



**AGENDA**

NORCOM Governing Board  
May 9, 2025, 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 11, 2025
  - B. AP Reports April 2025
5. For Briefing to Board
  - A. Telecommunicator Week Recap
  - B. 2026 FIFA World Cup Briefing
  - C. 2026 Budget - Capital Projects
6. Newsletter
  - A. May IT & Operations Newsletters
7. Other Business
8. Executive Session

*The Governing Board may hold an Executive Session pursuant to the following:*

  - *RCW 42.30.110(1)(g) to review the performance of an employee*
9. Adjournment

The next Governing Board meeting is scheduled for June 13, 2025.



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 05/09/2025  
Subject: Governing Board Meeting Minutes April 11, 2025

---

### Executive Summary:

The April 2025 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

Governing Board Meeting Minutes 041125



**Meeting Minutes**  
**NORCOM Governing Board**  
**April 11, 2025**

**MEMBERS**

Nathan McCommon	City of Bellevue
Ken Seuberlich	City of Bothell
Kyle Kolling	City of Clyde Hill
Mike Harden	City of Lake Forest Park
Jeff Sass	City of Medina
Jeff Magnan	City of Mercer Island
Dan Yourkoski	City of Normandy Park (Vice-Chair)
Mike Bailey	City of Snoqualmie
Ben Lane	Eastside/Woodinville/Duvall Fire & Rescue
Brian Culp	Fire District #27
Adrian Sheppard	Redmond Fire Department
Matt Cowan	Shoreline/Northshore Fire Department

**ABSENT**

Toni Call	City of Bothell (Chair)
Julie Underwood	City of Kirkland
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

**NORCOM ATTORNEY**

Deanna Gregory	Pacifica Law Group
----------------	--------------------

**NORCOM TREASURER**

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

**NORCOM STAFF**

Bill Hamilton	Executive Director
Katy Myers	Deputy Director
Marianne Deppen	Finance Manager
Jeremy Henshaw	Law Enforcement Liaison
Nathan Way	Application & Security Architect
Karen Furuya	Systems & Development Supervisor
Maggie Johanson	Administrative Assistant
Chelsie Barcus	Payroll & Accounting Specialist



**Meeting Minutes  
NORCOM Governing Board  
April 11, 2025**

○ **Call to Order**

Chief Dan Yourkoski, Governing Board Vice-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 Yourkoski requested a roll call of the present Governing Board members. Maggie Johanson, Administrative Assistant, reported 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 March 14, 2025**
- **Accounts Payable Report March 2025**

There was no discussion on any consent agenda items.

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

Motion carried.



## Meeting Minutes NORCOM Governing Board April 11, 2025

### ○ Board Briefing

- **911 and 988 Collaboration Initiative**

Director Hamilton introduced the topic of the future collaboration of 911 and 988. Deputy Director Myers, who is a member of the 911 Advisory group, provided information to the Board that a statewide 911/988 group has been created to gather and share data to make a path forward that meets the needs, staffing models, and priorities of NORCOM and our partner agencies, with the focus on how to deliver service to the community best.

### ○ Board Decision

- **Strategic Plan Brief & Approval of Service Contract/Consultant**

Director Hamilton updated the Board on the Strategic Plan Committee's progress regarding finding a consultant. He stated that three firms were invited to attend a presentation and interview process. From the interviews, the Strategic Plan Committee selected Uncommon Bridges, the firm that will best meet NORCOM's needs. NORCOM requests authorization to allow Director Hamilton to develop a service agreement with Uncommon Bridges.

Chief Culp made a motion to approve the selection and allow Director Hamilton to develop a service agreement with Uncommon Bridges. Deputy City Manager McCommon seconded the motion.

Motion carried.

### ○ Executive Session

An Executive Session was held pursuant to RCW 42.30.110(1)(g): to evaluate the qualifications of an applicant for public office employment or to review the performance of a public employee.

Executive Session began at 9:15 with a request for 20 minutes, at 9:35, a request for an additional 20 minutes was made, and at 9:55, a request for an additional 10 minutes was made. Executive Session ended at 10:05.

NORCOM Governing Board meeting resumed at 10:05 with the announcement that there was no formal action or decision to be made from the Executive Session.



**Meeting Minutes  
NORCOM Governing Board  
April 11, 2025**

○ **Other Business**

Director Hamilton announced formally that he will be retiring on or about October 31<sup>st</sup> of this year, based on the needs of NORCOM, and the completion of several projects will determine the exact date of his retirement. Chief Yourkoski and the Board thanked Director Hamilton for his contributions, years of service, willingness to step into this position during a time of turmoil, and their appreciation of the trust and stability he has built internally and externally. After discussion, the Governing Board decided that a representative subcommittee led by the Board Chair and/or Vice Chair will be formed to develop and execute an Executive Director selection process from which a candidate recommendation may be developed for formal Governing Board consideration.

○ **Adjournment**

Chief Yourkoski adjourned the meeting at 10:09.

The next Governing Board meeting is scheduled for May 9, 2025.

Approved by:

---

Chair

Attest:

---

Secretary



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 05/09/2025  
Subject: AP Reports April 2025

---

### Executive Summary:

NORCOM staff is asking that the Board review and approve these reports 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

Account Payable Reports 2025 04

NORCOM  
ACTIVITY APRIL 1, 2025, THROUGH APRIL 30, 2025

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,369,850.22

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, 2025

	2025 Budget	April Activity	2025 Collected to Date	% collected
Agency Revenue	15,985,470	-	\$ 7,992,736	50%
Agency Reimbursements	215,000	17,207	\$ 51,782	24%
Grants/Intergovernmental/Interest	275,000	423	\$ 34,942	13%
Total	16,475,470	17,629	8,079,460	49%
Transfers In	1,600,000	815,000	\$ 515,000	32%
Revenues + Transfers	18,075,470	832,629.44	8,594,460	48%

**Expenses**

	2025 Budget	April Activity	2025 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	9,865,115	\$ 657,086	\$ 2,447,912	25%	7,417,203
Salaries & Wages - Overtime	584,422	\$ 62,962	\$ 197,377	34%	387,045
Professional Reimbursements	4,200	\$ 323	\$ 1,292	31%	2,908
Medical	1,481,774	\$ 104,836	\$ 424,556	29%	1,057,219
HSA Contributions	24,298	\$ 1,877	\$ 7,750	32%	16,548
Dental	100,512	\$ 7,005	\$ 28,215	28%	72,297
Vision	13,321	\$ 953	\$ 3,855	29%	9,467
Long-Term Care	7,848	\$ 543	\$ 2,207	28%	5,641
FSA Fees	1,740	\$ 400	\$ 800	46%	940
Medicare	153,654	\$ 9,644	\$ 35,581	23%	118,072
MEBT	678,231	\$ 44,772	\$ 165,191	24%	513,040
PERS	995,880	\$ 67,133	\$ 244,608	25%	751,272
Washington FMLA	25,178	\$ 1,892	\$ 6,981	28%	18,197
Unemployment	74,815	\$ 7,475	\$ 28,063	38%	46,752
Workers Comp	33,589	\$ 2,096	\$ 7,821	23%	25,767
Total Personnel	14,044,577	968,995	\$ 3,602,209	26%	10,442,368
Advertising	15,000	\$ 1,533	\$ 9,928	66%	5,072
Bank Fees	25	\$ -	\$ -	0%	25
Cellular,Pager & Radio Svcs	24,540	\$ 1,823	\$ 7,091	29%	17,449
Computer Hardware-Non Capital	15,000	\$ -	\$ -	0%	15,000
Consumable Goods	21,095	\$ 870	\$ 2,653	13%	18,442
Dues & Memberships	15,205	\$ -	\$ 11,249	74%	3,956
Equipment Leases	24,420	\$ 1,943	\$ 7,678	31%	16,742
Facility Lease	854,649	\$ 129,518	\$ 184,223	22%	670,426
Financial Audit	29,492	\$ 1,600	\$ 21,213	72%	8,279
Hosted Services	274,301	\$ 5,551	\$ 112,695	41%	161,606
HR Services	113,453	\$ 11,319	\$ 22,718	20%	90,735
Insurance	168,750	\$ -	\$ -	0%	168,750
Legal Services	111,400	\$ 4,350	\$ 7,716	7%	103,684
Local Travel/Training/ Mileage	6,350	\$ 203	\$ 505	8%	5,845
Network Service	48,500	\$ 1,727	\$ 7,158	15%	41,342
Office Furniture	11,500	\$ 1,885	\$ 14,563	127%	(3,063)
Office Supplies	6,650	\$ 471	\$ 1,263	19%	5,387
Operating Supplies	4,500	\$ 443	\$ 4,125	92%	375
Parking Lease	31,263	\$ 2,684	\$ 10,583	34%	20,680
Payroll Services	20,000	\$ 1,148	\$ 5,121	26%	14,879
Postage	1,000	\$ 146	\$ 271	27%	729
Printing	1,550	\$ -	\$ 106	7%	1,444
Professional Services	220,205	\$ 10,770	\$ 15,854	7%	204,351
R&M - Network Equipment	466,702	\$ 93,131	\$ 235,090	50%	231,612
R&M - Office Equipment	2,500	\$ -	\$ -	0%	2,500
R&M - Software Maintenance	1,091,144	\$ 19,637	\$ 465,068	43%	626,076
Radio Site Lease	65,752	\$ -	\$ 1,871	3%	63,881
Recruitment Supplies	2,000	\$ -	\$ 33	2%	1,967
Small Tools & Minor Equipment	10,500	\$ 312	\$ 1,782	17%	8,718
Software/Licensing	269,458	\$ 81,189	\$ 122,111	45%	147,347
Telephone Services	44,578	\$ 6,414	\$ 13,440	30%	31,138
Training/Conf Registrations	30,000	\$ 1,064	\$ 2,082	7%	27,918
Training/Conf Registrations/ Travel	29,750	\$ 2,062	\$ 4,228	14%	25,522
Transfers Out	600,000	\$ 600,000	\$ 600,000	100%	-
Total Supplies & Services	4,631,232	981,792	\$ 1,892,417	41%	2,738,815
GRAND TOTAL	18,675,809	1,950,786	\$ 5,494,627	29%	13,181,182

**502- Capital Projects**

	2025 Budget	April Activity	2025 Spending to Date	% used	Remaining Balance
COOP: CAD Server RUBRICK	275,000	\$ -	\$ -	0%	275,000
Call Taking Protocol Systems	150,000	\$ 9,000	\$ 9,382	6%	140,618
Console Replacement	105,870	\$ -	\$ 37,264	35%	68,606
Internet Resiliency	75,000	\$ -	\$ -	0%	75,000
CAD Radio Interface	157,683	\$ -	\$ -	0%	157,683
CAD to Nice	35,000	\$ -	\$ -	0%	35,000
Alpha Numeric Paging	494,772	\$ 739	\$ 41,805	8%	452,967
	1,293,325	9,739	88,451	6.8%	1,204,874

**503- Equipment Replacement:**

	2025 Budget	April Activity	2025 Spending to Date	% used	Remaining Balance
Desktops/Laptops/Phones	31,725	\$ -	\$ 11,577	36%	20,148
Network Costs	10,200	\$ -	\$ -	0%	10,200
Routers/Servers	153,200	\$ -	\$ 15,015	10%	138,185
Firewall	27,168	\$ -	\$ -	0%	27,168
	222,293	-	26,592	12.0%	195,701

**505-E 911 Escrow**

Revenues:	2025 Budget	April Activity	Collected to Date	% collected
E-911 Escrow	1,500,000	-	\$ 393,326	26%
Investment Interest	-	-	9,107	
	1,500,000	-	\$ 402,433	27%
Expenditures:	2025 Budget	April Activity	2025 Spending to Date	% used
Transfers Out	1,545,000	\$ 515,000	\$ 515,000	33%

**NORCOM Financial Summary**  
For Period Ending April 30, 2025

	2025 Amended Budget	Actual	Percent of Budget
<b><u>501 - Operating Fund</u></b>			
2025 Beginning Fund Balance	1,826,810	<i>1,826,810</i>	
Agency Revenue	15,415,807	\$ 3,853,952	25.00%
Other Revenue	490,000	\$ 86,724	17.70%
Transfers In	1,545,000	\$ 515,000	33.33%
Revenue Collected	17,450,807	4,455,676	25.53%
Total Resources	19,277,617	6,282,486	
Personnel Expenditures	14,044,576	\$ 3,602,209	25.65%
Operating Expenditures	4,031,232	\$ 1,892,417	46.94%
Transfers Out	600,000	\$ 600,000	100.00%
Total Expenditures	18,675,808	6,094,627	32.63%
<b>Available Fund Balance</b>	<b>\$601,809</b>	<b>\$ 187,859</b>	
<b><u>502 - Capital Projects Fund</u></b>			
2025 Beginning Fund Balance	653,756	<i>\$653,756</i>	
Agency Revenue	417,753	\$104,438	25.00%
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	200,000	-	0.00%
Revenue Collected	617,753	104,438	16.91%
Total Resources	0	1,271,509	758,194
Expenditures	1,293,325	\$ 88,451	6.84%
Transfers Out	-	\$ -	0.00%
Total Expenditures	1,293,325	88,451	6.84%
<b>Available Fund Balance</b>	<b>-\$21,816</b>	<b>\$669,743</b>	
<b><u>503 - Equipment Replacement Reserve</u></b>			
2025 Beginning Fund Balance	226,930	<i>\$226,930</i>	
Agency Revenue	151,910	\$37,978	25.00%
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	200,000	-	0.00%
Revenue Collected	351,910	37,978	10.79%
Total Resources	578,840	264,908	
Expenditures	222,293	\$ 26,592	11.96%
Transfers Out	-	-	0.00%
Total Expenditures	222,293	26,592	11.96%
<b>Available Fund Balance</b>	<b>\$356,547</b>	<b>\$238,315</b>	

	2025 Amended Budget	Actual	Percent of Budget
<b><u>504 - Operating Expense Reserve</u></b>			
2025 Beginning Fund Balance	\$ 200,751	<i>\$200,751</i>	
Investment Interest	\$ -	-	0.00%
Other Revenue	\$ -	-	0.00%
Transfers In	\$ 100,000	-	0.00%
Revenue Collected	100,000	-	0.00%
Total Resources	300,751	200,751	
Operating Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
<b>Available Fund Balance</b>	<b>\$300,751</b>	<b>\$200,751</b>	
<b><u>505 - E-911 Escrow Trust</u></b>			
2025 Beginning Fund Balance	\$285,030	<i>\$285,030</i>	
Operating Revenue	1,500,000	\$ 393,326	26.22%
Investment Interest	-	9,107	0.00%
Revenue Collected	1,500,000	402,433	26.83%
Total Resources	1,785,030	687,463	
Expenditures	-	-	0.00%
Transfers Out	1,545,000	515,000	33.33%
Total Expenditures	1,545,000	515,000	33.33%
<b>Available Fund Balance</b>	<b>\$240,030</b>	<b>\$172,463</b>	
<b><u>506 - Rate Stabilization Reserve</u></b>			
2025 Beginning Fund Balance	\$1,114,855	<i>\$1,114,855</i>	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	100,000	-	0.00%
Revenue Collected	100,000	-	0.00%
Total Resources	1,214,855	1,114,855	
Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
<b>Available Fund Balance</b>	<b>\$1,214,855</b>	<b>\$1,114,855</b>	

# Accounts Payable

## Checks by Date - Detail by Check Date

User: Cbarcus@norcom.org  
Printed: 5/1/2025 11:31 AM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	785 MARCH25	NAVIA BENEFITS SOLUTIONS Monthly Admin Fee - March	04/04/2025	200.00
Total for this ACH Check for Vendor 785:				200.00
ACH	120	ADP	04/04/2025	
	PPE 03302025	Federal Taxes - PPE 03302025		39,071.01
	PPE 03302025	Garnishments - PPE 03302025		487.85
	PPE 03302025	Accrued Employment & WACares - PPE 03302025		4,844.47
	PPE 03302025	Medicare - PPE 03302025		9,589.74
	PPE 03302025	FMLA Taxes - PPE 03302025		3,303.55
	PPE 03302025	Accrued Wages - PPE 03302025		244,162.76
Total for this ACH Check for Vendor 120:				301,459.38
ACH	131	HEALTH EQUITY	04/04/2025	
	PPE 03302025	HSA Contributions - PPE 03302025		1,474.97
Total for this ACH Check for Vendor 131:				1,474.97
ACH	132	WILMINGTON TRUST	04/04/2025	
	PPE 03302025	MEBT Contributions - PPE 03302025		44,232.77
Total for this ACH Check for Vendor 132:				44,232.77
ACH	133	DEPT OF RETIREMENT SYSTEMS	04/04/2025	
	PPE 03302025	PERS Contributions - PPE 03302025		24,779.00
	PPE 03302025	DRS DCP Contributions - PPE 03302025		907.99
	PPE 03302025	PSERS Contributions - PPE 03302025		30,957.83
Total for this ACH Check for Vendor 133:				56,644.82
ACH	785	NAVIA BENEFITS SOLUTIONS	04/04/2025	
	04022025	FSA Disbursement - 04022025		10.00
Total for this ACH Check for Vendor 785:				10.00
ACH	837	ADP PHYSICAL CHECK	04/04/2025	
	PPE 03302025	Check #159 - PPE 03302025		4,015.98
Total for this ACH Check for Vendor 837:				4,015.98
21486	675	ICMA-RC VANTAGEPOINT TRANSFER	04/04/2025	
	PPE 03302025	ICMA 457 Contributions - PPE 03302025		4,876.53
Total for Check Number 21486:				4,876.53
21487	569	NORCOM ASSOCIATED GUILD	04/04/2025	
	APRIL25	NAG Dues - April 2025		2,072.00
Total for Check Number 21487:				2,072.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
21488	673 APRIL25	PUBLIC SAFETY EMPLOYEES UNION PSEU Dues - April 2025	04/04/2025	1,046.75
Total for Check Number 21488:				1,046.75
Total for 4/4/2025:				416,033.20
ACH	120 687228409	ADP Workforce Now Payroll Solution Bundle - PPE C	04/11/2025	479.77
Total for this ACH Check for Vendor 120:				479.77
ACH	131 50dpcr4	HEALTH EQUITY HSA Admin Monthly Fee - April	04/11/2025	35.55
Total for this ACH Check for Vendor 131:				35.55
ACH	146 Q1-2025	DEPT OF LABOR & INDUSTRIES Q1 2025 L&I Taxes	04/11/2025	9,320.18
Total for this ACH Check for Vendor 146:				9,320.18
ACH	692 02262025 03262025	ZIPLY FIBER Telephone Services ACCT# 0215 Telephone Services ACCT# 0215	04/11/2025	2,290.22 2,037.42
Total for this ACH Check for Vendor 692:				4,327.64
ACH	785 04082025	NAVIA BENEFITS SOLUTIONS FSA Disbursement - 04.08.2025	04/11/2025	28.11
Total for this ACH Check for Vendor 785:				28.11
21489	718 11502864	ACCESS CORP Shredding Services - March	04/11/2025	205.66
Total for Check Number 21489:				205.66
21490	364 03272025	AT&T Cellular Services ACCT# 7817	04/11/2025	197.52
Total for Check Number 21490:				197.52
21491	3 03282025	AT&T MOBILITY Cellular Services ACCT# 6980	04/11/2025	149.41
Total for Check Number 21491:				149.41
21492	710 INV027915	BRCK INC Telephone Services ACCT# S00166571	04/11/2025	672.91
Total for Check Number 21492:				672.91
21493	6 AD4VL8Q	CDW-GOVERNMENT INC Symantec Endpoint Security X70	04/11/2025	1,504.23
Total for Check Number 21493:				1,504.23
21494	11 52244	CITY OF BELLEVUE Monthly Rent - March	04/11/2025	54,704.44

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 21494:				54,704.44
21495	18 INV2983345	COPIERS NORTHWEST Daily Mail Pick-Up Services - April	04/11/2025	352.64
Total for Check Number 21495:				352.64
21496	447 SE-302758	FIRST CHOICE COFFEE SERVICES Ice Machine Rental - April	04/11/2025	121.22
Total for Check Number 21496:				121.22
21497	585 KFJMI18406	VOXY CONSULTING LLC Cisco Firewall Services & Project Management	04/11/2025	9,391.50
Total for Check Number 21497:				9,391.50
21498	252 11015665	KING COUNTY FINANCE KCIT INET Other Misc SVC - March	04/11/2025	750.00
Total for Check Number 21498:				750.00
21499	586 2025-04	MEYDENBAUER CENTER Construction Employee Parking - April	04/11/2025	1,950.00
Total for Check Number 21499:				1,950.00
21500	331 04012025	ZEB MIDDLETON Mileage Reimbursement - March	04/11/2025	38.08
Total for Check Number 21500:				38.08
21501	690 04042025 04042025	KATY MYERS APCO Conference Registration Reimbursement APCO Conference Lodging Reimbursement	04/11/2025	225.00 359.60
Total for Check Number 21501:				584.60
21502	52 97364 97365	PACIFICA LAW GROUP Legal Services For Public Records - March General Legal Services - March	04/11/2025	402.50 1,950.00
Total for Check Number 21502:				2,352.50
21503	841 03312025	JOSEPH PALI Mileage & Per Diem Reimbursement - Supervisor	04/11/2025	532.94
Total for Check Number 21503:				532.94
21504	782 2078 2079	PSERN Operator Q2 Public Safety Radios x11 Q2 Public Safety Radios x34 & Consoles x29	04/11/2025	1,218.36 91,912.50
Total for Check Number 21504:				93,130.86
21505	772 8198	SNO911 ADCOMM Cost Share February - Paging System	04/11/2025	638.55
Total for Check Number 21505:				638.55
21506	63 INV-020035	SPRINGBROOK HOLDING COMPANY, Annual Subscription Services - 06.01.25 - 05.31.	04/11/2025	19,637.04

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 21506:				19,637.04
21507	555 L168016	STATE AUDITOR'S OFFICE Accountability Audit - March	04/11/2025	1,599.65
Total for Check Number 21507:				1,599.65
21508	366 03212025	T MOBILE Cellular Services ACCT# 8760	04/11/2025	22.76
Total for Check Number 21508:				22.76
21509	278 03272025	NATHAN WAY Cisco Modeling Labs Reimbursement	04/11/2025	164.92
Total for Check Number 21509:				164.92
Total for 4/11/2025:				202,892.68
ACH	120 PPE 04132025 PPE 04132025 PPE 04132025 PPE 04132025 PPE 04132025 PPE 04132025	ADP Accrued Employment & WACares - PPE 04132025 FMLA Taxes - PPE 04132025 Federal Taxes - PPE 04132025 Garnishments - PPE 04132025 Accrued Wages - PPE 04132025 Medicare - PPE 04132025	04/18/2025	4,859.37 3,340.02 40,254.44 487.85 248,806.59 9,697.35
Total for this ACH Check for Vendor 120:				307,445.62
ACH	131 PPE 04132025	HEALTH EQUITY HSA Contributions - PPE 04132025	04/18/2025	1,416.64
Total for this ACH Check for Vendor 131:				1,416.64
ACH	132 PPE 04132025	WILMINGTON TRUST MEBT Contributions - PPE 04132025	04/18/2025	46,374.88
Total for this ACH Check for Vendor 132:				46,374.88
ACH	133 PPE 04132025 PPE 04132025 PPE 04132025	DEPT OF RETIREMENT SYSTEMS DRS DCP Contributions - PPE 04132025 PSERS Contributions - PPE 04132025 PERS Contributions - PPE 04132025	04/18/2025	724.99 31,423.70 24,922.23
Total for this ACH Check for Vendor 133:				57,070.92
ACH	67 MARCH25	DEPT OF REVENUE Meydenbayer Employee Parking Excise Tax - M	04/18/2025	198.90
Total for this ACH Check for Vendor 67:				198.90
ACH	785 04152025	NAVIA BENEFITS SOLUTIONS FSA Disbursement - 4.15.2025	04/18/2025	2,033.92
Total for this ACH Check for Vendor 785:				2,033.92
ACH	837 PPE 04132025	ADP PHYSICAL CHECK ADP Check #160 - PPE 04132025	04/18/2025	4,015.99

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for this ACH Check for Vendor 837:				4,015.99
21510	675 PPE 04132025	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contributions - PPE 04132025	04/18/2025	4,777.41
Total for Check Number 21510:				4,777.41
21511	46 18015	NATIONAL TESTING NETWORK Background Investigation Services X8	04/18/2025	9,425.00
Total for Check Number 21511:				9,425.00
21512	256 2025-344	PUBLIC SAFETY TESTING INC Q1 PST Candidate Agency Test Site - X33	04/18/2025	429.00
Total for Check Number 21512:				429.00
Total for 4/18/2025:				433,188.28
ACH	120 688276452	ADP Payroll & Workforce Now Services	04/25/2025	667.93
Total for this ACH Check for Vendor 120:				667.93
ACH	134 MAY25	COLONIAL LIFE Supplemental Insurance Premiums - May 2025	04/25/2025	1,112.35
Total for this ACH Check for Vendor 134:				1,112.35
ACH	140 MAY25	RELIANCE STANDARD Life/LTD Premiums - May 2025	04/25/2025	1,627.13
Total for this ACH Check for Vendor 140:				1,627.13
ACH	327 MAY25 MAY25 MAY25	ASSOCIATION OF WASHINGTON CITIZI Medical Premiums - May 2025 Vision Premiums - May 2025 Dental Premiums - May 2025	04/25/2025	114,756.64 1,042.20 7,752.56
Total for this ACH Check for Vendor 327:				123,551.40
ACH	785 04222025	NAVIA BENEFITS SOLUTIONS FSA Disbursement - 04.22.2025	04/25/2025	858.03
Total for this ACH Check for Vendor 785:				858.03
ACH	75 03102025 03102025 03112025 03132025 03132025 03142025 03142025 03142025 03142025 03182025 03182025 03182025 03182025	US BANK CORPORATE PAYMENT SYS Uplift Desk - Standing Desk Amazon - Rubber Plug Primo Water Delivery Amazon - Notebook, Notepad & Printer Paper Amazon - Picture Frame - TC Week USPS - Stamps X2 Amazon - Silicone Plug Refund APCO Nena - 2025 Spring Forum Registration Costco - Kleenex IKEA - Adjustable Desk X1 & Bins X20 IKEA - Adjustable Desk X1 & Bins X20 Bookpal - Education Materials X10 Amazon - Desk Monitor Mount	04/25/2025	1,532.88 23.01 15.88 44.91 16.23 146.00 -15.31 325.00 47.41 274.17 252.13 313.96 41.86

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	03192025	Lowes - Window Privacy Film		26.02
	03192025	Amazon - Dry Erase Holder, Cork Board & Wall		94.17
	03192025	Primo Water Delivery		13.60
	03202025	Catering Company - Strategic Plan Meeting Lun		147.74
	03202025	Townseplace Suites - 911 Advisory Committee A		121.66
	03212025	Amazon - Extension Cord & TV Stand		202.81
	03212025	Amazon - Extension Cord		17.84
	03212025	Amazon - Duster & Desk Wheels		75.78
	03212025	Amazon - Side Table		66.10
	03222025	Primo Water Delivery		253.92
	03222025	Spark Hire - Job Advertising		329.50
	03232025	Safeway - Strategic Plan Interview Refreshments		30.36
	03232025	Simple In Out - April Subscription		19.99
	03242025	Starbucks Store - Strategic Plan Meeting Coffee		46.12
	03242025	Target - Tide Pods		7.71
	03242025	Doodle - Apil Subscription		14.95
	03262025	Amazon - Picture Frame Return - TC Week		-16.23
	03272025	The Catering Company - Strategic Plan Committ		17.63
	03282025	Amazon - Sticky Notes, Correction Tape & Print		305.54
	03302025	Google - YouTube TV		5.49
	03312025	Alaska Air - Nena Conference Airfare		722.60
	03312025	Nena 2025 Conference & Expo Registration		525.00
	04012025	Amazon - Charging Cable & Adaptors X24		311.55
	04022025	Indeed - Job Posting For March		99.93
	04022025	Indeed - Job Posting For March		552.32
	04022025	Google - YouTube TV		91.45
	04022025	Costco - Office Chair		275.49
	04032025	IKEA - Table Top Return Fee		11.02
	04042025	IKEA - Standing Desk Return		-209.15
	04042025	Amazon - Coffee Filters		33.07
	04042025	Costco - Lysol Wipes		30.86
	04042025	Target - Febreze		25.09
	04052025	Amazon - Anti Static Eliminator		18.76
	04052025	Primo Water Delivery		185.91
	04072025	Indeed - Job Advertising For April		551.69
	04082025	Amazon - Desk Wheel Brakes, Power Strip & A		136.55
	04082025	Amazon - Coffee Creamer		26.50
	04082025	Amazon - Q1 Boost Gift Card		25.00
	04082025	Amazon - Decorations - TC Week		22.51
	04082025	IKEA - Standing Desk For Training		164.19
	04092025	Amazon - Decorations - TC Week		84.81
	04092025	Kudoboard - Annual Subscription 4.9.25 - 4.9.26		549.90
Total for this ACH Check for Vendor 75:				9,033.88
21513	254	ANDREW JOHNSON	04/25/2025	
	04232025	Mileage Reimbursement - Legacy Alpha Paging		100.66
Total for Check Number 21513:				100.66
21514	557	LANGUAGE LINE SERVICES	04/25/2025	
	11559960	Over-The-Phone Interpretation - March		394.19
Total for Check Number 21514:				394.19
21515	843	SNAP-TEX NORTHWEST, INC	04/25/2025	
	04212025	Console Replacement Project - 30% Deposit		900.00
	04212025	Console Replacement Project - 30% Deposit		3,000.00
	04212025	Console Replacement Project - 30% Deposit		5,100.00



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 21515:	9,000.00
21516	74 MAY25	UNUM Long Term Care Premiums - May 2025	04/25/2025	633.20
			Total for Check Number 21516:	633.20
21517	694 1189 1190	URBAN DAKOTA CREATIVE Annual Report Setup & Edits Setup, Drawing & Formatting Fee	04/25/2025	675.00 145.00
			Total for Check Number 21517:	820.00
			Total for 4/25/2025:	147,798.77
ACH	630 45827	SITECRAFTING INC Managed Website Hosting - April	04/29/2025	99.00
			Total for this ACH Check for Vendor 630:	99.00
ACH	692 03282025	ZIPLY FIBER Telephone Services ACCT# 6115	04/29/2025	100.73
			Total for this ACH Check for Vendor 692:	100.73
21518	783 NORCOM22	BENDIKSEN & BALL POLYGRAPH Pre-Employment Ploygraph Exam - 1x	04/29/2025	300.00
			Total for Check Number 21518:	300.00
21519	740 80412	BIDDLE CONSULTING GROUP INC. Critical License Renewal - 5.10.25 - 5.9.26	04/29/2025	5,355.00
			Total for Check Number 21519:	5,355.00
21520	8 04112025	CENTURYLINK Telephone Services ACCT# 5208	04/29/2025	918.20
			Total for Check Number 21520:	918.20
21521	11 52239 52305 52305 52306 52389	CITY OF BELLEVUE Q1 2025 CoLocation Monthly Parking Spaces - April Monthly Parking Spaces - April Fiber Usage - April Monthly Rent - April	04/29/2025	20,109.60 1,300.62 535.31 477.00 54,704.44
			Total for Check Number 21521:	77,126.97
21522	627 9669	FIRSTLINE BUSINESS SYSTEMS, INC Legacy Recorders - 5X	04/29/2025	1,213.30
			Total for Check Number 21522:	1,213.30
21523	741 NOR0325	PACIFIC NORTHWEST GIGAPOP Internet Services - March	04/29/2025	500.00
			Total for Check Number 21523:	500.00
21524	256	PUBLIC SAFETY TESTING INC	04/29/2025	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	2025-203	Q1 Subscription Fees		1,165.00
			Total for Check Number 21524:	1,165.00
21525	445	SOFTWARE ONE INC	04/29/2025	
	US-PSI-1560153	Win Server Standard Core 2025 2L		546.20
	US-PSI-1560153	Win Server DC Core 2025 16L		74,479.39
	US-PSI-1560153	Win Server CAL 2025 DCAL		2,860.79
			Total for Check Number 21525:	77,886.38
21526	712	SUMMIT LAW GROUP PLLC	04/29/2025	
	162512	Legal Services - Employment		1,997.50
			Total for Check Number 21526:	1,997.50
21527	79	VERIZON WIRELESS	04/29/2025	
	6110846721	Cellular Services ACCT# 3790		1,453.25
			Total for Check Number 21527:	1,453.25
21528	88	WELLS FARGO FINANCIAL LEASING	04/29/2025	
	5033973394	Copier Lease - April		1,821.96
			Total for Check Number 21528:	1,821.96
			Total for 4/29/2025:	169,937.29
			Report Total (70 checks):	1,369,850.22



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 05/09/2025  
Subject: Telecommunicator Week Recap

---

### Executive Summary:

On April 18, 1994, President Clinton formally declared the second week of April as the annual celebration and recognition of National Public Safety Telecommunicator Week, making what once began as a local celebration... a national initiative.

Staff would like to thank all the agencies served for their gracious support and briefly recap the 2025 NORCOM celebration.

### Background:

Since 1955, the work of Administrative Assistants has been formally recognized and celebrated. In 1981, the Contra Costa County Sheriff acknowledged his administrative staff by treating them all to lunch. At 11:00 a.m., the entire administration staff forwarded their phones to the dispatch center and left the building without telling anyone. The dispatch center was completely surprised when their phone call volume suddenly escalated with non-emergency calls (while they were at minimum staffing). The dispatch supervisor called management to complain, but the complaint went unanswered because everyone but the dispatchers had left the building, and her complaint call was also rerouted back to dispatch! After lunch, Patricia Anderson, a long-time dispatcher, complained to the administration. A short time later, the sheriff wisely walked into the dispatch center with a cake that said, "Happy Dispatcher Week."

Patricia Anderson's complaint and the resulting acknowledgment started an initiative that culminated in what we now know as National Public Safety Telecommunicators Week.

### Past Board or Other Related Actions:

#### Policy and Strategic Implications:

N/A

#### NORCOM Staff Recommendation:

N/A

#### Staff Comments:

#### Options

#### Risks

Finance Committee Review: No

**Legal Review:** No

**Joint Operations Board Review:** No

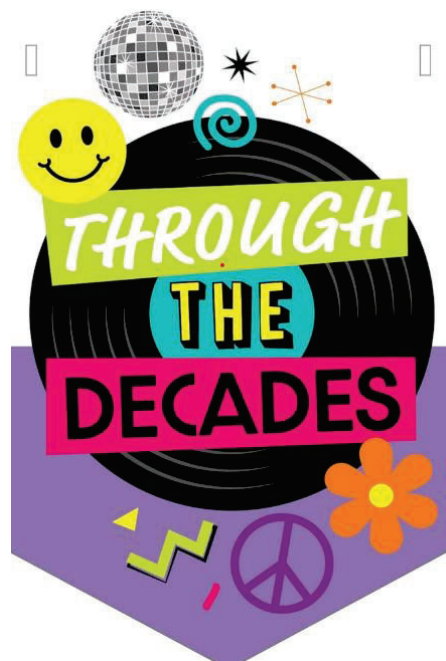
---

### **Attachments**

TC Week 2025

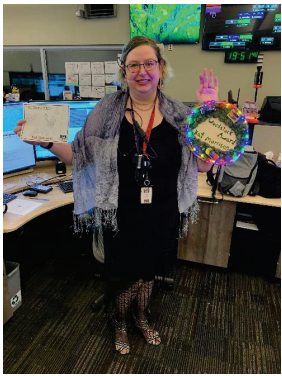
---

# Telecommunicator Week 2025



# TC Week Banner provided by The City of Bellevue





NORCOM 9-1-1

---

# Thank you for all the donations made to TC Week 2025!

Below are just a few of the items donated.

**Crumble  
Cookies**

**Lots of delicious food**

**Coins**

**Visits from  
agencies**

**Mugs**

**Patches**

**Hats**

**Nothing Bundt  
Cakes**

**2 Seafair  
Parking Passes**

**T-Shirts**

**Mariners Tickets**

**Can Can Tickets**

**Chick-Fil-A Cookies**



**NORCOM 9-1-1**





## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 05/09/2023  
Subject: 2026 FIFA World Cup Briefing

---

### Executive Summary:

The 2026 FIFA World Cup is expected to draw up to 750,000 visitors to the Seattle region over a series of six matches hosted at Lumen Field between mid-June and early July. NORCOM is actively participating in regional planning and preparedness efforts to address anticipated impacts on public safety operations, including:

- **Increased 911 call volume** (both emergency and non-emergency)
- **Strain on translation services** due to increased language diversity
- **Congestion-related response delays**
- **Public event activity**, such as fan zones, parades, and protests
- **Strain on cellular/wireless infrastructure**

This briefing outlines NORCOM's role in regional planning groups, participation in upcoming preparedness exercises, and innovative efforts under development to maintain operational continuity, including remote call-taking initiatives and possible engagement with the WADOT Virtual Coordination Center.

### Regional Planning and Exercises

NORCOM is participating in the *2025 Spectrum Cyclone* full-scale exercise, designed to simulate cyber and radio frequency interference scenarios. Lessons learned will directly inform NORCOM's 2026 readiness strategy.

### Remote Call Taking and Continuity

To ensure staffing flexibility and operational continuity, NORCOM is advancing initiatives such as:

- Use of the Redmond Backup Center
- Remote call-taking partnerships with other PSAPs
- Take-home remote call-taking workstations
- Partnership evaluation with the WADOT Virtual Coordination Center

These efforts are designed to ensure service continuity, surge capacity, and alignment with regional response frameworks during this high-profile international event.

### Background:

The FIFA World Cup is the most widely viewed and followed sporting event in the world, occurring every four years and organized by FIFA (Fédération Internationale de Football Association), the global governing body for soccer (known internationally as football). The 2026 tournament will be jointly hosted by the United States, Canada, and Mexico, the first time the event will be held across three nations.

Seattle was selected as one of the U.S. host cities, with six matches to take place at Lumen Field. The games are expected to attract massive crowds, international media, and large-scale public celebrations, all of which may strain local infrastructure and increase the demand on public safety services.

**Past Board or Other Related Actions:**

N/A

**Policy and Strategic Implications:**

N/A

**NORCOM Staff Recommendation:**

NORCOM staff would like the Governing Board to hear the update and provide any direction for staff to proceed.

**Staff Comments:**

Nothing Additional

**Options****Risks**

**Finance Committee Review:** No

**Legal Review:** No

**Joint Operations Board Review:** No

---

**Attachments**

FIFA World Cup 2026 Briefing

---

# 2026 FIFA World Cup

---

## 2026 FIFA World Cup: Local Impacts

- Host City: Seattle
- Game Dates: Mid-June to early July 2026
- Number of Games: 6 matches at Lumen Field
- Potential Impacts:
  - Influx of up to 750,000 visitors
  - Increased calls for service (emergency & non-emergency)
  - Language line service demands / 911
  - Regional traffic congestion, transit adjustments
  - Fan zones, watch parties, protest activity
  - Strain on cellular and wireless networks during peak times

---

## Regional Coordination & Planning

- Participating Groups:
  - Regional Public Safety Planning Committees
  - Emergency Management Coordination Groups
  - Interagency Dispatch & Communications
- Key Goals:
  - Align with regional response frameworks
  - Ensure redundancy and surge capacity
  - Participate in scenario-based planning and exercises

---

## 2025 Spectrum Cyclone

- July 14 – 18, 2025
- Purpose:
  - Respond to, manage, and mitigate a simulated attack involving intentional and unintentional radio frequency interference and cyber attacks simultaneously to disrupt communication capabilities.
- NORCOM's Role:
  - Inject creation
  - Controller
  - Dispatch Supervisor
- Use exercise findings to guide 2026 readiness plan

---

## Innovative Solutions

- Remote Call Taking Initiatives:
  - Activate Redmond Backup Center
  - Mutual Remote Call-Taking Partnerships
- Take-Home Call Taking Systems:
  - Remote workstations with secure access to 911 telephony and CAD
  - Support staffing needs if commuting is disrupted or floor is overwhelmed
- WADOT Virtual Coordination Center
  - Engaged in preliminary discussions to evaluate partnership interest and alignment



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 05/09/2025  
Subject: 2026 Budget - Capital Projects

---

### Executive Summary:

NORCOM staff has prepared an informal summary of Capital Projects staff is preparing for funding considerations for the 2026 budget year. These projects represent target investments in technology, infrastructure, and operational capacity, and are currently included within the projected 2026 budget development.

Staff respectfully request that the Governing Board receive this update as part of our effort to proactively inform and provide clarity to support the continued development of NORCOM's 2026 budget proposal.

### Background:

Under the adopted budget policy, NORCOM coordinates the development of the Capital Projects budget with the operating budget. Future operating costs associated with new capital projects are projected and included in 10-year budget forecasts.

The 2026 capital project proposals were developed based on internal assessments and priorities identified by member agency leadership. These investments aim to support critical modernization efforts, expand operational resilience, and ensure the reliability of public safety services.

Key projects proposed for 2026 funding include:

- **Tyler Enterprise Records:** upgrade to modern replacement of the RMS platform in Tyler

Estimated \$150,000 funding requested for 2026.

- **Tyler Report Writing:** next generation mobile reporting solution.

Estimated \$75,000 funding requested for 2026.

- **Remote Call Taking:** investing in opportunities to allow for remote Telecommunicator work

Estimated \$150,000 funding requested for 2026.

- **Locution SCU Box and PC Replacement:** Phase 1 - replacement of all PCs and SCU boxes for fire station alerting.

Estimated \$200,000 funding requested for 2026.

Under the 2026 Budget Policy, upcoming deadlines include:

- June 26- Budget Development Complete
- July 12- Final User Fee update presented to the Governing Board
- August 8- Board approval of user fees
- September 12- Agencies advised on their 2026 user fees



**Past Board or Other Related Actions:**

N/A

**Policy and Strategic Implications:**

This update does not amend or create new policy.

**NORCOM Staff Recommendation:**

NORCOM staff recommends the Board receive the updated information and provide feedback.

**Staff Comments:**

Nothing Additional

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

The Finance Committee was updated during the May 6th committee meeting. The committee supported the preliminary budget figures presented.

The committee requested NORCOM ensure that the Equipment Replacement Fund's 10-year projections include replacement of items tied to the proposed Capital Projects, if any.

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

---

**Fiscal Impact**

**Budgeted Y/N:** N  
**Fiscal Year:** 2026  
**Account (s):**  
**Fiscal Note:** N/A  
**Fiscal Impact:**  
Capital Projects Fund

---

**Attachments**

Capital Projects Fund

---

## 2026 Capital Projects Briefing

- NORCOM coordinates the development of the Capital Projects budget with the operating budget. Future operating costs associated with new capital projects are projected and included in 10-year budget forecasts
- 2026 projects costs are estimated at \$575,000
- Capital Projects are drivers of fee increases – 2.3% in 2026
- The following project proposals have been developed by NORCOM based on needs identified internally and priorities identified by member agency leadership

## Planned Projects

---

Tyler Enterprise Records 2026- \$150,000 funding request

Upgrade to modern replacement of the RMS platform in Tyler

Tyler Report Writing 2026- \$75,000 funding request

Next generation mobile reporting solution

Remote Call Taking 2026- \$150,000 funding request

Investing in opportunities to allow for remote Telecommunicator work

Locution Replacement 2026- \$200,000 funding request

Phase 1 - 2026 - Replacement of all PCs and SCU boxes for fire station alerting.



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 05/09/2025  
Subject: May IT & Operations Newsletters

---

### Executive Summary:

The IT & Operations Newsletters contain updates and other important topics. The Newsletters 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:

N/A

### Options

### Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

---

## Attachments

IT & Operations Newsletters



# Information Technology Updates

From: Andrew Johnson, Acting IT Manager

May 2025

## Radio

### PSERN to CAD Interface

Tyler Technologies is continuing to configure their portion of the interface.

### Snohomish County Radio System Upgrade

Snohomish County is scheduled to go live with their new radio system on May 6<sup>th</sup>, 2025 at 0800. This is a major upgrade for Snohomish County. The new system is digital and our agencies will have to follow specific procedures to communicate for mutual aid with Snohomish County until their radios get reprogrammed near the end of the year.

## Project, Systems and Programs

### Windows 11

Progress continues to migrate all workstations to Windows 11, including those in dispatch. Currently, most administration and IT workstations are complete. This project is scheduled for completion before Windows 10 reaches end-of-life in Q4 2025.

### Warm Backup Solution

Funded through NORCOM's 2025 capital projects budget, we are currently researching options to establish a warm backup site at RCECC. This effort focuses on identifying secure, automated backup systems that meet our operational needs and support rapid recovery in the event of a system failure or cyberattack. NORCOM is currently in the process of selecting a vendor from the NASPO contract that meets our needs and we will then proceed with the internal approval process. Goal is to have the solution implemented by the end of 2025.

### Internet Resiliency

To enhance our internet reliability, NORCOM is exploring options for a third internet service provider. Adding a third ISP will improve our ability to maintain stable, redundant internet access in the event of service interruptions or outages, ensuring we can continue delivering critical services without disruption. This initiative is funded through approved capital funds in the

2025 budget. NORCOM is exploring non-terrestrial ISPs including Amazon's Project Kuiper and a microwave based solution.

### 911 Console Replacement

The final steps of the 911 console replacement project are underway. Window tinting is scheduled to be installed May 6<sup>th</sup> and May 7<sup>th</sup>. NORCOM is also working with the sound paneling vendor to approve screen printed logos for the new sound walls that will be installed.

### Multi-factor Authentication

Testing is in progress with IT staff and new dispatch consoles to ensure full functionality prior to a wider rollout across all NORCOM workstations. NORCOM IT has been testing the MFA and we will be rolling the program out to the rest of the agency soon.

### Network & Security Specialist Position

NORCOM is working with a recruiter to get viable candidates to interview for the position. In the meantime, a contract with Ivoxy has been approved to provide network services, with a focus on the upcoming firewall migration. This effort is funded through cost savings from the position remaining vacant.

### E-Mail Retention

NORCOM is implementing an e-mail retention policy. We are following retention requirements from WA state. We are starting with admin and IT employees and will be rolling this out to the telecommunicator group next.

## IT Service Desk

### Surveys

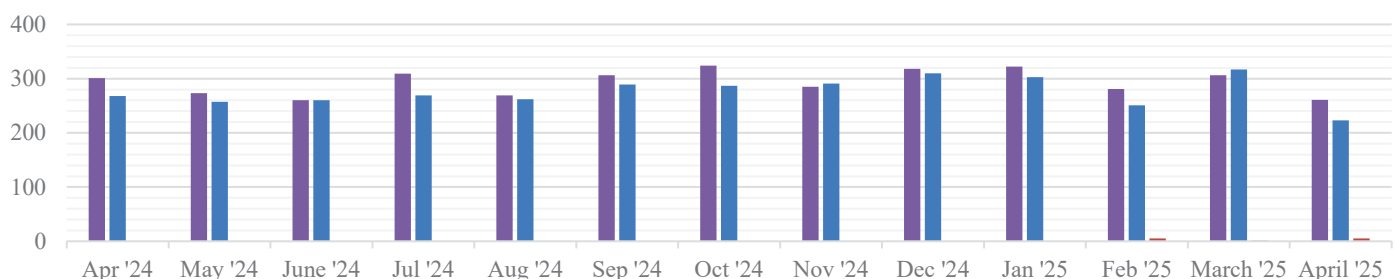
Each requester that has a ticket closed receives a link to a four-question survey. Each question is rated on a three-choice scale, with an opportunity to share comments.

Last Month: 4 surveys were returned (16 ratings)

- Better than expected – 14
- As expected – 2
- Worse than expected – 0

## Service Desk Tickets

■ Inbound ■ Closed





# 911 OPERATIONS UPDATES

From: Katy Myers, Deputy Director

May 2025

## Mental Health Awareness Month

In recognition of Mental Health Awareness Week, we are highlighting the important work of NORCOM's Peer Support Team—an internal group of dedicated employees trained to support their fellow dispatchers and staff in times of personal and professional need.

The Peer Support Team is composed of certified public safety professionals who have lived experience in the unique stressors of our field. They provide confidential, non-judgmental emotional support and are available to staff at any time, both on- and off-duty. Their mission is rooted in empathy, trust, and community, helping colleagues navigate the cumulative impacts of a demanding career in emergency communications.

Team members are certified to a state-mandated standard and protected by Washington law (RCW 5.60.060), which ensures that conversations are confidential and cannot be disclosed except in cases of immediate risk of harm. This legal protection supports open, honest communication between team members and those seeking help.

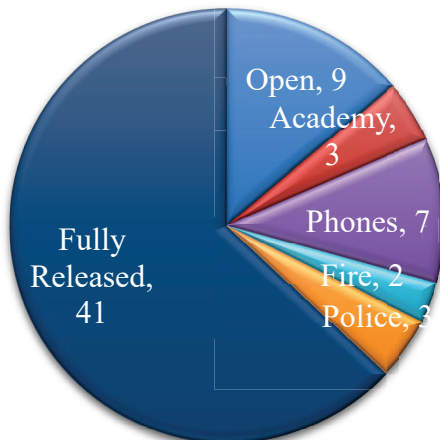
NORCOM's Peer Support Team responds not only to critical incidents—such as officer-involved shootings, suicides, or emotionally difficult calls—but also supports those feeling overwhelmed, burnt out, or simply in need of a listening ear. Whether the cause is work-related or personal, the team provides a safe space for staff to decompress, reflect, and connect to additional wellness resources if needed.

Our Peer Support Team includes Melissa (Team Lead), Leslie, Nick, Nicole G, McKayla, Emma, Ben, and Nicole B. Each brings a distinct perspective and background, creating a rich and relatable network of support for our team.

The Peer Support Team is part of a larger wellness strategy that includes access to resources such as AlliConnect, the Cordico wellness app, Safe Call Now, and our Employee Assistance Program. Together, these efforts demonstrate NORCOM's commitment to the mental health and resilience of our employees.

As we honor Mental Health Awareness Week, we also recognize the importance of continued investment in our people. Peer support doesn't just help our staff cope—it helps them thrive, and by doing so, ensures that NORCOM continues to be a healthy, effective, and supportive organization for all.

## April 2025, 911 PST Staffing Levels



Congratulations to our newest fully released PSTs:  
Chris Wright, Kevin Neff & Willow Daniel

## Congratulations Life Savers

PST Ryan and Darian both received notification that their quick actions delivering T-CPR instructions on January 6 and January 25, 2025, allowed BLS crew and paramedics to successfully resuscitate two community members who suffered cardiac arrest. Both individuals were discharged from the hospital with an opportunity to again enjoy life.

Thank you for your support during  
Telecommunicator Week