing IT services externally would benefit NORCOM and asked if we were to bring the person from Shoreline back,



**Meeting Minutes**  
**NORCOM Governing Board**  
**May 10, 2024**

would this be enough staff? Chief Holmes commented that this is a topic that would be good for the strategic plan scoping subcommittee to research. Deputy Director Myers went over how this affects the budget and how the fees are calculated. Deputy City Manager Underwood asked if the finance committee approved or had suggestions. Deputy Director Myers stated that the finance committee has not provided recommendations. The Board would like to hear the committee's opinion. NORCOM staff will ask the finance committee for their recommendation and bring it back to the Board. Chief Holmes asked if these two positions requested are filled will NORCOM be where it needs to be, or will there be additional requests next year? Deputy City Manager Julie Underwood asked staff to identify and report back on any overtime savings opportunities that might be derived from adding the Training FTE. Director Hamilton stated that due to agency fee impacts, staff intentionally spread the additional IT staffing requests over two budget cycles (2024 and 2025). He also affirmed that should the Board approve these two additional positions, this would adequately address the current staffing needs and does not anticipate a request for additional staffing unless the strategic plan dictates otherwise.

o **Executive Session**

An Executive Session was held to discuss a confidential matter.

The Executive Session began at 10:12 with a request for 15 minutes; at 10:27, a request for 5 additional minutes was made. Executive Session ended at 10:30.

There were no actions taken or decisions made.

The General Governing Board Meeting resumed at 10:32.

o **Other Business**

Chief Holmes is retiring in June. This is his last meeting as a NORCOM Governing Board member. Chief Holmes has been a part of NORCOM since the beginning. He was presented with a plaque in honor of his retirement and continued support for NORCOM.

Fire Liaison Cory James shared two events with Redmond Fire where TCPR was performed, along with citizens performing CPR, resulting in both people surviving. The events allowed all parties involved to meet each other and the person whose life was saved.



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May 10, 2024**

o **Adjournment**

Chief Culp adjourned the meeting at 10:41.

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

Approved by:

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Chair

Attest:

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Secretary



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 06/14/2024  
Subject: AP Reports May 2024

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### Executive Summary:

NORCOM staff is asking that the Board review and approve this report through consent. This action is routine in nature and the Finance Manager has reviewed all charges.

### Background:

These are routine reports produced monthly for Board review.

### Past Board or Other Related Actions:

N/A

### Policy and Strategic Implications:

N/A

### NORCOM Staff Recommendation:

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

### Staff Comments:

Nothing Additional

### Options

### Risks

Finance Committee Review: Yes

Legal Review: No

Joint Operations Board Review: No

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## Attachments

AP Reports May 2024



NORCOM  
ACTIVITY MAY 1, 2024 THROUGH MAY 31, 2024

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,399,148.41

I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein, that any advance payment is due and payable pursuant to a contract or is available as an option for full or partial fulfillment of a contractual obligation and that the claim is a just, due and unpaid obligation again NORCOM, and that I am authorized to authenticate and certify said claim.

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Michael Olson, Treasurer

Date

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

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Governing Board Chair

Date

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Governing Board Vice Chair

Date

**501- Operating**

For Period Ending May 31, 2024

	2024 Budget	May Activity	2024 Collected to Date	% collected
Agency Revenue	15,191,029	-	\$ 7,595,333	50%
Agency Reimbursements	200,000	19,225	\$ 98,425	49%
Grants/Intergovernmental/Interest	285,000	-	\$ 50,653	18%
Total	15,676,029	19,225	7,744,411	49%
Transfers In	1,500,000	246,130	\$ 921,130	61%
Revenues + Transfers	17,176,029	265,355.46	8,665,541	50%

**Expenses**

	2024 Budget	May Activity	2024 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	9,176,291	\$ 642,848	\$ 3,095,827	34%	6,080,464
Salaries & Wages - Overtime	433,954	\$ 59,906	\$ 358,477	83%	75,478
Professional Reimbursements	4,200	\$ 323	\$ 1,615	38%	2,585
Medical	1,389,242	\$ 104,777	\$ 520,199	37%	869,043
HSA Contributions	30,515	\$ 2,748	\$ 10,595	35%	19,920
Dental	102,950	\$ 7,689	\$ 37,599	37%	65,350
Vision	13,789	\$ 1,012	\$ 5,050	37%	8,739
Long-Term Care	7,184	\$ 531	\$ 2,798	39%	4,386
FSA Fees	2,955	\$ 100	\$ 500	17%	2,455
Medicare	142,449	\$ 9,434	\$ 46,613	33%	95,836
MEBT	580,026	\$ 43,259	\$ 213,326	37%	366,700
PERS	975,516	\$ 66,103	\$ 325,442	33%	650,074
Washington FMLA	22,412	\$ 1,491	\$ 7,360	33%	15,052
Unemployment	101,920	\$ 7,151	\$ 36,569	36%	65,351
Workers Comp	45,977	\$ 2,203	\$ 11,098	24%	34,879
Total Personnel	13,029,380	949,574	\$ 4,673,068	36%	8,356,312
Advertising	22,500	\$ 618	\$ 2,659	12%	19,841
Bank Fees	50	\$ -	\$ -	0%	50
Cellular,Pager & Radio Svcs	27,332	\$ 358	\$ 7,375	27%	19,957
Computer Hardware-Non Capital	13,028	\$ -	\$ 582	4%	12,446
Consumable Goods	17,560	\$ 2,228	\$ 5,999	34%	11,561
Dues & Memberships	13,304	\$ -	\$ 10,275	77%	3,029
Equipment Leases	25,580	\$ 2,158	\$ 10,069	39%	15,511
Facility Lease	801,874	\$ -	\$ 337,307	42%	464,567
Financial Audit	42,270	\$ -	\$ -	0%	42,270
Hosted Services	228,023	\$ 994	\$ 167,878	74%	60,145
HR Services	88,092	\$ 10,016	\$ 45,811	52%	42,282
Insurance	135,500	\$ -	\$ 135,354	100%	146
Legal Services	133,350	\$ 2,202	\$ 17,102	13%	116,248
Local Travel/Training/ Mileage	6,900	\$ 53	\$ 612	9%	6,288
Network Service	49,749	\$ 2,337	\$ 13,666	27%	36,083
Office Furniture	15,575	\$ -	\$ 1,155	7%	14,420
Office Supplies	6,500	\$ 715	\$ 2,055	32%	4,445
Operating Supplies	5,100	\$ 588	\$ 1,146	22%	3,954
Parking Lease	31,200	\$ 2,651	\$ 12,169	39%	19,031
Payroll Services	17,010	\$ 1,238	\$ 6,908	41%	10,102
Postage	1,000	\$ 125	\$ 261	26%	739
Printing	2,000	\$ 416	\$ 865	43%	1,135
Professional Services	137,040	\$ 4,496	\$ 7,192	5%	129,848
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	\$ 3,371	\$ 405,263	41%	584,175
Radio Site Lease	60,301	\$ -	\$ 1,782	3%	58,519
Recruitment Supplies	2,000	\$ -	\$ -	0%	2,000
Small Tools & Minor Equipment	10,500	\$ 114	\$ 1,375	13%	9,125
Software/Licensing	99,106	\$ 144	\$ 21,137	21%	77,969
Telephone Services	40,180	\$ 2,929	\$ 13,063	33%	27,117
Training/Conf Registrations	35,935	\$ -	\$ 1,456	4%	34,479
Training/Conf Registrations/ Travel	27,138	\$ 894	\$ 5,749	21%	21,389
Transfers Out	1,553,945	\$ 246,130	\$ 246,130	16%	1,307,815
Total Supplies & Services	5,084,473	284,776	\$ 1,572,434	31%	3,512,039
GRAND TOTAL	18,113,853	1,234,350	\$ 6,245,503	34%	11,868,351

**502- Capital Projects**

	2024 Budget	May Activity	2024 Spending to Date	% used	Remaining Balance
Alpha Numeric Paging	913,423	\$ -	\$ 28,937	3%	884,486
Console Replacement Project	714,000	\$ -	\$ 1,671	0%	712,329
CAD Radio Interface	200,000	\$ 3,023	\$ 3,023	2%	196,978
CAD to NICE	35,000	\$ -	\$ -	0%	35,000
	1,862,423	3,023	33,631	1.8%	1,828,792

**503- Equipment Replacement:**

	2024 Budget	May Activity	2024 Spending to Date	% used	Remaining Balance
Desktops/Laptops/Phones	30,850	\$ 3,857	\$ 15,108	49%	15,742
Network Costs	75,000	\$ -	\$ 46,737	62%	28,263
Routers/Servers	131,379	\$ -	\$ 43,882	33%	87,497
Switches & Access Points	33,250	\$ -	\$ -	0%	33,250
	270,479	3,857	105,727	39.1%	164,752

**505-E 911 Escrow**

	2024 Budget	May Activity	Collected to Date	% collected
Revenues:				
E-911 Escrow	1,520,055	-	\$ 556,137	37%
Investment Interest	-	-	\$ 6,958	
	1,520,055	-	563,094	37%

**Expenditures:**

	2024 Budget	May Activity	2024 Spending to Date	% used	Remaining Balance
Transfers Out	1,500,000	\$ 246,130	\$ 675,000	45%	825,000

**NORCOM Financial Summary**  
For Period Ending May 31, 2024

	2024 Adopted Budget	Actual	Percent of Budget
<b><u>501 - Operating Fund</u></b>			
2024 Beginning Fund Balance	746,633	743,633	
Agency Revenue	15,191,029	\$ 7,595,333	50.00%
Other Revenue	485,000	\$ 149,079	30.74%
Transfers In	1,500,000	\$ 921,130	61.41%
Revenue Collected	17,176,029	8,665,541	50.45%
Total Resources	17,922,662	9,409,174	
Personnel Expenditures	12,928,930	\$ 4,673,068	36.14%
Operating Expenditures	3,400,787	\$ 1,572,434	46.24%
Transfers Out	1,553,945	\$ 246,130	15.84%
Total Expenditures	17,883,662	6,491,633	36.30%
<b>Available Fund Balance</b>	<b>\$39,000</b>	<b>\$ 2,917,542</b>	
<b><u>502 - Capital Projects Fund</u></b>			
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	\$ 33,631	1.81%
Transfers Out	-	\$ -	0.00%
Total Expenditures	1,862,423	33,631	1.81%
<b>Available Fund Balance</b>	<b>-\$1,151,217</b>	<b>\$17,575</b>	
<b><u>503 - Equipment Replacement Reserve</u></b>			
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	\$ 105,727	39.09%
Transfers Out	-	-	0.00%
Total Expenditures	270,479	105,727	39.09%
<b>Available Fund Balance</b>	<b>\$127,121</b>	<b>\$45,743</b>	

	2024 Adopted Budget	Actual	Percent of Budget
<b><u>504 - Operating Expense Reserve</u></b>			
2024 Beginning Fund Balance	\$ 160,751	\$160,751	
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	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
<b>Available Fund Balance</b>	<b>\$200,751</b>	<b>\$160,751</b>	
<b><u>505 - E-911 Escrow Trust</u></b>			
2024 Beginning Fund Balance	\$170,532	\$170,532	
Operating Revenue	1,600,000	\$ 556,137	34.76%
Investment Interest	-	6,958	0.00%
Revenue Collected	1,600,000	563,094	35.19%
Total Resources	1,770,532	733,626	
Expenditures	-	-	0.00%
Transfers Out	1,600,000	675,000	42.19%
Total Expenditures	1,600,000	675,000	42.19%
<b>Available Fund Balance</b>	<b>\$170,532</b>	<b>\$58,626</b>	
<b><u>506 - Rate Stabilization Reserve</u></b>			
2024 Beginning Fund Balance	\$507,041	\$507,041	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	607,814	-	0.00%
Revenue Collected	607,814	-	0.00%
Total Resources	1,114,855	507,041	
Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
<b>Available Fund Balance</b>	<b>\$1,114,855</b>	<b>\$507,041</b>	

# Accounts Payable

## Checks by Date - Detail by Check Date

User: Cbarcus@norcom.org  
Printed: 5/31/2024 1:07 PM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	120	ADP	05/02/2024	
	PPE04282024	Accrued Wages PPE 04282024		235,598.22
	PPE04282024	Accrued Employment & WACares PPE 0428202		4,478.84
	PPE04282024	Garnishments Payable PPE 04282024		557.08
	PPE04282024	Medicare Payable PPE 04282024		9,355.53
	PPE04282024	Federal Taxes Payable PPE 04282024		37,026.52
	PPE04282024	FMLA Taxes Payable PPE 04282024		2,588.27
Total for this ACH Check for Vendor 120:				289,604.46
ACH	131	HEALTH EQUITY	05/02/2024	
	PPE04282024	HSA Contributions PPE 04282024		1,961.95
Total for this ACH Check for Vendor 131:				1,961.95
ACH	132	WILMINGTON TRUST	05/02/2024	
	PPE04282024	MEBT Contributions PPE 04282024		42,188.64
Total for this ACH Check for Vendor 132:				42,188.64
ACH	133	DEPT OF RETIREMENT SYSTEMS	05/02/2024	
	PPE04282024	PERS Contributions PPE 04282024		54,035.62
	PPE04282024	DRS DCP Contributions PPE 04282024		386.68
Total for this ACH Check for Vendor 133:				54,422.30
ACH	785	NAVIA BENEFITS SOLUTIONS	05/02/2024	
	04302024	FSA Disbursement - 04302024		15.00
	10852138	Monthly Admin Fee - April 2024		100.00
Total for this ACH Check for Vendor 785:				115.00
ACH	801	JACOB PERRIGO	05/02/2024	
	PPE04282024	Physical Check - PPE 04282024		2,813.86
Total for this ACH Check for Vendor 801:				2,813.86
ACH	802	ARIEL SIHARATH	05/02/2024	
	PPE04282024	Physical Check - PPE 04282024		818.64
Total for this ACH Check for Vendor 802:				818.64
ACH	803	DANIEL MEREDITH	05/02/2024	
	PPE04282024	Physical Check - PPE 04282024		1,071.75
Total for this ACH Check for Vendor 803:				1,071.75
ACH	804	KIALANI RULE	05/02/2024	
	PPE04282024	Physical Check - PPE 04282024		812.70
Total for this ACH Check for Vendor 804:				812.70

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	805 PPE04282024	STEPHANIE SKENANDORE Physical Check - PPE 04282024	05/02/2024	974.51
Total for this ACH Check for Vendor 805:				974.51
ACH	806 PPE04282024	ALEXANDER KITELINGER Physical Check - PPE 04282024	05/02/2024	1,067.98
Total for this ACH Check for Vendor 806:				1,067.98
20914	675 PPE04282024	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contributions PPE 04282024	05/02/2024	6,581.16
Total for Check Number 20914:				6,581.16
20915	569 MAY2024	NORCOM ASSOCIATED GUILD NAG Dues - May 2024	05/02/2024	1,517.00
Total for Check Number 20915:				1,517.00
20916	673 MAY2024	PUBLIC SAFETY EMPLOYEES UNION PSEU Dues - May 2024	05/02/2024	759.48
Total for Check Number 20916:				759.48
Total for 5/2/2024:				404,709.43
ACH	120 660194019	ADP Workforce Now Payroll Solution Bundle PPE 04	05/10/2024	518.96
Total for this ACH Check for Vendor 120:				518.96
ACH	785 05072024 10856593	NAVIA BENEFITS SOLUTIONS FSA Disbursement - 05072024 Refundable Funding Deposit - Coverage 1.1.24 -	05/10/2024	15.00 1,000.00
Total for this ACH Check for Vendor 785:				1,015.00
20917	482 INV-15694	3R TECHNOLOGY Sorting & Shredding Fee	05/10/2024	380.05
Total for Check Number 20917:				380.05
20918	718 10896807	ACCESS CORP Shredding Services - April	05/10/2024	181.24
Total for Check Number 20918:				181.24
20919	364 04272024	AT&T Cellular Services ACCT# 7817	05/10/2024	172.66
Total for Check Number 20919:				172.66
20920	3 04282024	AT&T MOBILITY Cellular Services ACCT# 6980	05/10/2024	148.43
Total for Check Number 20920:				148.43
20921	710 INV020783	BRCK INC Telephone Services ACCT# S00166571	05/10/2024	667.55

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 20921:				667.55
20922	11	CITY OF BELLEVUE	05/10/2024	
	49291	Monthly Parking Spaces - June		502.12
	49291	Monthly Parking Spaces - June		1,332.15
	49292	Fiber Usage Rental Fee - June		477.00
Total for Check Number 20922:				2,311.27
20924	447	FIRST CHOICE COFFEE SERVICES	05/10/2024	
	417678	Ice Machine Rental - May		121.33
Total for Check Number 20924:				121.33
20925	773	FRONTLINE PUBLIC SAFETY SOLUTIO	05/10/2024	
	FL26567	Cloud-Based Professional Standards Tracker 5.1		3,300.00
Total for Check Number 20925:				3,300.00
20926	586	MEYDENBAUER CENTER	05/10/2024	
	2024-05	Construction Employee Parking - May		1,950.00
Total for Check Number 20926:				1,950.00
20927	331	ZEB MIDDLETON	05/10/2024	
	05022024	Mileage Reimbursement - April		53.47
Total for Check Number 20927:				53.47
20928	728	MULTICARE CENTERS OF OCCUPATIC	05/10/2024	
	159523	Pre-Employment Physical Exam - 6X		2,676.00
Total for Check Number 20928:				2,676.00
20929	46	NATIONAL TESTING NETWORK	05/10/2024	
	15141	Background Investigations Services - 4X		5,800.00
Total for Check Number 20929:				5,800.00
20930	52	PACIFICA LAW GROUP	05/10/2024	
	89872	Legal Services - April		1,950.00
Total for Check Number 20930:				1,950.00
20931	366	T MOBILE	05/10/2024	
	04212024	Cellular Services ACCT# 947208760		37.40
Total for Check Number 20931:				37.40
20932	800	LORA UELAND	05/10/2024	
	04-2024	Review, Draft And Finalize Documents		2,212.50
Total for Check Number 20932:				2,212.50
Total for 5/10/2024:				23,495.86
ACH	120	ADP	05/16/2024	
	PPE05122024	Accrued Wages PPE05122024		243,905.73
	PPE05122024	Accrued Employment & WACares PPE05122024		4,571.03
	PPE05122024	Medicare Payable PPE05122024		9,512.88

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	PPE05122024	FMLA Taxes Payable PPE05122024		2,629.96
	PPE05122024	Federal Taxes Payable PPE05122024		38,223.10
	PPE05122024	Garnishments Payable PPE05122024		557.08
Total for this ACH Check for Vendor 120:				299,399.78
ACH	131	HEALTH EQUITY	05/16/2024	
	PPE05122024	HSA Contributions PPE05122024		1,339.07
Total for this ACH Check for Vendor 131:				1,339.07
ACH	132	WILMINGTON TRUST	05/16/2024	
	PPE05122024	MEBT Contributions Payable PPE05122024		44,829.99
Total for this ACH Check for Vendor 132:				44,829.99
ACH	133	DEPT OF RETIREMENT SYSTEMS	05/16/2024	
	PPE05122024	DRS DCP Contributions PPE05122024		380.51
	PPE05122024	PERS Contributions PPE05122024		54,988.94
Total for this ACH Check for Vendor 133:				55,369.45
ACH	785	NAVIA BENEFITS SOLUTIONS	05/16/2024	
	05142024	PSA Disbursement 05142024		439.36
Total for this ACH Check for Vendor 785:				439.36
ACH	801	JACOB PERRIGO	05/16/2024	
	PPE05122024	Physical Check PPE05122024		3,060.93
Total for this ACH Check for Vendor 801:				3,060.93
ACH	802	ARIEL SIHARATH	05/16/2024	
	PPE05122024	Physical Paycheck PPE05122024		1,977.36
Total for this ACH Check for Vendor 802:				1,977.36
20933	675	ICMA-RC VANTAGEPOINT TRANSFER	05/16/2024	
	PPE05122024	ICMA 457 Contributions PPE05122024		6,695.74
Total for Check Number 20933:				6,695.74
20934	75	US BANK CORPORATE PAYMENT SYS	05/16/2024	
	04102024	HomeGoods - TC Week Food Supplies		20.79
	04102024	Grammarly Annual Subscription Fee		144.00
	04112024	US Chef Store - TC Week Food Supplies		164.76
	04112024	Home Depot - TC Week Command Hooks		10.94
	04112024	Harry&David - TC Week Food Supplies		175.96
	04112024	Costco - TC Week Food Supplies		723.30
	04112024	HomeGoods - TC Week Storage Bags		14.32
	04112024	DollarTree - Bowl Refund		-9.65
	04112024	US Chef Store - TC Week Food Supplies		114.30
	04112024	Trader Joes - TC Week Food Supplies		52.23
	04142024	Primo Water Delivery		167.43
	04152024	Amazon - Computer Wall Mount		65.94
	04172024	911 Director's Lunch & Meeting Registration Fe		20.00
	04172024	Costco - TC Week Food Supplies		79.25
	04172024	Primo Water Delivery		6.79
	04172024	Safeway - TC Week Food Supplies		28.86
	04182024	Office Depot - Laminating Pouches		59.49
	04182024	Safeway - TC Week Food Supplies		17.25
	04182024	KudosBoard - TC Week		9.91

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	04182024	Dollar Tree - Colored Pencils & Coloring Books		28.95
	04182024	Safeway - Life Savers For New Hire Bags		2.50
	04192024	Office Depot - Tent Cards & Writing Pads		75.79
	04192024	Office Depot - Post-It Notes		25.33
	04212024	Amazon - Note Pads, Post-Its & Index Cards		135.47
	04212024	Amazon - Life Savers For New Hire Bags		14.38
	04222024	Office Depot - Multi Color Printer Paper		19.82
	04252024	Panera Bread - Admin Professionals Day		96.75
	04272024	Primo Water Delivery		158.94
	04292024	Amazon - Liquid Dish Soap & Dishwasher Detergent		37.93
	04292024	Amazon - Printer Paper, Dry Erase Markers & Stickers		250.53
	04302024	Indeed - Job Advertising		551.02
	04302024	Copiers Northwest - 2023 Annual Report		366.97
	04302024	Copiers Northwest - Employee Poster LFPPD		49.37
	05012024	Michaels - TC Week Decoration		6.61
	05012024	Indeed - Job Advertising		66.70
	05012024	TC Week - Photo Winner Print		3.32
	05012024	USPS - 2023 Annual Report Postage		125.40
	05022024	Costco - Lysol, Kleenex, Feminine Products		96.42
	05022024	Traning Conference Hotel Fee		873.99
	05022024	Amazon - Web Services April		895.24
	05022024	Costco - Coffee		179.34
	05022024	Northwest Trophy - 2023 Annual Awards		110.20
	05052024	Amazon - Adaptor & Headphone		48.46
	05052024	Amazon - Pens & Air Filter		119.13
	05082024	SmartSign - Parking Plaquards		370.27
	05092024	Nothing Bundt Cake - Governing Board Refresh		66.61
	05092024	Northwest Trophy - Chief Holmes Retirement Plaque		96.37
Total for Check Number 20934:				6,737.68
Total for 5/16/2024:				419,849.36
ACH	120	ADP	05/23/2024	
	660702820	Payroll Services And Workforce Now		226.23
	661392736	Workforce Now Payroll Solution Bundle PPE 05		492.68
Total for this ACH Check for Vendor 120:				718.91
ACH	134	COLONIAL LIFE	05/23/2024	
	JUNE2024	Supplemental Insurance Premiums - June 2024		1,279.95
Total for this ACH Check for Vendor 134:				1,279.95
ACH	140	RELIANCE STANDARD	05/23/2024	
	JUNE2024	L/LTD Premiums Payable - June 2024		1,706.60
Total for this ACH Check for Vendor 140:				1,706.60
ACH	327	ASSOCIATION OF WASHINGTON CITIZENS	05/23/2024	
	JUNE2024	Dental Premiums - June 2024		8,577.44
	JUNE2024	Medical Premiums - June 2024		114,786.60
	JUNE2024	Vision Premiums - June 2024		1,111.64
Total for this ACH Check for Vendor 327:				124,475.68
ACH	67	DEPT OF REVENUE	05/23/2024	
	APRIL2024	April Excise Tax 2024 - InnovaSafe		70.70
	APRIL2024	April Excise Tax 2024 - Meydenbayer Parking		196.95



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for this ACH Check for Vendor 67:				267.65
20935	6	CDW-GOVERNMENT INC	05/23/2024	
	RD49344	HP ElliteBook Laptop Docks		351.30
	RD49344	HP ElliteBook Laptop		3,505.86
Total for Check Number 20935:				3,857.16
20936	8	CENTURYLINK	05/23/2024	
	05102024	Telephone Services ACCT# 356B		895.76
Total for Check Number 20936:				895.76
20937	18	COPIERS NORTHWEST	05/23/2024	
	INV2824087	Copier Lease - April 2024		284.99
Total for Check Number 20937:				284.99
20938	761	DEVBLOCK TECHNOLOGIES, INC	05/23/2024	
	1311	CADLite Installation And Service Aggreement -		3,022.50
Total for Check Number 20938:				3,022.50
20939	649	EMILY GROVE-MAZUREK	05/23/2024	
	20240419	Contract Services Payable		966.00
	20240426	Contract Services Payable		448.00
	20240517	Contract Services Payable		308.00
Total for Check Number 20939:				1,722.00
20940	799	KEATING, BUCKLIN & MCCORMACK,	05/23/2024	
	22466	Legal Services - Employment Consulting		252.00
Total for Check Number 20940:				252.00
20941	252	KING COUNTY FINANCE	05/23/2024	
	11014661	KCIT INET Other MISC SVC - April 2024		1,860.00
Total for Check Number 20941:				1,860.00
20942	557	LANGUAGE LINE SERVICES	05/23/2024	
	11280844	Over-The-Phone Interpretation - April 2024		660.22
Total for Check Number 20942:				660.22
20943	711	PETEK & ASSOCIATES	05/23/2024	
	2418	Pre-Employment Psychological Evaluation - 4X		1,540.00
Total for Check Number 20943:				1,540.00
20944	630	SITECRAFTING INC	05/23/2024	
	44030	Monthly Managed Web Hosting - Pantheon Platf		99.00
Total for Check Number 20944:				99.00
20945	74	UNUM	05/23/2024	
	JUNE2024	Long Term Care Insurnace Premiums - June 202		771.50
Total for Check Number 20945:				771.50
20946	88	WELLS FARGO FINANCIAL LEASING	05/23/2024	
	5029790780	Copier Lease - May 2024		1,751.87

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 20946:				1,751.87
20947	692	ZIPLY FIBER	05/23/2024	
	04262024	Telephone Services ACCT# 0215		609.60
	04282024	Telephone Services ACCT# 6115		95.37
Total for Check Number 20947:				704.97
Total for 5/23/2024:				145,870.76
ACH	133	DEPT OF RETIREMENT SYSTEMS	05/31/2024	
	PPE05262024	PERS Contributions PPE 05262024		52,809.67
	PPE05262024	DRS DCP Contributions PPE 05262024		393.78
Total for this ACH Check for Vendor 133:				53,203.45
ACH	120	ADP	05/31/2024	
	PPE 05262024	Medicare Payable PPE 05262024		9,370.46
	PPE 05262024	Accrued Wages PPE 05262024		247,186.12
	PPE 05262024	Federal Taxes Payable PPE 05262024		37,821.00
	PPE 05262024	Accrued Employment & WACares PPE 0526202		4,341.25
	PPE 05262024	Garnishments Payable PPE 05262024		557.08
	PPE 05262024	FMLA Taxes Payable PPE 05262024		2,555.98
Total for this ACH Check for Vendor 120:				301,831.89
ACH	132	WILMINGTON TRUST	05/31/2024	
	PPE 05262024	MEBT Contributions PPE 05262024		43,547.13
Total for this ACH Check for Vendor 132:				43,547.13
ACH	67	DEPT OF REVENUE	05/31/2024	
	APRIL2024	Excise Tax Sales Tax Increase Adjustment - Apri		0.70
	APRIL2024	Excise Tax Sales Tax Increase Adjustment - Apri		1.95
Total for this ACH Check for Vendor 67:				2.65
ACH	785	NAVIA BENEFITS SOLUTIONS	05/31/2024	
	05282024	FSA Disbursement 05.28.2024		3.15
Total for this ACH Check for Vendor 785:				3.15
20948	675	ICMA-RC VANTAGEPOINT TRANSFER	05/31/2024	
	PPE 05262024	IMCA 457 Contributions PPE 05262024		6,634.73
Total for Check Number 20948:				6,634.73
Total for 5/31/2024:				405,223.00
Report Total (64 checks):				1,399,148.41



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 06/14/2024  
Subject: 2025 Budget Update

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### Executive Summary:

The 2025 budget development cycle is near completion. The 2025 budget policy, approved by the Governing board, sets the development, approval, and adoption calendar. Upcoming deadlines are:

- June 21 – Budget development complete
- June 27 – Preliminary budget and user fees transmitted to the Finance Committee
- July 12 – Budget and user fee updates complete, presented to the Governing Board
- August 9 – Approval of agency fees by the Governing Board (resolution)
- December 13 – Governing Board adopts the final budget (resolution)

Staff have requested the creation of two FTEs: a Training Assistant and a Network and Security Specialist. Analysis of overtime for the last three years and through Q1 of 2024 shows overtime costs to back fill for academy training range from \$34k to almost \$80k. Several factors impact annual costs for back fill – the number of new hires, the frequency of academies, the minimum floor staffing level, and the number of hours of OT created by the trainer being pulled off the floor for academy instruction.

To complete the budget development, staff requests Governing Board approval for scenarios A or B related to additional FTEs. The Finance Committee has been briefed throughout the budget development process and was asked to provide the Board with input into the decision.

Scenario A- Approves the creation of a Training Assistant FTE beginning in 2025.

Scenario B- Approves the creation of a Training Assistant FTE and a Network and Security Specialist FTE beginning in 2025.

Scenario C- Rejects adding one or both of the requested positions.

### Background:

At the April and May Governing Board Meeting, staff presented possible 2025 budget items for consideration. These included the creation of two new FTE positions:

- Training Assistant
- Network and Security Specialist.

During the May Governing Board meeting, the Board requested further information regarding overtime savings should a Training Assistant FTE be approved and asked for the NORCOM Finance Committee to provide input into the FTE requests.

**Past Board or Other Related Actions:**

N/A

**Policy and Strategic Implications:**

The Training Assistant position increases consistency and efficiencies. The position also decreases the need for back fill overtime and will reduce mandatory overtime. It will improve NORCOM's training outlook, prepare NORCOM for state certification expected to become effective Jan 1, 2025, and give professional development and opportunity for our communications training officers. The position will also be available to aid essential staffing as needed.

The Network and Security Specialist position will improve the workload balance in the IT department and allow high-level network and security employees to focus on more complex work. It will support on-time equipment updates and replacements, improve network security, ensure IT resources for internal and external projects, and allow IT staff to complete critical training and education.

**NORCOM Staff Recommendation:**

Consistent with the Finance Committee's direction, NORCOM Staff recommends approving the addition of both FTEs for 2025. However, understanding the impact on our user agencies and their annual fees, staff also recognizes an optional scenario that would approve the Training Assistant in 2025 and request the addition of a Network and Security Specialist in 2026.

**Staff Comments:**

N/A

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

The Finance Committee reviewed and discussed the 2025 budget and the two requested FTE positions at its last meeting. The committee supports scenario B, to add both new positions in the 2025 budget.

**Legal Review:** No**Joint Operations Board Review:** No

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**Attachments**

2025 Budget Update

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# 2025 Budget Calendar

June 21	Budget Development Complete
June 27	Preliminary budget to Finance Committee
July 12	Budget and user fee updates complete, presented at the Board meeting
August 8	Proposed budget and fees transmitted to Governing Board
August 9	Public hearing & board approval of agency fees by Governing Board (resolution)
September 13	Participating agencies advised of budget and user fees
	Approval by the legislative authorities of each participating or subscribing agency due
December 13	Governing Board adopts the final budget, at the Board meeting (resolution)

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## Follow-Up Information

- Average training costs

Year	# of new hires	# of OT hour to cover "training support" in Telestaff	Backfill Costs (Avg OT rate)
2021	12	911	\$49,786
2022	18	1,417	\$79,232
2023	13	585	\$34,390
2024	11	229*	\$56,127*

\* Q1 numbers only

- Joint New Hire Training opportunities
- Finance Committee Input



## Scenario A – 5.0% overall increase, adding 1 TC FTE

2025 User Fees	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	2024 Adopted Total	2025 Total	Increase/ (Decrease)	Percent Change
Bellevue Police	1,644,234	708,412		1,880,804	3,967,232	4,233,450	266,218	6.7%
Bothell Police	611,255	196,054		699,201	1,269,473	1,506,510	237,036	18.7%
Clyde Hill Police	48,515	6,971		55,495	93,036	110,980	17,944	19.3%
Kirkland Police	1,105,911	344,374		1,265,028	2,734,562	2,715,313	(19,249)	-0.7%
Lake Forest Park	210,465	21,849		240,747	460,562	473,061	12,499	2.7%
Medina Police	42,481	1,457		48,593	81,566	92,531	10,965	13.4%
Mercer Island Police	308,941	33,605		353,392	560,336	695,938	135,602	24.2%
Normandy Park Police	55,006	29,548		62,920	134,420	147,473	13,053	9.7%
<b>Total Police</b>	<b>4,026,807</b>	<b>1,342,269</b>	<b>-</b>	<b>4,606,180</b>	<b>9,301,188</b>	<b>9,975,256</b>	<b>674,069</b>	<b>7.2%</b>
Bellevue Fire			1,019,983	582,648	1,588,400	1,602,631	14,231	0.9%
Bothell Fire			317,976	181,639	497,571	499,615	2,044	0.4%
Duvall Fire			49,070	28,030	77,700	77,100	(600)	-0.8%
Eastside Fire and Rescue			548,162	313,128	827,310	861,290	33,980	4.1%
<i>Mercer Island Fire</i>			120,533	68,853	186,100	189,386	3,286	1.8%
<i>Woodinville Fire</i>			147,272	84,126	220,561	231,398	10,837	4.9%
Fall City Fire			23,384	13,358	41,488	36,741	(4,746)	-11.4%
Kirkland Fire			392,918	224,448	614,553	617,366	2,812	0.5%
Redmond Fire			460,284	262,929	694,070	723,213	29,144	4.2%
Shoreline Fire			490,179	280,006	800,632	770,185	(30,446)	-3.8%
<i>Northshore Fire</i>			148,980	85,102	227,825	234,082	6,257	2.7%
Skykomish Fire			16,464	9,405	23,695	25,869	2,174	9.2%
Snoqualmie Pass Fire			18,605	10,628	26,851	29,234	2,382	8.9%
Snoqualmie Fire			44,812	25,598	63,085	70,409	7,324	11.6%
<b>Total Fire</b>	<b>-</b>	<b>-</b>	<b>3,798,621</b>	<b>2,169,897</b>	<b>5,889,842</b>	<b>5,968,519</b>	<b>78,677</b>	<b>1.3%</b>
<b>Agency Total</b>	<b>4,026,807</b>	<b>1,342,269</b>	<b>3,798,621</b>	<b>6,776,077</b>	<b>15,191,029</b>	<b>15,943,775</b>	<b>752,746</b>	<b>5.0%</b>



Scenario B – 5.2% overall increase, adding 1 TC FTE and 1 Network/Security Specialist FTE

2025 User Fees	Dispatch Law	Data Radio	Fire	Receiver	Total	Total	(Decrease)	Change
Bellevue Police	1,648,456	710,232		1,885,635	3,967,232	4,244,323	277,091	7.0%
Bothell Police	612,824	196,558		700,997	1,269,473	1,510,379	240,906	19.0%
Clyde Hill Police	48,639	6,989		55,637	93,036	111,265	18,229	19.6%
Kirkland Police	1,108,751	345,259		1,268,277	2,734,562	2,722,287	(12,275)	-0.4%
Lake Forest Park	211,006	21,905		241,365	460,562	474,276	13,714	3.0%
Medina Police	42,590	1,460		48,718	81,566	92,769	11,203	13.7%
Mercer Island Police	309,735	33,691		354,299	560,336	697,725	137,389	24.5%
Normandy Park Police	55,147	29,623		63,081	134,420	147,852	13,431	10.0%
Total Police	4,037,149	1,345,716	-	4,618,010	9,301,188	10,000,876	699,688	7.5%
Bellevue Fire			1,022,602	584,144	1,588,400	1,606,747	18,347	1.2%
Bothell Fire			318,793	182,105	497,571	500,898	3,327	0.7%
Duvall Fire			49,196	28,102	77,700	77,298	(402)	-0.5%
Eastside Fire and Rescue			549,570	313,932	827,310	863,502	36,192	4.4%
Mercer Island Fire			120,843	69,029	186,100	189,872	3,772	2.0%
Woodinville Fire			147,650	84,342	220,561	231,992	11,431	5.2%
Fall City Fire			23,444	13,392	41,488	36,836	(4,652)	-11.2%
Kirkland Fire			393,927	225,024	614,553	618,951	4,398	0.7%
Redmond Fire			461,466	263,605	694,070	725,071	31,001	4.5%
Shoreline Fire			491,438	280,725	800,632	772,163	(28,468)	-3.6%
Northshore Fire			149,362	85,321	227,825	234,683	6,858	3.0%
Skykomish Fire			16,506	9,429	23,695	25,935	2,240	9.5%
Snoqualmie Pass Fire			18,653	10,655	26,851	29,309	2,457	9.2%
Snoqualmie Fire			44,927	25,664	63,085	70,590	7,505	11.9%
Total Fire	-	-	3,808,377	2,175,470	5,889,842	5,983,847	94,006	1.6%
Agency Total	4,037,149	1,345,716	3,808,377	6,793,480	15,191,029	15,984,723	793,694	5.2%





## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 06/14/2024  
Subject: June IT & June/July Dispatch Newsletters

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### Executive Summary:

The IT & Dispatch Newsletters contain Information Technology updates, dispatch information, and 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 the Board review the updates and offer input or questions as desired.

### Staff Comments:

None

### Options

### Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

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## Attachments

June IT & June/July Dispatch Newsletters



# Information Technology Updates

From: Katy Myers, DDofA

June 2024

## Radio

### PSERN to CAD Interface

Update statement of work and quote received, being reviewed internally and with PSERN.

### Alpha-Numeric Paging

- Microwave equipment has been ordered to be installed to create connectivity between Horizon Heights and Bellevue City Hall.
- Working with UW to establish alternate IP based connectivity for alphanumeric paging at Harborview.
- Site visits are scheduled for this month and then equipment will be ordered.
- Project expected to be complete in January 2025.

## Telephone Systems

### 911 Platform Replacement

Work begins at the end of July with cutover in mid-November. Due to the timing we are working with the KC911 team to possibly integrate this project with our console replacement schedule.

## Project, Systems and Programs

### Software Developer & QA Engineer.

Open position as of April 1st, 2024. Hiring process is underway to fill this vacancy.

### 911 Console Replacement

Final design drafts are being internally reviewed. Initial call occurred to identify stakeholders and discuss scope of work. One final monitor configuration option is being tested by dispatch.

### FirstWatch Interface

FirstWatch is working with Eastside Fire & Rescue and Bellevue Fire to identify their obsolete triggers and to recreate the relevant ones. NORCOM 'All Incidents' and 'All Responses' triggers are being recreated.

### Security as a Service

NORCOM has completed 4 of the 5 onboarding modules. With the completion of each module, the security team continues to address all security alert notifications and the ongoing work to configure and fine tune the system. The last module will include building an Incident Response plan for security events. Plans are being made to roll out security awareness training to the organization.

### Tyler CAD Annual Upgrade

Project Kickoff 6/18. Meetings are scheduled with application testers to go over what is new and what needs to be tested.

## 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.

"NORCOM Service IT Desk is GREAT. I have consistently received EXCELLENT support, so "As Expected" really equates to "EXCELLENT". "Better Than Expected" would imply expectations were low going in."

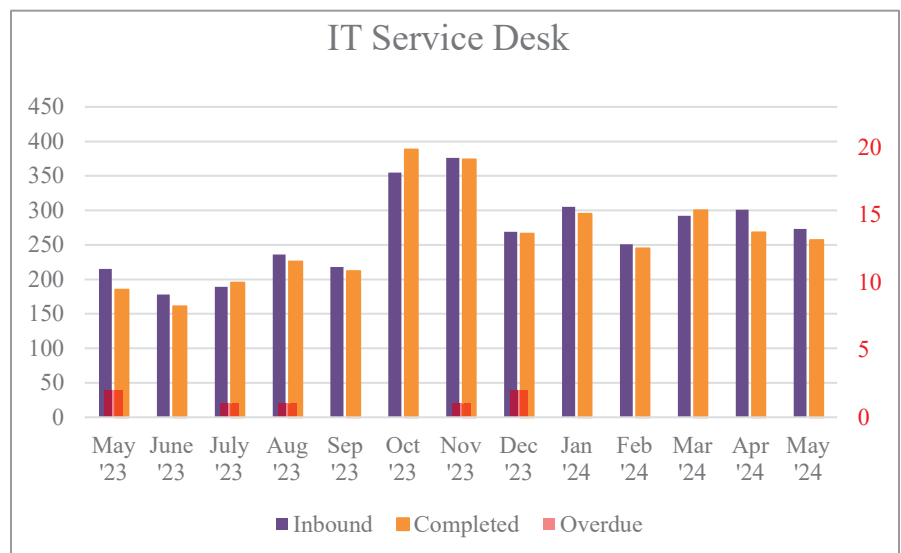
"I always receive excellent assistance from NORCOM. This time there was a huge mess with the computer names, DACS, and mnemonics because of a change to Kirkland's servers and Khai was very quick about getting each computer issue changed as they came in and it was very much appreciated!"

"There were no parades or Blue Angles flying over, but I feel like your team should have gotten some type of recognition for the amazingly fast response and resolution. The wheels of justice are lubricated well by y'all."

Last Month: 11 surveys were returned

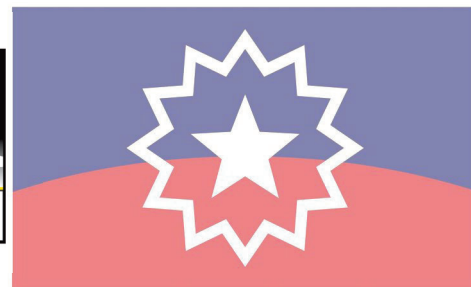
- Better than expected – 28
- As expected – 16

<u>Service Requests</u>
273 Inbound tickets 257 Completed tickets
CAD Upgrade: Oct '23 Bothell/LFP go-live: Nov '23



# NORCOM DISPATCH

ISSUE 3 | JUNE - JULY 2024 | VOLUME 2



## Skykomish

Stevens Pass, located east of the town of Skykomish, was named after John F Stevens who was the first “westerner” credited with locating the pass in 1890. Stevens, the Chief Engineer of the Great Northern Railroad, was responsible for plotting the route of the new railroad that was planned to connect the shipping and logging industries of the Pacific Northwest with developing markets in the Midwest. After completing his service with the Great Northern, Stevens went on to work as Chief Engineer of the Panama Canal project and later the Trans Siberian Railroad. Work on the Great Northern Railroad started in 1889, the same year Washington became a state (November 11, 1889), and was completed on January 6, 1893.



Back Row L-R John Henry, Sig Freestad, Bob Pownall, Earl Riddle  
Front Row L-R Bob Pasley, Ted Ryder, Chuck Hattensburg, Lowell Wedemeyer, Ham Hansen, Bob Crumpler, Jim Bishop, Lloyd Austin

A miner and railroad worker named John Maloney moved back to Seattle in 1889 and soon met Stevens. Through this friendship he realized that the upcoming railroad would pass through a particular area west of Stevens Pass and would be a likely place for a split in the line. He setup a land claim and built a cabin and established the town as Maloney’s Siding in 1890. By the time the railroad moved through, the town was renamed “Skykomish” after the Skykomish river. The first scheduled train passed through the town 131 years ago this month, on June 18, 1893 and in 1894 railroad infrastructure, including a depot, a roundhouse, a coal chute and a water tank were built.

Skykomish became a local hub and population boomed with logging, railroad and mining operations. The population of the town peaked in 1920 with nearly 8,000 residents but has dwindled to 158. If you visit on the way to Eastern Washington, Chelan, Leavenworth or just happen to want a historical adventure, you can still visit a lot of historical buildings. Skykomish is a National Historic District. Check out the walking tour [here](#) or consider a ride on the [Great Northern & Cascade Railway](#) for a free ride on a mini train and some history!

Want to read more? [Historic Cascadia Hotel](#) [Historylink](#) [Skykomish Historical Society](#)

# Independence Day Celebrations



NORCOM-Potluck on July 4—signup!

[Kirkland](#)-Marina Park—1030 Kids Decorating 1130 Kids Parade 1200 Main Parade

[Bellevue](#)-Downtown Park—1700 Aaron Crawford (country), 1900 Soulfunktion (Disco), 2120 Bellevue Youth Symphony, 2200 National Anthem, 2205 Fireworks, 2225 Bellevue Youth Symphony

[Bothell](#)-Bothell Landing Park—0830 Pancake Breakfast, 1115 Children's Parade, 1200 Grand Parade, 1000- 1500 Car Show

[Issaquah](#)-Down Home 4th of July—1100 Kids & Pets Parade down Front Street to Community Center for Field of Fun until 1400

[Kenmore](#)-Logboom Park-1930-2230—Fireworks start at 2200

[Carnation](#)-5K, Vendor Village, Parades, Car/Motorcycle Show, Live Music, Fireworks (Remlinger)

[Snoqualmie](#)-Snoqualmie Community Park-1900 with fireworks at 2145

[Lake Stevens](#)-North Cove Park  
All Day

[Edmonds](#)-Downtown-  
Parade at noon

## NORCOM Fund

As we approach the halfway mark in the year, the NORCOM Fund has sent flowers/plants to those who've experienced loss or a new member of the family. We need your help to keep the NORCOM Fund going. So far in 2024, we've had 20 people contribute to the fund and have sent flowers or plants to 5. Our current balance is \$816.37, which may not get us through the remainder of the year. If you haven't contributed and you'd like to, contact Kelly Stiefel or Nick Curry. The suggested donation is \$2/month or \$24/year.

### History of the NORCOM Fund:

Throughout the years (way back before NORCOM and even Eastside), we have maintained the "Dispatch Fund". Historically, this fund was used to buy flowers when people experienced major life events. This completely voluntary fund allows us to show our love and grief as a group. We are modernizing the fund and renaming it to "NORCOM Fund" hoping to encourage people to participate. This fund is for ALL NORCOM, not just dispatch. We are one #NORCOMFAMILY.

2023 Year-end review:

14 flowers/baskets sent \$1157.22

32 donors - \$907

Carried over from prior dispatch fund: \$553

Transferred from pop machine/snack fund: \$403.10

**Please consider supporting the NORCOM Fund.**

### Birthdays

June 14—Kialani Rule

June 17—Nicole Goodman

June 20—Maggie Johanson

July 4—Uncle Sam

July 5—Nahla Drummond

July 19—Nicole Benson

### Anniversaries

#### 20 YEARS

**KAREN FURUYA—JUNE 1**

#### 15 YEARS

**BILLY MARSHALECK—JULY 21**

#### 5 YEARS

**JOE BELL—JUNE 24**

#### 1 YEAR

**UNIQUE GRADY—JUNE 5**





# Peer Support

## What is Peer Support

Peer Support is a group of certified volunteer team members who provide Critical Incident Stress Management (CISM) and 24-hour access to all NORCOM employees experiencing a professional or personal crisis affecting their ability to work.

## Can I Trust Peer Support?

Peer Support Team Members are required to maintain strict confidentiality unless an illegal act, suicide, physical harm to others, elder or child abuse is involved. If a Peer Support Member finds any of those instances with a peer, the issue will be forwarded to the Peer Support Team Mental Health Professional.

## Contacts

*If you are in need of Peer Support or you know of a friend/coworker who is in need, please contact one of the Peer Support Team members listed below.*

Melissa Vieth 425-922-9032

Jessie Blackwell 206-913-1768

Leslie Phillips 608-797-3850

Jen Black 206-883-1146

## Stress

Emergency service personnel are exposed to a variety of critical events throughout their career, which can cause stress. Stress is an unavoidable part of our lives and it can be both necessary and even harmful if it becomes overwhelming. We need enough stress (Eustress) to keep us motivated to accomplish things in life. However, it can be debilitating if stress becomes chronic and if we don't have the right tools to handle it. Too much stress (Distress) can overload us and cause a variety of emotional, physical, cognitive, and spiritual reactions; if left unresolved. Chronic Stress can disable and contribute to our death.

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## Retirement...

Current Telecommunicators and Supervisors are eligible to move into PSERS2 retirement. This is a one-time opportunity to make the switch. Please review the email from Chelsie if you need documents/forms.

To help you be better informed when making this decision, Chelsie recently hosted the Department of Retirement Systems to present on the topic here at Bellevue City Hall. If you'd like to review the video, you can access it from the [NORCOM Sharepoint](#). If you have unanswered questions, reach out to Chelsie.

Additional resources to understand PERS2, PERS3 and PSERS2 as well as dual enrollment, check out the [website of DRS](#).

The Finance Department maintains a wiki page with information on available employee benefits. Check it out [on the wiki](#).