



## AGENDA

NORCOM Governing Board  
April 10, 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 March 13, 2026
  - B. AP Reports March 2026
5. For Briefing to Board
  - A. 2026 Telecommunicator Week
  - B. 2025 Budget Reconciliation
6. NORCOM Agency Newsletter
  - A. NORCOM Agency Newsletter
7. Executive Session

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

  - *RCW 42.30.110(1)(i) to discuss with legal counsel representing the agency matters relating to agency enforcement actions, or to discuss with legal counsel representing the agency litigation or potential litigation to which the agency, the governing body, or a member acting in an official capacity is, or is likely to become, a party, when public knowledge regarding the discussion is likely to result in an adverse legal or financial consequence to the agency;*
8. Adjournment

The next Governing Board meeting is scheduled for May 8, 2026.



## MEMORANDUM

To: Governing Board  
From: Katy Myers, Executive Director  
Date: 04/10/2026  
Subject: Governing Board Meeting Minutes March 13, 2026

---

### **Executive Summary:**

The March 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 2026 03



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

**MEMBERS**

Charlie Kimball	City of Bellevue
Ken Seuberlich	City of Bothell
Mike St. Jean	City of Kirkland
Mike Harden	City of Lake Forest Park
Austin Gidlof	City of Medina
Dan Yourkoski	City of Normandy Park (Chair)
Will Aho	Eastside Fire & Rescue
Brian Culp	Fire District #27 (Vice-Chair)
Adrian Sheppard	Redmond Fire Department

**ABSENT**

Kelly Busey	City of Clyde Hill
Jeff Magnan	City of Mercer Island
Mike Bailey	City of Snoqualmie
Matt Cowan	Shoreline Fire Department
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

**NORCOM TREASURER**

Michael Olson	City of Kirkland
---------------	------------------

**NORCOM ATTORNEY**

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

**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



**Meeting Minutes  
NORCOM Governing Board  
March 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 February 13, 2026**
- **Accounts Payable Report February 2026**

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  
March 13, 2026**

○ **For Board Briefing**

● **2026 National Public Safety Telecommunicator Week April 12 – 18**

Executive Director Myers reminded the Governing Board that Telecommunicator Week 2026 will be held April 12 – 18. She stated that our agencies have already been contacted by our Operations Coordinator, who reminded them about the National Week honoring our Telecommunicators nationwide. Executive Director Myers thanked our agencies for their continued support of Telecommunicator Week each year and stated that there will be a proclamation at the Governing Board Meeting on April 10th, and that we will provide copies to our agencies.

● **NORCOM SLCGP 2024 Grant Summary**

Executive Director Myers introduced the NORCOM SLCGP 2024 Grant. She stated that when we heard about this, Operations Manager Johnson was the IT Manager, and his prompt attention to this grant, which we had only a week's notice to process, resulted in NORCOM receiving it. Two important points about this grant are that no local match is required and that this was not in our budget. Operations Manager Johnson explained that this is a federal cybersecurity grant intended to reduce cyber risk for agencies and the public. This grant will allow us to purchase additional software licenses for our CAD system for approximately \$95,000, without having to ask the Board for additional funds, along with training for our two Network & Security Specialists. This will allow us to install CAD at our disaster recovery site in Renton, so NORCOM is not reliant on its primary location in Bellevue. These steps align with our newly completed Strategic Plan. Operations Manager Johnson thanked the Board again for approving the second Network & Security Specialist position. Acting IT Manager Furuya and her team will be implementing this in 2026.

○ **For Board Decision**

● **Resolution 224 – Adoption of the 2027 Budget Policy**

Governing Board Chair Yourkoski introduced the next item on the agenda, reminding the Board that this is not to approve the spending of any money; it is the policy that allows us to create the 2027 budget.

Chief Culp made a motion to approve Resolution 224 – Adoption of the 2027 Budget Policy. Chief Sass seconded the motion.

Motion carried



**Meeting Minutes  
NORCOM Governing Board  
March 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 congratulated the Wellness Committee on achieving the Well City Status, which gives NORCOM a 2% discount on our healthcare premiums. Executive Director Myers also recognized Becky Lucci, who has achieved 30 years in the industry as a 911 dispatcher.

○ **Adjournment**

Chief Yourkoski adjourned the meeting at 9:15.

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

Approved by:

---

Chair

Attest:

---

Secretary



## MEMORANDUM

To: Governing Board  
From: Katy Myers, Executive Director  
Date: 04/10/2026  
Subject: AP Reports March 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 March 2026

NORCOM

ACTIVITY MARCH 1, 2026, THROUGH MARCH 30, 2026

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,630,678.89

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 March 30, 2026

For Period Ending March 30, 2026

	2026 Budget	March Activity	2026 Collected to Date	% collected
Agency Revenue	16,667,205	4,166,801	\$ 8,333,603	50%
Agency Reimbursements	210,000	16,469	\$ 34,718	17%
Grants/Intergovernmental/Interest	295,000	347	\$ 21,442	7%
<b>Total</b>	<b>17,172,205</b>	<b>4,183,617</b>	<b>8,389,762</b>	<b>49%</b>

Transfers In	1,500,000	-	\$ -	0%
<b>Revenues + Transfers</b>	<b>18,672,205</b>	<b>4,183,617</b>	<b>8,389,762</b>	<b>45%</b>

**Expenses**

	2026 Budget	March Activity	2026 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	10,338,101	\$ 717,117	\$ 1,959,107	19%	8,378,994
Salaries & Wages - Overtime	624,274	\$ 43,066	\$ 108,155	17%	516,119
Professional Reimbursements	4,200	\$ 323	\$ 808	19%	3,392
Medical	1,624,067	\$ 124,406	\$ 368,578	23%	1,255,489
HSA Contributions	30,100	\$ 2,327	\$ 6,667	22%	23,432
Dental	106,820	\$ 7,807	\$ 23,063	22%	83,756
Vision	14,069	\$ 1,039	\$ 3,076	22%	10,992
Long-Term Care	8,027	\$ 668	\$ 2,053	26%	5,975
FSA Fees	2,240	\$ 200	\$ 400	18%	1,840
Medicare	162,029	\$ 10,140	\$ 27,597	17%	134,432
MEBT	711,746	\$ 47,146	\$ 128,215	18%	583,531
PERS	854,787	\$ 49,614	\$ 134,571	16%	720,216
Washington FMLA	31,570	\$ 2,455	\$ 6,677	21%	24,894
Unemployment	76,000	\$ 5,095	\$ 13,856	18%	62,144
Workers Comp	29,182	\$ 2,287	\$ 5,982	21%	23,199
<b>Total Personnel</b>	<b>14,617,211</b>	<b>1,013,693</b>	<b>\$ 2,788,805</b>	<b>19%</b>	<b>11,828,406</b>

Advertising	17,500	\$ 1,353	\$ 3,187	18%	14,313
Bank Fees	25	\$ -	\$ -	0%	25
Cellular/Pager & Radio Svcs	24,953	\$ 2,215	\$ 3,870	16%	21,083
Computer Hardware-Non Capital	7,500	\$ -	\$ -	0%	7,500
Consumable Goods	18,685	\$ 848	\$ 2,310	12%	16,375
Dues & Memberships	16,775	\$ 225	\$ 12,863	77%	3,912
Equipment Leases	25,682	\$ 2,061	\$ 5,962	23%	19,720
Facility Lease	842,879	\$ 77,060	\$ 189,634	22%	653,245
Financial Audit	30,967	\$ 917	\$ 10,935	35%	20,031
Hosted Services	268,887	\$ 50,050	\$ 63,135	23%	205,752
HR Services	143,195	\$ -	\$ 4,084	3%	139,111
Insurance	170,519	\$ -	\$ -	0%	170,519
Legal Services	82,700	\$ 22,609	\$ 25,320	31%	57,380
Local Travel/Training/ Mileage	3,350	\$ 145	\$ 214	6%	3,136
Network Service	51,624	\$ 2,294	\$ 5,339	10%	46,285
Office Furniture	11,500	\$ -	\$ -	0%	11,500
Office Supplies	6,550	\$ -	\$ 377	6%	6,173
Operating Supplies	6,400	\$ 884	\$ 2,051	32%	4,349
Parking Lease	32,087	\$ 2,531	\$ 7,337	23%	24,750
Payroll Services	20,000	\$ 1,321	\$ 4,315	22%	15,685
Postage	1,250	\$ -	\$ -	0%	1,250
Printing	2,000	\$ 437	\$ 788	39%	1,212
Professional Services	53,220	\$ 6,479	\$ 14,172	27%	39,048
R&M - Network Equipment	665,742	\$ -	\$ 100,606	15%	565,136
R&M - Software Maintenance	1,109,362	\$ 359,224	\$ 390,844	35%	718,518
Radio Site Lease	65,917	\$ 655	\$ 1,965	3%	63,952
Recruitment Supplies	2,000	\$ -	\$ -	0%	2,000
Small Tools & Minor Equipment	15,500	\$ 6,639	\$ 6,974	45%	8,526
Software/Licensing	125,500	\$ 73,405	\$ 105,205	84%	20,295
Telephone Services	46,310	\$ 2,543	\$ 4,841	10%	41,469
Training/Conf Registrations	34,750	\$ 485	\$ 2,420	7%	32,330
Training/Conf Registrations/ Travel	24,750	\$ 718	\$ 2,279	9%	22,471
<b>Total Supplies &amp; Services</b>	<b>3,928,079</b>	<b>615,099</b>	<b>\$ 971,027</b>	<b>25%</b>	<b>2,957,051</b>

<b>GRAND TOTAL</b>	<b>18,545,290</b>	<b>1,628,792</b>	<b>\$ 3,759,832</b>	<b>20%</b>	<b>14,785,457</b>
--------------------	-------------------	------------------	---------------------	------------	-------------------

**502- Capital Projects**

	2026 Budget	March Activity	2026 Spending to Date	% used	Remaining Balance
Remote Call Taking	150,000	\$ -	\$ -	0%	150,000
Location Equipment	276,610	\$ -	\$ 167,305	60%	109,306
Tyler Projects	225,000	\$ -	\$ -	0%	225,000
<b>Total</b>	<b>651,610</b>	<b>\$ -</b>	<b>\$ 167,305</b>	<b>25.7%</b>	<b>484,306</b>

**503- Equipment Replacement:**

	2026 Budget	March 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	\$ -	\$ -	0%	25,000
Radio	20,000	\$ -	\$ -	0%	20,000
Switches	34,000	\$ -	\$ -	0%	34,000
<b>Total</b>	<b>243,042</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.0%</b>	<b>198,042</b>

**505-E 911 Escrow**

	2026 Budget	March Activity	Collected to Date	% collected
Revenues:				
E-911 Escrow	1,500,000	-	\$ -	0%
Investment Interest	-	-	\$ 2,170	
<b>Total</b>	<b>1,500,000</b>	<b>-</b>	<b>\$ 2,170</b>	<b>0%</b>

**Expenditures:**

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

## NORCOM Financial Summary

For Period Ending March 30, 2026

	2026 Adopted Budget	Actual	Percent of Budget
<b><u>501 - Operating Fund</u></b>			
2025 Estimated Beginning Fund Balance	601,730	<i>601,730</i>	
Agency Revenue	16,119,862	\$ 8,333,603	51.70%
Other Revenue	505,000	\$ 56,160	11.12%
Transfers In	1,500,000	\$ -	0.00%
Revenue Collected	18,124,862	8,389,762	46.29%
Total Resources	18,726,592	8,991,492	
Personnel Expenditures	14,617,211	\$ 2,788,805	19.08%
Operating Expenditures	3,904,976	\$ 971,027	24.87%
Transfers Out	-	\$ -	0.00%
Total Expenditures	18,522,187	3,759,832	20.30%
<b>Available Fund Balance</b>	<b>\$204,405</b>	<b>\$ 5,231,660</b>	
<b><u>502 - Capital Projects Fund</u></b>			
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%
<b>Available Fund Balance</b>	<b>-\$74,235</b>	<b>\$140,675</b>	
<b><u>503 - Equipment Replacement Reserve</u></b>			
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%
<b>Available Fund Balance</b>	<b>\$301,624</b>	<b>\$403,554</b>	

	2026 Adopted Budget	Actual	Percent of Budget
<b><u>504 - Operating Expense Reserve</u></b>			
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%
<b>Available Fund Balance</b>	<b>\$300,751</b>	<b>\$300,751</b>	
<b><u>505 - E-911 Escrow Trust</u></b>			
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%
<b>Available Fund Balance</b>	<b>\$240,030</b>	<b>\$242,200</b>	
<b><u>506 - Rate Stabilization Reserve</u></b>			
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%
<b>Available Fund Balance</b>	<b>\$1,214,855</b>	<b>\$1,214,855</b>	

# Accounts Payable

## Checks by Date - Detail by Check Date

User: Cbarcus@norcom.org  
 Printed: 3/30/2026 12:30 PM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	120	ADP	03/11/2026	
	PPE 03012026	Accrued Wages - PPE 03012026		260,915.12
	PPE 03012026	Accrued Employment & WACares - PPE 03012026		3,835.57
	PPE 03012026	Garnishments - PPE 03012026		487.85
	PPE 03012026	Federal Taxes - PPE 03012026		43,522.33
	PPE 03012026	FMLA Taxes - PPE 03012026		4,325.59
	PPE 03012026	Medicare - PPE 03012026		10,208.57
Total for this ACH Check for Vendor 120:				323,295.03
ACH	131	HEALTH EQUITY	03/11/2026	
	PPE 03012026	HSA Contributions - PPE 03012026		1,468.67
Total for this ACH Check for Vendor 131:				1,468.67
ACH	132	WILMINGTON TRUST	03/11/2026	
	PPE 03012026	MEBT Contributions - PPE 03012026		47,430.83
Total for this ACH Check for Vendor 132:				47,430.83
ACH	133	DEPT OF RETIREMENT SYSTEMS	03/11/2026	
	PPE 03012026	PSERS Contributions - PPE 03012026		32,944.99
	PPE 03012026	PERS Contributions - PPE 03012026		16,408.02
	PPE 03012026	DCP Contributions - PPE 03012026		528.08
Total for this ACH Check for Vendor 133:				49,881.09
ACH	785	NAVIA BENEFITS SOLUTIONS	03/11/2026	
	11065987	FSA Admin Fee - February		200.00
Total for this ACH Check for Vendor 785:				200.00
ACH	837	ADP PHYSICAL CHECK	03/11/2026	
	PPE03012026	Physical Paycheck - PPE 03012026		2,169.19
Total for this ACH Check for Vendor 837:				2,169.19
ACH	131	HEALTH EQUITY	03/11/2026	
	q8m33gn	HSA Admin Fee - March		35.55
Total for this ACH Check for Vendor 131:				35.55
ACH	785	NAVIA BENEFITS SOLUTIONS	03/11/2026	
	03032026	FSA Disbursement - 03.03.2026		264.80
Total for this ACH Check for Vendor 785:				264.80
21931	711	SHIELD ASSESSMENTS	03/11/2026	
	3540	Pre-Employment Psych Exam - January - Check F		1,860.00
Total for Check Number 21931:				1,860.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
21955	675 PPE 03012026	MISSIONSQUARE - 306590 ICMA 457 Contributions - PPE 03012026	03/11/2026	3,669.61
Total for Check Number 21955:				3,669.61
21956	569 MARCH26	NORCOM ASSOCIATED GUILD NAG Dues - March	03/11/2026	1,998.00
Total for Check Number 21956:				1,998.00
21957	673 MARCH26	PUBLIC SAFETY EMPLOYEES UNION PSEU Dues - March	03/11/2026	871.08
Total for Check Number 21957:				871.08
Total for 3/11/2026:				433,143.85
ACH	120 715472874	ADP Workforce Now Payroll Solution Bundle - PPE C	03/13/2026	529.26
Total for this ACH Check for Vendor 120:				529.26
ACH	67 FEB25	DEPT OF REVENUE Meydenbayer Center Employee Parking Excise 1	03/13/2026	200.85
Total for this ACH Check for Vendor 67:				200.85
ACH	785 03102026	NAVIA BENEFITS SOLUTIONS FSA Disbursement - 3.10.2026	03/13/2026	458.04
Total for this ACH Check for Vendor 785:				458.04
21958	718 12075275	ACCESS CORP Shredding Services - February	03/13/2026	273.74
Total for Check Number 21958:				273.74
21959	364 02272026	AT&T Cellular Services ACCT# 7817	03/13/2026	200.42
Total for Check Number 21959:				200.42
21960	3 02282026	AT&T MOBILITY Celular Services ACCT# 6980	03/13/2026	128.62
Total for Check Number 21960:				128.62
21961	740 82147	BIDDLE CONSULTING GROUP INC. CitiCall Annual License - 5.10.26 - 5.9.27	03/13/2026	6,864.00
Total for Check Number 21961:				6,864.00
21962	710 035349	BRCK INC Telephone Services ACCT# 6657	03/13/2026	672.91
Total for Check Number 21962:				672.91
21963	6 A13G63U A13G63U	CDW-GOVERNMENT INC HP Thunderbolt 4 G6 Dock HP EliteBook Intel Core Ultra 5	03/13/2026	518.08 1,854.76

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 21963:	2,372.84
21964	11	CITY OF BELLEVUE	03/13/2026	
	55306	Monthly Rent - March		56,286.93
	55354	Monthly Parking - March		1,455.36
	55354	Monthly Parking - March		380.57
	55355	Fiber Usage Rental Fee - March		477.00
			Total for Check Number 21964:	58,599.86
21965	18	COPIERS NORTHWEST	03/13/2026	
	3149327	Daily Mail Pick-Up - March		352.96
	INV3152832	Copier Lease - February		110.43
			Total for Check Number 21965:	463.39
21966	324	CRISTA MINISTRIES	03/13/2026	
	61771-12	Tower Rental - March		654.86
			Total for Check Number 21966:	654.86
21967	447	FIRST CHOICE COFFEE SERVICES	03/13/2026	
	1137968	Ice & Water Machine Rental - March		126.83
			Total for Check Number 21967:	126.83
21968	760	GRANICUS	03/13/2026	
	224936	GovQA Annual License - 2.28.26 - 2.27.27		24,984.02
			Total for Check Number 21968:	24,984.02
21969	252	KING COUNTY FINANCE	03/13/2026	
	11016934	KCIT INET Other MISC SVC - February		1,317.00
			Total for Check Number 21969:	1,317.00
21970	557	LANGUAGE LINE SERVICES	03/13/2026	
	11825807	Over-The-Phone Interpretation - January		313.68
			Total for Check Number 21970:	313.68
21971	586	MEYDENBAUER CENTER	03/13/2026	
	2026-03	Employee Parking - March		1,950.00
			Total for Check Number 21971:	1,950.00
21972	331	ZEB MIDDLETON	03/13/2026	
	03022026	Mileage Reimbursement - February		70.18
			Total for Check Number 21972:	70.18
21973	798	KEVIN NEFF	03/13/2026	
	02282026	Mileage Reimbursement - SHFD SIM Training		20.30
			Total for Check Number 21973:	20.30
21974	741	PACIFIC NORTHWEST GIGAPOP	03/13/2026	
	NOR0226	Internet Service - February		500.00
			Total for Check Number 21974:	500.00
21975	52	PACIFICA LAW GROUP	03/13/2026	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	105706	Legal Services - February		1,950.00
			Total for Check Number 21975:	1,950.00
21976	841 03092026	JOSEPH PALI Mileage Reimbursement - Healthy Worksite Sun	03/13/2026	54.52
			Total for Check Number 21976:	54.52
21977	856 154005	POWERDMS, INC PowerPolicy Professional Setup & Subscription -	03/13/2026	13,174.24
			Total for Check Number 21977:	13,174.24
21978	725 13263	PULSEPOINT FOUNDATION Annual Subscription & Maintenance - 5.26.26 - :	03/13/2026	19,818.00
			Total for Check Number 21978:	19,818.00
21979	819 42484	RACOM Swissphone Remote Configuration Support	03/13/2026	551.50
			Total for Check Number 21979:	551.50
21980	812 8912	SEQUOYAH ELECTRIC LLC Power Cut-Ins X4 & Data Cut-Ins X8 Installatio	03/13/2026	2,982.11
			Total for Check Number 21980:	2,982.11
21981	555 L174257	STATE AUDITOR'S OFFICE Accountability & Financial Audit - February	03/13/2026	917.15
			Total for Check Number 21981:	917.15
21982	366 02212026	T MOBILE Cellular Services ACCT# 8760	03/13/2026	18.73
			Total for Check Number 21982:	18.73
21983	826 024753	TRALIAN OPERATING, LLC Preventing Workplace Harassment Training - 100	03/13/2026	2,371.45
			Total for Check Number 21983:	2,371.45
21984	844 2296	UNCOMMON BRIDGES Strategic Planning - February	03/13/2026	2,981.25
			Total for Check Number 21984:	2,981.25
21985	543 50101719775	ZOHO Corporation Annual Subscription - 3.21.26 - 3.20.27	03/13/2026	1,555.23
			Total for Check Number 21985:	1,555.23
			Total for 3/13/2026:	147,074.98
ACH	120 PPE 03152026 PPE 03152026 PPE 03152026 PPE 03152026	ADP FMLA Taxes - PPE 03152026 Medicare - PPE 03152026 Accrued Wages - PPE 03152026 Accrued Employment & WACares - PPE 031520	03/25/2026	4,268.26 10,072.09 261,304.78 3,906.89

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	PPE 03152026	Federal Taxes - PPE 03152026		39,422.91
	PPE 03152026	Garnishments - PPE 03152026		487.85
Total for this ACH Check for Vendor 120:				319,462.78
ACH	131	HEALTH EQUITY	03/25/2026	
	PPE 03152026	HSA Contributions - PPE 03152026		1,710.31
Total for this ACH Check for Vendor 131:				1,710.31
ACH	132	WILMINGTON TRUST	03/25/2026	
	PPE 03152026	MEBT Contributions - PPE 03152026		48,286.01
Total for this ACH Check for Vendor 132:				48,286.01
ACH	133	DEPT OF RETIREMENT SYSTEMS	03/25/2026	
	PPE 03152026	DCP Contributions - PPE 03152026		458.18
	PPE 03152026	PERS Contributions - PPE 03152026		15,874.38
	PPE 03152026	PSERS Contributions - PPE 03152026		32,923.40
Total for this ACH Check for Vendor 133:				49,255.96
ACH	140	RELIANCE STANDARD	03/25/2026	
	APRIL26	L/LTD Insurance Premiums - April		2,318.03
Total for this ACH Check for Vendor 140:				2,318.03
ACH	327	ASSOCIATION OF WASHINGTON CITIZI	03/25/2026	
	APRIL26	Vision Premiums - April 2026		1,127.12
	APRIL26	Medical Premiums - April 2026		133,760.28
	APRIL26	Dental Premiums - April 2026		8,514.68
Total for this ACH Check for Vendor 327:				143,402.08
ACH	75	US BANK CORPORATE PAYMENT SYS	03/25/2026	
	02112026	Northwest Trophy - 30th Anniversary Plaque		110.14
	02122026	Indeed - Job Advertising		553.35
	02132026	Amazon - Cisco Telephone Adaptor		53.99
	02172026	Amazon - Power Supply Adaptor		31.83
	02172026	Ingallinas - IT Manager Interview		159.45
	02172026	Party For Less - 30th Anniversary Supplies		18.69
	02182026	Costco - 30th Anniversary Supplies		76.95
	02182026	Primo Water Delivery		20.42
	02192026	Varsitybase - Rush Shipping Fee Refund		-50.00
	02192026	DollarTree - 30th Anniversary Supplies		13.25
	02192026	Fred Meyer - 30th Anniversary Supplies		26.49
	02202026	Qdoba - 30th Anniversary Supplies		273.27
	02202026	Clear Choice Headset - Wireless Base For Dispa		1,899.43
	02212026	Primo Water Delivery		161.13
	02242026	Costco - Kleenex		47.45
	02242026	Costco - Coffee		37.98
	02252026	Amazon - Page Markers		7.71
	02252026	Amazon - Index Cards, Sharpies & Dry Erase M		45.96
	02252026	Indeed - Job Advertising		551.82
	02262026	Amazon - Black Dry Erase Markers X1		31.67
	02262026	APCO - CTO Training		10.00
	02262026	MRSC Rosters Annual Dues		225.00
	02262026	T3E Company - Wireless Amplifier		475.00
	02262026	DollarTree - New Hire Welcome Bag Supplies		18.22
	02262026	Safeway - New Hire Welcome Bag Supplies		13.96
	02262026	Amazon - Dry Erase Markers X2		25.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	02262026	Amazon - Black Dry Erase Markers X1		31.67
	02272026	APCO - CTO Training 6th Edition		475.00
	03012026	Amazon - Air Purifer Replacements X7		694.82
	03022026	Google - YouTube TV		11.02
	03022026	Amazon - Keyboard, Mouse & Webcam		98.64
	03022026	Indeed - Job Advertising		216.13
	03022026	Google - YouTube TV		91.53
	03052026	ASAP - PEER Support Training		718.25
	03062026	T3E - Headset X40 & Headseat Cushion Replace		4,080.00
	03092026	Vistaprint - 100 Pack Business Cards X15		436.65
		Total for this ACH Check for Vendor 75:		11,691.87
ACH	785 03172026	NAVIA BENEFITS SOLUTIONS FSA Disbursement - 03172026	03/25/2026	52.64
		Total for this ACH Check for Vendor 785:		52.64
ACH	837 PPE 03152026 PPE 03152026 PPE 03152026	ADP PHYSICAL CHECK ADP Physical Check #XXX - PPE 03152026 ADP Physical Check #XXX - PPE 03152026 ADP Physical Check #XXX - PPE 03152026	03/25/2026	2,243.93 2,126.27 469.01
		Total for this ACH Check for Vendor 837:		4,839.21
21986	675 PPE 03152026	MISSIONSQUARE - 306590 ICMA 457 Contributions - PPE 03152026	03/25/2026	3,843.83
		Total for Check Number 21986:		3,843.83
21987	74 APRIL26	UNUM Long Term Care Insurance Premiums - April 202	03/25/2026	769.40
		Total for Check Number 21987:		769.40
		Total for 3/25/2026:		585,632.12
ACH	120 715939678 716313294	ADP ACA Form Delivery Fee PPE 01182026 ADP Payroll Services & Workforce Now	03/27/2026	19.80 772.19
		Total for this ACH Check for Vendor 120:		791.99
ACH	134 APRIL26	COLONIAL LIFE Supplemental Insurance Premiums - April	03/27/2026	901.28
		Total for this ACH Check for Vendor 134:		901.28
ACH	630 47579	SITECRAFTING INC Managed Website Hosting - March	03/27/2026	99.00
		Total for this ACH Check for Vendor 630:		99.00
ACH	692 02262026 02282026	ZIPLY FIBER Telephone Services ACCT# 0215 Telephone Services ACCT# 6115	03/27/2026	1,336.46 29.34
		Total for this ACH Check for Vendor 692:		1,365.80
ACH	785 03242026	NAVIA BENEFITS SOLUTIONS FSA Disbursement - 03.24.2026	03/27/2026	325.67

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for this ACH Check for Vendor 785:	325.67
21988	8 03112026	CENTURYLINK Telephone Services ACCT# 5208	03/27/2026	190.95
			Total for Check Number 21988:	190.95
21989	9 776624061	CENTURYLINK Cellular Services ACCT# 5571	03/27/2026	6.86
			Total for Check Number 21989:	6.86
21990	11 55519	CITY OF BELLEVUE Q1 2026 CoLocation	03/27/2026	20,773.20
			Total for Check Number 21990:	20,773.20
21991	857 26449	MARCUS DONNER NORCOM Professional Photo Service	03/27/2026	500.00
			Total for Check Number 21991:	500.00
21992	751 866115	FISHER BROYLES, LLP Legal Services February - RAADAR	03/27/2026	20,571.25
			Total for Check Number 21992:	20,571.25
21993	712 170568	SUMMIT LAW GROUP PLLC Legal Services February - General Employment	03/27/2026	88.00
			Total for Check Number 21993:	88.00
21994	585 INV4818487 INV4818487 INV4818487 INV4818487 INV4818487 INV4818487	TRACE3, LLC Arctic Wolf Total Server License 3.1.26 - 2.28.27 Arctic Wolf Managed Risk Llicense 3.1.26 - 2.28 Arctic Wolf MDR Office 365 User License 3.1.2 Arctic Wolf 200 Series Sensor 3.1.26 - 2.28.27 - Arctic Wolf MDR Log Retention 3.1.26 - 2.28.27 Arctic Wolf Total User License 3.1.26 - 2.28.27 -	03/27/2026	41,315.66 85.95 1,479.19 3,220.21 2,719.73 23,028.99
			Total for Check Number 21994:	71,849.73
21995	499 CI100-00266159 CI100-00266181	TYLER TECHNOLOGIES New World Source Code Escrow Maintenance - New World Maintenace - 5.1.26 - 10.31.2026	03/27/2026	2,520.46 323,711.24
			Total for Check Number 21995:	326,231.70
21996	79 6138281404	VERIZON WIRELESS Cellular Services ACCT# 3790	03/27/2026	1,308.89
			Total for Check Number 21996:	1,308.89
21997	87 0000111388	WA STATE PATROL Q1 2026 - Access User Fee	03/27/2026	18,000.00
			Total for Check Number 21997:	18,000.00
21998	88 5068005091	WELLS FARGO FINANCIAL LEASING Copier Lease - March	03/27/2026	1,823.62

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 21998:	1,823.62
			Total for 3/27/2026:	464,827.94
			Report Total (70 checks):	1,630,678.89



## MEMORANDUM

To: Governing Board  
From: Katy Myers, Executive Director  
Date: 04/10/2026  
Subject: 2026 Telecommunicator Week

---

### Executive Summary:

National Public Safety Telecommunicators Week (April 12–18, 2026) recognizes the critical role NORCOM's Public Safety Telecommunicators play as the first point of contact in emergency response. This agenda item shares a proclamation honoring their service and highlights planned internal recognition efforts celebrating staff and the CARES values they demonstrate every day.

### Background:

National Public Safety Telecommunicators Week is observed annually across the country to honor the dedication, professionalism, and service of 911 call takers and dispatchers. At NORCOM, telecommunicators serve as the vital link between the community and emergency responders, ensuring timely, accurate, and compassionate handling of calls for service. The attached proclamation formally recognizes the week of April 12–18, 2026, and acknowledges the essential contributions of NORCOM staff to public safety and community wellbeing. In addition to the proclamation, NORCOM will host internal activities throughout the week to recognize and celebrate staff.

### Past Board or Other Related Actions:

N/A

### Policy and Strategic Implications:

Recognition of Telecommunicator Week aligns with NORCOM's strategic priorities related to Workforce Environment & Development by supporting employee engagement, wellness, and a positive workplace culture. It also reinforces the importance of the CARES values as the foundation for how NORCOM serves the community and supports one another.

### NORCOM Staff Recommendation:

NORCOM staff recommends the Board receive this information.

### Staff Comments:

Nothing Additional

### Options

### Risks

Finance Committee Review: No

Legal Review: No

**Attachments**

2026 TC Week Proclamation



## Proclamation

### National Public Safety Telecommunicators Week April 12-18, 2026

Whereas emergencies that require police, fire or emergency medical services can occur at any time; and,

Whereas when an emergency occurs the prompt response of police officers, firefighters and paramedics is critical to the protection of life and preservation of property; and,

Whereas the safety of our police officers, firefighters and paramedics is dependent upon the quality and accuracy of information obtained from community members who contact the Northeast King County Regional Public Safety Communications Agency; and,

Whereas Public Safety Telecommunicators are a first and critical contact our citizens have with emergency services; and,

Whereas Public Safety Telecommunicators are a vital link for our police officers, firefighters and paramedics by monitoring their activities by radio, providing them information and ensuring their safety; and,

Whereas Public Safety Telecommunicators of NORCOM have contributed substantially to the apprehension of criminals, suppression of fires and treatment of patients; and,

Whereas each dispatcher has exhibited compassion, understanding and professionalism during the performance of their job in the past year;

**Therefore Be It Resolved** that the NORCOM Governing Board declares the week of April 12 through 18, 2026, to be National Public Safety Telecommunicators Week, in honor of those whose diligence and professionalism keep our community and field responders safe.

Signed this \_\_\_\_ day of \_\_\_\_\_, 2026

\_\_\_\_\_  
Dan Yourkoski, NORCOM Governing Board Chair

\_\_\_\_\_  
Brian Culp, NORCOM Governing Board Vice Chair



## MEMORANDUM

To: Governing Board  
From: Katy Myers, Executive Director  
Date: 04/10/2026  
Subject: 2025 Budget Reconciliation

---

### Executive Summary:

NORCOM has finalized the reconciliation of 2025 ending fund balances and prepared a budget-to-actual report for Board review. No Board action is requested at this time. This item is intended to provide an overview of year-end financial results and to prepare for a policy discussion at the May Governing Board meeting regarding the use and allocation of ending fund balances.

### Background:

Each year, as part of financial statement preparation, NORCOM calculates year-end fund balances and carryover amounts. These balances are used to inform amendments to the current year budget and support ongoing financial planning and sustainability.

### Past Board or Other Related Actions:

N/A

### Policy and Strategic Implications:

There are no immediate policy changes associated with this item. However, future decisions regarding the use of ending fund balances may have implications for long-term financial sustainability, rate stabilization, and capital planning, which align with NORCOM's strategic priority of Sustainable Growth.

### NORCOM Staff Recommendation:

NORCOM staff recommends the Board receive this information and provide input or questions in advance of the May discussion.

### Staff Comments:

Nothing Additional

### Options

### Risks

No immediate risks identified. Future decisions on fund balance allocation will consider financial stability and operational needs.

**Finance Committee Review:** Yes

**Legal Review:** No

**Fiscal Impact**

**Budgeted Y/N:** Y

**Fiscal Year:** 2025

**Account (s):** All

**Fiscal Note:**

**Fiscal Impact:**

Year-end fund balances have been calculated and will be incorporated into potential 2026 budget amendments and future budget planning, pending Board direction. No immediate fiscal impact. Future impact will depend on the Board's direction regarding the allocation of ending fund balances.

---

**Attachments**

2025 Budget Close Out

---

# Finance Update- 2025 Budget Close Out

---

# 2025 – Operating Fund

## Revenues:

	<b>2025 Budget</b>	<b>2025 Actuals</b>	<b>Over/ (Under)</b>
Principal Revenue	15,985,470	15,985,470	-
King County EMS	255,000	276,747	21,747
Agency Reimbursements	215,000	263,155	48,155
Interest/Miscellaneous	20,000	158,492	138,492
<b>Total Revenues</b>	<b>16,475,470</b>	<b>16,683,864</b>	<b>208,394</b>

# 2025- Operating Fund

	2025 Budget	2025 Actuals	Variance
Salaries & Wages - Regular	\$ 9,869,315	\$ 9,104,953	\$ 764,362
Salaries & Wages - OT	\$ 584,422	\$ 788,390	\$ (203,968)
Benefits	\$ 3,590,840	\$ 3,094,383	\$ 496,457
<b>Total Personnel</b>	<b>\$ 14,044,576</b>	<b>\$ 12,987,726</b>	<b>\$ 1,056,851</b>
Supplies & Services	4,031,232	3,515,486	515,746
<b>Total Expenditures</b>	<b>18,075,808</b>	<b>16,503,212</b>	<b>1,572,596</b>

- Personnel:

- Averaged -5 FTE in Telecommunicators in 2025- \$750k of savings
- Admin & IT Vacancies - \$300k in savings

- Supplies & Services

- Facility Lease - \$75k
- Consultant Fees- \$95k
- Audio Recorder updates- \$100k
- Software Maintenance - \$100k

# 2025 Capital Projects Fund

Project	Budget	Actual	Variance	Notes
Alpha Numeric Paging	494,772	218,945	275,827	Complete
Console Replacement	105,874	85,471	20,403	Complete
CAD Radio Interface	157,683	-	157,683	In Progress- Timing is Vendor Dependent
RUBRIK	275,000	244,287	30,713	Complete
Call Taking Protocol	150,000	37,463	112,537	In Progress
Internet Resiliency	75,000	62,373	12,627	In Progress
	1,258,329	648,539	609,790	

# 2025- Equipment Fund

Equipment Type	Budget	Spent	Variance
Workstations	15,500	15,388	112
Locution Computers	10,250	-	10,250
Radio Site Expenses	5,000	15,633	(10,633)
Cell Phones	675	930	(255)
Desk Phone	300	-	300
Network	10,200	9,637	563
Servers	153,530	135,660	17,870
Firewall	27,168	39,915	(12,747)
<b>Total</b>	<b>222,623</b>	<b>217,164</b>	<b>5,459</b>

# Impact to resources available in 2026

## NORCOM Budget 2026 Financial Summary

NORCOM Budget Description	Operating	Capital Projects	Equipment Replacement	Operating Exp. Res.	E-911 Escrow	Rate Stabilization	Total All Funds
Estimated Beginning Balance	\$ 601,730	\$ 218,181	\$ 356,517	\$ 300,751	\$ 240,030	\$ 1,214,855	\$ 2,932,064
<b>Add: CF Beg Balance</b>	<b>\$ 1,780,990</b>	<b>\$ 609,790</b>	<b>\$ 5,459</b>	<b>\$ -</b>	<b>\$ 67,867</b>	<b>\$ -</b>	<b>\$ 2,464,106</b>
<b>Total Beg Balance</b>	<b>\$ 2,382,720</b>	<b>\$ 827,971</b>	<b>\$ 361,976</b>	<b>\$ 300,751</b>	<b>\$ 307,897</b>	<b>\$ 1,214,855</b>	<b>\$ 5,396,170</b>

- Upcoming budget timeline:
  - May: finalize recommendations for 2026 – budget amendment
  - June – preliminary 2027 budget presentation
  - August- to be presented to Board for Approval



## MEMORANDUM

To: Governing Board  
From: Katy Myers, Executive Director  
Date: 04/10/2026  
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**

April NORCOM Agency Newsletter

# NORCOM Agency Newsletter

Katy Myers, Executive Director

April 2026



## ADVANCING OUR VISION

### Regional Leadership

As part of our commitment to advancing workforce development and professional excellence, NORCOM staff continue to contribute beyond our organization and support the broader 911 community. On March 12, Training Assistant Nick Curry delivered a well-received presentation at the State Training Forum in Kent, WA titled “Training Adults Who Don’t Want to Be in Training.”

His session addressed a common and complex challenge for training programs, offering practical strategies to better engage experienced telecommunicators. This type of knowledge-sharing not only strengthens training practices statewide but also reinforces NORCOM’s role as a leader in shaping the future of emergency communications.

### ACCESS Audit

NORCOM has successfully completed its recent ACCESS Audit, a critical component of maintaining FBI/CJIS compliance. The audit process is known for its rigor and comprehensive review of procedures, security controls, and operational practices.

Special recognition goes to Dottie Olson, Operations Supervisor and NORCOM’s TAC, and Nathan Way, IT Applications and Security Architect, for their leadership and contributions throughout the audit process. Their expertise and coordination were key to successfully meeting this important compliance milestone.

## HUMAN RESOURCES

### Current Recruitment

NORCOM’s next Telecommunicator academy, Call Receiving Academy #50, is planned to begin in September with recruitment starting in June.

Recruitment efforts continue to place an IT Manager. Should a candidate be selected based on referral from a

recruitment firm, salary savings will cover the placement fee.

Acting In Charge (AIC) recruitment opened in March. The AIC position is a telecommunicator that is temporarily assigned to fulfill supervisory responsibilities during a supervisor’s absence. AICs are an important part of daily operations, ensuring trained and skilled staff are always managing the dispatch floor.

### Staffing

FTEs	Approved	Actual
Total Headcount	94	91
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	38
PSTs – Partial Released		16
PSTs – In Training		10

### Communications Training Program

Monthly Status	Total
Call Receiving (CR) Academy	6
Call Receiving On the Job (OJT) Training	0
Call Receiving Released	10
Completed CR, in Fire Dispatch (FD) Training	0
Completed CR, in Police Dispatch (PD) Training	1
Completed CR and PD, in FD Training	1
Completed CR and FD, in PD Training	2
CR & Fire Dispatch Released	1
CR & Police Dispatch Released	5

## CELEBRATIONS

In March NORCOM celebrated two work anniversaries, one for 5 years presenting a certificate and a NORCOM challenge coin and one for 10 years presenting a plaque for 10 years of service.

# NORCOM Agency Newsletter

Katy Myers, Executive Director

April 2026



## Tree of Life

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

## 9-1-1 OPERATIONS

### Call Statistics

Incoming 911 Calls:	13,075
Answering Statistics:	
% w/in 15 seconds (90% standard):	98%
% w/in 20 seconds (95% standard):	99%
Abandonment Rate:	1.66%
Text to 911 Messages:	1,503
Incoming Ten-Digit Calls:	10,089
Outgoing Calls:	10,087

### Nurse Navigation Program

NORCOM triaged and sent 125 calls to the Nurse Line/Nurse Navigation line.

### Language Line Services

235 calls went to the Language Line, 1646 minutes used, with an average call time of 7.0 Minutes

Top 3 Languages: Spanish – 157 Calls, Mandarin– 30 Calls, Portuguese-10 Calls

### Public Records Requests

418 Records Requests submitted in the last month

## LEARNING AND DEVELOPMENT

### Continuing Education / Professional Development

March was a strong month for the NORCOM training program, and the results speak for themselves. We successfully completed mandatory statewide recertification requirements with every telecommunicator

meeting the 24-hour annual continuing education standard - finishing with three months to spare. That kind of performance doesn't happen by accident. It reflects consistent effort, professional commitment, and a culture that treats learning as part of the job, not an interruption to it.

Looking ahead, the Training Department is partnering with the Operations Coordinator and regional fire agencies to build cooperative training around radio emergency activations. This is the kind of work that strengthens not just individual performance, but system-wide coordination - ensuring that when the button is pressed, everyone knows exactly what happens next and why it matters.

Operationally, our training pace has leveled out with three employees progressing through Police Radio training and one in Fire Radio. Preparations are underway for Police and Fire Radio training on the horizon.

### Communications Training Program

Internally, we've taken important steps to strengthen the future of our training program. This month, we refined and launched the formal recruitment process for Communications Training Officers (CTOs). The process includes a letter of interest, written test, scenario-based practical and interview.

An expanded cadre of professional trainers improve continuity, increase capacity, and ensure we are consistently developing telecommunicators to a high standard across all disciplines.

Becoming a CTO gives our PSTs opportunity for professional development and growth.

### Call Receiving Academy (CRA)

We're excited to welcome our newest Call Receiving Academy. These trainees are beginning an intensive 400-hour program that prepares them to step onto the communications floor alongside a CTO and start handling live calls. Right now, they're building their foundation - policies, procedures, and geography while getting hands-



on, real-world exposure in a structured training environment.

As part of their academy training, this group became some of the first NORCOM employees to ride the new two-line light rail system. They travelled from Bellevue City Hall to Judkins Park, walking Mercer Island, visiting Station 91 with an on-duty crew, and continuing to Redmond.

This kind of immersive learning turns what could remain abstract—maps, jurisdictions, and response areas—into something real and practical. When a caller shares a location, our telecommunicators won't just recognize it—they can problem-solve when details are limited, guide callers through clarifying questions, and ensure responders are directed exactly where they're needed.

We believe that's how NORCOM lives our mission - being a caring and trusted servant when every second counts while delivering exceptional service.



### Peer Support Training

Telecommunicator Emma B. and Executive Director Katy Myers attended state sponsored peer support training.

This 40-hour training provides peer supporters with information, tools and resources to help assist peers with personal and professional challenges.

## IT SERVICE DESK

### Customer Surveys

Each survey consists of 4 questions

- Surveys returned 7 (28 ratings)
- Better than expected 20 ratings
- As expected 8 ratings
- Less than expected 0

### Ticket Resolution

- Inbound tickets – 232
- Completed tickets – 196
- Overdue – 0

## RADIO

### PSERN to CAD Interface

The Motorola software development kit (SDK) has been delivered. The interface is in Tyler development.

## PROJECTS

### Law Enforcement Enterprise Records Management

Two meetings were held in March: the Tyler Leadership Meeting and the RMS Steering Committee Meeting.

Data Conversion: Tyler and NORCOM are actively collaborating to explore solutions for delivering data conversion from the current to the new system.

Tyler Lab: NORCOM will host an RMS lab to allow hand on experience with the product and various modules. Dates for the lab are being evaluated.

Dashboard: A demonstration of a third-party data aggregation solution will be scheduled.

References: The Steering Committee will be scheduling time with current Tyler users of their data archive solution.

# NORCOM Agency Newsletter

Katy Myers, Executive Director

April 2026



## Internet Resiliency

The dedicated King County I-NET connection at Redmond Police Department is in place. Efforts are now underway to implement redundancy for this connection.

## STRATEGIC PLAN

Final design of the NORCOM strategic plan is approved. A printed version will be sent to each of our agencies, electronic copies sent to our agency contacts and available digitally on the NORCOM website.