



## **AGENDA**

NORCOM Governing Board  
September 11, 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 August 14, 2026
  - B. AP Reports August 2026
5. For Briefing to Board
  - A. Operations Coordinator Update
  - B. Radio Encryption Briefing
  - C. NORCOM Strategic Plan Update
6. Agency Newsletter
  - A. NORCOM Agency Newsletter
7. Adjournment

The next Governing Board meeting is scheduled for October 9, 2026.



## **MEMORANDUM**

To: Governing Board  
From: Katy Myers, Executive Director  
Date: 09/11/2026  
Subject: Governing Board Meeting Minutes August 14, 2026

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### **Executive Summary:**

The August 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

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## **Attachments**

Governing Board Meeting Minutes August 8, 2026



**Meeting Minutes  
NORCOM Governing Board  
August 14, 2026**

**MEMBERS**

|                 |                                |
|-----------------|--------------------------------|
| Nathan McCommon | City of Bellevue               |
| Ken Seuberlich  | City of Bothell                |
| Claire Khouri   | City of Bothell                |
| Dawn Hanson     | City of Clyde Hill             |
| Phil Goguen     | 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)  |
| Mike Bailey     | City of Snoqualmie             |
| Will Aho        | Eastside Fire & Rescue         |
| Brian Culp      | Fire District #27 (Vice-Chair) |
| Adrian Sheppard | Redmond Fire Department        |
| Matt Cowan      | Shoreline Fire Department      |

**ABSENT**

|               |                             |
|---------------|-----------------------------|
| Mike St. Jean | City of Kirkland            |
| James Knisley | Skykomish Fire District #50 |
| Jay Wiseman   | Snoqualmie Pass Fire        |

**NORCOM ATTORNEY**

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

**NORCOM TREASURER**

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

**NORCOM STAFF**

|                 |                                |
|-----------------|--------------------------------|
| Katy Myers      | Executive Director             |
| Jamie Donley    | Deputy Director                |
| Roky Louie      | Human Resources Manager        |
| Carl Detert     | Information Technology Manager |
| Andrew Johnson  | Operations Manager             |
| Marianne Deppen | Finance Manager                |
| Jen Borleau     | Public Records & QA Specialist |
| Maggie Johanson | Administrative Assistant       |



**Meeting Minutes  
NORCOM Governing Board  
August 14, 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. Maggie Johanson, Administrative Assistant, reported a quorum.

○ **Open Communications from the Public**

There were no requests for open communication from the public by email, phone or in person.

○ **Consent Agenda**

- **Governing Board Meeting Minutes June 12, 2026**
- **Accounts Payable Report June & July 2026**

There was no discussion on any consent agenda items.

Chief Sass made a motion to approve the Consent Agenda. Deputy City Manager McCommon seconded the motion.

Motion carried.



**Meeting Minutes  
NORCOM Governing Board  
August 14, 2026**

○ **For Board Briefing**

● **World Cup & 4<sup>th</sup> of July Review**

Executive Director Myers introduced the review of the World Cup & 4th of July topic, stating that being proactive and well prepared were very important. Deputy Director Donley provided an overview of the key collaborative efforts undertaken in preparation for the World Cup, which proved very important. She also stated that for these types of events, you cannot predict all; you can only prepare. Regarding the 4th of July, Deputy Director Donley reported that NORCOM implemented additional staffing in anticipation of increased calls and event activity. Graphs were provided for both events, showing police and fire incidents over several days of the World Cup and in previous years of the 4<sup>th</sup> of July.

● **Radio Encryption Briefing**

Executive Director Myers introduced the topic of Radio Encryption, with the go-live date of next Tuesday, August 18<sup>th</sup>. Information Technology Manager Detert stated that we are in the home stretch of a project that will secure radio traffic over the air. Regional partners are moving to encryption to enhance security, protect sensitive personal and operational information, and reduce risks associated with open channels being monitored by individuals engaged in criminal activity. Dispatch staff have completed all required training, and communication plans have been shared with agencies. A list of agency points of contact has been created and verified to be shared prior to the go-live date.

○ **For Board Decision**

● **Resolution 226 – Approving the 2027 Fees**

Executive Director Myers introduced Resolution 226 – Approving the 2027 Fees, stating that the NORCOM ILA requires the Governing Board to formally approve the fees before distribution and final adoption, which occurs in December. Finance Manager Deppen provided the Budget calendar, Budget drivers and 2027 Budget



**Meeting Minutes  
NORCOM Governing Board  
August 14, 2026**

Development results. Resolution 226 – Approving 2027 Fee Distribution was presented to the Governing Board for approval.

Commander Magnan made a motion to approve Resolution 226 – Approving the 2027 Fees. Deputy City Manager McCommon seconded the motion.

Motion carried.

- **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.

- **Adjournment**

Chief Yourkoski adjourned the meeting at 9:22.

The next Governing Board meeting is scheduled for September 11, 2026.

Approved by:

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Chair

Attest:

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Secretary



## MEMORANDUM

To: Governing Board  
From: Katy Myers, Executive Director  
Date: 09/11/2026  
Subject: AP Reports August 2026

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### 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

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### Attachments

AP Reports 2026 08

## NORCOM

ACTIVITY AUGUST 1, 2026, THROUGH AUGUST 31, 2026

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,630,618.90

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

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Michael Olson, Treasurer

Date

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

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Governing Board Chair

Date

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Governing Board Vice Chair

Date

**501- Operating**

For Period Ending Aug 31, 2026

|                                   | 2026 Budget | Aug Activity | 2026 Collected to Date | % collected |
|-----------------------------------|-------------|--------------|------------------------|-------------|
| Agency Revenue                    | 16,667,205  | -            | \$ 12,500,404          | 75%         |
| Agency Reimbursements             | 210,000     | 18,748       | \$ 137,491             | 65%         |
| Grants/Intergovernmental/Interest | 550,888     | -            | \$ 97,710              | 18%         |
| Total                             | 17,428,093  | 18,748       | 12,735,604             | 73%         |
| Transfers In                      | 1,500,000   | 632,944      | \$ 1,002,982           | 67%         |
| Revenues + Transfers              | 18,928,093  | 651,692      | 13,738,587             | 73%         |

**Expenses**

|                                     | 2026 Budget | Aug Activity | 2026 Spending to Date | % used | Remaining Balance |
|-------------------------------------|-------------|--------------|-----------------------|--------|-------------------|
| Salaries & Wages - Regular          | 10,338,101  | \$ 685,958   | \$ 5,910,040          | 57%    | 4,428,061         |
| Salaries & Wages - Overtime         | 624,274     | \$ 77,022    | \$ 450,058            | 72%    | 174,215           |
| Professional Reimbursements         | 4,200       | \$ 323       | \$ 2,585              | 62%    | 1,615             |
| Medical                             | 1,624,067   | \$ 111,772   | \$ 964,375            | 59%    | 659,691           |
| HSA Contributions                   | 30,100      | \$ 1,829     | \$ 17,122             | 57%    | 12,977            |
| Dental                              | 106,820     | \$ 7,004     | \$ 60,011             | 56%    | 46,809            |
| Vision                              | 14,069      | \$ 925       | \$ 8,003              | 57%    | 6,066             |
| Long-Term Care                      | 8,027       | \$ 624       | \$ 5,290              | 66%    | 2,737             |
| FSA Fees                            | 2,240       | \$ -         | \$ 1,400              | 63%    | 840               |
| Medicare                            | 162,029     | \$ 10,201    | \$ 84,992             | 52%    | 77,037            |
| MEBT                                | 711,746     | \$ 47,325    | \$ 394,429            | 55%    | 317,317           |
| PERS                                | 854,787     | \$ 48,657    | \$ 412,406            | 48%    | 442,381           |
| Washington FMLA                     | 31,570      | \$ 2,464     | \$ 20,571             | 65%    | 11,000            |
| Unemployment                        | 76,000      | \$ 2,913     | \$ 38,270             | 50%    | 37,730            |
| Workers Comp                        | 29,182      | \$ 2,235     | \$ 18,901             | 65%    | 10,280            |
| Total Personnel                     | 14,617,211  | 999,251      | \$ 8,388,454          | 57%    | 6,228,757         |
| Advertising                         | 17,500      | \$ 2,363     | \$ 9,810              | 56%    | 7,690             |
| Bank Fees                           | 25          | \$ -         | \$ 1                  | 4%     | 24                |
| Cellular,Pager & Radio Svcs         | 24,953      | \$ 1,532     | \$ 12,117             | 49%    | 12,836            |
| Computer Hardware-Non Capital       | 7,500       | \$ -         | \$ 5,195              | 69%    | 2,305             |
| Consumable Goods                    | 18,685      | \$ 2,451     | \$ 9,734              | 52%    | 8,951             |
| Dues & Memberships                  | 16,775      | \$ 25        | \$ 12,888             | 77%    | 3,887             |
| Equipment Leases                    | 25,682      | \$ 2,023     | \$ 16,326             | 64%    | 9,356             |
| Facility Lease                      | 842,879     | \$ 118,497   | \$ 604,528            | 72%    | 238,351           |
| Financial Audit                     | 30,967      | \$ -         | \$ 10,935             | 35%    | 20,031            |
| Hosted Services                     | 268,887     | \$ 5,271     | \$ 108,850            | 40%    | 160,037           |
| HR Services                         | 143,195     | \$ -         | \$ 14,270             | 10%    | 128,925           |
| Insurance                           | 170,519     | \$ -         | \$ -                  | 0%     | 170,519           |
| Legal Services                      | 332,700     | \$ 24,672    | \$ 152,963            | 46%    | 179,737           |
| Local Travel/Training/ Mileage      | 3,350       | \$ 90        | \$ 850                | 25%    | 2,500             |
| Network Service                     | 51,624      | \$ 2,294     | \$ 18,282             | 35%    | 33,342            |
| Office Furniture                    | 11,500      | \$ -         | \$ 1,551              | 13%    | 9,949             |
| Office Supplies                     | 6,550       | \$ 428       | \$ 2,748              | 42%    | 3,802             |
| Operating Supplies                  | 6,400       | \$ 456       | \$ 3,668              | 57%    | 2,732             |
| Parking Lease                       | 32,087      | \$ 2,151     | \$ 18,888             | 59%    | 13,199            |
| Payroll Services                    | 20,000      | \$ 1,339     | \$ 11,471             | 57%    | 8,529             |
| Postage                             | 1,250       | \$ 150       | \$ 383                | 31%    | 867               |
| Printing                            | 2,000       | \$ 171       | \$ 1,340              | 67%    | 660               |
| Professional Services               | 225,620     | \$ 11,037    | \$ 74,154             | 33%    | 151,466           |
| R&M - Network Equipment             | 665,742     | \$ -         | \$ 289,924            | 44%    | 375,818           |
| R&M - Software Maintenance          | 1,088,064   | \$ 255,152   | \$ 786,741            | 72%    | 301,323           |
| Radio Site Lease                    | 65,917      | \$ -         | \$ 10,331             | 16%    | 55,586            |
| Recruitment Supplies                | 2,000       | \$ -         | \$ -                  | 0%     | 2,000             |
| Small Tools & Minor Equipment       | 40,500      | \$ 1,177     | \$ 9,512              | 23%    | 30,988            |
| Software/Licensing                  | 109,695     | \$ 2,009     | \$ 132,394            | 121%   | (22,699)          |
| Telephone Services                  | 46,310      | \$ 1,752     | \$ 14,013             | 30%    | 32,297            |
| Training/Conf Registrations         | 49,750      | \$ 3,193     | \$ 17,097             | 34%    | 32,653            |
| Training/Conf Registrations/ Travel | 44,750      | \$ 3,252     | \$ 18,572             | 42%    | 26,178            |
| Transfers Out                       | 650,000     | \$ -         | \$ 650,000            | 100%   | -                 |
| Total Supplies & Services           | 5,023,376   | 441,484      | \$ 3,019,537          | 60%    | 2,003,839         |
| GRAND TOTAL                         | 19,640,587  | 1,440,736    | \$ 11,407,990         | 58%    | 8,232,596         |

**502- Capital Projects**

|                      | 2026 Budget | Aug Activity | 2026 Spending to Date | % used | Remaining Balance |
|----------------------|-------------|--------------|-----------------------|--------|-------------------|
| Remote Call Taking   | 150,000     | \$ -         | \$ 2,044              | 1%     | 147,956           |
| Location Equipment   | 200,000     | \$ -         | \$ 167,305            | 84%    | 32,695            |
| Internet Resiliency  | 37,627      | \$ 1,490     | \$ 1,588              | 4%     | 36,039            |
| CAD Radio Interface  | 157,683     | \$ -         | \$ -                  | 0%     | 157,683           |
| Call Taking Protocol | 112,537     | \$ -         | \$ 26,493             | 24%    | 86,044            |
| Tyler Projects       | 350,000     | \$ 800       | \$ 3,730              | 1%     | 346,270           |
|                      | 1,007,847   | 2,289        | 201,160               | 20.0%  | 806,687           |

**503- Equipment Replacement:**

|                         | 2026 Budget | Aug Activity | 2026 Spending to Date | % used | Remaining Balance |
|-------------------------|-------------|--------------|-----------------------|--------|-------------------|
| Desktops/Laptops/Phones | 31,475      | \$ -         | \$ 16,316             | 52%    | 15,159            |
| Network Costs           | 167,867     | \$ -         | \$ 75,509             | 45%    | 92,358            |
| Servers                 | 164,700     | \$ 186,542   | \$ 234,458            | 142%   | (69,758)          |
| Firewall                | 62,000      | \$ -         | \$ -                  | 0%     | 62,000            |
| Radio                   | 20,000      | \$ -         | \$ -                  | 0%     | 20,000            |
| Switches                | 62,000      | \$ -         | \$ -                  | 0%     | 62,000            |
|                         | 508,042     | 186,542      | 326,284               | 64.2%  | 181,758           |

**505-E 911 Escrow**

| Revenues:           | 2026 Budget | Aug Activity | Collected to Date | % collected |
|---------------------|-------------|--------------|-------------------|-------------|
| E-911 Escrow        | 1,500,000   | -            | \$ 795,590        | 53%         |
| Investment Interest | -           | -            | \$ 24,000         |             |
|                     | 1,500,000   | -            | \$ 819,590        | 55%         |

| Expenditures: | 2026 Budget | Aug Activity | 2026 Spending to Date | % used | Remaining Balance |
|---------------|-------------|--------------|-----------------------|--------|-------------------|
| Transfers Out | 1,500,000   | \$ -         | \$ 1,000,000          | 67%    | 500,000           |

## NORCOM Financial Summary

For Period Ending Aug 31, 2026

|                                                   | 2026 Amended<br>Budget | Actual              | Percent of<br>Budget |
|---------------------------------------------------|------------------------|---------------------|----------------------|
| <b><u>501 - Operating Fund</u></b>                |                        |                     |                      |
| 2025 Estimated Beginning Fund Balance             | 2,382,720              | 2,382,720           |                      |
| Agency Revenue                                    | 16,119,862             | \$ 12,089,897       | 75.00%               |
| Other Revenue                                     | 632,944                | \$ 235,201          | 37.16%               |
| Transfers In                                      | 1,500,000              | \$ 1,002,982        | 66.87%               |
| Revenue Collected                                 | 18,252,806             | 13,328,079          | 73.02%               |
| Total Resources                                   | 20,635,526             | 15,710,799          |                      |
| Personnel Expenditures                            | 14,617,211             | \$ 8,388,454        | 57.39%               |
| Operating Expenditures                            | 4,467,920              | \$ 2,369,537        | 53.03%               |
| Transfers Out                                     | 650,000                | \$ 650,000          | 100.00%              |
| Total Expenditures                                | 19,735,131             | 11,407,990          | 57.81%               |
| <b>Available Fund Balance</b>                     | <b>\$900,395</b>       | <b>\$ 4,302,809</b> |                      |
| <b><u>502 - Capital Projects Fund</u></b>         |                        |                     |                      |
| 2025 Beginning Fund Balance                       | 827,971                | \$827,971           |                      |
| Agency Revenue                                    | 359,194                | \$269,396           | 75.00%               |
| Investment Interest                               | -                      | -                   | 0.00%                |
| Non-Operating Revenue                             | -                      | -                   | 0.00%                |
| Transfers In                                      | 325,000                | 325,000             | 100.00%              |
| Revenue Collected                                 | 684,194                | 594,396             | 86.88%               |
| Total Resources                                   | 1,512,165              | 1,422,367           |                      |
| Expenditures                                      | 1,007,846              | \$ 201,160          | 19.96%               |
| Transfers Out                                     | -                      | \$ -                | 0.00%                |
| Total Expenditures                                | 1,007,846              | 201,160             | 19.96%               |
| <b>Available Fund Balance</b>                     | <b>504,319</b>         | <b>\$1,221,206</b>  |                      |
| <b><u>503 - Equipment Replacement Reserve</u></b> |                        |                     |                      |
| 2025 Beginning Fund Balance                       | 361,976                | \$361,976           |                      |
| Agency Revenue                                    | 188,149                | \$141,112           | 75.00%               |
| Investment Interest                               | -                      | -                   | 0.00%                |
| Non-Operating Revenue                             | -                      | -                   | 0.00%                |
| Transfers In                                      | 325,000                | 325,000             | 100.00%              |
| Revenue Collected                                 | 513,149                | 466,112             | 90.83%               |
| Total Resources                                   | 875,125                | 828,088             |                      |
| Expenditures                                      | 628,042                | \$ 326,284          | 51.95%               |
| Transfers Out                                     | -                      | -                   | 0.00%                |
| Total Expenditures                                | 628,042                | 326,284             | 51.95%               |
| <b>Available Fund Balance</b>                     | <b>247,083</b>         | <b>\$501,804</b>    |                      |

|                                                | 2026 Adopted<br>Budget | Actual             | Percent of<br>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                              | 1,591,179              | \$ 795,590         | 50.00%               |
| Investment Interest                            | -                      | 24,000             | 0.00%                |
| Revenue Collected                              | 1,591,179              | 819,590            | 51.51%               |
| Total Resources                                | 1,899,076              | 1,127,487          |                      |
| Expenditures                                   | -                      | -                  | 0.00%                |
| Transfers Out                                  | 1,500,000              | 1,000,000          | 66.67%               |
| Total Expenditures                             | 1,500,000              | 1,000,000          | 66.67%               |
| <b>Available Fund Balance</b>                  | <b>\$399,076</b>       | <b>\$127,487</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: mryerson  
Printed: 8/31/2026 8:31 AM



| Check No                                 | Vendor No<br>Invoice No | Vendor Name<br>Description                | Check Date<br>Reference | Check Amount |
|------------------------------------------|-------------------------|-------------------------------------------|-------------------------|--------------|
| ACH                                      | 120                     | ADP                                       | 08/13/2026              |              |
|                                          | PPE 08022026            | FMLA Taxes PPE 08022026                   |                         | 4,257.85     |
|                                          | PPE 08022026            | Medicare Taxes PPE 08022026               |                         | 10,067.44    |
|                                          | PPE 08022026            | Accrued Wages PPE 08022026                |                         | 257,343.25   |
|                                          | PPE 08022026            | Unemployment and WA Cares Taxes PPE 08022 |                         | 2,907.47     |
|                                          | PPE 08022026            | Federal Taxes PPE 08022026                |                         | 42,121.65    |
|                                          | PPE 08022026            | Garnishments PPE 08022026                 |                         | 487.85       |
| Total for this ACH Check for Vendor 120: |                         |                                           |                         | 317,185.51   |
| ACH                                      | 131                     | HEALTH EQUITY                             | 08/13/2026              |              |
|                                          | PPE08022026             | HSA Contributions - PPE08022026           |                         | 1,358.26     |
| Total for this ACH Check for Vendor 131: |                         |                                           |                         | 1,358.26     |
| ACH                                      | 132                     | WILMINGTON TRUST                          | 08/13/2026              |              |
|                                          | PPE08022026             | MEBT Contributions PPE08022026            |                         | 46,466.34    |
| Total for this ACH Check for Vendor 132: |                         |                                           |                         | 46,466.34    |
| ACH                                      | 133                     | DEPT OF RETIREMENT SYSTEMS                | 08/13/2026              |              |
|                                          | PPE08022026             | PERS Contributions PPE 08.02.2026         |                         | 18,477.46    |
|                                          | PPE08022026             | DCP Contributions PPE 08.02.2026          |                         | 1,277.59     |
|                                          | PPE08022026             | PSERS Contributions PPE 08.02.2026        |                         | 29,830.32    |
| Total for this ACH Check for Vendor 133: |                         |                                           |                         | 49,585.37    |
| ACH                                      | 785                     | NAVIA BENEFITS SOLUTIONS                  | 08/13/2026              |              |
|                                          | 08062026                | fsa DISBURSEMENT 08.06.2026               |                         | 791.27       |
| Total for this ACH Check for Vendor 785: |                         |                                           |                         | 791.27       |
| ACH                                      | 837                     | ADP PHYSICAL CHECK                        | 08/13/2026              |              |
|                                          | PPE08022026             | ADP Physical Check 192 - PPE 08022026     |                         | 1,936.10     |
| Total for this ACH Check for Vendor 837: |                         |                                           |                         | 1,936.10     |
| 22166                                    | 675                     | MISSIONSQUARE - 306590                    | 08/13/2026              |              |
|                                          | PPE08022026             | ICMA 457 Contributions - PPE 08022026     |                         | 4,022.55     |
| Total for Check Number 22166:            |                         |                                           |                         | 4,022.55     |
| 22167                                    | 569                     | NORCOM ASSOCIATED GUILD                   | 08/13/2026              |              |
|                                          | JULY 2026               | NAG Dues- August 2026                     |                         | 1,924.00     |
| Total for Check Number 22167:            |                         |                                           |                         | 1,924.00     |
| 22168                                    | 673                     | PUBLIC SAFETY EMPLOYEES UNION             | 08/13/2026              |              |
|                                          | AUG 2026                | PSEU Dues- August                         |                         | 874.57       |
| Total for Check Number 22168:            |                         |                                           |                         | 874.57       |

| Check No                                 | Vendor No<br>Invoice No          | Vendor Name<br>Description                                                                | Check Date<br>Reference | Check Amount                    |
|------------------------------------------|----------------------------------|-------------------------------------------------------------------------------------------|-------------------------|---------------------------------|
| Total for 8/13/2026:                     |                                  |                                                                                           |                         | 424,143.97                      |
| ACH                                      | 120<br>728055252                 | ADP<br>Workforce Now Payroll Solution Bundle PPE 08                                       | 08/14/2026              | 555.94                          |
| Total for this ACH Check for Vendor 120: |                                  |                                                                                           |                         | 555.94                          |
| ACH                                      | 67<br>053-653-367<br>053-653-367 | DEPT OF REVENUE<br>Sales Tax Collected<br>Parking Excise Tax- July                        | 08/14/2026              | 2,031.84<br>200.85              |
| Total for this ACH Check for Vendor 67:  |                                  |                                                                                           |                         | 2,232.69                        |
| ACH                                      | 692<br>07262026                  | ZIPLY FIBER<br>Telephone Services Acct #0215                                              | 08/14/2026              | 668.67                          |
| Total for this ACH Check for Vendor 692: |                                  |                                                                                           |                         | 668.67                          |
| ACH                                      | 785<br>08112026                  | NAVIA BENEFITS SOLUTIONS<br>FSA Disbursement 08.11.2026                                   | 08/14/2026              | 1,297.50                        |
| Total for this ACH Check for Vendor 785: |                                  |                                                                                           |                         | 1,297.50                        |
| 22169                                    | 718<br>12326972                  | ACCESS CORP<br>Shredding Services -July                                                   | 08/14/2026              | 296.88                          |
| Total for Check Number 22169:            |                                  |                                                                                           |                         | 296.88                          |
| 22170                                    | 364<br>07272026                  | AT&T<br>Cellular Services Acct #7817                                                      | 08/14/2026              | 153.40                          |
| Total for Check Number 22170:            |                                  |                                                                                           |                         | 153.40                          |
| 22171                                    | 3<br>07282026                    | AT&T MOBILITY<br>Cellular Services ACCT #6980                                             | 08/14/2026              | 128.89                          |
| Total for Check Number 22171:            |                                  |                                                                                           |                         | 128.89                          |
| 22172                                    | 710<br>INV037991                 | BRCK INC<br>Telephone Services Acct #6571                                                 | 08/14/2026              | 672.91                          |
| Total for Check Number 22172:            |                                  |                                                                                           |                         | 672.91                          |
| 22173                                    | 9<br>792622214                   | CENTURYLINK<br>Cellular Services Acct #5571                                               | 08/14/2026              | 6.94                            |
| Total for Check Number 22173:            |                                  |                                                                                           |                         | 6.94                            |
| 22174                                    | 11<br>56674<br>56675<br>56723    | CITY OF BELLEVUE<br>Monthly Parking - Aug<br>Fiber Usage Fee- Aug<br>Monthly Rent- August | 08/14/2026              | 1,837.60<br>477.00<br>59,248.25 |
| Total for Check Number 22174:            |                                  |                                                                                           |                         | 61,562.85                       |
| 22175                                    | 18<br>INV3224267<br>INV3229573   | COPIERS NORTHWEST<br>Daily Mail Delivery and Pickup- August<br>Annual Report Printing     | 08/14/2026              | 352.96<br>76.65                 |
| Total for Check Number 22175:            |                                  |                                                                                           |                         | 429.61                          |

| Check No                      | Vendor No<br>Invoice No | Vendor Name<br>Description                                  | Check Date<br>Reference | Check Amount |
|-------------------------------|-------------------------|-------------------------------------------------------------|-------------------------|--------------|
| 22176                         | 609<br>5563             | DESTINY SOFTWARE<br>AgendaQuick Hosted Services 9/26 - 8/27 | 08/14/2026              | 5,069.20     |
| Total for Check Number 22176: |                         |                                                             |                         | 5,069.20     |
| 22177                         | 447<br>SE-1514322       | FIRST CHOICE COFFEE SERVICES<br>Ice Machine Rental - August | 08/14/2026              | 126.83       |
| Total for Check Number 22177: |                         |                                                             |                         | 126.83       |
| 22178                         | 733<br>JULY 2026        | SEAN GOEHNER<br>Mileage reimbursement - July                | 08/14/2026              | 23.13        |
| Total for Check Number 22178: |                         |                                                             |                         | 23.13        |
| 22179                         | 815<br>INV-1663         | GOVWORX, INC<br>CommsCoach Performance Bundle Annual Subs   | 08/14/2026              | 49,000.00    |
| Total for Check Number 22179: |                         |                                                             |                         | 49,000.00    |
| 22180                         | 254<br>July2026         | ANDREW JOHNSON<br>APCO Conference Travel Reimbursement      | 08/14/2026              | 458.55       |
| Total for Check Number 22180: |                         |                                                             |                         | 458.55       |
| 22181                         | 252<br>11017888         | KING COUNTY FINANCE<br>KCIT INet Other Misc SVC- July       | 08/14/2026              | 1,317.00     |
| Total for Check Number 22181: |                         |                                                             |                         | 1,317.00     |
| 22182                         | 185<br>I10010089963     | KRONOS<br>Telestaff- Go Live Consultant                     | 08/14/2026              | 2,150.85     |
| Total for Check Number 22182: |                         |                                                             |                         | 2,150.85     |
| 22183                         | 586<br>2026-08          | MEYDENBAUER CENTER<br>Emplouee Parking - August             | 08/14/2026              | 1,950.00     |
| Total for Check Number 22183: |                         |                                                             |                         | 1,950.00     |
| 22184                         | 331<br>08012026         | ZEB MIDDLETON<br>Mileage Reimbursement - August             | 08/14/2026              | 66.88        |
| Total for Check Number 22184: |                         |                                                             |                         | 66.88        |
| 22185                         | 690<br>July 2026        | KATY MYERS<br>APCO Playback Sessions Reimbursement          | 08/14/2026              | 100.00       |
| Total for Check Number 22185: |                         |                                                             |                         | 100.00       |
| 22186                         | 741<br>NOR0726          | PACIFIC NORTHWEST GIGAPOP<br>Internet Service- July         | 08/14/2026              | 500.00       |
| Total for Check Number 22186: |                         |                                                             |                         | 500.00       |
| 22187                         | 862<br>July 2026        | TAYLOR STEWART<br>APCO Conference Reimbursement             | 08/14/2026              | 631.01       |
| Total for Check Number 22187: |                         |                                                             |                         | 631.01       |
| 22188                         | 366<br>07212026         | T MOBILE<br>Cellular Services Acct #8760                    | 08/14/2026              | 18.73        |

| Check No                                 | Vendor No<br>Invoice No | Vendor Name<br>Description                    | Check Date<br>Reference | Check Amount |
|------------------------------------------|-------------------------|-----------------------------------------------|-------------------------|--------------|
| Total for Check Number 22188:            |                         |                                               |                         | 18.73        |
| 22189                                    | 585                     | TRACE3, LLC                                   | 08/14/2026              |              |
|                                          | INV1838814              | Trace3 Quote # 191801 5 Dell ESXi Hosts       |                         | 204,000.69   |
|                                          | INV1838815              | SQL licenses for new hardware                 |                         | 186,542.23   |
| Total for Check Number 22189:            |                         |                                               |                         | 390,542.92   |
| Total for 8/14/2026:                     |                         |                                               |                         | 519,961.38   |
| ACH                                      | 120                     | ADP                                           | 08/20/2026              |              |
|                                          | PPE 08162026            | Accrued Wages PPE 08.16.2026                  |                         | 267,913.50   |
|                                          | PPE 08162026            | Federal Taxes PPE 08.16.2026                  |                         | 44,295.58    |
|                                          | PPE 08162026            | ESD and WA Cares PPE 08.16.2026               |                         | 2,721.56     |
|                                          | PPE 08162026            | Medicare PPE 08.16.2026                       |                         | 10,335.00    |
|                                          | PPE 08162026            | WA PFML Taxes PPE 08.16.2026                  |                         | 4,367.43     |
|                                          | PPE 08162026            | Garnishments PPE 08.16.2026                   |                         | 487.85       |
| Total for this ACH Check for Vendor 120: |                         |                                               |                         | 330,120.92   |
| ACH                                      | 131                     | HEALTH EQUITY                                 | 08/20/2026              |              |
|                                          | PPE08162026             | HSA Contributions PPE 08.16.2026              |                         | 1,358.26     |
| Total for this ACH Check for Vendor 131: |                         |                                               |                         | 1,358.26     |
| ACH                                      | 132                     | WILMINGTON TRUST                              | 08/20/2026              |              |
|                                          | PPE08162026             | MEBT Contributions PPE 08.16.2026             |                         | 50,139.93    |
| Total for this ACH Check for Vendor 132: |                         |                                               |                         | 50,139.93    |
| ACH                                      | 133                     | DEPT OF RETIREMENT SYSTEMS                    | 08/20/2026              |              |
|                                          | PPE08162026             | DRS DCP- PPE 08.16.2026                       |                         | 1,450.17     |
|                                          | PPE08162026             | DRS PSERS Contributions PPE 08.16.2026        |                         | 30,228.84    |
|                                          | PPE08162026             | DRS PERS Contributions PPE 08.16.2026         |                         | 18,299.34    |
| Total for this ACH Check for Vendor 133: |                         |                                               |                         | 49,978.35    |
| ACH                                      | 75                      | US BANK CORPORATE PAYMENT SYS                 | 08/20/2026              |              |
|                                          | 011399                  | Costco- coffee                                |                         | 20.89        |
|                                          | 041163Y                 | Agreement Dynamics - training books           |                         | 49.77        |
|                                          | 05828582                | Indeed- Advertising                           |                         | 551.86       |
|                                          | 05965747                | Indeed- Advertising                           |                         | 551.74       |
|                                          | 06129270                | Indeed advertising                            |                         | 552.45       |
|                                          | 06198271                | Indeed advertising                            |                         | 149.00       |
|                                          | 0627                    | JollyDeck Training subscription               |                         | 348.00       |
|                                          | 06607299                | Indeed- advertising                           |                         | 557.78       |
|                                          | 06G8750219461           | Primo water delivery                          |                         | 107.38       |
|                                          | 06H8750219461           | Primo- Water Delivery                         |                         | 143.56       |
|                                          | 07152026                | 911 Early Adopter Summit Registration- Detert |                         | 450.00       |
|                                          | 07162026                | First Aid CPR/AED Instructor Course - Curry   |                         | 350.00       |
|                                          | 07182026                | Amazon- Return of picture frames              |                         | -35.84       |
|                                          | 07242026                | USPS Postage - Annual Reports mailing         |                         | 150.40       |
|                                          | 07242026                | Amazon- return of training book               |                         | -22.05       |
|                                          | 07302026                | APCO Fall Conference Registration- Curry      |                         | 175.00       |
|                                          | 07302026                | WAPRO 2026 Fall Conference Registration       |                         | 220.00       |
|                                          | 08022026                | YouTube TV                                    |                         | 11.02        |
|                                          | 08022026                | YouTube TV                                    |                         | 91.53        |
|                                          | 08032026                | APCO NENA 2026 Fall Conference- Nahm          |                         | 350.00       |
|                                          | 08032026                | APCO NENA 2026 Fall Conference- Randall       |                         | 350.00       |

| Check No                                 | Vendor No<br>Invoice No | Vendor Name<br>Description                     | Check Date<br>Reference | Check Amount |
|------------------------------------------|-------------------------|------------------------------------------------|-------------------------|--------------|
|                                          | 08032026                | APCO NENA 2026 Fall Conference- Casey          |                         | 350.00       |
|                                          | 08042026                | Marriot- APCO Hotel - Stewart                  |                         | 496.50       |
|                                          | 08042026                | Marriot- APCO Hotel - Baker                    |                         | 496.50       |
|                                          | 08042026                | Marriot- APCO Hotel - Perez                    |                         | 496.50       |
|                                          | 08052026                | Vistaprint refund- nameplate                   |                         | -27.91       |
|                                          | 08062026                | Marriott- APCO Conference Hotel                |                         | 956.61       |
|                                          | 1475413                 | Amazon- Let Them training book x3              |                         | 64.95        |
|                                          | 1541821                 | Amazon- copier paper                           |                         | 222.76       |
|                                          | 1576-8402               | WAPRO membership                               |                         | 25.00        |
|                                          | 16G8750219461           | Primo water delivery                           |                         | 174.64       |
|                                          | 1853808                 | Amazon- Picture frames                         |                         | 44.11        |
|                                          | 1969038                 | Amazon- Acrylic sign holders x6                |                         | 27.23        |
|                                          | 1969038                 | Amazon- AC power cord adapter x3               |                         | 23.97        |
|                                          | 30NC-BTZ3-R16           | 1st Responder Mental Health & Wellness Confer  |                         | 820.00       |
|                                          | 3246608                 | Amazon- Success Signals workbook x2            |                         | 44.10        |
|                                          | 3481008                 | Amazon-pens, picture frames                    |                         | 43.48        |
|                                          | 3494611595              | Hilton- hotel stay for APCO- Johnson           |                         | 1,117.05     |
|                                          | 5255426                 | Amazon- wall signs x12                         |                         | 31.42        |
|                                          | 5972                    | LEIRA - Intro to LE Public Disclosure          |                         | 200.00       |
|                                          | 5973                    | LEIRA - Advanced LE Public Disclosure Trainir  |                         | 200.00       |
|                                          | 6830615                 | Amazon- Command XL picture hanging strips x    |                         | 39.32        |
|                                          | 6953845                 | Amazon- Certificate frames x2                  |                         | 44.10        |
|                                          | 7692207                 | Amazon- pens                                   |                         | 11.03        |
|                                          | 7692207                 | Amazon- webcam                                 |                         | 55.11        |
|                                          | 8301862                 | Amazon- HP printer ink cartridge               |                         | 126.72       |
|                                          | 8357035                 | Amazon- phone case and audio jack adapter      |                         | 47.11        |
|                                          | 8837047                 | Amazon- air purifier replacement filters       |                         | 171.99       |
|                                          | 8L6WC54W                | Vistaprint- name plate                         |                         | 25.77        |
|                                          | CS98601                 | CPR manikins- x8                               |                         | 1,051.26     |
|                                          | CYPAU8519               | Survival Zipper pouches x100 - Nat. Emergency  |                         | 175.00       |
|                                          | in_1TuCvYHBax7          | OnePassword annual licenses x19                |                         | 2,009.36     |
|                                          | VP_6QDM3CF7             | Vistaprint- nameplate and business cards       |                         | 68.70        |
|                                          | VP_FNDZGVC4             | Vistaprint- nameplate                          |                         | 27.91        |
|                                          | XT0EA4V6L               | Flashlights & Radios x100- National Emergency  |                         | 1,850.00     |
| Total for this ACH Check for Vendor 75:  |                         |                                                |                         | 16,632.78    |
| ACH                                      | 785                     | NAVIA BENEFITS SOLUTIONS                       | 08/20/2026              |              |
|                                          | 08202026                | FSA Disbursement 8.20.2026                     |                         | 30.50        |
| Total for this ACH Check for Vendor 785: |                         |                                                |                         | 30.50        |
| ACH                                      | 837                     | ADP PHYSICAL CHECK                             | 08/20/2026              |              |
|                                          | PPE08162026             | Physical Check from PPE 08.16.2026             |                         | 327.39       |
| Total for this ACH Check for Vendor 837: |                         |                                                |                         | 327.39       |
| 22190                                    | 675                     | MISSIONSQUARE - 306590                         | 08/20/2026              |              |
|                                          | PPE08162026             | Deferred Comp contributions from PPE 08.16.20  |                         | 4,250.51     |
| Total for Check Number 22190:            |                         |                                                |                         | 4,250.51     |
| Total for 8/20/2026:                     |                         |                                                |                         | 452,838.64   |
| ACH                                      | 120                     | ADP                                            | 08/27/2026              |              |
|                                          | 728815991               | Talent Management & Activation, Local Jurisdic |                         | 220.96       |
| Total for this ACH Check for Vendor 120: |                         |                                                |                         | 220.96       |
| ACH                                      | 785                     | NAVIA BENEFITS SOLUTIONS                       | 08/27/2026              |              |

| Check No | Vendor No<br>Invoice No                    | Vendor Name<br>Description                                                                                                                   | Check Date<br>Reference | Check Amount                       |
|----------|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|------------------------------------|
|          | 08252026                                   | FSA Disbursement 08.25.2026                                                                                                                  |                         | 179.56                             |
|          |                                            | Total for this ACH Check for Vendor 785:                                                                                                     |                         | 179.56                             |
| ACH      | 120<br>729328589                           | ADP<br>Workforce Now Payroll Solution Bundle PPE 08                                                                                          | 08/27/2026              | 562.14                             |
|          |                                            | Total for this ACH Check for Vendor 120:                                                                                                     |                         | 562.14                             |
| ACH      | 134<br>33904650901205                      | COLONIAL LIFE<br>Colonial Premiums - September                                                                                               | 08/27/2026              | 901.28                             |
|          |                                            | Total for this ACH Check for Vendor 134:                                                                                                     |                         | 901.28                             |
| ACH      | 140<br>SEPT 2026                           | RELIANCE STANDARD<br>L/LTD Premiums- Sept                                                                                                    | 08/27/2026              | 2,069.50                           |
|          |                                            | Total for this ACH Check for Vendor 140:                                                                                                     |                         | 2,069.50                           |
| ACH      | 327<br>Sept 2026<br>Sept 2026<br>Sept 2026 | ASSOCIATION OF WASHINGTON CITIZENS<br>Dental Premiums- September 2026<br>Vision Premiums- September 2026<br>Medical Premiums- September 2026 | 08/27/2026              | 7,679.88<br>1,003.60<br>120,281.96 |
|          |                                            | Total for this ACH Check for Vendor 327:                                                                                                     |                         | 128,965.44                         |
| ACH      | 630<br>48345                               | SITECRAFTING INC<br>Monthly managed website hosting- August                                                                                  | 08/27/2026              | 99.00                              |
|          |                                            | Total for this ACH Check for Vendor 630:                                                                                                     |                         | 99.00                              |
| ACH      | 785<br>08142026                            | NAVIA BENEFITS SOLUTIONS<br>FSA Disbursement 08.14.2026                                                                                      | 08/27/2026              | 2,021.00                           |
|          |                                            | Total for this ACH Check for Vendor 785:                                                                                                     |                         | 2,021.00                           |
| 22191    | 8<br>08112026                              | CENTURYLINK<br>Telephone Service Acce #5208                                                                                                  | 08/27/2026              | 191.07                             |
|          |                                            | Total for Check Number 22191:                                                                                                                |                         | 191.07                             |
| 22192    | 9<br>796632552                             | CENTURYLINK<br>Cellular Services Acct #5571                                                                                                  | 08/27/2026              | 6.93                               |
|          |                                            | Total for Check Number 22192:                                                                                                                |                         | 6.93                               |
| 22193    | 11<br>56966                                | CITY OF BELLEVUE<br>Monthly Rent- September                                                                                                  | 08/27/2026              | 59,248.25                          |
|          |                                            | Total for Check Number 22193:                                                                                                                |                         | 59,248.25                          |
| 22194    | 17<br>172454                               | CONSOLE CLEANING SPECIALISTS<br>Console Cleaning & Maintenance                                                                               | 08/27/2026              | 10,387.00                          |
|          |                                            | Total for Check Number 22194:                                                                                                                |                         | 10,387.00                          |
| 22195    | 751<br>906389                              | FISHER BROYLES, LLP<br>Legal Services - RAADAR                                                                                               | 08/27/2026              | 23,791.65                          |
|          |                                            | Total for Check Number 22195:                                                                                                                |                         | 23,791.65                          |
| 22196    | 557<br>11985726                            | LANGUAGE LINE SERVICES<br>Over-the-phone interpretation- July                                                                                | 08/27/2026              | 219.13                             |

| Check No | Vendor No<br>Invoice No | Vendor Name<br>Description                                  | Check Date<br>Reference       | Check Amount |
|----------|-------------------------|-------------------------------------------------------------|-------------------------------|--------------|
|          |                         |                                                             | Total for Check Number 22196: | 219.13       |
| 22197    | 645<br>Aug 2026         | MICHAEL PEREZ<br>APCO Conference Reimbursement              | 08/27/2026                    | 168.93       |
|          |                         |                                                             | Total for Check Number 22197: | 168.93       |
| 22198    | 712<br>174449           | SUMMIT LAW GROUP PLLC<br>Legal Services- General Employment | 08/27/2026                    | 880.00       |
|          |                         |                                                             | Total for Check Number 22198: | 880.00       |
| 22199    | 74<br>Sept 2026         | UNUM<br>Long Term Care Premiums- Sept                       | 08/27/2026                    | 649.47       |
|          |                         |                                                             | Total for Check Number 22199: | 649.47       |
| 22200    | 79<br>6150909646        | VERIZON WIRELESS<br>Cellular Services ACCT 3790             | 08/27/2026                    | 1,217.03     |
|          |                         |                                                             | Total for Check Number 22200: | 1,217.03     |
| 22201    | 88<br>5039780451        | WELLS FARGO FINANCIAL LEASING<br>Copier Lease- August       | 08/27/2026                    | 1,896.57     |
|          |                         |                                                             | Total for Check Number 22201: | 1,896.57     |
|          |                         |                                                             | Total for 8/27/2026:          | 233,674.91   |
|          |                         |                                                             | Report Total (61 checks):     | 1,630,618.90 |



## MEMORANDUM

To: Governing Board  
From: Katy Myers, Executive Director  
Date: 09/11/2026  
Subject: Operations Coordinator Update

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### Executive Summary:

Following the consolidation of the NORCOM Liaison positions in February 2026, the Executive Director requested that an update be presented to the Governing Board outlining the work accomplished during the first several months of the newly established NORCOM Operations Coordinator position, as well as the priorities and initiatives anticipated moving forward.

### Background:

This report provides an overview of the first seven months of the position, highlighting key accomplishments, areas of organizational impact, and the continued evolution of the role in supporting NORCOM, its member agencies, and operational partnerships.

As the position continues to evolve, the focus will remain on identifying opportunities to improve coordination, enhance agency support, strengthen operational partnerships, and proactively address issues that affect NORCOM and its member agencies.

### Past Board or Other Related Actions:

N/A

### Policy and Strategic Implications:

N/A

### NORCOM Staff Recommendation:

N/A

### Staff Comments:

Nothing Additional

### Options

### Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

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Operations Coordinator Update

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# NORCOM Operations Coordinator Update

This position develops, maintains, and enhances professional relationships with our partnering agency customers. As well as provides a 360-degree communication conduit between NORCOM and our 18 agencies. The position also explores, communicates, and facilitates agency-related customer service needs and problem-solving solutions, including technology, call-receiving, dispatch services, policy revisions, and project development.

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# Completed Projects Overview

Agency PSERN encryption transition plan

Agency event coordination (i.e., Salmon Days, 4<sup>th</sup> of July, Snowflake Lane, etc.)

## Police Specific

- MDC aerial view mapping updates
- MDC return parsing highlights for officer safety
- Priority 1 call receiving update
- First Watch implementation for universal police reporting
- Assistance with statewide TraCS (old *Sector*) implementation
- Numerous LERMS updates to the RMS systems (i.e., traffic and TS-MDC, etc.)
- New updates to the NORCOM readback procedures on the DATA talkgroups:

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# Fire/EMS Specific

- MCI zone-wide response plan updates (KC Model Procedures)
- Resource Emergency Zone plan updates
- Light Rail response updates and procedures
- Water Rescue response plan
- Bark vs. Brush – NORCOM training and response plan updates
- IT ManageEngine tool for new unit creation requests
- SHFD and BOFD response plan overhaul (complete rebuild)
- BEFD Pre-Pan audit & update in RMS/CAD
- Annual procedure callout audit
- Auto-Paging for mutual aid notifications to BCs
- Agency-specific training & drills for field units
- Field unit video training issued for the emergency button activation
- Procedure updates to streamline firefighter safety terminology

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# RAADAR Specific

- Fire/EMS wall timer notifications
- FD and PD hub page rollout
- Added an agency paging group page (cap codes, paging groups, personnel)

## What's Next

- Drones as first responders for Bellevue Police
- Fire/EMS Tyler CAD version 2 response plan updates
- Audit of all Fire agency response plans from the ground up
- CrewForce standardized template
- Response plan capability audit
- Fire agency dispatch by skill
- Resource Emergency RAADAR CFS notifications



## MEMORANDUM

To: Governing Board  
From: Katy Myers, Executive Director  
Date: 09/11/2026  
Subject: Radio Encryption Briefing

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### Executive Summary:

Radio encryption has been fully implemented for core components with only minor items remaining. Overall, the deployment was successful, and encrypted communications are operating as intended across police, fire and 911 operations.

Encrypted operations began on August 18th, when all NORCOM Fire and Police agencies switched to encryption. Shortly after implementation, NORCOM identified an unexpected limitation related patching between encrypted and unencrypted talkgroups. NORCOM quickly identified the issue and communicated alternate procedures to manage those situations in the short term.

The following week, NORCOM convened a joint police and fire meeting to review potential solutions. The group recommended requesting PSERN to apply full encryption lockdown (a process often called strapping) to the NORCOM talkgroups. PSERN completed this work on September 2nd. Remaining agencies have since completed the strapping process and encryption is live and operational across the system.

### Background:

NORCOM, at the request of several agencies, engaged with PSERN to enable encryption on field and dispatch radios. The purpose of this work is to protect civilian privacy, and first responder tactical communications.

### Past Board or Other Related Actions:

N/A

### Policy and Strategic Implications:

N/A

### NORCOM Staff Recommendation:

Governing board receive this update and provide any feedback to staff.

### Staff Comments:

Nothing Additional

### Options

### Risks

Finance Committee Review: No

**Legal Review:** No

**Joint Operations Board Review:** No

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### **Attachments**

Radio Encryption Final Briefing

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# Radio Encryption Final Briefing

- Where are we?
  - Nearly all users have enabled encryption on their radios (mobile and portable)
  - All PSAP's have enabled encryption on their consoles (but did not lock yet)
- What's happened?
  - During initial cutover issues were identified where field users were unable to communicate on channels patched together (encrypted to non-encrypted in particular).
  - PSERN determined that all encrypted channels needed to be locked/strapped
- Why do we need to do this?
  - To eliminate field user safety issues we needed to lock/strap all NORCOM encrypted talkgroups
- When?
  - NORCOM met with Fire and Police Ops and strapped/locked our talkgroups on September 2<sup>nd</sup>.
  - Other King County PSAP's worked with PSERN and strapped/locked their console radios on or before September 10<sup>th</sup>.

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# Radio Encryption Final Briefing

- What's left?

- At a future date (approximately 2 months out but not fixed yet), PSERN will deliver an update to each agency that will lock/strap all radios to encrypted status for encrypted talkgroups. This will need to be implemented by your radio contractor/radio shop.
  - This will return some features back to the radios as they had been 'reserved' for switching between encrypted and clear.

- NORCOM Notes

- Ops Manager uploaded instructional video to YouTube explaining the details of what field officers would experience (referred to as "Bonk") if their radios were somehow unencrypted
- Police TAC 1, 2 and 3 as well as Fire TAC 8, 9 and 10 now operate under 'Level 1' encryption meaning each can hear the others transmissions (as can NORCOM). Other TAC channels are encrypted so that only those groups can hear transmissions, Police can only hear Police, Fire can only hear Fire.
- Special thanks to Jeremy Henshaw for helping to communicate this to our Fire and Police Ops teams.
- Thanks also goes out to those First Responder Ops team members for communicating this to their agencies, helping us to identify issues and potential challenges and helping us push through to completion.



## MEMORANDUM

To: Governing Board  
From: Katy Myers, Executive Director  
Date: 09/11/2026  
Subject: NORCOM Strategic Plan Update

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### Executive Summary:

This briefing provides the Governing Board with an update on work related to NORCOM's Strategic Plan and the strategic priorities: Sustainable Growth, Technology Services, Governance and Workplace Environment Development. NORCOM staff wishes to provide relevant updates on the work being done and receive feedback and guidance from the Board regarding the Managed IT and Network Technology (MINT) program.

Workplace Development efforts continue following the completion of the Advanced School of Leadership in August with ongoing collaborative work to develop "The NORCOM Way." This includes tools and best practices that will shape organizational culture and consistency. More detailed materials will be presented to the Board in upcoming months.

NORCOM's Human Resource Manager is also leading an initiative to establish clear and achievable career pathways for every position in the organization. This work directly supports employees' interest in advancing through the ranks or preparing for opportunities in other departments.

Related to Governance and Sustainable Growth, NORCOM is working with Pacifica Law Group to plan a review of the current ILA model, guide modernization of governance documents, discuss equitable decision-making frameworks, and the incorporation of potential new or restructured member agencies.

NORCOM is also evaluating business analyst consultant options from the statewide contracts to help review NORCOM's funding model and budgeting practices. The goal of this work is to review the funding mechanism used by our funding model and determine if it serves as the most equitable method for distributing costs across the participating agencies.

In the Technology Services priority, the NORCOM Managed IT and Network Technology (MINT) model is being designed to expand NORCOM's technology capabilities for Principals. Through a phased approach, the model seeks to deliver transparent, scalable regional IT services that close technology gaps for our partners, strengthens coordination and serves the well-being of our communities.

More detailed updates on these initiatives will be brought back to the Governing Board as they are ready for review or approval.

**Background:**

NORCOM's 2026 Strategic Plan outlines key priorities across governance review and streamlining, technology service development, and workforce culture. Previous Board discussions illustrate the Board's ongoing interest in aligning governance frameworks and operational practices with future growth and regional collaboration efforts.

Current work supports developing policies and a support model for existing, potential, and evolving members (Sustainable Growth), designing and deploying a tiered unified IT services model to standardize service offerings and delivery (Technology Services), and several Governance objectives: ensuring the current ILA model is the most appropriate organizational structure, updating the organization's interlocal agreements and bylaws to clarify operational and services expectations, increase the ability to be responsive to agency needs, and decrease complexity, ensure the agency's decision-making model is equitable and establish a process by which potential new and/or restructured existing members are incorporated into service and governance.

On the workplace environment side, with the support of the Governing Board, the NORCOM operations leadership completed the 9-month Advanced School of Leadership. During these sessions NORCOM collaboratively built a framework for deploying performance and behavioral based best practices called the NORCOM Way.

Additionally, NORCOM held in person employee workshops in May & June and received valuable input from staff on our workplace environment, culture and professional development opportunities.

**Past Board or Other Related Actions:**

N/A

**Policy and Strategic Implications:****Governance & Sustainable Growth Implications**

- Consultant-led assessments will help determine whether NORCOM's governance structure supports shifting partner agency positions, possible new partnerships, regional consistency, and equitable representation and financial responsibility.
- Integrating additional or restructured member agencies may require review and edits to governance documents, voting structures, and service allocation frameworks.

**Technology & Regional Service Implications**

- Implementing a self-supporting Managed IT and Network Technology (MINT) Program must ensure continued service levels for current partners with no additional costs.
- Transparent billing and phased implementation promote accountability and long-term sustainability. The model is meant to be self-funding – only participating agencies will pay for and support expanded IT services.
- This expansion may influence NORCOM's budget planning and staffing models, however no impact on NORCOM agencies that aren't a MINT customer should occur.

**NORCOM Staff Recommendation:**

NORCOM staff recommends the Board receive this information and provide feedback and guidance for next steps.

**Staff Comments:**

Nothing Additional

**Options**

**Risks**

**Finance Committee Review:** No

**Legal Review:** No

**Joint Operations Board Review:** No

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**Attachments**

Strategic Plan Update

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## **NORCOM**

### **Strategic Plan-on-a-Page**

#### **VISION:**

*NORCOM strives to be a reliable and resilient regional leader in public safety communications, serving the wellbeing of our communities.*

#### **MISSION:**

*We are caring and trusted servants when seconds count.*

#### **ORGANIZATIONAL VALUES:**

*Be outstanding, be efficient, be responsive, work together, be open, be innovative.*

#### **CULTURAL VALUES:**

*Cooperative, **Accountable**, **Respectful**, **Excellent**, **Supportive***

## STRATEGIC PRIORITIES

### SUSTAINABLE GROWTH

### TECHNOLOGY SERVICES

### GOVERNANCE

### WORKFORCE ENVIRONMENT DEVELOPMENT

## GOALS

*NORCOM is a well-respected industry leader, providing excellent and efficient service today and in the future.*

*NORCOM's technology services are resilient, and IT strategies are responsive and forward thinking.*

*NORCOM makes informed decisions to serve the greater good.*

*NORCOM is a supportive and inclusive environment for a capable workforce.*

## OBJECTIVES

- Strengthen and evolve **services and capacity** to be responsive to community needs and expectations, while remaining true to the organization's mission.
- Ensure **efficiency of budget and resources** through long-term budget planning and forecasting.
- Ensure **the physical location** of NORCOM is suitable for operational and financial sustainability.
- Develop **policies and a support model** for existing, potential, and evolving members.

- Establish and maintain an **IT systems & services analysis** to address current gaps and forecast future needs.
- Implement a **technology governance framework** with clear, documented criteria to evaluate and prioritize technologies, and to inform decisions related to technology innovation and the adoption of new services.
- Develop and ratify a **Service Level Agreement (SLA)** that articulates services, performance targets, responsibilities, aligning with established policies.
- Design and deploy a **Tiered Unified IT Services Model** to standardize service offerings and delivery.
- Optimize **internal systems, team structures, and job descriptions** to ensure responsiveness and scalability for delivering current and emerging technology services needs.

- Ensure the current ILA model is the most **appropriate organization structure**.
- Update the organization's **Interlocal Agreements** and bylaws to clarify operational and services expectations, increase ability to be responsive to agency needs, and decrease complexity.
- Ensure the agency's **decision-making model** is equitable.
- Establish a **process** by which potential new and/or restructured existing **members** are incorporated into service and governance.

- Develop and refine a **recruitment and retention** strategy to ensure a diverse and representative workforce.
- Reinforce a **personal wellness and professional development** program to promote employee growth and wellbeing.
- Establish agency and team specific expectations for **consistent, high-quality training**.
- **Recognize and celebrate** the success and achievements of all team members.
- Create an internal and external **communication framework** for consistent and clear messaging.
- Refine the agency's **internal structure** and position descriptions to streamline and increase the clarity and efficiency of work.

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# Strategic Plan Update

- Workplace Environment Development
  - Pathways project
  - Advanced School of Leadership and the NORCOM Way
- Governance & Sustainable Growth
  - Coordinating a plan with Pacifica on ILA, Bylaws and other governance documents review
  - Preparing Scope of Work for distribution to finance consultants through the State Contracts site
- Technology Services
  - Managed IT & Network Technology (MINT) program

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# Managed IT & Network Technology Program

- What is MINT
- Why should NORCOM consider offering the program
- How could NORCOM implement the program



## MEMORANDUM

To: Governing Board  
From: Katy Myers, Executive Director  
Date: 09/11/2026  
Subject: NORCOM Agency Newsletter

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### 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

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### Attachments

NORCOM September Agency Newsletter

# NORCOM Agency Newsletter

Katy Myers, Executive Director

September 2026



## ADVANCING OUR VISION

### Service

Communications Training Officer Kevin Neff represented NORCOM during a panel discussion at a local temple supporting the Desai family's "Just A Call Away" program (reference July newsletter). The event provided an opportunity to educate members of the Indian immigrant community about when and how to access 911 and to help alleviate concerns about using the emergency response system.

## HUMAN RESOURCES

### Current Recruitment

NORCOM is recruiting for an Information Technology Supervisor, an Operations Supervisor, as well as a Payroll and Accounting Specialist.

Candidate interviews continue for the Payroll and Accounting Specialist and the IT Supervisor.

Six well qualified applicants have applied for the Operations Supervisor position, including three internal applicants. A process for this position is tentatively scheduled for the end of the month.

NORCOM is also recruiting for a new Telecommunicator academy to start on November 30<sup>th</sup> with hundreds of applicants already beginning the process.

### Staffing

| FTEs                     | Approved | Actual |
|--------------------------|----------|--------|
| Total Headcount          | 94       | 79     |
| Administration/Executive | 7        | 7      |
| Finance                  | 2        | 1      |
| Information Technology   | 12       | 11     |
| 911 Operations           |          |        |
| Dispatch Supervisors     | 6        | 5      |
| Training Coordinator     | 1        | 1      |
| Training Assistant       | 1        | 1      |
| PSTs– Fully Released     | 65       | 38     |
| PSTs – Partial Released  |          | 11     |
| PSTs – In Training       |          | 4      |

### Communications Training Program

| Monthly Status                                 | Total |
|------------------------------------------------|-------|
| Call Receiving (CR) Academy                    | 0     |
| Call Receiving On the Job (OJT) Training       | 0     |
| Call Receiving Released                        | 3     |
| Completed CR, in Fire Dispatch (FD) Training   | 1     |
| 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                    | 4     |
| CR & Police Dispatch Released                  | 4     |

## CELEBRATIONS

### Tree of Life

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

## 9-1-1 OPERATIONS

### Call Statistics

|                                               |        |
|-----------------------------------------------|--------|
| Incoming 911 Calls:                           | 14,550 |
| Answering Statistics:                         |        |
| % w/in 15 seconds (90% standard):             | 95%    |
| % w/in 20 seconds (95% standard):             | 97%    |
| Abandonment Rate:                             | 2.5%   |
| Text to 911 Messages (Incoming and Outgoing): | 1,675  |
| Incoming Ten-Digit Calls:                     | 12,041 |
| Outgoing Calls:                               | 11,562 |

### Nurse Navigation Program

|                                             |     |
|---------------------------------------------|-----|
| NORCOM triaged and sent                     | 150 |
| Total sent back to NORCOM                   | 48  |
| Sent back due to need of immediate response | 8   |
| Sent back due to other factors              | 40  |

### Language Line Services

929 calls went to the Language Line, 8,005 minutes used, with an average call time of 8.6 Minutes

Top 3 Languages: Spanish – 671 Calls, Mandarin– 59 Calls, Vietnamese-31 Calls

### Public Records Requests

414 Records Requests completed, 424 submitted

# NORCOM Agency Newsletter

Katy Myers, Executive Director

September 2026



## LEARNING AND DEVELOPMENT

### Training & Operational Readiness

August was another productive month for Operations Training. One employee successfully completed Call Receiving training and was released to independently answer 911 calls, while two employees completed Fire Radio training and were released to work independently as Fire Dispatchers.

Communications Training Officers, the Training Assistant, and volunteer fill-in trainers provided 413.75 hours of live, one-on-one new-hire training across Call Receiving, Police Radio, and Fire Radio.

### Continuing Education

Even though summer is here, training does not stop. Operations staff completed 261 hours of continuing education during August. Training issued during the month covered radio encryption, drones as first responders, and communication barriers affecting members of the deaf and hard of hearing community.

### Mental Health Training Partnership

NORCOM began coordinating with NAMI Eastside to develop internal - and potentially regional - mental health training opportunities. Areas of focus include Mental Health First Aid, working with suicidal callers, and other relevant topics led by subject-matter experts. The goal is to begin incorporating this training in late 2026, alongside the upcoming Call Receiving Academy, to strengthen the skills, confidence, and resilience of our personnel when assisting people experiencing a mental health crisis.

### Preparing for the Next Academy

Operations Training began auditing and updating training materials in preparation for the next Call Receiving Academy, tentatively scheduled to begin November 30. The bi-monthly edition of The Trainer's Desk was also distributed to Communications Training Officers as part of the ongoing effort to align expectations, improve

consistency, and streamline training across shifts and trainers.

## IT SERVICE DESK

### Customer Surveys

Each survey consists of 4 questions

- Surveys returned 16 (64 ratings)
- Better than expected 36 ratings
- As expected 28 ratings
- Less than expected 0 ratings

### Ticket Resolution

- Inbound tickets – 189
- Completed tickets – 153
- Overdue – 0

## RADIO

### PSERN to CAD Interface

Meeting held on 8/28 with NORCOM, PSERN and Tyler representatives to review the plan and iron out last-minute concerns or questions. While we are still awaiting 'final' architectural drawings however preliminary documents have been shared which allows work to continue. Schedule has been tentatively set for the remaining steps. Work is expected to begin later in September with completion initially set for mid-November.

### Radio Encryption

Phase 1 of Radio Encryption completed on 8/18. Issues were encountered when attempting to patch encrypted channels to non-encrypted channels necessitating an "emergency" change where NORCOM switched all internal radios to require encryption on September 2<sup>nd</sup>. Work for PSAPS and First Responder Agencies is complete with the only outstanding items, locking radios permanently into encrypted mode, to be scheduled by PSERN at a later date.

# NORCOM Agency Newsletter

Katy Myers, Executive Director

September 2026



## PROJECTS

### Law Enforcement Enterprise Records Management

The RMS Steering Committee will meet on September 10th to review feedback from the June Tyler RMS demonstrations, receive updates on ongoing discussions with Tyler Enterprise, and hear from committee members who attended APCO International about other RMS solutions and vendors they explored. The meeting will help guide the next steps in the RMS evaluation process.

### Network Refresh

Initial work complete, replacing access layer switches for Dispatch and Admin workstations. Did identify a single point of failure during this work so an additional switch has been ordered and will be added during the next phase of work, scheduled for late September. This work will reconfigure server connectivity as well as internet access.

### Disaster Recovery for SQL

New servers for SQL have been installed in the Disaster Recovery site located at the Renton ECC. SQL work to commence the week of September 7<sup>th</sup> with the goal of completing the migration of the test environments by the end of September. Full scale tests of the resiliency of our DR environments will take place later in Q4.