



## AGENDA

NORCOM Governing Board  
June 12, 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 May 8, 2026
  - B. AP Reports May 2026
5. For Briefing to Board
  - A. FIFA World Cup Communications Readiness
  - B. AI Translation
  - C. 2027 Preliminary Budget Development
  - D. RMS Steering Committee Project Update
6. Agency Newsletter
  - A. NORCOM Agency Newsletter
7. Adjournment

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



**MEMORANDUM**

To: Governing Board  
From: Katy Myers, Executive Director  
Date: 06/12/2026  
Subject: Governing Board Meeting Minutes May 8, 2026

---

**Executive Summary:**

The May 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**

May 8, 2026 GB Meeting Minutes



**Meeting Minutes  
NORCOM Governing Board  
May 8, 2026**

**MEMBERS**

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

**ABSENT**

Dawn Hanson	City of Clyde Hill
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

**NORCOM ATTORNEY**

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

**NORCOM TREASURER**

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

**NORCOM STAFF**

Katy Myers	Executive Director
Jeremy Henshaw	Operations Coordinator
Marianne Deppen	Finance Manager
Melanie Labuguen	Database Administrator
Ben Webb	Public Records & QA Specialist
Maggie Johanson	Administrative Assistant



**Meeting Minutes  
NORCOM Governing Board  
May 8, 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 April 10, 2026**
- **Accounts Payable Report April 2026**

There was no discussion on any consent agenda items.

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

Motion carried.



**Meeting Minutes  
NORCOM Governing Board  
May 8, 2026**

○ **For Board Decision**

● **2026 Budget Amendment**

Executive Director Myers introduced the topic of Resolution 225 - 2026 Budget Amendment. Finance Manager Deppen provided a recap of 2025, explained the additional funding requests for 2026, and presented the finance committee's recommendation. An Executive Session was held to discuss an item that affects the resolution. After the Executive Session, a motion will be requested to approve Resolution 225 – Amending the 2026 Budget.

○ **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.

○ **Executive Session**

*An Executive Session was held pursuant to 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.*

Chief Yourkoski requested a motion to move into Executive Session. Chief Sass motioned to move into Executive Session, Chief Cup seconded.

Motion carried.

Executive Session began 9:17, requesting 10 minutes, an additional 10 minutes were requested. Executive Session ended at 9:37.

Following the Executive Session, a motion to pass Resolution 225 was requested by Chief Yourkoski. Chief St. Jean motioned to pass Resolution 225 – 2026 Budget Amendment, Chief Magnan seconded.

Motion carried.



**Meeting Minutes  
NORCOM Governing Board  
May 8, 2026**

○ **Adjournment**

Chief Yourkoski adjourned the meeting at 9:38.

The next Governing Board meeting is scheduled for June 12, 2026.

Approved by:

---

Chair

Attest:

---

Secretary



**MEMORANDUM**

To: Governing Board  
From: Katy Myers, Executive Director  
Date: 06/12/2026  
Subject: AP Reports May 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 2026 05

NORCOM

ACTIVITY MAY 1, 2026, THROUGH MAY 31, 2026

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,180,696.00

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 May 31, 2026

	2026 Budget	May Activity	2026 Collected to Date	% collected
Agency Revenue	16,667,205	-	\$ 8,333,603	50%
Agency Reimbursements	210,000	19,551	\$ 75,270	36%
Grants/Intergovernmental/Interest	550,888	654	\$ 49,012	9%
<b>Total</b>	<b>17,428,093</b>	<b>20,205</b>	<b>8,457,884</b>	<b>49%</b>
		16,663,235		
Transfers In	1,500,000	632,944	\$ 502,982	34%
Revenues + Transfers	18,928,093	653,149	8,960,867	47%

**Expenses**

	2026 Budget	May Activity	2026 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	10,338,101	\$ 1,077,514	\$ 3,762,471	36%	6,575,630
Salaries & Wages - Overtime	624,274	\$ 84,562	\$ 251,786	40%	372,488
Professional Reimbursements	4,200	\$ 485	\$ 1,615	38%	2,585
Medical	1,624,067	\$ 120,148	\$ 614,170	38%	1,009,897
HSA Contributions	30,100	\$ 2,271	\$ 11,273	37%	18,827
Dental	106,820	\$ 7,439	\$ 38,310	36%	68,510
Vision	14,069	\$ 999	\$ 5,123	36%	8,946
Long-Term Care	8,027	\$ 654	\$ 3,385	42%	4,642
FSA Fees	2,240	\$ -	\$ 800	36%	1,440
Medicare	162,029	\$ 15,605	\$ 53,673	33%	108,356
MEBT	711,746	\$ 72,089	\$ 248,956	35%	462,790
PERS	854,787	\$ 75,711	\$ 261,395	31%	593,392
Washington FMLA	31,570	\$ 3,756	\$ 12,967	41%	18,603
Unemployment	76,000	\$ 7,647	\$ 26,764	35%	49,236
Workers Comp	29,182	\$ 3,656	\$ 12,076	41%	17,105
<b>Total Personnel</b>	<b>14,617,211</b>	<b>1,472,535</b>	<b>\$ 5,304,763</b>	<b>36%</b>	<b>9,312,448</b>
Advertising	17,500	\$ 552	\$ 5,167	30%	12,333
Bank Fees	25	\$ -	\$ -	0%	25
Cellular,Pager & Radio Svcs	24,953	\$ 354	\$ 5,864	23%	19,089
Computer Hardware-Non Capital	7,500	\$ 5,037	\$ 5,037	67%	2,463
Consumable Goods	18,685	\$ 1,454	\$ 6,032	32%	12,653
Dues & Memberships	16,775	\$ -	\$ 12,863	77%	3,912
Equipment Leases	25,682	\$ 2,023	\$ 10,256	40%	15,426
Facility Lease	842,879	\$ -	\$ 189,634	22%	653,245
Financial Audit	30,967	\$ -	\$ 10,935	35%	20,031
Hosted Services	268,887	\$ 4,517	\$ 71,893	27%	196,994
HR Services	143,195	\$ 1,072	\$ 8,275	6%	134,920
Insurance	170,519	\$ -	\$ -	0%	170,519
Legal Services	332,700	\$ 38,866	\$ 110,871	33%	221,829
Local Travel/Training/ Mileage	3,350	\$ 214	\$ 573	17%	2,777
Network Service	51,624	\$ 1,817	\$ 11,400	22%	40,224
Office Furniture	11,500	\$ 1,551	\$ 1,551	13%	9,949
Office Supplies	6,550	\$ 395	\$ 1,088	17%	5,462
Operating Supplies	6,400	\$ 171	\$ 2,368	37%	4,032
Parking Lease	32,087	\$ 2,151	\$ 12,056	38%	20,031
Payroll Services	20,000	\$ 1,297	\$ 6,939	35%	13,061
Postage	1,250	\$ 41	\$ 215	17%	1,035
Printing	2,000	\$ 181	\$ 969	48%	1,031
Professional Services	225,620	\$ 1,453	\$ 23,536	10%	202,084
R&M - Network Equipment	665,742	\$ 681	\$ 195,606	29%	470,136
R&M - Software Maintenance	1,088,064	\$ 37,691	\$ 531,424	49%	556,640
Radio Site Lease	65,917	\$ 688	\$ 2,652	4%	63,265
Recruitment Supplies	2,000	\$ -	\$ -	0%	2,000
Small Tools & Minor Equipment	40,500	\$ -	\$ 8,136	20%	32,364
Software/Licensing	109,695	\$ 2,727	\$ 116,189	106%	(6,494)
Telephone Services	46,310	\$ 2,291	\$ 8,440	18%	37,870
Training/Conf Registrations	49,750	\$ 4,187	\$ 10,507	21%	39,243
Training/Conf Registrations/ Travel	44,750	\$ 6,089	\$ 14,338	32%	30,412
Transfers Out	650,000	\$ 650,000	\$ 650,000	-	-
<b>Total Supplies &amp; Services</b>	<b>5,023,376</b>	<b>767,500</b>	<b>\$ 2,034,811</b>	<b>41%</b>	<b>2,988,565</b>
<b>GRAND TOTAL</b>	<b>19,640,587</b>	<b>2,240,034</b>	<b>\$ 7,339,574</b>	<b>37%</b>	<b>12,301,013</b>

**502- Capital Projects**

	2026 Budget	May Activity	2026 Spending to Date	% used	Remaining Balance
Remote Call Taking	150,000	\$ -	\$ -	0%	150,000
Location Equipment	200,000	\$ -	\$ 167,305	84%	32,695
Internet Resiliency	37,627	\$ -	\$ -	0%	37,627
CAD Radio Interface	157,683	\$ -	\$ -	0%	157,683
Call Taking Protocol	112,537	\$ -	\$ 18,046	16%	94,491
Tyler Projects	350,000	\$ 2,930	\$ 2,930	1%	347,070
	1,007,847	2,930	188,281	18.7%	819,566

**503- Equipment Replacement:**

	2026 Budget	May Activity	2026 Spending to Date	% used	Remaining Balance
Desktops/Laptops/Phones	31,475	\$ -	\$ 2,428	8%	29,047
Network Costs	167,867	\$ -	\$ -	0%	167,867
Servers	164,700	\$ 47,916	\$ 47,916	29%	116,784
Firewall	62,000	\$ -	\$ -	0%	62,000
Radio	20,000	\$ -	\$ -	0%	20,000
Switches	62,000	\$ -	\$ -	0%	62,000
	508,042	47,916	50,344	9.9%	457,698

**505-E 911 Escrow**

	2026 Budget	May Activity	Collected to Date	% collected
Revenues:				
E-911 Escrow	1,500,000	-	\$ 397,795	27%
Investment Interest	-	-	\$ 12,706	-
	1,500,000	-	\$ 410,501	27%

**Expenditures:**

	2026 Budget	May Activity	2026 Spending to Date	% used	Remaining Balance
Transfers Out	1,500,000	\$ -	\$ 500,000	33%	1,000,000

## NORCOM Financial Summary

For Period Ending May 31, 2026

	2026 Adopted Budget	Actual	Percent of Budget
<b><u>501 - Operating Fund</u></b>			
2025 Estimated Beginning Fund Balance	2,382,720	2,382,720	
Agency Revenue	16,119,862	\$ 8,059,931	50.00%
Other Revenue	632,944	\$ 124,282	19.64%
Transfers In	1,500,000	\$ 502,982	33.53%
Revenue Collected	18,252,806	8,687,195	47.59%
Total Resources	20,635,526	11,069,915	
Personnel Expenditures	14,617,211	\$ 5,304,763	36.29%
Operating Expenditures	4,467,920	\$ 2,034,811	45.54%
Transfers Out	650,000	\$ 650,000	100.00%
Total Expenditures	19,735,131	7,989,574	40.48%
<b>Available Fund Balance</b>	<b>\$900,395</b>	<b>\$ 3,080,341</b>	
<b><u>502 - Capital Projects Fund</u></b>			
2025 Beginning Fund Balance	827,971	\$827,971	
Agency Revenue	359,194	\$179,597	50.00%
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	325,000	-	0.00%
Revenue Collected	684,194	179,597	26.25%
Total Resources	1,512,165	1,007,568	
Expenditures	1,007,846	\$ 188,281	18.68%
Transfers Out	-	\$ -	0.00%
Total Expenditures	1,007,846	188,281	18.68%
<b>Available Fund Balance</b>	<b>\$504,319</b>	<b>\$819,287</b>	
<b><u>503 - Equipment Replacement Reserve</u></b>			
2025 Beginning Fund Balance	332,700	\$361,976	
Agency Revenue	188,149	\$94,075	50.00%
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	325,000	-	0.00%
Revenue Collected	513,149	94,075	18.33%
Total Resources	875,125	456,051	
Expenditures	628,042	\$ 50,344	8.02%
Transfers Out	-	-	0.00%
Total Expenditures	628,042	50,344	8.02%
<b>Available Fund Balance</b>	<b>\$247,083</b>	<b>\$405,707</b>	

	2026 Adopted Budget	Actual	Percent of Budget
<b><u>504 - Operating Expense Reserve</u></b>			
2025 Beginning Fund Balance	\$ 300,751	\$300,751	
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	\$307,897	\$307,897	
Operating Revenue	1,500,000	\$ 397,795	26.52%
Investment Interest	-	12,706	0.00%
Revenue Collected	1,500,000	410,501	27.37%
Total Resources	1,807,897	718,398	
Expenditures	-	-	0.00%
Transfers Out	1,500,000	500,000	33.33%
Total Expenditures	1,500,000	500,000	33.33%
<b>Available Fund Balance</b>	<b>\$307,897</b>	<b>\$218,398</b>	
<b><u>506 - Rate Stabilization Reserve</u></b>			
2025 Beginning Fund Balance	\$1,214,855	\$1,214,855	
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: 5/28/2026 12:15 PM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	120 719876195	ADP Workforce Now Payrol Solution Bundle - PPE 0-	05/08/2026	543.01
Total for this ACH Check for Vendor 120:				543.01
ACH	131 9iq6eva	HEALTH EQUITY Admin Monthly Fee - May	05/08/2026	39.50
Total for this ACH Check for Vendor 131:				39.50
ACH	67 APRILEX26	DEPT OF REVENUE Meydenbayer Center Parking Excise Tax - April	05/08/2026	200.85
Total for this ACH Check for Vendor 67:				200.85
ACH	692 04262026	ZIPLY FIBER Telephone Services ACCT# 0215	05/08/2026	672.03
Total for this ACH Check for Vendor 692:				672.03
ACH	785 05052026	NAVIA BENEFITS SOLUTIONS FSA Disbursement - 05.05.2026	05/08/2026	365.61
Total for this ACH Check for Vendor 785:				365.61
22039	718 12175205	ACCESS CORP Shredding Services - April	05/08/2026	311.61
Total for Check Number 22039:				311.61
22040	364 04272026	AT&T Cellular Services ACCT# 7817	05/08/2026	200.38
Total for Check Number 22040:				200.38
22041	3 04282026	AT&T MOBILITY Cellular Services ACCT# 6980	05/08/2026	128.38
Total for Check Number 22041:				128.38
22042	710 INV036430	BRCK INC Telephone Services ACCT# S00166571	05/08/2026	672.91
Total for Check Number 22042:				672.91
22043	6 ZR01261605	CDW-GOVERNMENT INC March Google Cloud - RAADAR	05/08/2026	4,315.45
Total for Check Number 22043:				4,315.45
22044	9 780690753	CENTURYLINK Cellular Services ACCT# 5571	05/08/2026	6.85

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 22044:	6.85
22045	18 INV3181729	COPIERS NORTHWEST Daily Mail Pick-Up - May	05/08/2026	352.96
			Total for Check Number 22045:	352.96
22046	324 62925-1	CRISTA MINISTRIES Tower Rental - April	05/08/2026	687.61
			Total for Check Number 22046:	687.61
22047	447 1294376	FIRST CHOICE COFFEE SERVICES Ice Machine Rental & Maintenance - May	05/08/2026	126.83
			Total for Check Number 22047:	126.83
22048	858 2600128	FIRST RESPONDER DAILY JOURNALS Dipatch Daily Journal x200 - Training Program/	05/08/2026	2,793.00
			Total for Check Number 22048:	2,793.00
22049	733 05042026	SEAN GOEHNER Support Work - Mileage Reimbursement	05/08/2026	90.77
			Total for Check Number 22049:	90.77
22050	41 2025-NC	KING COUNTY E-911 PROGRAM OFFIC Language Interpretation Services Jan - Dec 2025	05/08/2026	100.12
			Total for Check Number 22050:	100.12
22051	557 11879912	LANGUAGE LINE SERVICES Over-The-Phone Interpretation - March	05/08/2026	319.47
			Total for Check Number 22051:	319.47
22052	586 2026-05	MEYDENBAUER CENTER Employee Parking - May	05/08/2026	1,950.00
			Total for Check Number 22052:	1,950.00
22053	331 05012026	ZEB MIDDLETON Mileage Reimbursement - April	05/08/2026	99.83
			Total for Check Number 22053:	99.83
22054	841 04262026	JOSEPH PALI Camp911 Mileage & Ferry Reimbursement	05/08/2026	249.06
			Total for Check Number 22054:	249.06
22055	787 01242026J753	POWER ADMIN LLC Support & Maintenance Renewal x1000 - 1.25.2	05/08/2026	1,524.00
			Total for Check Number 22055:	1,524.00
22056	261 WO003485 WO003485	RADIO COMMUNICATIONS SERVICES Battery APX8000 - x3 Admin Time	05/08/2026	592.31 88.79

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 22056:	681.10
22057	366 04212026	T MOBILE Cellular Services ACCT# 8760	05/08/2026	18.72
			Total for Check Number 22057:	18.72
22058	585 INV1826233	TRACE3, LLC Dell R660 SQL Server	05/08/2026	47,915.74
			Total for Check Number 22058:	47,915.74
22059	499 00280120 00280121	TYLER TECHNOLOGIES CAD Maintenance - 5.01.26 - 10.31.26 PulsePoint Interface - 5.01.26 - 10.31.26	05/08/2026	37,477.36 213.17
			Total for Check Number 22059:	37,690.53
22060	807 04282026	TYLOR WALTERS Tyler Conference Per Diem Reimbursement	05/08/2026	255.00
			Total for Check Number 22060:	255.00
22061	278 04232026	NATHAN WAY Mileage Reimbursement - April	05/08/2026	23.80
			Total for Check Number 22061:	23.80
			Total for 5/8/2026:	102,335.12
ACH	120 PPE 05102026 PPE 05102026 PPE 05102026 PPE 05102026 PPE 05102026 PPE 05102026	ADP Accrued Wages - PPE 05102026 Accrued Employment & WACares - PPE 05102026 Garnishments - PPE 05102026 Federal Wages - PPE 05102026 Medicare - PPE 05102026 FMLA Taxes - PPE 05102026	05/14/2026	261,211.16 3,857.09 487.85 41,060.95 10,187.87 4,315.22
			Total for this ACH Check for Vendor 120:	321,120.14
ACH	131 PPE 05102026	HEALTH EQUITY HSA Contributions - PPE 05102026	05/14/2026	1,529.08
			Total for this ACH Check for Vendor 131:	1,529.08
ACH	132 PPE 05102026	WILMINGTON TRUST MEBT Contributions - PPE 05102026	05/14/2026	48,676.60
			Total for this ACH Check for Vendor 132:	48,676.60
ACH	133 PPE 05102026 PPE 05102026 PPE 05102026	DEPT OF RETIREMENT SYSTEMS PSERS Contributions - PPE 05102026 PERS Contributions - PPE 05102026 DCP Contributions - PPE 05102026	05/14/2026	32,158.38 17,198.47 880.47
			Total for this ACH Check for Vendor 133:	50,237.32
ACH	785 05122026	NAVIA BENEFITS SOLUTIONS FSA Disbursement - 05122026	05/14/2026	73.93

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for this ACH Check for Vendor 785:				73.93
22063	675 PPE 05102026	MISSIONSQUARE - 306590 ICMA 457 Contributions - PPE 05102026	05/14/2026	4,293.01
Total for Check Number 22063:				4,293.01
22064	256 PST26-375	PUBLIC SAFETY TESTING INC Q1 Candidate Agency Test Site Add-on - 38x	05/14/2026	1,072.47
Total for Check Number 22064:				1,072.47
Total for 5/14/2026:				427,002.55
ACH	75	US BANK CORPORATE PAYMENT SYS	05/20/2026	
	04092026	Sheraton - APCO 2026 Travel Accomodations		1,307.08
	04102026	Grammarly - Annual Subscription		144.00
	04102026	AWC - Labor Relations Institute 2026 Registrati		762.30
	04102026	Docusign - Annual Business Pro Subscription		1,058.88
	04102026	Trader Joes - TC Week Food Supplies		33.90
	04112026	Primo Water Supply		6.78
	04112026	Costco - TC Week Food Supplies		415.84
	04122026	Indeed - Job Advertising		552.23
	04132026	VUE Testing - Security Network Training		441.20
	04132026	APCO - Disaster Operations Training Registratic		410.00
	04152026	Costco - TC Week Food Supplies		334.04
	04162026	Safeway - TC Week Food Supplies		66.96
	04162026	USPS - Strategic Plan Postage Fee		40.80
	04162026	Safeway - TC Week Food Supplies		33.96
	04202026	Costco - Kleenex, Lysol Wipes & Lotion		70.61
	04202026	Safeway - TC Week Supplies Return		-46.24
	04222026	APCO - APCO 2026 Registration Fee		595.00
	04222026	Primo Water Delivery		179.72
	04232026	Alaska Air - APCO 2026 Airfare		726.80
	04242026	APCO - APCO 2026 Airfare		851.80
	04242026	Amazon - Scissors & Space Heater		58.25
	04242026	APCO - APCO 2026 Registration		125.00
	04242026	Amazon - Toaster Replacement		41.70
	04242026	Amazon - Printer Paper x4		220.56
	04242026	APCO - APCO 2026 Airfare		851.80
	04242026	APCO - APCO 2026 Airfare		851.80
	04242026	Amazon - Pens		16.29
	04242026	Amazon - Display Board x2		28.08
	04242026	APCO - APCO 2026 Registration		125.00
	04242026	APCO - APCO 2026 Registration		125.00
	04242026	Amazon - Sticky Notes & Permanent Markers		27.54
	04252026	Primo Water Delivery		6.78
	04292026	Justice Clearing House - Trauma In the Workplac		172.00
	04302026	Primo Water Delivery		6.78
	04302026	911der Woman - Workshop Registration		50.00
	04302026	Amazon - Vinyl X2		40.07
	05022026	Google - YouTube TV		91.53
	05022026	Google - YouTube TV		11.02
	05052026	Amazon - Coffee Creamer		25.32
	05052026	Amazon - HDMI Switch & Magnetic Clips		39.13
	05052026	Trader Joes - Mothers Day Supplies		25.44
	05072026	Primo Water Delivery		179.72
	05072026	Costco - Kleenex		23.72

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	05072026	Uplift Desk - Office Desk x1		1,550.82
	05072026	Costco - Coffee		180.92
	05082026	Firfield Inn - AWC Labor Relations Travel Acco		527.28
	05082026	Firfield Inn - AWC Labor Relations Travel Acco		625.93
	05082026	Firfield Inn - AWC Labor Relations Travel Acco		527.28
	05082026	Amazon - Fire Radio Encryption Project Hardwa		157.64
	05082026	QFC - Creamer		3.59
Total for this ACH Check for Vendor 75:				14,701.65
Total for 5/20/2026:				14,701.65
ACH	120 721211447	ADP ADP Workforce Now & Payroll Services	05/21/2026	753.99
Total for this ACH Check for Vendor 120:				753.99
ACH	140 JUNE2026	RELIANCE STANDARD Life/LTD Premiums - June	05/21/2026	2,273.93
Total for this ACH Check for Vendor 140:				2,273.93
ACH	327 JUNE2026 JUNE2026 JUNE2026	ASSOCIATION OF WASHINGTON CITII Dental Premiums - June Medical Premiums - June Vision Premiums - June	05/21/2026	8,314.88 131,476.90 1,103.96
Total for this ACH Check for Vendor 327:				140,895.74
ACH	630 47913	SITECRAFTING INC Monthly Managed Website Hosting - May	05/21/2026	99.00
Total for this ACH Check for Vendor 630:				99.00
ACH	785 05192026	NAVIA BENEFITS SOLUTIONS FSA Disbursement - 05.19.2026	05/21/2026	897.81
Total for this ACH Check for Vendor 785:				897.81
22065	788 04252026	EMMA BERGERON Basic Peer Support Training Mileage & Per Dien	05/21/2026	349.10
Total for Check Number 22065:				349.10
22066	6 AJ3RA4R	CDW-GOVERNMENT INC Dell Pro Slim Core i5-14500 X4	05/21/2026	5,037.05
Total for Check Number 22066:				5,037.05
22067	8 05112026	CENTURYLINK Telephone Services ACCT# 5208	05/21/2026	189.33
Total for Check Number 22067:				189.33
22068	18 INV3186814	COPIERS NORTHWEST Strategic Plan Printing - x25	05/21/2026	180.62
Total for Check Number 22068:				180.62
22069	859 INV-19387	CTL WASHINGTON Sorting & Shredding Services	05/21/2026	346.75

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 22069:	346.75
22070	853 05112026	JAMIE DONLEY Mileage & Per Diem Reimbursement - AWC Lal	05/21/2026	309.04
			Total for Check Number 22070:	309.04
22071	751 882812	FISHER BROYLES, LLP RAADAR Legal Services - April	05/21/2026	36,915.50
			Total for Check Number 22071:	36,915.50
22072	254 05112026	ANDREW JOHNSON Mileage & Per Diem Reimbursement - AWC Lal	05/21/2026	308.90
			Total for Check Number 22072:	308.90
22073	252 11017137	KING COUNTY FINANCE KCIT INET Other MISC SVC - April	05/21/2026	1,317.00
			Total for Check Number 22073:	1,317.00
22074	430 05142026	ROKY LOUIE Mileage & Per Diem Reimbursement - AWC Lal	05/21/2026	308.90
			Total for Check Number 22074:	308.90
22075	741 NOR0426	PACIFIC NORTHWEST GIGAPOP Internet Services - April	05/21/2026	500.00
			Total for Check Number 22075:	500.00
22076	52 107054	PACIFICA LAW GROUP Legal Services - April	05/21/2026	1,950.00
			Total for Check Number 22076:	1,950.00
22077	74 JUNE2026	UNUM Long Term Care Insurance Premiums - June	05/21/2026	767.60
			Total for Check Number 22077:	767.60
22078	88 5038718527	WELLS FARGO FINANCIAL LEASING Copier Lease - May	05/21/2026	1,896.57
			Total for Check Number 22078:	1,896.57
			Total for 5/21/2026:	195,296.83
ACH	120 PPE 05242026 PPE 05242026 PPE 05242026 PPE 05242026 PPE 05242026 PPE 05242026	ADP Accrued Wages - PPE 05242026 Medicare - PPE 05242026 Federal Taxes - PPE 05242026 FMLA - PPE 05242026 Garnishments - PPE 05242026 Accrued Employment & WACares - PPE 05242026	05/28/2026	271,611.01 10,400.15 43,181.25 4,338.63 487.85 3,832.18
			Total for this ACH Check for Vendor 120:	333,851.07
ACH	132	WILMINGTON TRUST	05/28/2026	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	PPE 05242026	MEBT Contributions - PPE 05242026		49,091.56
		Total for this ACH Check for Vendor 132:		49,091.56
ACH	133	DEPT OF RETIREMENT SYSTEMS	05/28/2026	
	PPE 05242026	PERS Contributions - PPE 05242026		17,177.22
	PPE 05242026	DCP Contributions - PPE 05242026		1,131.47
	PPE 05242026	PSERS Contributions - PPE 05242026		32,270.42
		Total for this ACH Check for Vendor 133:		50,579.11
ACH	134	COLONIAL LIFE	05/28/2026	
	JUNE26	Supplemental Insurance Premiums - June		901.28
		Total for this ACH Check for Vendor 134:		901.28
ACH	785	NAVIA BENEFITS SOLUTIONS	05/28/2026	
	05262026	FSA Disbursement - 05.26.2026		871.19
		Total for this ACH Check for Vendor 785:		871.19
ACH	837	ADP PHYSICAL CHECK	05/28/2026	
	PPE05242026	Physical Paycheck - PPE 05242026		1,307.02
		Total for this ACH Check for Vendor 837:		1,307.02
22079	557	LANGUAGE LINE SERVICES	05/28/2026	
	11906907	Over-The-Phone Interpretation - April		437.53
		Total for Check Number 22079:		437.53
22080	675	MISSIONSQUARE - 306590	05/28/2026	
	PPE 05242026	ICMA 457 Contributions - PPE 05242026		4,321.09
		Total for Check Number 22080:		4,321.09
		Total for 5/28/2026:		441,359.85
		Report Total (63 checks):		1,180,696.00



## MEMORANDUM

To: Governing Board  
From: Katy Myers, Executive Director  
Date: 06/12/2026  
Subject: FIFA World Cup Communications Readiness

---

### Executive Summary:

NORCOM has been actively engaged in regional coordination to prepare for communications demands associated with the 2026 FIFA World Cup. Multiple workgroups, PSAP coordination meetings, and state-level planning efforts have occurred across the region, with NORCOM contributing to interoperability readiness, radio resource planning, PSAP procedures, and coordination with King County E-911, Seattle, Valley Com, Snohomish County 911, WSP, and other partners. NORCOM has also supported the rollout and internal distribution of the regional World Cup PSAP Resource Guide to ensure telecommunicators have quick-reference operational materials for match days.

### Background:

NORCOM has participated in regional planning efforts to prepare for the anticipated increase in call volume, operational complexity, multilingual callers, and public safety coordination during Seattle's six World Cup matches. The World Cup PSAP Resource Guide produced by King County E911 includes interoperability resources, operational information, event calendars, and PSAP specific reference material. NORCOM assisted in review, distribution, and associated communications, most specifically authored the Regional Radio Interoperability Guidelines.

Additionally, NORCOM has been involved in multiple regional readiness and planning meetings, including the KC911 PSAP World Cup Planning series and CAPSI interoperability meetings (NORCOM's Operations Manager Andrew Johnson is chair of the CAPSI committee), where talkgroup allocation, IO channel readiness, operational planning, and contingency planning were discussed. These meetings included updates on match schedules, resource needs, training talkgroup procedures, and mutual aid radio coordination.

NORCOM's operational preparation also aligns with ongoing training and readiness efforts documented in internal training programs, including scenario-based preparation for surge events and training aligned to support World Cup related operational readiness.

### Past Board or Other Related Actions:

N/A

### Policy and Strategic Implications:

The World Cup may produce significant regional impacts including increased 911 call demand, higher language-line dependency, and increased need for coordinated radio communications across multiple jurisdictions. Prior planning strengthens interoperability, promotes consistent information sharing among PSAPs, and positions NORCOM to maintain service levels during high-impact events.

**NORCOM Staff Recommendation:**

NORCOM staff recommends that the Board receive this update for informational purposes. No Board action is required.

**Staff Comments:**

Nothing Additional

**Options**

**Risks**

Potential operational risks include:

- High-volume call periods during match days
- Increased demand for multi-lingual support
- Regional radio congestion or mutual aid channel saturation
- Especially since there are only (3) KC IO talkgroups available during the 6 week World Cup window
- Dependence on regional partners for coordinated talkgroup and IO resource availability

These risks are mitigated through regional coordination, standardized resource guides, and ongoing technical planning.

**Finance Committee Review:** No

**Legal Review:** No

**Joint Operations Board Review:** No

---



## MEMORANDUM

To: Governing Board  
From: Katy Myers, Executive Director  
Date: 06/12/2026  
Subject: AI Translation

---

### **Executive Summary:**

NORCOM is evaluating AI-supported voice translation options to strengthen language access capabilities, improve operational efficiency, and prepare for anticipated increased translation needs related to the 2026 FIFA World Cup.

NORCOM originally planned to test and potentially use the integrated AI Translation functionality within the Viper phone system. However, staff learned last week that the Viper AI Translation product did not pass testing and will not be available within NORCOM's needed implementation timeline.

Following that update, NORCOM staff conducted several demonstrations of RapidSOS' Live AI Voice Translation program. Based on those demonstrations, it appears to be the option that most closely resembles NORCOM's current workflow for translation calls and may provide a viable near-term solution in advance of the FIFA matches.

NORCOM has approved staff to begin testing this solution and, if successful, participate in a 60-day trial of the product. This trial will allow NORCOM to evaluate the tool in a controlled and operationally informed manner before determining whether continued service is appropriate.

This tool would not replace NORCOM's current translation options or existing voice translation service. Rather, it would provide an additional resource that may help support call receivers when language access needs are high, interpreter services are delayed, or another workflow is better suited to the circumstances.

This project does not prevent NORCOM from testing or evaluating other translation products. However, given the timing of FIFA-related preparedness needs, this appears to be a solid option to test and potentially implement in the near term.

### **Background:**

Language access is a critical component of 911 service delivery. NORCOM currently relies on established translation workflows to support callers with limited English proficiency. During large regional events, including the 2026 FIFA World Cup, NORCOM anticipates increased language diversity and potential strain on traditional interpreter services.

As part of FIFA readiness planning, NORCOM had been exploring use of the AI Translation feature integrated within the Viper phone system. That option was preferred because it would have operated within an existing system already used by call receivers and was available to NORCOM at no cost. However, after recent testing results showed the Viper solution would not be available, staff began evaluating other viable products.

If the 60-day trial is successful and NORCOM wishes to continue the service, staff have reached out to the King County 911 Office to determine whether ongoing costs may be eligible for reimbursement.

**Past Board or Other Related Actions:**

N/A

**Policy and Strategic Implications:**

N/A

**NORCOM Staff Recommendation:**

Governing board receive the update and provide any feedback.

**Staff Comments:**

Nothing Additional

**Options**

**Risks**

There are operational risks associated with testing any new translation tool, including translation accuracy, staff workflow impacts, technology reliability, security or data considerations, and uncertainty regarding ongoing funding if NORCOM chooses to continue service after the trial period. These risks can be mitigated during the testing and trial period by limiting use if concerns are identified and returning to NORCOM's existing voice translation service as the primary resource.

There is also risk in not testing an additional translation option. During FIFA, there may be a significant increase in demand for translation services locally, regionally, and across the country. Because PSAPs often rely on many of the same traditional interpreter service providers, increased nationwide demand could result in delays accessing translation services through the traditional model. While AI voice translation may not be perfect, having an additional tested resource available could provide some translation capability during times when traditional services are delayed or strained.

**Finance Committee Review:** No

Not yet reviewed. Staff have reached out to the King County 911 Office to determine whether costs associated with continued service after the 60-day trial may be reimbursable.

**Legal Review:** No

Pending, if needed, based on trial terms, data/security review, and any future service agreement.

**Joint Operations Board Review:** No

---



## MEMORANDUM

To: Governing Board  
From: Katy Myers, Executive Director  
Date: 06/12/2026  
Subject: 2027 Preliminary Budget Development

---

### **Executive Summary:**

Staff requests the Governing Board receive this update and provide direction to staff in the furtherance of the 2027 budget development. NORCOM staff has prepared an informal update to show the directions and budgetary impact of significant operational and project decisions identified in NORCOM's future.

### **Background:**

Operating Fund budget development is near complete and final fee calculations are dependent on incorporating operating personnel, project and fund balance into the fee distribution model. NORCOM is on track to provide the final 2025 user fees on time as required in the adopted budget policy.

Under the 2027 Budget Policy, upcoming deadlines include:

- June 26- Budget Development Complete
- June 30- Presentation of budget to Finance Committee
- July 10- Final User Fee update presented to the Governing Board
- August 13- Board approval of user fees
- September 11- Participating agencies advised on their 2025 user fees

### **Past Board or Other Related Actions:**

### **Policy and Strategic Implications:**

This update does not amend or create new policy.

### **NORCOM Staff Recommendation:**

NORCOM staff recommends the Board provide input on the following

- New spending proposed spending the Operating fund
- Equipment & Capital Project funding
- Use of beginning fund balance to offset fee increase in 2027 and future years

**Staff Comments:**

Staff to provide comments during the meeting.

**Options****Risks**

**Finance Committee Review:** Yes

The Finance Committee was briefed on June 2nd . The Finance Committee reviewed the proposed use of carryforward resources and generally supported the overall approach. Discussion primarily focused on expenditures related to Strategic Plan initiatives, with members emphasizing the importance of clearly understanding associated costs, anticipated outcomes, and overall return on investment.

**Legal Review:** No

**Joint Operations Board Review:** No

---

**Attachments**

2027 Budget 10-year Plan

2027 Budget Development ppt

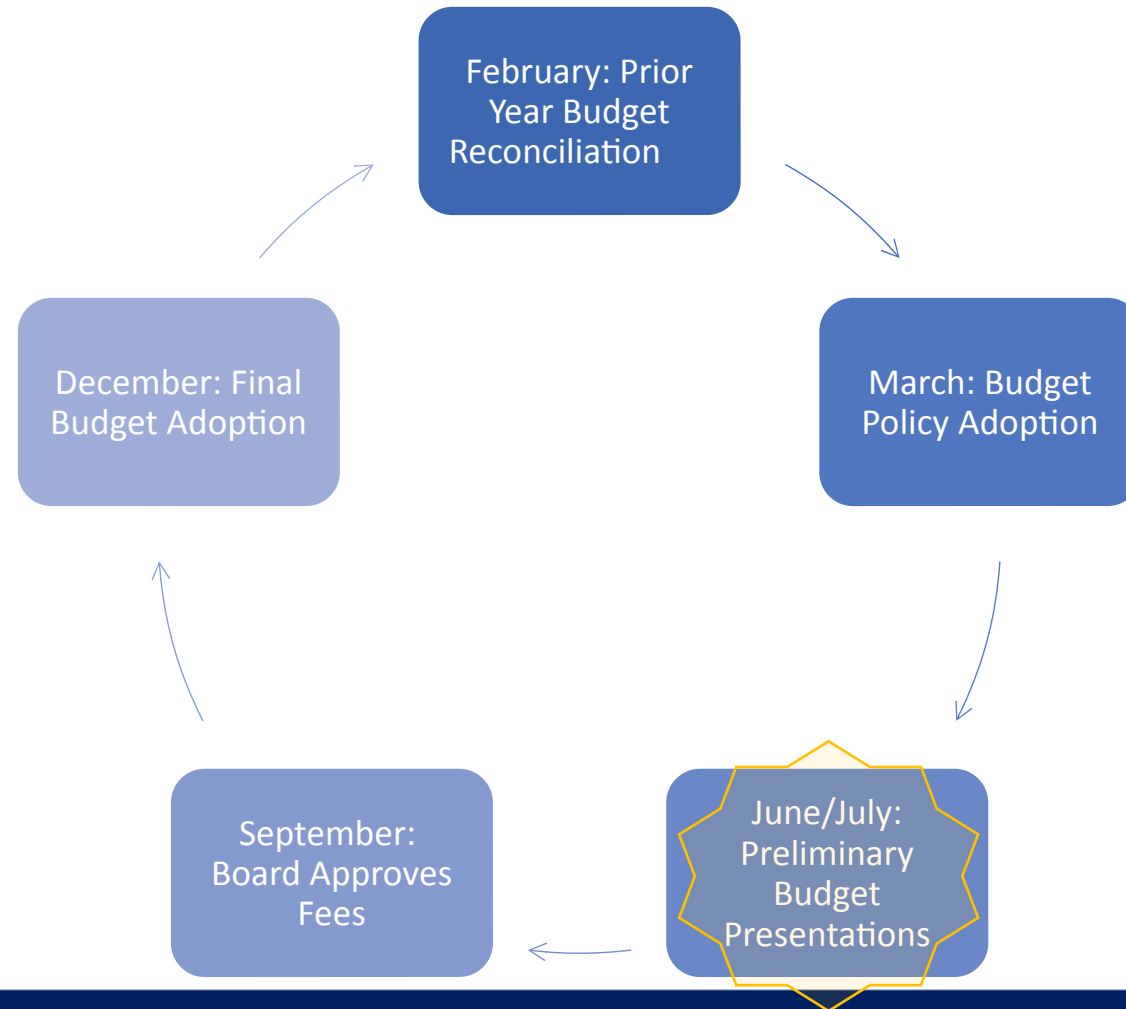
**NORCOM 10-year Financial Plan  
2026 Budget Amendment  
2025 Carry Forward**

	4.3%	4.8%	7.0%	4.8%	5.5%	3.0%	3.0%	4.5%	4.8%	5.1%	3.6%
Overall Fee Increase											
Total Agency Fees	16,667,205	17,471,569	18,694,579	19,591,919	20,669,475	21,289,559	21,928,246	22,923,788	24,024,130	25,249,361	26,158,338
	<b>2026</b>	<b>2027</b>	<b>2028</b>	<b>2029</b>	<b>2030</b>	<b>2031</b>	<b>2032</b>	<b>2033</b>	<b>2034</b>	<b>2035</b>	<b>2036</b>
<b>Beginning Fund Balance</b>											
Operating Fund	2,382,720	900,395	185,236	26,234	62,095	55,553	150,544	176,587	151,353	119,041	417,295
Capital Project Fund	827,971	504,318	254,419	41,493	109,301	6,547	38,242	76,137	70,420	149,658	38,923
Equipment & Replacement Reserves	361,976	247,083	5,010	28,938	23,251	143,110	4,647	70,746	34,096	2,617	358,594
Escrow	307,897	307,897	237,897	237,897	237,897	237,897	237,897	237,897	237,897	237,897	237,897
Operating Expense Reserve	300,751	300,751	300,751	300,751	300,751	300,751	300,751	300,751	300,751	300,751	300,751
Rate Stabilization Reserve Fund	1,214,855	1,214,855	1,214,855	884,855	884,855	799,855	799,855	799,855	799,855	799,855	799,855
Total NORCOM Fund Beg Balance	5,396,170	3,475,299	2,198,168	1,520,167	1,618,149	1,543,713	1,531,936	1,661,973	1,594,372	1,609,819	2,153,315
<b>Operating Revenues</b>											
<i>Operating increase for Agency Fees</i>	0.9%	1.1%	2.0%	1.5%	1.0%	0.5%	1.0%	1.0%	1.4%	1.4%	1.0%
Agency Fees for Operations	16,119,862	16,854,591	17,821,001	18,974,998	19,787,838	20,772,822	21,502,455	22,156,299	23,244,721	24,360,468	25,501,854
E911 Revenues	1,500,000	1,500,000	1,400,000	1,400,000	1,200,000	1,200,000	1,200,000	1,100,000	1,100,000	900,000	900,000
KCEMS	275,000	275,000	275,000	275,000	275,000	275,000	275,000	275,000	275,000	275,000	275,000
IT Billing	200,000	200,000	205,000	205,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000
Miscellaneous	157,944	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000
Transfers in from Reserves			330,000	-	85,000						
<b>Total Operating Revenues</b>	18,252,806	18,859,591	20,061,001	20,884,998	21,577,838	22,477,822	23,207,455	23,761,299	24,849,721	25,765,468	26,906,854
<b>Operating Expenditures</b>											
Operating Expenditures	19,085,131	19,419,751	20,095,003	20,794,137	21,494,380	22,157,831	22,931,412	23,661,533	24,527,033	25,417,214	26,301,097
Transfer to ERR	325,000	55,000	25,000	55,000	40,000	150,000	250,000	125,000	355,000	50,000	250,000
Transfer to Capital	325,000				50,000	75,000					250,000
Transfer to Reserves											300,000
<b>Total Operating Fund Expenses</b>	19,735,131	19,474,751	20,120,003	20,849,137	21,584,380	22,382,831	23,181,412	23,786,533	24,882,033	25,467,214	27,101,097
<b>Capital Projects Fund</b>											
<i>Capital increase for Agency Fees</i>	2.2%	1.2%	1.5%	1.7%	1.9%	1.0%	1.0%	1.0%	1.0%	1.1%	1.1%
Agency Fee Distribution	359,194	200,101	262,074	317,808	372,246	206,695	212,896	219,282	229,238	264,265	277,743
Transfers from Operations	325,000	-	-	-	50,000	75,000	-	-	-	-	250,000
Capital Expenses	1,007,846	450,000	475,000	250,000	525,000	250,000	175,000	225,000	150,000	375,000	295,000
<b>Net impact to Cap Proj. Fund Balance</b>	(323,652)	(249,899)	(212,926)	67,808	(102,754)	31,695	37,896	(5,718)	79,238	(110,735)	232,743
<b>Equipment &amp; Replacement Reserves</b>											
<i>Equipment increase for Agency Fees</i>	1.2%	2.5%	3.5%	1.6%	2.6%	1.5%	1.0%	2.5%	2.4%	2.6%	1.5%
Agency Fee Distribution	188,149	416,877	611,505	299,113	509,390	310,042	212,896	548,206	550,171	624,627	378,740
Transfers from Operations	325,000	55,000	25,000	55,000	40,000	150,000	250,000	125,000	355,000	50,000	250,000
Equipment Expenses	628,042	713,950	612,577	359,800	429,531	598,505	396,797	709,856	936,650	318,650	483,650
<b>Net impact to ERR Fund Balance</b>	(114,893)	(242,073)	23,928	(5,687)	119,859	(138,463)	66,099	(36,650)	(31,479)	355,977	145,090
<b>Reserves</b>											
Op Ex Reserve- Transfers In	-	-	-	-	-	-	-	-	-	-	150,000
Op. Ex Reserve - Transfer Out	-	-	-	-	-	-	-	-	-	-	-
Rate Stabilization Reserve Transfer In	-	-	-	-	-	-	-	-	-	-	150,000
Rate Stabilization Reserve Transfer Out	-	-	(330,000)	-	(85,000)	-	-	-	-	-	-
<b>Net impact to Reserves Fund Balance</b>	-	-	(330,000)	-	(85,000)	-	-	-	-	-	300,000
<b>Ending Fund Balance</b>											
Operating Fund	900,395	185,236	26,234	62,095	55,553	150,544	176,587	151,353	119,041	417,295	223,052
Capital Project Fund	504,318	254,419	41,493	109,301	6,547	38,242	76,137	70,420	149,658	38,923	271,666
Equipment & Replacement Reserves	247,083	5,010	28,938	23,251	143,110	4,647	70,746	34,096	2,617	358,594	503,685
<i>Long Term Replacement Funding</i>	120,000	240,000	360,000	480,000	600,000	720,000	840,000	960,000	1,080,000	450,000	495,000
Escrow	307,897	237,897	237,897	237,897	237,897	237,897	237,897	237,897	237,897	237,897	237,897
Operating Expense Reserve	300,751	300,751	300,751	300,751	300,751	300,751	300,751	300,751	300,751	300,751	450,751
<i>% of operating expenses (5-10% policy goal)</i>	6.2%	6.1%	5.6%	5.2%	4.8%	4.5%	4.2%	3.9%	3.6%	3.3%	4.5%
Rate Stabilization Reserve Fund	1,214,855	1,214,855	884,855	884,855	799,855	799,855	799,855	799,855	799,855	799,855	949,855
<i>% of operating revenues (policy limit 10%)</i>	7.5%	7.2%	5.0%	4.7%	4.0%	3.9%	3.7%	3.6%	3.4%	3.3%	3.7%
Total NORCOM Fund Beg Balance	3,595,299	2,438,168	1,880,167	2,098,149	2,143,713	2,251,936	2,501,973	2,554,372	2,689,819	2,603,315	3,131,906
Overall Fee Increase	4.3%	4.8%	7.0%	4.8%	5.5%	3.0%	3.0%	4.5%	4.8%	5.1%	3.6%
Total Agency Fees	16,675,084	17,471,569	18,694,579	19,591,919	20,669,475	21,289,559	21,928,246	22,923,788	24,024,130	25,249,361	26,158,338

---

# 2027 Budget Development

# Budget Timeline & Deadlines



---

# Operating Budget - Trends

- Personnel:
  - Preliminary personnel budget of \$15,168,000 increase of \$550,000 or 3.8%.
    - Contracted increases
    - No changes to FTE
- Supplies and Services:
  - Preliminary budget of \$4,254,000, increase of 10.5%
    - Legal- did not adjust to reflect potential RAADAR activities in the year
    - Salary Study Consultant - \$50,000
    - Mental Health Provider Program Pilot - \$75,000

---

# Capital Projects Fund

Total planned spending: \$450,000

- **Remote Call Taking Phase 2:** Part of Continued Operations Project, investing in opportunities to allow for remote Telecommunicator work. Phase approved for 2026. Phase 2 funds additional equipment and training.
- **Locution Phase 2:** Fire station alerting relies on Locution. Project implements a backup alerting mechanism to trigger Locution at each station, providing critical redundancy and enhancing reliability in emergency communications.

---

# Equipment Replacement Fund

Total planned expenses + funding allocation: \$590,000 + \$120,000

- Tyler workstation replacements: \$175,000
- Server Replacements: \$160,000
- Data storage infrastructure warranty: \$120,000

---

# Preliminary Fee Outlook

- Overall increase of 4.8%
  - Use \$600,000 in fund balance to offset increase
  - Leaves \$185,000 in fund balance
  - \$670,000 fees directed towards Capital and Equipment
  - Every \$50,000 of Fund Balance reduces fee increase by 0.3%
- 10-Year Outlook
  - Last update – addition of 2025 carryforward funds: 2027: 5%, 2028: 7%
  - 2026 Budget Adoption: 2027: 8%, 2028: 7%



## MEMORANDUM

To: Governing Board  
From: Katy Myers, Executive Director  
Date: 06/12/2026  
Subject: RMS Steering Committee Project Update

---

### **Executive Summary:**

The RMS Steering Committee has reached a significant milestone in the Enterprise Records Management System (RMS) project with the finalization of plans for the Tyler Technologies Demonstration, Lab, and Q&A sessions scheduled for June 17–18, 2026. These sessions will provide participating agencies with an opportunity to evaluate system functionality, test workflows, ask detailed questions, and gain hands-on experience with the proposed RMS solution.

### **Background:**

Over the past several months, NORCOM staff, RMS Steering Committee members, and Tyler Technologies have dedicated substantial time and effort toward advancing the RMS project. Following a challenging project start, the team has worked collaboratively through numerous meetings, workflow discussions, data conversion evaluations, agency coordination efforts, spreadsheets, and vendor engagements to establish a more organized and structured path forward.

The upcoming Demo, Lab, and Q&A sessions are designed to provide agencies with a comprehensive understanding of the Enterprise RMS platform through live demonstrations, hands-on system access, and direct engagement with Tyler subject matter experts. Follow-up discussions are planned for July to gather agency feedback and identify next steps for the project.

### **Past Board or Other Related Actions:**

N/A

### **Policy and Strategic Implications:**

The RMS project supports NORCOM's strategic objective of providing modern, reliable, and efficient technology solutions that enhance regional public safety operations, records management, information sharing, and future system sustainability.

### **NORCOM Staff Recommendation:**

NORCOM staff is providing this update to ensure the Governing Board remains informed on the status and progress of the RMS project.

### **Staff Comments:**

The coordination and planning efforts leading to the June demonstration and lab sessions represent a major milestone for the project. Staff appreciate the continued engagement and partnership of participating agencies and look forward to gathering valuable feedback following the June sessions.

**Options****Risks**

Failure to thoroughly evaluate RMS functionality, workflows, and data conversion requirements could impact future implementation decisions, operational efficiency, and agency adoption. The planned demonstration and hands-on lab environment are intended to mitigate these risks through collaborative evaluation and stakeholder engagement.

**Finance Committee Review:** No

**Legal Review:** No

**Joint Operations Board Review:** No

---



**MEMORANDUM**

To: Governing Board  
From: Katy Myers, Executive Director  
Date: 06/12/2026  
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 has conducted a thorough review and analysis and recommends approval.

**Staff Comments:**

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

**Options**

**Risks**

**Finance Committee Review:** No

**Legal Review:** No

**Joint Operations Board Review:** No

---

**Attachments**

June NORCOM Agency Newsletter



## ADVANCING OUR VISION

### Community Service

NORCOM was delighted to welcome the Desai family of Bellevue for a tour. Their teenage children were recently featured in The Seattle Times for their inspiring “Just A Call Away” program, created after a loss in their own family highlighted the challenges some South Asian elders face in knowing when to call 911. Wanting to prevent similar tragedies, the Desai teens worked with their parents and grandmother to craft clear, culturally sensitive messaging and have since distributed multilingual emergency awareness flyers across temples, libraries, and grocery stores throughout the Eastside. Informational flyers are available for download in English, Hindi, Gujarati, Marathi, Tamil, and Telugu.



## HUMAN RESOURCES

### Current Recruitment

NORCOM’s next Telecommunicator academy, Call Receiving Academy #50, is planned to begin in the

fall with recruitment starting sometime during the summer.

Carl Detert started as NORCOM’s Information Technology Manager on June 1<sup>st</sup>. Carl brings extensive experience as an information technology leader. His background and leadership approach align well with NORCOM’s continued focus on reliable systems, responsive service, security, and thoughtful technology planning.

### Staffing

FTEs	Approved	Actual
Total Headcount	94	89
Administration/Executive	7	7
Finance	2	2
Information Technology	12	11
911 Operations		
Dispatch Supervisors	6	6
Training Coordinator	1	1
Training Assistant	1	1
PSTs– Fully Released	65	38
PSTs – Partial Released		12
PSTs – In Training		10

### Communications Training Program

Monthly Status	Total
Call Receiving (CR) Academy	0
Call Receiving On the Job (OJT) Training	5
Call Receiving Released	4
Completed CR, in Fire Dispatch (FD) Training	2
Completed CR, in Police Dispatch (PD) Training	2
Completed CR and PD, in FD Training	1
Completed CR and FD, in PD Training	0
CR & Fire Dispatch Released	2
CR & Police Dispatch Released	6

# NORCOM Agency Newsletter

Katy Myers, Executive Director

June 2026



## CELEBRATIONS

In May, NORCOM celebrated five 1-year work anniversaries, presenting each employee with a certificate and a NORCOM pin.

### Tree of Life

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

## 9-1-1 OPERATIONS

### Call Statistics

Incoming 911 Calls:	14,882
Answering Statistics:	
% w/in 15 seconds (90% standard):	95%
% w/in 20 seconds (95% standard):	98%
Abandonment Rate:	2.3%
Text to 911 Messages:	1,378
Incoming Ten-Digit Calls:	11,312
Outgoing Calls:	10,515

### Nurse Navigation Program

NORCOM triaged and sent 189 calls to the Nurse Line/Nurse Navigation line.

### Language Line Services

256 calls went to the Language Line, 1984 minutes used, with an average call time of 7.8 Minutes

Top 3 Languages: Spanish – 168 Calls, Mandarin– 25 Calls, Portuguese -16 Calls

### Public Records Requests

463 Records Requests submitted in the last month

## LEARNING AND DEVELOPMENT

### New Hire Training

Training remained steady across all disciplines. One Telecommunicator began training on their first radio assignment, while four employees continued progressing through radio training. An additional five employees remain actively engaged in one-on-one phone training. Several trainees are expected to advance into radio training in the coming weeks as staffing and training capacity allow. To support this progression, Fire and Police Radio Academies are scheduled for mid-June, providing the next group of trainees with foundational instruction before transitioning to one-on-one training.

From an operational training perspective, four Telecommunicators were successfully released during the month. Two employees completed training and were released on their first radio discipline, while two additional employees completed the entire training program and are now qualified to work independently on all assigned positions. These milestones reflect the continued progress of employees moving through NORCOM's structured training program and contribute to increased staffing.

### Continuing Education / Professional Development

May was a productive month for the NORCOM Training Program, with continued focus on workforce development, operational readiness, and preparation for seasonal and regional events that may impact service demand. Training efforts remained centered on supporting employee development while ensuring personnel are



prepared to respond effectively to emerging operational challenges.

Throughout the month, the Training Department continued planning and coordinating training designed to support regional preparedness efforts associated with the upcoming FIFA World Cup. This included the development and rollout of targeted training opportunities focused on Multiple Casualty Incident (MCI) response, as well as other topics intended to strengthen situational awareness and readiness for large-scale events. These efforts are designed to ensure Telecommunicators are equipped with the knowledge and skills necessary to support both routine and high-impact incidents during periods of increased activity.

In addition to World Cup-related preparations, upcoming training efforts will emphasize seasonal considerations as we transition into the summer months. Planned training and resources will focus on anticipated increases in outdoor recreational activity, including water rescues, wilderness and trail incidents, and brush and vegetation fires. These efforts are intended to support operational readiness and reinforce familiarity with incidents that historically increase during warmer weather, ensuring personnel are prepared to effectively manage call volume.

## IT SERVICE DESK

### Customer Surveys

Each survey consists of 4 questions

- Surveys returned           7 (28 ratings)
- Better than expected   19 ratings
- As expected               9 ratings
- Less than expected     0 ratings

### Ticket Resolution

- Inbound tickets – 241
- Completed tickets – 207
- Overdue – 0

## RADIO

### PSERN to CAD Interface

Tyler Technologies confirmed receipt of the Motorola software development kit (SDK). Project kickoff in June.

## PROJECTS

### Law Enforcement Enterprise Records Management

Tyler Lab: On-site schedule has been set for June 17th and 18th. IT is working with Tyler to ensure lab and demonstrations are properly configured and setup

### Internet Resiliency

The King County I-NET engineers completed their work. A redundant connection at Redmond Police Department has been established.