



AGENDA

NORCOM Governing Board
March 13, 2026, 9:00 am

1. Call to Order
2. Roll Call
3. Open Communications from the Public
4. Consent Agenda
 - A. Governing Board Meeting Minutes February 13, 2026
 - B. AP Reports February 2026
5. For Briefing to Board
 - A. 2026 National Public Safety Telecommunicator Week April 12- 18
 - B. NORCOM SLCGP 2024 Grant Summary
6. For Board Decision
 - A. Resolution 224 - Adoption of the 2027 Budget Policy
7. Agency Newsletter
 - A. NORCOM Agency Newsletter
8. Adjournment

The next Governing Board meeting is scheduled for April 10, 2026



MEMORANDUM

To: Governing Board
From: Katy Myers, Executive Director
Date: 03/13/2026
Subject: Governing Board Meeting Minutes February 13, 2026

Executive Summary:

The February 2026 Governing Board minutes are presented to the Board for review and consideration for approval.

Background:

The minutes are routinely submitted to the Governing Board for review, edits, and approval.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

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

Staff Comments:

Nothing Additional

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

Attachments

GB Meeting Minutes 20260213



**Meeting Minutes
NORCOM Governing Board
February 13, 2026**

MEMBERS

Nathan McCommon	City of Bellevue
Ken Seuberlich	City of Bothell
Mike St. Jean	City of Kirkland
Mike Harden	City of Lake Forest Park
Jeff Sass	City of Medina
Jeff Magnan	City of Mercer Island
Dan Yourkoski	City of Normandy Park (Chair)
Mike Bailey	City of Snoqualmie
Will Aho	Eastside Fire & Rescue
Brian Culp	Fire District #27 (Vice-Chair)
Adrian Sheppard	Redmond Fire Department

ABSENT

Kelly Busey	City of Clyde Hill
Matt Cowan	Shoreline Fire Department
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

NORCOM TREASURER

Michael Olson	City of Kirkland
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NORCOM STAFF

Katy Myers	Executive Director
Jamie Donley	Deputy Director
Andrew Johnson	Operations Manager
Roky Louie	Human Resources Manager
Jeremy Henshaw	Operations Coordinator
Karen Furuya	Acting IT Manager
Maggie Johanson	Administrative Assistant
Ben Webb	Public Records & QA Specialist

GUESTS

Zhihua Hu	Washington State Auditor's Office
Haji Adam	Washington State Auditor's Office
Brian Scott	Uncommon Bridges
Lora Ueland	Uncommon Bridges



**Meeting Minutes
NORCOM Governing Board
February 13, 2026**

○ **Call to Order**

Chief Dan Yourkoski, 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 Yourkoski requested a roll call of Governing Board members. Ben Webb, Public Records & QA Specialist, 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 January 9, 2026**
- **Accounts Payable Report January 2026**

There was no discussion on any consent agenda items.

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

Motion carried.



**Meeting Minutes
NORCOM Governing Board
February 13, 2026**

○ **For Board Briefing**

● **2024 Audit Exit Conference**

Executive Director Myers introduced the members of the State Auditors' Office, Zhihu Hu & Haji Adam who attended the meeting to present the completion of the 2024 Audit. Mr. Adam explained that audits conducted by an independent third party help strengthen organizational trust and support improvements in operational processes. He presented the audit results, covering financial statements, internal control, and compliance. He noted that the audit results will be made publicly available. Ms. Hu thanked NORCOM staff for their cooperation during the audit process and confirmed that the agency is in compliance in all areas. She stated that the next audit will take place in Fall 2026.

○ **For Board Decision**

● **NORCOM Strategic Plan Approval**

Executive Director Myers introduced Brian Scott & Lora Ueland of Uncommon Bridges, who presented the finalized NORCOM Strategic Plan for the Governing Board's approval. Mr. Scott provided an overview of the Strategic Plan, including its major components and the proposed implementation process. The Plan incorporates a vision statement, an updated mission statement, and the continuation of NORCOM's organizational values. Executive Director Myers noted that this represents NORCOM's first Strategic Plan, emphasizing its importance in shaping the agency's future direction. She stated that the Governing Board will receive regular updates to ensure NORCOM remains aligned with Board expectations. Executive Director Myers expressed appreciation to all participating agencies, contributors, Uncommon Bridges, and NORCOM staff for their time and thoughtful input throughout the development process.

Chief Seuberlich made a motion to approve the NORCOM Strategic Plan. Deputy City Manager McCommon seconded the motion.

Motion carried



**Meeting Minutes
NORCOM Governing Board
February 13, 2026**

○ **NORCOM Agency Newsletter**

The NORCOM Agency Newsletter is a monthly newsletter providing information and updates on recent and future activities, along with other topics of interest.

○ **Other Business**

Executive Director Myers thanked the Board for approving the Training Assistant position, which was filled by Nick Curry, effective January 1, 2026. She noted that Nick has already become an active contributor to NORCOM's daily operations, bringing valuable skills and expertise that significantly benefit the Training Department.

○ **Adjournment**

Chief Yourkoski adjourned the meeting at 9:31.

The next Governing Board meeting is scheduled for March 13, 2026.

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Katy Myers, Executive Director
Date: 03/13/2026
Subject: AP Reports February 2026

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

AP Reports February 2026

NORCOM

ACTIVITY FEBRUARY 1, 2026, THROUGH FEBRUARY 28, 2026

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,357,629.73

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 February 28, 2026

	2026 Budget	February Activity	2026 Collected to Date	% collected
Agency Revenue	16,667,205	-	\$ 4,166,801	25%
Agency Reimbursements	210,000	-	\$ 18,248	9%
Grants/Intergovernmental/Interest	295,000	-	\$ 11,263	4%
Total	17,172,205	-	4,196,313	24%

Transfers In	1,500,000	-	\$ -	0%
Revenues + Transfers	18,672,205	-	4,196,313	22%

Expenses

	2026 Budget	February Activity	2026 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	10,338,101	\$ 713,288	\$ 1,241,990	12%	9,096,111
Salaries & Wages - Overtime	624,274	\$ 33,241	\$ 65,089	10%	559,185
Professional Reimbursements	4,200	\$ 323	\$ 485	12%	3,715
Medical	1,624,067	\$ 121,725	\$ 244,171	15%	1,379,895
HSA Contributions	30,100	\$ 2,122	\$ 4,340	14%	25,759
Dental	106,820	\$ 7,601	\$ 15,256	14%	91,564
Vision	14,069	\$ 1,015	\$ 2,037	14%	12,032
Long-Term Care	8,027	\$ 689	\$ 1,384	17%	6,643
FSA Fees	2,240	\$ 200	\$ 200	9%	2,040
Medicare	162,029	\$ 9,955	\$ 17,456	11%	144,573
MEBT	711,746	\$ 46,305	\$ 81,069	11%	630,677
PERS	854,787	\$ 48,333	\$ 84,957	10%	769,830
Washington FMLA	31,570	\$ 2,411	\$ 4,221	13%	27,349
Unemployment	76,000	\$ 5,004	\$ 8,761	12%	67,239
Workers Comp	29,182	\$ 2,256	\$ 3,696	13%	25,486
Total Personnel	14,617,211	994,466	\$ 1,775,112	12%	12,842,099

Advertising	17,500	\$ 1,834	\$ 1,834	10%	15,666
Bank Fees	25	\$ -	\$ -	0%	25
Cellular/Pager & Radio Svcs	24,953	\$ 1,655	\$ 1,655	7%	23,298
Computer Hardware-Non Capital	7,500	\$ -	\$ -	0%	7,500
Consumable Goods	18,685	\$ 1,462	\$ 1,462	8%	17,223
Dues & Memberships	16,775	\$ 100	\$ 12,638	75%	4,137
Equipment Leases	25,682	\$ 1,950	\$ 3,901	15%	21,781
Facility Lease	842,879	\$ 112,574	\$ 112,574	13%	730,305
Financial Audit	30,967	\$ 10,018	\$ 10,018	32%	20,949
Hosted Services	268,887	\$ 12,987	\$ 13,086	5%	255,801
HR Services	143,195	\$ 2,337	\$ 4,084	3%	139,111
Insurance	170,519	\$ -	\$ -	0%	170,519
Legal Services	82,700	\$ 2,711	\$ 2,711	3%	79,989
Local Travel/Training/ Mileage	3,350	\$ 69	\$ 69	2%	3,281
Network Service	51,624	\$ 2,568	\$ 3,045	6%	48,579
Office Furniture	11,500	\$ -	\$ -	0%	11,500
Office Supplies	6,550	\$ 377	\$ 377	6%	6,173
Operating Supplies	6,400	\$ 1,166	\$ 1,166	18%	5,234
Parking Lease	32,087	\$ 2,504	\$ 4,805	15%	27,282
Payroll Services	20,000	\$ 1,795	\$ 2,993	15%	17,007
Postage	1,250	\$ -	\$ -	0%	1,250
Printing	2,000	\$ 352	\$ 352	18%	1,648
Professional Services	53,220	\$ 7,340	\$ 7,693	14%	45,527
R&M - Network Equipment	665,742	\$ -	\$ 100,606	15%	565,136
R&M - Software Maintenance	1,109,362	\$ 9,801	\$ 31,620	3%	1,077,742
Radio Site Lease	65,917	\$ 655	\$ 1,310	2%	64,607
Recruitment Supplies	2,000	\$ -	\$ -	0%	2,000
Small Tools & Minor Equipment	15,500	\$ 335	\$ 335	2%	15,165
Software/Licensing	125,500	\$ 15,997	\$ 31,800	25%	93,700
Telephone Services	46,310	\$ 1,548	\$ 2,298	5%	44,012
Training/Conf Registrations	34,750	\$ 1,935	\$ 1,935	6%	32,815
Training/Conf Registrations/ Travel	24,750	\$ 1,561	\$ 1,561	6%	23,189
Total Supplies & Services	3,928,079	195,630	\$ 355,928	9%	3,572,151
GRAND TOTAL	18,545,290	1,190,097	\$ 2,131,040	11%	16,414,249

502- Capital Projects

	2026 Budget	February Activity	2026 Spending to Date	% used	Remaining Balance
Remote Call Taking	150,000	\$ -	\$ -	0%	150,000
Location Equipment	276,610	\$ 90,694	\$ 167,305	60%	109,306
Tyler Projects	225,000	\$ -	\$ -	0%	225,000
	651,610	90,694	167,305	25.7%	484,306

503- Equipment Replacement:

	2026 Budget	February Activity	2026 Spending to Date	% used	Remaining Balance
Desktops/Laptops/Phones	31,475	\$ -	\$ -	0%	31,475
Network Costs	67,867	\$ -	\$ -	0%	67,867
Servers	64,700	\$ -	\$ -	0%	64,700
Firewall	25,000	\$ -	\$ -	-	-
Radio	20,000	\$ -	\$ -	-	-
Switches	34,000	\$ -	\$ -	0%	34,000
	243,042	-	-	0.0%	198,042
	120,000				

505-E 911 Escrow

	2026 Budget	February Activity	Collected to Date	% collected
Revenues:				
E-911 Escrow	1,500,000	-	\$ -	0%
Investment Interest	-	-	\$ 2,170	-
	1,500,000	-	\$ 2,170	0%

Expenditures:

	2026 Budget	February Activity	2026 Spending to Date	% used	Remaining Balance
Transfers Out	1,500,000	\$ -	\$ -	0%	1,500,000

NORCOM Financial Summary

For Period Ending February 28, 2026

	2026 Adopted Budget	Actual	Percent of Budget
<u>501 - Operating Fund</u>			
2025 Estimated Beginning Fund Balance	601,730	<i>601,730</i>	
Agency Revenue	16,119,862	\$ 4,166,801	25.85%
Other Revenue	505,000	\$ 29,512	5.84%
Transfers In	1,500,000	\$ -	0.00%
Revenue Collected	18,124,862	4,196,313	23.15%
Total Resources	18,726,592	4,798,043	
Personnel Expenditures	14,617,211	\$ 1,775,112	12.14%
Operating Expenditures	3,904,976	\$ 355,928	9.11%
Transfers Out	-	\$ -	0.00%
Total Expenditures	18,522,187	2,131,040	11.51%
Available Fund Balance	\$204,405	\$ 2,667,003	
<u>502 - Capital Projects Fund</u>			
2025 Beginning Fund Balance	218,181	<i>\$218,181</i>	
Agency Revenue	359,194	\$89,799	25.00%
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	-	-	0.00%
Revenue Collected	359,194	89,799	25.00%
Total Resources	0	577,375	307,980
Expenditures	651,610	\$ 167,305	25.68%
Transfers Out	-	\$ -	0.00%
Total Expenditures	651,610	167,305	25.68%
Available Fund Balance	-\$74,235	\$140,675	
<u>503 - Equipment Replacement Reserve</u>			
2025 Beginning Fund Balance	356,517	<i>\$356,517</i>	
Agency Revenue	188,149	\$47,037	25.00%
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	-	-	0.00%
Revenue Collected	188,149	47,037	25.00%
Total Resources	544,666	403,554	
Expenditures	243,042	\$ -	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	243,042	-	0.00%
Available Fund Balance	\$301,624	\$403,554	

	2026 Adopted Budget	Actual	Percent of Budget
<u>504 - Operating Expense Reserve</u>			
2025 Beginning Fund Balance	\$ 300,751	<i>\$300,751</i>	
Other Revenue	\$ -	-	0.00%
Transfers In	\$ -	-	0.00%
Revenue Collected	-	-	0.00%
Total Resources	300,751	300,751	
Operating Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
Available Fund Balance	\$300,751	\$300,751	
<u>505 - E-911 Escrow Trust</u>			
2025 Beginning Fund Balance	\$240,030	<i>\$240,030</i>	
Operating Revenue	1,500,000	\$ -	0.00%
Investment Interest	-	2,170	0.00%
Revenue Collected	1,500,000	2,170	0.14%
Total Resources	1,740,030	242,200	
Expenditures	-	-	0.00%
Transfers Out	1,500,000	-	0.00%
Total Expenditures	1,500,000	-	0.00%
Available Fund Balance	\$240,030	\$242,200	
<u>506 - Rate Stabilization Reserve</u>			
2025 Beginning Fund Balance	\$1,214,855	<i>\$1,214,855</i>	
Non-Operating Revenue	-	-	0.00%
Transfers In	-	-	0.00%
Revenue Collected	-	-	0.00%
Total Resources	1,214,855	1,214,855	
Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
Available Fund Balance	\$1,214,855	\$1,214,855	

Accounts Payable

Checks by Date - Detail by Check Date

User: Cbarcus@norcom.org
 Printed: 2/27/2026 11:17 AM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	75	US BANK CORPORATE PAYMENT SYS	02/03/2026	
	01022026	ClassMarker - 2 Year Subscription For Training]		792.00
	01022026	Amazon - Webcam & Video Call Light		139.93
	01022026	Indeed - Job Advertising		339.81
	01022026	Google - YouTube TV		102.55
	01052026	SSL Store - SSL Certificate 2 Year Renewal		273.56
	01062026	DRI UPrinting - Dry Erase Giant Check		77.24
	01062026	American Bank Checks - DATA Stamp		35.23
	01092026	Costco - Lysol Wipes & Kleenex		78.34
	01092026	Costco - Coffee		158.95
	01092026	Washington Finance Officers - Annual Members		75.00
	01102026	US Bank Interest		171.42
	01102026	Primo Water Delivery		197.44
Total for this ACH Check for Vendor 75:				2,441.47
ACH	75	US BANK CORPORATE PAYMENT SYS	02/03/2026	
	12102025	Amazon - Dry Erase Markers		27.24
	12102025	Amazon - Note Pads X4		72.64
	12102025	Amazon - iPhone Preotective Case X1		11.01
	12122025	Indeed - Job Advertising		551.52
	12132025	Network Solutions - Domain Name Renewal - 5		260.01
	12172025	Coursera - Annual Subscription Fee		439.70
	12172025	WA Secretary Of State - Annual Filing Fee		10.00
	12202025	Primo Water Delivery		170.05
	12212025	Costco - Christmas Day Meal Supplies		25.98
	12232025	Amazon - Monitor X1		240.78
	12242025	Primo Water Delivery		20.39
	12242025	APCO - CTO Training Registrartion Fee		525.00
	12252025	Indeed - Job Advertising		551.02
	12282025	Amazon - Vinyl X2 & Legal Pads X2		51.85
	12292025	Alaska Air - APCO Training Airfare Accommod:		488.54
	12302025	Amazon - Lenovo ThinkCentre For Mobile Trair		881.56
	12302025	Amazon - Post Its, Tape & Pens		71.01
	12312025	Amazon - Dry Erase Markers		27.40
	12312025	SQLSkills - Annual Subscription For Continuou:		1,895.00
Total for this ACH Check for Vendor 75:				6,320.70
Total for 2/3/2026:				8,762.17
ACH	120	ADP	02/06/2026	
	PPE 02012026	Federal Taxes - PPE 02012026		40,678.85
	PPE 02012026	FMLA Taxes - PPE 02012026		4,283.81
	PPE 02012026	Medicare - PPE 02012026		10,107.76
	PPE 02012026	Garnishments Payable - PPE 02012026		487.85
	PPE 02012026	Accrued Employment & WACares - PPE 02012026		3,850.67
	PPE 02012026	Accrued Wages - PPE 02012026		262,416.19

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for this ACH Check for Vendor 120:	321,825.13
ACH	131 PPE 02012026	HEALTH EQUITY HSA Contributions - PPE 02012026	02/06/2026	1,329.08
			Total for this ACH Check for Vendor 131:	1,329.08
ACH	132 PPE 02012026	WILMINGTON TRUST MEBT Contributions - PPE 02012026	02/06/2026	46,637.52
			Total for this ACH Check for Vendor 132:	46,637.52
ACH	133 PPE 02012026 PPE 02012026 PPE 02012026	DEPT OF RETIREMENT SYSTEMS PERS Contributions - PPE 02012026 PSERS Contributions - PPE 02012026 DCP Contributions - PPE 02012026	02/06/2026	17,303.34 31,688.10 525.80
			Total for this ACH Check for Vendor 133:	49,517.24
ACH	67 JAN2026	DEPT OF REVENUE Meydenbayer Center - Parking Excise Tax - Janu	02/06/2026	200.85
			Total for this ACH Check for Vendor 67:	200.85
ACH	785 02032026	NAVIA BENEFITS SOLUTIONS FSA Disbursement - 02.03.2026	02/06/2026	199.80
			Total for this ACH Check for Vendor 785:	199.80
ACH	785 11058315	NAVIA BENEFITS SOLUTIONS Monthly Admin Fee - January	02/06/2026	200.00
			Total for this ACH Check for Vendor 785:	200.00
21915	364 01272026	AT&T Cellular Services ACCT# 7817	02/06/2026	200.42
			Total for Check Number 21915:	200.42
21916	710 INV034801	BRCK INC Telephone Services ACCT# S00166571	02/06/2026	672.91
			Total for Check Number 21916:	672.91
21917	9 768730272	CENTURYLINK Cellular Services ACCT# 5571	02/06/2026	6.86
			Total for Check Number 21917:	6.86
21918	18 INV3134983	COPIERS NORTHWEST Daily Mail Pick-Up - February	02/06/2026	352.96
			Total for Check Number 21918:	352.96
21919	44 1260174 1260183	LOCUTION SYSTEMS INC Station Control Unit - USB Version X35 Station Control Unit - USB Version X20	02/06/2026	57,714.48 32,979.70
			Total for Check Number 21919:	90,694.18
21920	586 2026-02	MEYDENBAUER CENTER Employee Parking - February	02/06/2026	1,950.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 21920:	1,950.00
21921	331 02022026	ZEB MIDDLETON Mileage Reimbursement - January	02/06/2026	69.46
			Total for Check Number 21921:	69.46
21922	675 PPE 02012026	MISSIONSQUARE - 306590 ICMA 457 Contributions - PPE 02012026	02/06/2026	3,927.16
			Total for Check Number 21922:	3,927.16
21923	569 FEB2026	NORCOM ASSOCIATED GUILD NAG Dues - February 2026	02/06/2026	2,220.00
			Total for Check Number 21923:	2,220.00
21924	650 26-101 26-101_2	KATHERINE POMPEO Heartsaver Course - CPR, AED & First Aid Train Heartsaver Course - CPR, AED & First Aid eCar	02/06/2026	860.70 16.70
			Total for Check Number 21924:	877.40
21925	673 FEB2026	PUBLIC SAFETY EMPLOYEES UNION PSEU Dues - February	02/06/2026	871.08
			Total for Check Number 21925:	871.08
21926	366 01212026	T MOBILE Cellular Services ACCT# 8760	02/06/2026	37.46
			Total for Check Number 21926:	37.46
21927	844 2265	UNCOMMON BRIDGES Strategic Planning Project - January	02/06/2026	5,842.50
			Total for Check Number 21927:	5,842.50
			Total for 2/6/2026:	527,632.01
ACH	120 712811410 713424944 713967108 PPE 02152026 PPE 02152026 PPE 02152026 PPE 02152026 PPE 02152026 PPE 02152026 PPE 02152026	ADP Workforce Now Payroll Solution Bundle - PPE C Workforce Now & Payroll Services Q4 2025 W-2 Tax Reporting x109 Federal Taxes - PPE 02152026 Garnishments - PPE 02152026 FMLA Taxes - PPE 02152026 Employment Security & WACares - PPE 02152026 Accrued Wages - PPE 02152026 Medicare - PPE 02152026	02/20/2026	513.18 209.10 559.06 38,642.49 487.85 4,155.62 3,748.21 258,912.92 9,802.15
			Total for this ACH Check for Vendor 120:	317,030.58
ACH	131 PPE 02152026	HEALTH EQUITY HSA Contributions - PPE 02152026	02/20/2026	1,268.67
			Total for this ACH Check for Vendor 131:	1,268.67
ACH	132 PPE 02152026	WILMINGTON TRUST MEBT Contributions - PPE 02152026	02/20/2026	47,339.95

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for this ACH Check for Vendor 132:				47,339.95
ACH	133	DEPT OF RETIREMENT SYSTEMS	02/20/2026	
	PPE 02152026	PERS Contributions - PPE 02152026		30,662.15
	PPE 02152026	DCP Contributions - PPE 02152026		525.43
	PPE 02152026	PSERS Contributions - PPE 02152026		16,269.62
Total for this ACH Check for Vendor 133:				47,457.20
ACH	140	RELIANCE STANDARD	02/20/2026	
	MARCH26	Life/LTD Premiums - March		2,229.03
Total for this ACH Check for Vendor 140:				2,229.03
ACH	327	ASSOCIATION OF WASHINGTON CITIZI	02/20/2026	
	MARCH26	Medical Premiums - March		131,288.08
	MARCH26	Dental Premiums - March		8,345.00
	MARCH26	Vision Premiums - March		1,103.96
Total for this ACH Check for Vendor 327:				140,737.04
ACH	785	NAVIA BENEFITS SOLUTIONS	02/20/2026	
	02102026	FSA Disbursement - 02.10.2026		445.17
	02172026	FSA Disbursement - 02.17.2026		1,478.21
Total for this ACH Check for Vendor 785:				1,923.38
21928	675	MISSIONSQUARE - 306590	02/20/2026	
	PPE 02152026	ICMA 457 Contributions - PPE 02152026		3,601.88
Total for Check Number 21928:				3,601.88
21929	74	UNUM	02/20/2026	
	MARCH26	Long Term Care Insurance Premiums - March		789.80
Total for Check Number 21929:				789.80
Total for 2/20/2026:				562,377.53
ACH	120	ADP	02/26/2026	
	714303968	Workforce Now Payroll Solution Bundle - PPE C		513.18
Total for this ACH Check for Vendor 120:				513.18
ACH	131	HEALTH EQUITY	02/26/2026	
	8hfiii8	Monthly Admin Fee - February		11.85
Total for this ACH Check for Vendor 131:				11.85
ACH	134	COLONIAL LIFE	02/26/2026	
	MARCH26	Supplemental Insurance Premiums - March		901.28
Total for this ACH Check for Vendor 134:				901.28
ACH	75	US BANK CORPORATE PAYMENT SYS	02/26/2026	
	01122026	APCO -Training Access		250.00
	01132026	Indeed - Job Advertising		554.20
	01132026	DocuSign Subscription - 1.13.26 - 4.9.26		126.31
	01142026	Countryside Floral - Flowers For Eastside Fire		99.45
	01142026	APCO - Disaster Operations & The Comms Cen		410.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
01212026		Primo Water Delivery		20.41
01212026		Amazon - Gift Card For Q4 Boost Winner		25.00
01232026		Amazon - 12 Year Date Stamp		26.69
01232026		Amazon - Portable Telerompter & Dash Pad X4		149.68
01242026		Indeed - Job Advertising		556.15
01242026		Amazon - USB Cable, Christmas Tree Replacem		96.14
01242026		Amazon - HDMI Cable & Book		45.33
01242026		Primo Water Delivery		170.20
01252026		Amazon - Audio Splitter Cable & USB Splitter 3		60.57
01262026		APCO - Disaster Operations & The Comms Cen		430.00
01272026		APCO - Patience Under Pressure Training		115.00
01272026		APCO - Disaster Operations & The Comms Cen		430.00
01292026		Amazon - iPhone Protective Case		45.15
01292026		Varsity Base - 30 Year Anniversary Employee Ja		379.00
01302026		APCO - Training Coordinator Mini Forum Regis		30.00
01302026		Aceitunos - CAD Upgrade Employee Consumab		275.72
01302026		Alaska Air - Tyler Connect 2026 Conference Air		586.80
02012026		Amazon - Keyboard, Mouse & Wall Mount		107.31
02012026		Safeway - CAD Upgrade Employee Consumable		16.87
02022026		Indeed - Job Advertising		383.39
02022026		Costco - CAD Upgrade Employee Consumables		50.14
02022026		Google - YouTube TV		102.55
02022026		Trader Joes - CAD Upgrade Employee Consuma		9.98
02032026		RS Warehouse - Self-Inking Stamp		56.14
02032026		Stronger Families - First Responder Retreat Regi		250.00
02032026		QFC - Coffee		7.99
02062026		Amazon - Extenders, Outlet Ports & Adaptors x2		140.93
02062026		Amazon - Employee 30 Year Anniversary Decor		11.02
02062026		Costco - Lysol & Kleenex		97.09
02062026		Amazon - Printer Paper X4		264.60
02062026		Costco - Coffee		37.98
02062026		MRSC - Handling Sensitive Payroll Withholding		50.00
02062026		Vistaprint - Employee Name Plate		27.91
02062026		Ink 4 Cakes - Employee 30 Year Anniversary Ca		19.39
02072026		Walmart - Eyeglass Lens Cleaner Wipes		39.64
02072026		Primo Water Delivery		161.13
02092026		Amazon - Febreze		23.10
02092026		Amazon - WiFi Adaptor x3		45.36
02092026		WAPRO Annual Membership Fee		25.00
Total for this ACH Check for Vendor 75:				6,809.32
ACH	785	NAVIA BENEFITS SOLUTIONS	02/26/2026	
	02252026	FSA Disbursement - 02.24.2026		377.85
Total for this ACH Check for Vendor 785:				377.85
Total for 2/26/2026:				8,613.48
ACH	630	SITECRAFTING INC	02/27/2026	
	47466	Managed Website Hosting - February		99.00
Total for this ACH Check for Vendor 630:				99.00
ACH	692	ZIPLY FIBER	02/27/2026	
	01262026	Telephone Services ACCT# 0125		660.25
	01282026	Telephone Services ACCT# 6115		29.34

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for this ACH Check for Vendor 692:	689.59
21930	718 12027025	ACCESS CORP ShreddingServices - January	02/27/2026	267.42
			Total for Check Number 21930:	267.42
21932	3 01282026	AT&T MOBILITY Cellular Services ACCT# 6980	02/27/2026	128.62
			Total for Check Number 21932:	128.62
21933	6 ZR01141639	CDW-GOVERNMENT INC Google Cloud RAADAR - 11.1.25 - 01.31.26	02/27/2026	12,682.41
			Total for Check Number 21933:	12,682.41
21934	8 02112026	CENTURYLINK Telephone Services ACCT# 5208	02/27/2026	185.12
			Total for Check Number 21934:	185.12
21935	9 772669861	CENTURYLINK Cellular Services ACCT# 5571	02/27/2026	6.86
			Total for Check Number 21935:	6.86
21936	11 54156 54157 54653 54653 54654 54663	CITY OF BELLEVUE Monthly Rent - December 2025 Monthly Rent - February 2026 Monthly Parking Spaces - February Monthly Parking Spaces - February Fiber Usage Rental Fee - February Monthly Rent - January	02/27/2026	56,286.93 56,286.93 1,482.74 353.19 477.00 56,286.93
			Total for Check Number 21936:	171,173.72
21937	324 61771-11	CRISTA MINISTRIES Tower Rental Fee - February	02/27/2026	654.86
			Total for Check Number 21937:	654.86
21938	447 1063207	FIRST CHOICE COFFEE SERVICES Ice Machine Rental - February	02/27/2026	126.83
			Total for Check Number 21938:	126.83
21939	293 FW113770 FW113771	FIRSTWATCH New World CAD Data Retention & Annual Supp License Call Volume Increase & Annual Support	02/27/2026	1,464.00 16,581.63
			Total for Check Number 21939:	18,045.63
21940	751 859263	FISHER BROYLES, LLP Legal Services January - RAADAR & Design	02/27/2026	2,095.00
			Total for Check Number 21940:	2,095.00
21941	252 11016864	KING COUNTY FINANCE KCIT INET Other Misc SVC - January	02/27/2026	1,317.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 21941:	1,317.00
21942	505 1028015701	LEXISNEXIS RISK SOLUTIONS DOR System Annual License & Support - 10.1.2	02/27/2026	7,301.87
			Total for Check Number 21942:	7,301.87
21943	728 161989	MULTICARE CENTERS OF OCCUPATIC Pre-Employment Physical Exam - January X1	02/27/2026	477.00
			Total for Check Number 21943:	477.00
21944	47 3000089702	NENA Public Sector Annual Membership Fee - x1	02/27/2026	152.00
			Total for Check Number 21944:	152.00
21945	741 NOR0126	PACIFIC NORTHWEST GIGAPOP Internet Services - January	02/27/2026	500.00
			Total for Check Number 21945:	500.00
21946	795 01171407	PAGERDUTY, INC. Annual User Fee - 2.7.26 - 2.6.27	02/27/2026	3,798.73
			Total for Check Number 21946:	3,798.73
21947	711 3540	SHIELD ASSESSMENTS Pre-Employment Psychological Evaluations - Jai	02/27/2026	1,860.00
			Total for Check Number 21947:	1,860.00
21948	745 454426	SOLV Springbrook Multi-Purpose Checks - x1000	02/27/2026	323.79
			Total for Check Number 21948:	323.79
21949	555 L1736557	STATE AUDITOR'S OFFICE Accountability & Financial Audit - January	02/27/2026	10,018.10
			Total for Check Number 21949:	10,018.10
21950	712 16980	SUMMIT LAW GROUP PLLC Legal Services January - General Employment	02/27/2026	616.00
			Total for Check Number 21950:	616.00
21951	499 00227443	TYLER TECHNOLOGIES Brazos eCitation-PDA Maintenance - 12.1.25 - 1	02/27/2026	2,499.00
			Total for Check Number 21951:	2,499.00
21952	79 6135860532 6135860532	VERIZON WIRELESS Equipment Charges ACCT# 3790 Cellular Services ACCT# 3790	02/27/2026	55.14 1,274.89
			Total for Check Number 21952:	1,330.03
21953	88 5037630653	WELLS FARGO FINANCIAL LEASING Copier Lease - February	02/27/2026	1,823.62

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 21953:	1,823.62
21954	543 50101604620	ZOHO Corporation Manage Engine Service Desk Cloud Enterprise E	02/27/2026	12,072.34
			Total for Check Number 21954:	12,072.34
			Total for 2/27/2026:	250,244.54
			Report Total (62 checks):	1,357,629.73



MEMORANDUM

To: Governing Board
From: Katy Myers, Executive Director
Date: 03/13/2026
Subject: 2026 National Public Safety Telecommunicator Week April 12- 18

Executive Summary:

During the second week of April, public safety telecommunications personnel are honored across the nation. This week-long event is a time to celebrate and thank those who dedicate their lives to serving the public and other first responders. It is a week set aside to recognize their hard work, professionalism, selflessness, and dedication.

Background:

In 1994, President William J. Clinton signed Presidential Proclamation 6667, declaring the second week of April as National Public Safety Telecommunicators Week. This week is a time to celebrate and find ways to thank the telecommunications personnel who serve our communities, citizens, and public safety personnel 24 hours a day, seven days a week.

Past Board or Other Related Actions:

The Governing Board has supported Telecommunicator Week in previous years.

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

Staff respectfully encourages the Governing Board and the agencies served to continue to support and recognize the critical work performed by Telecommunicators.

Staff Comments:

Nothing Additional

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No



MEMORANDUM

To: Governing Board
From: Katy Myers, Executive Director
Date: 03/13/2026
Subject: NORCOM SLCGP 2024 Grant Summary

Executive Summary:

NORCOM applied for two projects under the federally funded State and Local Cybersecurity Grant Program (SLCGP) for 2024. The grant aims to strengthen cybersecurity resilience and reduce systemic cyber risk across state and local governments, including public safety communications agencies. NORCOM was awarded funding for disaster recovery enhancements and cybersecurity workforce development. These projects directly support NORCOM's mission by improving CAD continuity, cyber readiness, and long-term operational resilience.

This grant does not require any local matching funds and does not replace or supplant any existing NORCOM projects. Instead, it provides funding support for future planned initiatives that had not yet been included in the budget.

Background:

The SLCGP is funded through the Infrastructure Investment and Jobs Act (IIJA). The program supports state, local, and tribal government efforts to prevent, detect, respond to, and recover from cybersecurity threats. Washington State prioritizes strengthening local cybersecurity posture, enhancing incident response capabilities, developing a skilled cybersecurity workforce, and ensuring continuity of critical services.

Funding decisions follow a statewide competitive scoring process led by the Cybersecurity Planning Committee and finalized by the State CIO.

NORCOM submitted and was approved for two projects for the 2024 cycle:

Project 1: Disaster Recovery Enhancement

- Objective: Deploy licensed warm-backup SQL Server capability at the disaster recovery (DR) site to enable CAD failover.
- Performance Targets: Failover under 5 minutes; replication lag under 1 minute.
- Impact: Enhances continuity of CAD operations during outages or cyber events.
- Award: \$95,544 (Equipment).
- Timeline: Implementation during 2026.

Project 2: Cybersecurity Training & Certification

- Objective: Build internal cybersecurity capability through SANS SEC401, SEC504, and CCNP Security certifications.

- Impact: Strengthens NORCOM's detection, response, and compliance posture (CJIS/NIST).
- Award: \$32,400 (Training & Travel).
- Timeline: Training scheduled for 2026–2027.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

This grant award advances several of NORCOM's newly adopted Strategic Priorities by strengthening the resilience of our technology services, building internal workforce capability through targeted cybersecurity training, supporting informed IT governance, and reinforcing sustainable delivery of missioncritical public safety communications.

The funded projects also directly support NORCOM's alignment with the Washington State Cybersecurity Plan, especially Elements 3, 5, 7, 8, 10, and 12. Improvements will reduce operational vulnerability, enhance missioncritical continuity for CAD, and expand internal cyber skill sets essential for longterm resilience.

NORCOM Staff Recommendation:

NORCOM staff recommends that the Board acknowledge the receipt of the SLCGP grant awards and be informed that staff will execute the required agreements and proceed with implementation and reporting activities as outlined by the State.

Staff Comments:

Nothing Additional

Options

Risks

Risks are low. Key considerations include the need for timely implementation, staff availability for training, and adherence to federal/state reporting requirements.

Finance Committee Review: Yes

Legal Review: No

Joint Operations Board Review: No

Attachments

NORCOM SLCGP 2024 Grant Summary

NORCOM State and Local Cybersecurity Grant Program (SLCGP) 2024 Grant Summary

Grant Information

- Purpose:
 - Federally funded program under the Infrastructure Investment and Jobs Act (IIJA) to strengthen cybersecurity across state, local, and tribal governments.
 - Focused on reducing systemic cyber risk and improving resilience of critical public services, including 911 communications.
- Why It Exists:
 - Cyber incidents create significant risk to national and local public safety operations.
 - The grant helps organizations build capacity in prevention, detection, response, and recovery.
- Eligible Activities
 - Planning, training, equipment, technical security controls, workforce development, and continuity of operations improvements.
- Washington State Priorities
 - Strengthening local government cybersecurity posture, enhancing incident response capabilities, building a skilled cybersecurity workforce, and ensuring continuity of critical services.
- Funding Process
 - Annual statewide application and competitive scoring by the Cybersecurity Planning Committee, with final selection by the State CIO.

NORCOM's Grant Application

- **Project 1: Disaster Recovery Enhancement**
 - Objective: Enable licensed warm-backup SQL Server at DR site for CAD failover.
 - Failover target: <5 minutes; replication lag <1 minute.
 - Enhances CAD resilience during outages/cyber events.
 - Budget Awarded: \$95,544 (Equipment).
 - Timeline: Implementation in 2026.
- **Project 2: Cybersecurity Training & Certification**
 - Objective: Build internal cyber capability for two IT employees via SANS SEC401, SEC504, and CCNP Security courses.
 - Strengthens detection, response, compliance (CJIS/NIST).
 - Budget: \$32,400 (Training & Travel).
 - Timeline: Training in 2026 or 2027.

Impacts

- NORCOM Impact:
 - CAD continuity preserved during outages or cyber incidents.
 - Faster response and recovery capability across IT team.
 - Reduced dependence on external vendors.
- Alignment with NORCOM Strategic Plan:
 - Enhances resilience of NORCOM's technology services and strengthens CAD continuity (Technology Services).
 - Invests in internal cybersecurity skills and longterm workforce capability (Workforce Development).
 - Supports informed IT governance and futurefocused technology decision-making (Governance).
 - Improves sustainable delivery of missioncritical public safety services (Sustainable Growth).
- Strong alignment with WA Cybersecurity Plan (Elements 3, 5, 7, 8, 10, 12).

Next Steps & Reporting

- Procure Equipment (software) and schedule training
- Agreements executed early 2026.
- Annual NCSR reporting required.
- Reimbursement via A-19 + spreadsheet.
- Scheduled progress reports per state requirements.



MEMORANDUM

To: Governing Board
From: Katy Myers, Executive Director
Date: 03/13/2026
Subject: Resolution 224 - Adoption of the 2027 Budget Policy

Executive Summary:

Under the ILA, the Governing Board must approve the subsequent year's Budget Policy and Calendar to officially proceed with budget development and adoption. The Finance Committee must approve the policy for adoption by the Board.

Background:

The board has approved all budget policies presented in the past. In the policy presented, small changes were made, adding definitions for items such as outside revenues and one-time expenses.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

This does not amend or create new policy. This document sets forth the budgeting process.

NORCOM Staff Recommendation:

NORCOM staff recommends the adoption of the 2027 Budget Policy.

Staff Comments:

NORCOM staff recommends adopting.

Options

Risks

As the policy is required by the ILA, disapproval would result in the inability to move forward with 2027 budget processes.

Finance Committee Review: Yes

The Finance Committee was briefed during the January 6th meeting and confirmed support in March to recommend approval of the 2027 Budget Policy.

Legal Review: No

Joint Operations Board Review: No

R224 - Adopting 2027 Budget Policy

RESOLUTION 224

A RESOLUTION OF THE GOVERNING BOARD OF NORCOM APPROVING THE 2027 BUDGET POLICY

WHEREAS, pursuant to Section 12(b) of the North East King County Regional Public Safety Communications Agency Interlocal Agreement (the “Interlocal Agreement”), the Governing Board of NORCOM is required to adopt a budget policy for the upcoming annual budget no later than June 1; and

WHEREAS, the NORCOM Finance Manager has prepared and submitted to the Finance Committee a proposed budget policy for fiscal year 2027 for review and recommendation; and

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

Section 1. Approval of the Budget Policy. Pursuant to the terms of the Interlocal Agreement, the Governing Board hereby approves the budget policy for fiscal year 2027 substantially in the form presented to the Governing Board and attached hereto as Exhibit A and incorporated herein by this reference.

Section 2. Further Authority; Prior Acts. All NORCOM officials, their agents, and representatives are hereby authorized and directed to undertake all action necessary or desirable from time to time to carry out the terms of, and complete the transactions contemplated by, this resolution. All acts taken pursuant to the authority of this resolution but prior to its effective date are hereby ratified and confirmed.

Section 3. Effective Date. This resolution shall take effect immediately upon its passage and adoption.

Passed by a majority vote of the Governing Board in an open public meeting on this 13th of March 2026.

Signed in authentication thereof on this 13th day of March 2026.

Chair

Attest

NORCOM

2027 Budget Policy

NORCOM's budget process is part of an overall policy framework that guides the services and functions of the agency. The budget serves a key role by allocating financial resources to the programs, which implement NORCOM's mission and core values. The budget also establishes financial policies to influence the availability of future resources that continue to carry out NORCOM's mission and core values.

Budget Policy development involves several steps. NORCOM budget policy starts with an understanding of service levels, needs and emerging issues. NORCOM's management team evaluates performance measures to assess organizational costs and effectiveness and determine issues impacting 2027 operating priorities and the level of funding for each. Budget policies are statements that describe how financial resources will be obtained, allocated, managed, and controlled.

NORCOM's mission statement and core values are the broad policy statements that outline the objectives of the Governing Board. Budget objectives are policy statements summarizing the actions that are to be implemented in the budget.

Financial Management Policies

The following policies will guide the way NORCOM develops, allocates, manages and controls financial resources available to the agency. These policies are the goals that the Governing Board seeks to achieve in its decision making and most are documented in NORCOM's Standard Operating Procedures. However, since fiscal conditions and circumstances continually shift and change in response to operating needs, it may not be practical or always desirable to continually achieve these policies. Therefore, these policies are intended to guide, not govern, financial decision making and may not be fully achieved within any budget period.

General Financial Goals

- To provide a financial base sufficient to sustain reliable, high-quality, resilient emergency service communications for police, fire, and emergency medical services.
- To be able to withstand local and regional economic hardships sustained by our participating and subscribing agencies and adjust to changes in their service level requirements.
- To adapt to changing funding resources from other governments.
- To implement strategies to allow for stabilized year-over-year assessment fees to participating and subscribing agencies.

Operating Budget Policies

- The operating budget is NORCOM's comprehensive financial plan which provides for the level of services prescribed by the Participating Agencies, including additional services or new programs as approved in subsequent years.
- A new budget will be adopted every year as a result of a comprehensive process incorporating any newly approved programs, inflationary increases, and other expenses.
- NORCOM defines a balanced budget as current annual revenues (including fund balances) being equal to or greater than current annual expenditures.
- New programs will be analyzed by the NORCOM Leadership before being presented to the Governing Board for their analysis and review and, if approved, incorporated into the budget.
- No "one-time" expenses will be carried forward into subsequent budgets without specific authority. One-time expenses are defined as non-recurring costs not essential to ongoing operations, such as pilot programs or special studies.
- All current operating expenditures will be paid from current revenues and cash carried over from the prior year. Current revenues and operating expenditures will be reviewed monthly during the year.
- NORCOM will maintain revenue and expenditure categories according to state statute and administrative regulations.

Amendment/Adjustment Policies:

- All supplemental appropriations for programs requested after the original budget is adopted, will only be approved by the Governing Board after consideration of the availability of revenues.

Revenue Policies:

- "Other" Revenues, or revenues outside of fees charged to NORCOM Principal Agencies, shall be realistically estimated and based upon the most recent information available.
- NORCOM will follow a vigorous policy of collecting revenues.
- NORCOM will seek to avoid dependence on temporary or unstable revenues to fund ongoing mission critical services.
- Grant funds or similar contractual revenue of a temporary nature will be budgeted only if they are committed at the time of the preliminary budget. Otherwise, separate appropriations will be made during the year as grants are awarded or contracts made.

Expenditure Policies:

- The NORCOM budget will provide for a sustainable level of service for the well-being of employees and safety of the emergency service providers.
- Expenditures approved by the Governing Board in the annual budget define NORCOM's spending limits for the upcoming year. In addition to legal requirements, NORCOM will maintain an operating philosophy of cost control and responsible financial management.

- The Governing Board will be provided with details for any new program including a summary of the expenditure, the recommended funding source, an analysis of the fiscal impact and a review of all reserves and previously approved amendments since budget adoption.
- Emphasis is placed on improving individual and work group productivity rather than adding to the work force. NORCOM will invest in technology and other efficiency tools to maximize productivity. NORCOM will request additional staff only after the need for such positions has been demonstrated and documented.

Capital Projects and Equipment Replacement

- The Capital Project fund is to be utilized to track projects typically lasting more than one year.
- Equipment Replacement will be fully funded according to the cash flow schedule to minimize large increases in User Fees from year to year resulting from acquisition or replacement of capital, and to fund the timely replacement of aging technology, equipment, and systems
- NORCOM will maintain all its assets at an acceptable level to protect capital investment and to minimize future maintenance and replacement costs.
- NORCOM will conduct an equipment replacement and maintenance needs analysis, using a cash flow method, for the next 10 years, annually. From this projection a maintenance and replacement schedule will be developed and followed.
- NORCOM will identify the estimated initial and ongoing costs and potential funding sources for each capital project proposal for the next ten years before it is submitted for approval.
- NORCOM will coordinate development of the Capital Projects budget with development of the operating budget. Future operating costs associated with new capital projects will be projected and included in budget forecasts.

Operating Reserves and Contingency:

- NORCOM Leadership will demonstrate its analysis of prospective needs or plans for reserve funds by developing a minimum of 10-year forecasting of Operating, Capital and ER&R activities to the Finance Committee.
- Per section 12h of the ILA, each budget year the Governing Board shall set the Operating Expense Reserve at a level that ensures funds are on hand to reasonably address unforeseen operating contingencies. NORCOM's goal is to maintain the Operating Expense Reserve at a level equal to 5-10% of the total Operating Budget.
 - For the purpose of determining Operating Expense Reserve funding, the Governing Board defines the Operating Budget as the operating fund expenses less salaries, benefits, and one-time expenses.

- The Rate Stabilization Fund shall not exceed 10% of current Operating Fund Revenues. If it is determined that funds will be used to offset transition to higher rates or fund one-time expenditures the designated amount shall be applied to the overall budget prior to calculating assessments.
- All expenditures drawn from reserve accounts shall require prior Board approval unless previously authorized for expenditure in the annual budget.

Accounting, Auditing, and Financial Reporting Policies

- NORCOM will establish and maintain a high standard of accounting practices.
- Accounting and budgetary systems will, at all times, conform to Generally Accepted Accounting Principles, the State of Washington Budgeting Accounting Reporting System (BARS) and local regulations.
- A comprehensive accounting system will be maintained to provide all financial information necessary to effectively operate NORCOM.
- NORCOM's budget documents shall be presented in a format that provides for logical comparison with prior annual actual totals wherever possible.
- Reports outlining the status of revenues and expenditures shall be done monthly beginning in March of each year and will be distributed to the Governing Board, Executive Director, Finance Committee, Department managers and any other interested party.
- An annual audit will be performed by the State Auditor's Office.

Budget Calendar

- In order to facilitate and implement the budget process the Finance Manager will develop and distribute a budget calendar.

2027 BUDGET DEVELOPMENT CALENDAR

March

Finance Committee approves budget policy
Governing Board adopts budget policy

Date

March 3
March 13

Preliminary budget is drafted and distributed to Leadership

March 27

April

NORCOM Leadership submits any new projects or programs to Finance Committee for review

April 24

June

Budget Development complete

June 26

Presentation of preliminary budget to Finance Committee

June 30

July

User Fee updates complete

July 10

August

Proposed budget transmitted to Governing Board/ILA 12(c)

August 13

Public hearing & board approval by Governing Board/ ILA 12(c)

August 14

September

Participating agencies advised of budget and user fees/ ILA 12(c)

September 11

December

Approval by the legislative authorities of each Participating/Subscriber/
ILA 12(c)

December 11

Governing Board adopts final budget/ ILA12(c)

December 11



MEMORANDUM

To: Governing Board
From: Katy Myers, Executive Director
Date: 03/13/2026
Subject: NORCOM Agency Newsletter

Executive Summary:

The NORCOM Agency Newsletter features information and updates on recent and future activities and topics of interest. The Newsletters are presented to the Board for review, input, and questions.

Background:

The Newsletter is routinely provided to the Board.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM Staff recommends the Board review the updates and offer input or questions as desired.

Staff Comments:

Nothing Additional

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

Attachments

March NORCOM Agency Newsletter



ADVANCING OUR VISION

WellCity Status

NORCOM has once again earned WellCity designation for 2026. This recognition reflects the ongoing work of our Wellness Committee, which focuses year-round on building a healthier workplace and meeting the program's standards.

Achieving WellCity status also secures a 2% premium discount for reinforcing the value of investing in employee wellness and a supportive work environment.

Japanese Delegation

On February 18, NORCOM hosted a tour for a delegation of medical professionals visiting Bellevue from Japan. The group represented a diverse range of organizations, including emergency response centers and healthcare facilities. During the visit, the NORCOM Operations Coordinator engaged with the delegation in discussions about the similarities and differences between U.S. and Japanese emergency response systems.

The delegation expressed particular interest in NORCOM's rapid Fire/EMS dispatch process and King County Criteria-Based Dispatch (CBD) protocols. These discussions focused on how such practices might inform efforts to improve response times for field units and deliver lifesaving CPR compressions earlier in the chain of survival within their own systems.

The tour concluded with a visit to NORCOM's Tree of Life display. The delegation noted the impact of a visual tribute that recognizes lives saved through effective protocols and the dedication of emergency communications professionals. The concept generated interest among the visitors as a potential model for recognizing similar achievements within their own organizations.

HUMAN RESOURCES

Current Recruitment

Call Receiving Academy #49 started on March 2nd, bringing on six new Telecommunicators.

The first round of interviews to place a new Information Technology Manager did not find a successful applicant. NORCOM is working with the recruiting firm Insight Global to identify additional applicants while NORCOM continues its own recruitment strategies. Should a candidate be selected based on referral from Insight Global salary savings will cover the placement fee.

Staffing

FTEs	Approved	Actual
Total Headcount	94	84
Administration/Executive	7	7
Finance	2	2
Information Technology	12	10
911 Operations		
Dispatch Supervisors	6	6
Training Coordinator	1	1
Training Assistant	1	1
PSTs– Fully Released	65	37
PSTs – Partial Released		20
PSTs – In Training		0

Communications Training Program

Monthly Status	Total
Call Receiving (CR) Academy	0
Call Receiving On the Job (OJT) Training	0
Call Receiving Released	10
Completed CR, in Fire Dispatch Training	1
Completed CR, in Police Dispatch Training	3
Completed CR and PD, in Fire Dispatch Training	1
Completed CR and FD, in Police Dispatch Training	1
CR & Fire Dispatch Released	1
CR & Police Dispatch Released	3



Celebrations

On February 19, 2026, NORCOM proudly celebrated **Becky Lucci's 30-year anniversary** as a 911 Dispatcher — a milestone that reflects her dedication, integrity, and deep commitment to the many agencies she has supported throughout her career. In recognition of her three decades of outstanding service, she was presented with a commemorative plaque and a custom anniversary jacket — small tokens of our appreciation for her extraordinary contributions.



Tree of Life

Five Telecommunicators received NORCOM's Tree of Life leaves in February for providing life-saving telephone CPR instructions resulting in the patient being transported.

9-1-1 OPERATIONS

Call Statistics

Incoming 911 Calls:	11,546
Answering Statistics:	
% w/in 15 seconds (90% standard):	98%
% w/in 20 seconds (95% standard):	99%
Abandonment Rate:	2.17%
Text to 911 Messages:	736
Incoming Ten-Digit Calls:	7,959
Outgoing Calls:	9,031

Nurse Navigation Program

NORCOM triaged and sent 175 calls to the Nurse Line/Nurse Navigation line.

Language Line Services

218 calls went to the Language Line, 1443 minutes used, with an average call time of 6.6 Minutes

Top 3 Languages: Spanish – 147 Calls, Portuguese– 19 Calls, Mandarin– 16 Calls

Public Records Requests

340 Records Requests submitted in the last month

LEARNING AND DEVELOPMENT

Continuing Education / Professional Development

In February 2026, the Operations Training Department continued building on the momentum established, advancing both operational readiness and collaborative training efforts. One Telecommunicator was released to



take calls on their own, completing the on-the-job training phase for the most recent Call Receiving Academy. The department also conducted a Police Radio Academy, continuing the structured training pipeline that prepares personnel for increasingly complex dispatch responsibilities.

Training staff also continued preparing for the upcoming PSERN encryption transition, ensuring telecommunicators will be informed and ready for operational changes that will impact radio communications across the region. In addition, dispatchers participated in fire simulation training with a partner agency, providing valuable hands-on experience with realistic incident scenarios and reinforcing coordination between communications personnel and field responders. These activities reflect the department's continued commitment to strengthening operational proficiency, supporting regional partnerships, and ensuring telecommunicators are well-prepared to serve both responders and the community.

Executive Peer Support Training

Executive Director Katy Myers and Deputy Director Jamie Donley attended a two-day Executive Peer Support training developed following the passage of HB 2311 (2024), which strengthens first responder wellness and peer support efforts across Washington State.

This inaugural session brought together fire, law and 911 leaders from across the state. The course covered key topics including legal and contractual considerations, provider identification, program structure, and setting clear goals and expectations for peer support programs.

The training provided valuable insight into building sustainable, compliant, and meaningful peer support initiatives, as well as an opportunity to connect with executive leaders committed to advancing first responder wellness.

IT Service Desk

Customer Surveys

Each survey consists of 4 questions

- Surveys returned 10 (39 ratings)
- Better than expected 27 ratings
- As expected 11 ratings
- Less than expected 0

Ticket Resolution

- Inbound tickets – 287
- Completed tickets – 258
- Overdue – 0

RADIO

PSERN to CAD Interface

The Tyler /Motorola contract has been finalized and executed. Project planning will be the next step.

Radio System Support

King County Radio Communications Services are now in a position to offer contract radio support services. Work on the development of an agreement has begun.

PROJECTS

Law Enforcement Enterprise Records Management

In February, NORCOM and Tyler leadership discussed ways to resolve two key issues: data conversion and the establishment of a sand box environment. On February 25 the RMS Steering Committee met and identified three priority actions:

- Provide Tyler the agencies' minimum data-conversion requirements for their review and quote.



- Schedule a demonstration of a third-party dashboard type of aggregation solution.
- Proceed with Tyler in setting up an on-site Tyler lab at NORCOM to support workflow testing and direct engagement with Tyler Solution Architects or subject matter experts.

Warm Backup Solution

The Rubrik project is complete. In the event of a system failure or cyberattack, we can now restore critical systems and bring them back online quickly, strengthening our operational resilience against external disruptions.

Internet Resiliency

The dedicated iNET connection at Redmond Police Department is moving forward. King County I-NET has provided a solution to NORCOM's network engineers for review, configuration, and testing.

STRATEGIC PLAN

The plan was approved in content at the February Board meeting. Final design is being reviewed.

GOVERNMENTAL AFFAIRS

Legislative Session

With the legislature in session NORCOM monitors bills related to 911. [SSB 5853](#) – Protecting elected officials from political violence was not passed out of committee and is dead.