



# AGENDA

NORCOM Governing Board Kirkland PD Totem Lake Room  
November 3, 2017

1. Call to Order
2. Roll Call
3. Open Communications from the Public – Introduction of Steve Kent, The Results Group, Ltd.
4. Employee Recognition – Roky Louie – Master’s Degree
5. Action Items
  - A. Consent Calendar
    - 1) Minutes from October 13, 2017 Governing Board meeting
    - 2) October 2017 Accounts Payable Report
6. Old Business
  - A. **Briefing**: Fire Projects Update
  - B. **Briefing**: Police Projects Update
  - C. **Briefing**: IT Infrastructure Update
  - D. **Briefing**: Update on King County E-911 Strategic Planning Process
7. New Business
  - A. **Decision**: Resolution 134 – Public Records Fees
  - B. **Decision**: Amendment to NORCOM Lease with Bellevue re: Parking
  - C. **Discussion**: Anticipated Ending Fund Balance
  - D. **Decision**: Letters of Intent (preceded by Executive Session Discussion)
8. Staff Reports
  - A. Executive Director
  - B. Deputy Director
  - C. Police Liaison
  - D. Fire Liaison
  - E. Human Resources
  - F. Finance
  - G. Technology
9. Committee Reports
  - A. Joint Operating Board
  - B. Finance Committee

## 10. Executive Session<sup>1</sup>

<sup>1</sup> The Governing Board may hold an Executive Session pursuant to one or more of the following:

- **RCW 42.30.110(1)(i)** to discuss with legal counsel representing the agency matters relating to agency enforcement actions, or to discuss with legal counsel representing the agency litigation or potential litigation to which the agency, the governing body, or a member acting in an official capacity is, or is likely to become, a party, when public knowledge regarding the discussion is likely to result in an adverse legal or financial consequence to the agency;
- **RCW 42.30.110(1)(g)** to review the performance of an employee; and
- **RCW 42.30.110(1)(f)** to receive and evaluate complaints brought against an employee.

The next Governing Board meeting is scheduled for December 8, 2017



**MEMBERS**

Nathan McCommon	City of Bellevue
Bruce Kroon	City of Bothell
Bill Archer	City of Clyde Hill
Marilynne Beard	City of Kirkland
Steve Burns	Medina Police
Bob Larson	City of Snoqualmie
Chris Connor	Fire District #27
Ed Holmes	Mercer Island Police
Jim Torpin	Northshore Fire
David Burke	Duvall Fire District #45
Jon Parkinson	Eastside Fire & Rescue
Tommy Smith	Redmond Fire
Greg Ahearn	Woodinville Fire

**ABSENT**

Matt Cowan	Shoreline Fire
James Knisley	Skykomish Fire District #50

**VISITORS**

Sarah Johnson	Pacifica Law
John McCracken	Bellevue Police
Michele Plorde	King County EMS

**NORCOM STAFF**

Thomas Orr	Executive Director
Josh Baker	Fire Liaison
Tracey Croisier	Executive Assistant & PIO
Amanda Kolling	Supervisor
J.R. Lieuallen	Finance Manager
Mike Mandella	Deputy Director
Becky McCracken	QA and Public Records
Ron Tiedeman	IT Director



**1. Call to Order**

The NORCOM Governing Board was called to order by Ed Holmes, Governing Board Chair, at 9:00 a.m.

**2. Roll Call**

Chair Holmes requested a roll call of present Governing Board members. A quorum was established.

**3. Open Communications from the Public**

There were no requests for communication from the public.

**4. Member Recognition**

Director Orr recognized Nathan Way, who has been the lead architect of RAADAR.

Director Orr recognized Telecommunicator Josh Bone for his role in identifying a serial burglar. The Kirkland Police Department has awarded Josh Bone a Citizen's Commendation for his outstanding effort to proactively identify a burglary suspect based solely on his tattoo and physical description.

**5. Action Items**

**A. Consent Calendar**

Chair Ed Holmes called for a motion to approve the items on the consent agenda: minutes from the September 8, 2017 Governing Board meeting and the September 2017 accounts payable (accounts payable total: \$605,749.73).

Nathan McCommon made a motion to approve the consent calendar. David Burke seconded the motion.

Motion carried.

**6. Old Business**

**A. Fire Projects Update**

**→ TriTech 5.7.43 Upgrade Complete**

Ron Tiedeman said the CAD upgrade was completed October 3 with no priority issues outstanding. He noted that NORCOM transitioned to the new release ahead of schedule.

**→ Joint Integrated Priority List**

Ron Tiedeman reviewed the fire priority list. He said the three fire priority issues are: ePASS (electronic personnel accountability & safety system), Inform Me tablet add-on with the TriTech upgrade and Tablet Command.



## **B. Police Projects Update**

### **→ Tyler/NWS Upgrade**

Ron Tiedeman said the Tyler/NWS upgrade to 2017.1 is scheduled to go live November 7, starting at 2:00 a.m., with an estimated six – ten-hour upgrade window.

### **→ Tyler Brazo's e-Parking Module**

Ron Tiedeman said the Mercer Island e-Parking was on track and said there will be further discussion on adding interested agencies.

### **→ Animal Tracking Module Install Complete + in Production**

## **C. NORCOM Infrastructure Projects**

### **→ NOTIS Testing Underway**

Ron Tiedeman noted there's a potential of \$6,000 savings with the new NOTIS project tracker upgrade.

### **→ RAADAR**

Becky McCracken reviewed a major enhancement to RAADAR designed by Nathan Way, which links CAD written record directly to the associated audio file. This will enable prosecutors to access their public records directly. Becky noted that prosecutor public records requests currently consume 80% of her workload.

### **→ Tyler / Tri-Tech Server Support**

### **→ Windows and Security Updates**

## **D. Update on King County E-911 Strategic Planning Process**

Director Orr spoke to developments with King County and said that the Leadership Group voted unanimously in favor of going with a single platform architecture. He noted that the vote included a provision supported by Kathy Lambert that the selection of the architecture would be subject to reevaluation based on future developments.

The Director said the County consultant hopes to wrap up by the Strategic Planning process by November 2017

The Director briefed the Board on pending changes to the County's 911 escrow policies and potential impacts to future funding. The changes include a requirement for an annual audit.

The Director advised that the County is moving forward with Text-to-911 using a Century Link integrated solution.



## **7. New Business**

### **A. Resolution 133: Ratification of Microsoft Premier Support Agreement**

Chair Ed Holmes called for a motion to approve resolution 133, ratifying the Microsoft Premier support agreement.

Bob Larson made the motion to ratify resolution 133. Jim Torpin seconded the motion.

Motion carried.

### **B. Tyler Brazo's e-Parking Under Review**

Director Orr noted Mercer Island is adopting the e-Parking module.

Chair Ed Holmes spoke to the question about handling fiscal burden of software additions. He spoke to the desire to establish a board protocol.

Director Orr noted that the legal fees associated with CAD amendments can be burdensome.

There was a general discussion about balancing the benefits of regionalization versus differing individual needs of each agency. The Board agreed that NORCOM should pay if new modules or other similar additions benefit the majority of police or fire agencies who could use such a module or addition. The Board indicated that it would approve NORCOM paying in these circumstances following a short briefing on the module or addition.

## **8. Staff Reports**

Director Orr noted there was a trail rescue fatality in which four PSAPs handled emergency calls. A hiker fell on a trail and the initial call went to King County Sheriff's Office who transferred the call to Kittitas County. Director Orr noted there will be an after-action review meeting next week.

There were no further questions regarding the staff reports.

## **9. Committee Reports**

There were no comments or questions regarding the committee reports.

## **10. Adjournment**

Governing Board meeting adjourned at 10:00 a.m.



Approved by:

\_\_\_\_\_

Chair

Attest: \_\_\_\_\_

Secretary

DRAFT

**NORCOM**  
**ACTIVITY OCTOBER 1, 2017 THROUGH OCTOBER 31, 2017**

Accounts Payable, Payroll, Electronic and Manual Payments Totalling:  
*Checks by Date - Detail by Check Date Report attached* \$ **978,343.40**

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 against 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

# Accounts Payable

## Checks by Date - Detail by Check Date

User: jrliuallen  
 Printed: 10/29/2017 5:45 PM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	120 092417	PAYCHEX PPE Payroll Processing Fee	10/06/2017	2,208.70
Total for this ACH Check for Vendor 120:				2,208.70
ACH	131 092417	HEALTH EQUITY PPE HSA Contributions Payable	10/06/2017	1,710.48
Total for this ACH Check for Vendor 131:				1,710.48
ACH	132 092417	WILMINGTON TRUST PPE MEBT Contributions Payable	10/06/2017	32,606.68
Total for this ACH Check for Vendor 132:				32,606.68
17073	75	US BANK CORPORATE PAYMENT SYS	10/06/2017	
	081317	Toggl Subscription		100.00
	082117	Transcription		152.50
	082117	Parking		1,187.00
	082317	Lunch for Tech BETA Testing		95.09
	094307	8/11 GovBoard Meeting Snacks		48.60
	10209226	Grammarly annual subscription		29.95
	11374526	AdminParking		3,450.00
	11374533	CRA Parking		1,080.00
	13574354-081617	Water Delivery		223.98
	1PDR9-F4A83-7U1	Labels for SOP ORG		43.99
	2279411	USB Converter		10.64
	2641853	Office Supplies		55.30
	2691454	Office Supplies		17.44
	2713855	Keurig for use at NORCOM		336.58
	287707	InstallShield 2016 Professional Perpetual Licens		3,064.91
	40243972017	Lunch for Bargaining Workshop		349.19
	50467590	Postage		15.99
	5317808	Hand Sanitizer		44.24
	54019384	Retirement Gift for Mark R.		124.31
	6557048	Tech Tools		41.13
	661251689	Copier Paper		239.76
	661251689	Kleenex		72.58
	787579714703	FedEx to USBank		45.50
	7990647	Wall File Organizer		39.78
	82299	Coffee for meetings		13.98
	8275408	3-Ring Binders		43.20
	84741	Snack for GovBoard Meeting		32.93
	8709938	Tactical Logowear		427.18
	932659	Newspaper Subscription (May - Aug)		104.26
	93d89e6f	Transcription Services		462.08
	948455	Newspaper Subscription (Aug - Feb)		213.20
	9710611	USB Converter		24.62
	F4A40-4K9	Business Cards for Jeremy & Devin		82.71
	MPP-97994	Plastic Tags		371.79

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	NOR0917H	Cloud Support License & Services		1,100.00
			Total for Check Number 17073:	13,744.41
17074	243 5009	AGREEMENT DYNAMICS INC Prepared agenda, read labor contract, and custom	10/06/2017	3,768.00
			Total for Check Number 17074:	3,768.00
17075	3 9282017	AT&T MOBILITY Cell Phone Service	10/06/2017	245.38
			Total for Check Number 17075:	245.38
17076	6 KFP3502 KFS3011	CDW-GOVERNMENT INC Symantec Endpoint Protection Antivirus License HP EliteBook 1040 laptops & docking station	10/06/2017	2,732.40 5,816.04
			Total for Check Number 17076:	8,548.44
17077	210 092017	CENTURYLINK Snoqualmie EU Circuit	10/06/2017	173.12
			Total for Check Number 17077:	173.12
17078	9 140245143	CENTURYLINK Telephone Service	10/06/2017	96.67
			Total for Check Number 17078:	96.67
17079	11 32387	CITY OF BELLEVUE Fiber Usage	10/06/2017	477.00
			Total for Check Number 17079:	477.00
17080	324 45815-3	CRISTA MINISTRIES Crista Radio Site Lease	10/06/2017	443.24
			Total for Check Number 17080:	443.24
17081	447 187231	FIRST CHOICE COFFEE SERVICES Ice Machine	10/06/2017	104.50
			Total for Check Number 17081:	104.50
17082	30 1178351 1178619	FOSTER PEPPER PLLC New World Systems/Tyler RAADAR	10/06/2017	2,835.00 229.25
			Total for Check Number 17082:	3,064.25
17083	565 8723133	GLOBALSTAR Orbit Network Services	10/06/2017	215.38
			Total for Check Number 17083:	215.38
17084	244 9620950745	MICROSOFT Microsoft Premier Support	10/06/2017	50,295.00
			Total for Check Number 17084:	50,295.00
17085	331 71952379	ZEB MIDDLETON 2017 West/Intrado User Education and Training	10/06/2017	1,006.68

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 17085:	1,006.68
17086	148 092817 092817	LIETH NEDELL NENA Summit NENA Summit Mileage Reimbursement	10/06/2017	552.51 212.24
			Total for Check Number 17086:	764.75
17087	47 300039761	NENA Public Sector 3	10/06/2017	2,900.00
			Total for Check Number 17087:	2,900.00
17088	292 8123140639	SHRED-IT USA INC Shredding Service	10/06/2017	86.69
			Total for Check Number 17088:	86.69
17089	65 847357399-105	SPRINT Wireless Service	10/06/2017	198.29
			Total for Check Number 17089:	198.29
17090	71 19592 19592	TRITECH SOFTWARE SYSTEMS Customer Support 7/1/17 - 6/30/18 Customer Support 7/1/17 - 6/30/18	10/06/2017	147,975.64 36,993.91
			Total for Check Number 17090:	184,969.55
17091	87 64825	WA STATE PATROL Access User Fee	10/06/2017	18,000.00
			Total for Check Number 17091:	18,000.00
17092	278 091817 091817 092517	NATHAN WAY NWCJIS Conference Mileage Reimbursement NWCJIS Conference Intrado/West Users Conference	10/06/2017	208.44 610.44 1,275.25
			Total for Check Number 17092:	2,094.13
17093	88 5004248865 5004248865	WELLS FARGO FINANCIAL LEASING Printer/Copier Copier	10/06/2017	918.93 147.50
			Total for Check Number 17093:	1,066.43
17094	83 103792688	WFOA WFOA 2017 Annual Conference	10/06/2017	425.00
			Total for Check Number 17094:	425.00
17095	267 26858	LIFEWORCS Integrated EAP & WL program	10/06/2017	287.60
			Total for Check Number 17095:	287.60
17096	587 24953	MERCER ISLAND COMMUNITY & EVI Meeting Rooms Rental Fees	10/06/2017	2,336.00
			Total for Check Number 17096:	2,336.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
17097	305 NC0817	SOTEBEER MGMT VENTURES LLC County e911 Project Management Consulting Se	10/06/2017	1,950.00
Total for Check Number 17097:				1,950.00
17098	72 030280	US HEALTHWORKS Pre Employment Testing	10/06/2017	233.00
Total for Check Number 17098:				233.00
Total for 10/6/2017:				334,019.37
ACH	120	PAYCHEX	10/13/2017	
	October 13 2017 Payr	PPE 100817 Deferred Comp Payable (EE)		5,317.73
	October 13 2017 Payr	PPE 100817 Accrued Wages Payable		176,813.48
	October 13 2017 Payr	PPE 100817 Accrued Employ Security		214.94
	October 13 2017 Payr	PPE 100817 Parking Payable		759.04
	October 13 2017 Payr	PPE 100817 Medicare Payable		7,371.60
	October 13 2017 Payr	PPE 100817 Federal Taxes Payable		28,302.63
	October 13 2017 Payr	PPE 100817 Union Dues Payable		3,115.46
Total for this ACH Check for Vendor 120:				221,894.88
Total for 10/13/2017:				221,894.88
ACH	146	DEPT OF LABOR & INDUSTRIES	10/20/2017	
	Third Quarter 2017	Quarter 3 2017 L&I Taxes		6,549.22
Total for this ACH Check for Vendor 146:				6,549.22
ACH	120	PAYCHEX	10/20/2017	
	100817	PPE Payroll Processing Fee		2,299.70
	100817	Time and Labor Admin Fee		70.00
Total for this ACH Check for Vendor 120:				2,369.70
ACH	131	HEALTH EQUITY	10/20/2017	
	100817	PPE HSA Contributions Payable		737.48
	100817	HSA Admin Fee		59.25
Total for this ACH Check for Vendor 131:				796.73
ACH	132	WILMINGTON TRUST	10/20/2017	
	100817	PPE MEBT Contributions Payable		31,934.67
Total for this ACH Check for Vendor 132:				31,934.67
ACH	133	DEPT OF RETIREMENT SYSTEMS	10/20/2017	
	100817	PERS Contributions		103,801.32
Total for this ACH Check for Vendor 133:				103,801.32
17099	243 5038	AGREEMENT DYNAMICS INC Consulting Services for Sept	10/20/2017	1,100.00
Total for Check Number 17099:				1,100.00
17100	2 467028	APCO INTERNATIONAL Membership Renewal	10/20/2017	2,304.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 17100:	2,304.00
17101	6 KHV4778	CDW-GOVERNMENT INC HP Active Pen with App Launch	10/20/2017	42.47
			Total for Check Number 17101:	42.47
17102	11 32392 32394	CITY OF BELLEVUE Monthly Rent Parking Fee	10/20/2017	40,478.73 1,832.60
			Total for Check Number 17102:	42,311.33
17103	27 2160925 2170925	EHPEC Flu Vaccinations Flu Vaccinations	10/20/2017	390.00 625.00
			Total for Check Number 17103:	1,015.00
17104	31 2763	FRONTIER Telephone Service	10/20/2017	741.26
			Total for Check Number 17104:	741.26
17105	41 NOR2017-08	KING COUNTY E-911 PROGRAM OFFIC Over-the-Phone Interpretation	10/20/2017	191.75
			Total for Check Number 17105:	191.75
17106	42 11006254	KING COUNTY FINANCE DEPT INET	10/20/2017	1,163.00
			Total for Check Number 17106:	1,163.00
17107	119 100617	PETER LUKE Mileage Reimbursement for Sept	10/20/2017	41.55
			Total for Check Number 17107:	41.55
17108	46 4282	NATIONAL TESTING NETWORK Background Investigation Services	10/20/2017	2,900.00
			Total for Check Number 17108:	2,900.00
17109	55 P1710182	POSTAL EXPRESS Postal Delivery/Fuel Surcharge	10/20/2017	360.92
			Total for Check Number 17109:	360.92
17110	377 PSTI17-1835	PST INVESTIGATIONS Polygraph Examination	10/20/2017	235.00
			Total for Check Number 17110:	235.00
17111	484 3691	PUBLIC SAFETY SELECTION PC Pre-Employment Suitability Assessments	10/20/2017	2,050.00
			Total for Check Number 17111:	2,050.00
17112	589 53209	STT SPORTS LETTERING CO Tactical Dispatch Logowear	10/20/2017	371.37

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 17112:	371.37
17113	76 093017	US BANK NA - CUSTODY Custody Charges	10/20/2017	22.00
			Total for Check Number 17113:	22.00
17114	72 030280	US HEALTHWORKS Pre Employment Testing	10/20/2017	233.00
			Total for Check Number 17114:	233.00
			Total for 10/20/2017:	200,534.29
ACH	120	PAYCHEX	10/27/2017	
	10272017 Payroll	PPE 102217 Parking Payable		759.04
	10272017 Payroll	PPE 102217 Medicare Payable		7,371.60
	10272017 Payroll	PPE 102217 Federal Taxes Payable		28,302.63
	10272017 Payroll	PPE 102217 Accrued Employ Security		214.94
	10272017 Payroll	PPE 102217 Accrued Wages Payable		176,813.46
	10272017 Payroll	PPE 102217 Deferred Comp Payable (EE)		5,317.73
	10272017 Payroll	PPE 102217 Union Dues Payable		3,115.46
			Total for this ACH Check for Vendor 120:	221,894.86
			Total for 10/27/2017:	221,894.86
			Report Total (52 checks):	978,343.40

## **RESOLUTION 134**

### **A RESOLUTION OF THE GOVERNING BOARD OF NORCOM ADOPTING A FEE SCHEDULE FOR PUBLIC RECORDS REQUESTS AND ESTABLISHING PUBLIC RECORDS RULES.**

**WHEREAS**, NORCOM is a local agency subject to the Washington Public Records Act, chapter 42.56 RCW; and

**WHEREAS**, RCW 42.56.120 authorizes agencies to charge requestors certain costs associated with the production of public records and establishes permissible amounts for those charges; and

**WHEREAS**, RCW 42.56.100 requires agencies to adopt reasonable rules and regulations governing public records requests; and

**WHEREAS**, NORCOM now desires to adopt the fees for responding to requests pursuant to the Washington Public Records Act as set forth in the attached Fee Schedule; and

**WHEREAS**, NORCOM now further desires to adopt rules and procedures governing public records requests made pursuant to the Public Records Act;

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

Section 1. Findings. Because of the number and differing types of public records requests NORCOM receives, and the varied resources required to respond to each of those requests, calculating the actual cost of responding to each public records request, including the cost of producing electronic records, would be unduly burdensome on NORCOM. The Governing Board hereby finds that determining the actual cost of each public records request would require substantial staff time and would outweigh the utility of collecting fees associated with public records productions.

Section 2. Approval of Fee Schedule. The NORCOM Fee Schedule for Public Records Requests, a form of which is attached as Exhibit A and incorporated herein by this reference, is hereby approved. The Director of NORCOM is hereby authorized, after consultation with staff, to revise such Fee Schedule from time to time when it is determined to be in the best interests of NORCOM and its operations or to otherwise comply with changes in the law.

Section 3.     Approval of Rules. The Public Records Rules attached as Exhibit B and incorporated herein by this reference, are hereby approved. The Director of NORCOM is hereby authorized, after consultation with staff, to revise these rules from time to time when it is determined to be in the best interests of NORCOM and its operations or to otherwise comply with changes in the law.

Section 4.     Further Authority; Prior Acts. All NORCOM officials, their agents, and representatives are hereby authorized and directed to undertake all action necessary or desirable from time to time to carry out the terms of, and complete the transactions contemplated by, this resolution. All acts taken pursuant to the authority of this resolution but prior to its effective date are hereby ratified and confirmed.

Section 5. This resolution shall take effect and be in force from and after passage and adoption.

Passed by a majority of the Governing Board in open meeting on this \_\_\_ day of \_\_\_\_, 2017.

Signed in authentication thereof this \_\_\_ day of \_\_\_\_, 2017.

\_\_\_\_\_  
Chair

Attest: \_\_\_\_\_

**Public Records Charges:**

A 10% deposit may be required per RCW 42.56.120. Postage charges may be added.

Photocopies 8.5" x 11", 8.5" x 14", 11" x 17"	15 cents per page*
Digital Media Storage (DVDs, CDs, thumb drives, hard drives, etc.)	Actual costs incurred by agency
Scanned Copies	10 cents per page*
Outside Vendor/Non-standard or Color Copies	Actual costs incurred by agency
Electronic Transmission of Records	5 cents for every four electronic files or attachments, or 10 cents per gigabyte
<b>NOTE:</b> Actual costs incurred by the agency <u>may</u> include sales tax. Example: Kinko's, photographs, video, etc.	
*Two-sided document equals 2 pages	

As an alternative to the authorized default rates above, NORCOM may charge a flat fee of up to two dollars if NORCOM reasonably estimates that the costs allowed are clearly equal to or more than two dollars.

**Custom Service Charge:**

NORCOM may assess a customized service charge for records requests that require the preparation of data compilations or customized electronic access services that are not used by the agency for other purposes. The fee is in addition to the authorized copying costs, and may include reimbursement for the actual costs of providing the records. NORCOM may not assess a customized service charge unless the agency notifies the requestor, explains the reason for the charge, and provides a cost estimate. The requestor may amend his or her request to avoid or reduce the costs. A requestor may seek judicial review of the reasonableness of an agency's estimate for copying charges.

Also, NORCOM may waive any fee for a request if it is determined the fee is unwarranted. NORCOM may enter into a contract or other agreement with a requestor who provides an alternative fee arrangement to the authorized charges or in response to a voluminous or frequently occurring request.

# NORCOM PUBLIC DISCLOSURE POLICY & PROCEDURE

## 1. PURPOSE

The Public Records Act, chapter 42.56 RCW, requires NORCOM to adopt and enforce policies and procedures to provide full access to public records. The purpose of the Public Records Act is to provide the public with full access to information concerning the conduct of government, mindful of individuals' privacy rights and the desirability of efficient administration of government. The Public Records Act provides a statutory framework by which to administer access to public records. The policies and procedures contained herein are designed to promote prompt and consistent responses to requests for public records and to provide guidance to those who submit such requests.

## 2. REFERENCES

Chapter 42.56 RCW  
Chapter 44-14 WAC

## 3. DEFINITIONS

For purposes of this policy and procedure, the following definitions apply:

**“Act”** means the Public Records Act, chapter 42.56 RCW.

**“Designee”** means the designated NORCOM employee that may process and fulfill a public records request.

**“Exempt record”** means records or portions of records that are exempt from public disclosure. Exemptions include those identified in the Act or in other statutes incorporated by RCW 42.56.070. Exemption from disclosure of a portion of a record does not automatically exempt the remainder of the record from disclosure. Exempt portions of records may be subject to redaction.

**“Extraordinary request”** means a request involving exceptionally broad language, substantial coordination, voluminous quantities of responsive records, extensive and detailed review, or other significant resource limitations.

**“NORCOM”** means the North East King County Regional Public Safety Communication Agency, which provides high quality emergency service communications to the public for emergency medical services, fire, and police. NORCOM receives calls for service; dispatches resources in response to such calls;

tracks and coordinates information flow and resources to assist responders; initiates records for all emergency events; and enhances effectiveness, efficiency, coordination, and interoperability of emergency service providers. NORCOM's central office is located at 450 110th Avenue NE, Bellevue, WA 98004.

**“Public record”** means any writing containing information relating to the conduct of government or the performance of any governmental or proprietary function prepared, owned, used, or retained by any state or local agency regardless of physical form or characteristics. RCW 42.56.010(3). Electronic records that meet this definition shall be considered a public record.

**“Public records request”** means a request made to NORCOM pursuant to the Act for disclosure of public records.

**“Public Records Officer” or “Public Records Specialist”** means the person designated to manage public records requests. NORCOM's Public Records Officer/Public Records Specialist can be contacted by phone at 425-577-5672 or by email at records@norcom.org. Information is also available on NORCOM's website: <http://www.norcom.org/public.cfm.html>.

**“Requestor”** means the individual making the public records request.

#### **4. PUBLIC DISCLOSURE STAFF**

**4.1 Public Records Officer/Public Records Specialist.** The Public Records Officer/Public Records Specialist shall serve as the primary point of contact for public records access. The Public Records Officer/Public Records Specialist shall have the following responsibilities:

- Oversee compliance with disclosure laws;
- Serve as primary point of contact for public access to public records;
- Serve as a primary point of contact to coordinate NORCOM's response when a request involves multiple record custodians, is broad in scope, or is otherwise complicated to fulfill;
- Serve as a resource to employees on topics related to disclosure of public records;
- Consult with employees about fulfillment of records requests; and
- Maintain NORCOM's public records webpage.

## 5. POLICY & PROCEDURE FOR PUBLIC DISCLOSURE REQUESTS

**5.1 Index.** NORCOM has determined by Resolution that maintaining an index of the agency's records is unduly burdensome, costly, and would interfere with agency operations due to the number and complexity of records generated and maintained by NORCOM.

**5.2 Submitting Requests.** NORCOM prefers that individuals request public records by completing the form available for download on its website: <http://www.norcom.org/docs/misc/PDR%20form.pdf>. Once completed, individuals should email ([records@norcom.org](mailto:records@norcom.org)) or fax (425-577-5701) the form to NORCOM's Public Records Officer/Public Records Specialist.

Persons wishing to inspect or copy public records may also make the request in writing in person, by regular mail, e-mail, or fax to the designated Public Records Officer/Public Records Specialist. Although there is no mandatory format required to make a public records request, NORCOM may ask the Requestor to use the NORCOM PDR form when receiving an oral request for public records (either in person or by telephone). Requests made orally or in writing other than on the PDR form should contain the same information as the form (name, address, telephone number, and email of Requestor; identification of public records; and date and time of the request). For any questions related to submitting a request, contact the Public Records Officer/Public Records Specialist at 425-577-5672.

A Requestor is not typically required to state the purpose of the request. However, in an effort to clarify or prioritize a request and provide responsive records, the Public Records Officer/Public Records Specialist or designee may inquire about the nature or scope of the request. If the request is for a list of individuals, the Public Records Officer/Public Records Specialist may ask whether the Requestor intends to use the records for a commercial purpose as state law prohibits the disclosure of lists of individuals for commercial purposes.

### 5.3 Processing Requests

**5.3.1 Multiple Requests.** To provide the fullest assistance to all Requestors, prevent damage to or disorganization of NORCOM records, prevent excessive interference with other essential NORCOM functions, or ensure the appropriate amount of NORCOM's time and resources will be fairly allocated among all requests and Requestors, NORCOM may do one of the following:

- Process multiple requests from a single Requestor consecutively rather than simultaneously;
- Treat multiple requests from a single Requestor as a single request; or
- Process multiple similar requests from different Requestors together as a group.

**5.3.2 Order of Requests.** To provide the fullest assistance to all Requestors, NORCOM will process requests in the order that allows the greatest number of requests from the greatest number of Requestors to be processed.

**5.3.3 Locating Responsive Records.** NORCOM employees shall make a reasonable effort to identify and locate any and all responsive records.

**5.3.4 Fullest Assistance.** NORCOM's obligation to provide the fullest assistance applies to all Requestors. Fullest assistance does not require NORCOM to ignore or modify its internal operations for responding to public records requests.

**5.3.5 Installments.** NORCOM may choose to provide records to a Requestor in installments. In the event that NORCOM chooses to do so, NORCOM shall provide a reasonable estimate in its initial written response as to when the first installment will be available.

**5.3.6 Exemptions & Redactions.** Some records are exempt from disclosure either in whole or in part. If exempt from disclosure in whole, NORCOM shall withhold the record and specify under which exemption the record is being withheld. If exempt from disclosure in part, NORCOM shall redact exempt portions before inspection and shall notify the Requestor of the redaction. NORCOM shall maintain a log of all exempt and redacted records. The following are a list of common exemptions relied upon (but not limited to) by NORCOM:

- Records that are protected by trade secrets law (RCW 19.108);
- Valuable formulae, designs, drawings, computer source code or object code, and research data obtained by NORCOM within five years of the request for disclosure when disclosure would produce private gain and public loss (RCW 42.56.270(1));
- Personal information of NORCOM employees and members of the general public to the extent that disclosure would violate their right to privacy, including but not limited to addresses, phone numbers, Social Security numbers, driver license numbers, voluntary deductions, marriage status,

information about dependents, and any garnishment deductions (RCW 42.56.050, .230(3), .230(5), .230(7), .250(3); 18 U.S.C. §§ 2721, 2725(3));

- Preliminary drafts, recommendations, and intra-agency memoranda in which opinions are expressed or policies formulated or recommended, except that a specific record shall not be exempt when publicly cited by NORCOM in connection with NORCOM action (RCW 42.56.280);
- All applications for public employment, including the names of applicants, resumes, and other related materials submitted with respect to an applicant (RCW 42.56.250(1));
- Applications for concealed pistol licenses under certain circumstances (RCW 42.56.240(4));
- Records in investigative files, including police and code enforcement investigations, to the extent nondisclosure is essential for effective law enforcement or for the protection of any person's right to privacy (RCW 42.56.240(1));
- Identifying information for victims or witnesses of crimes under certain circumstances (RCW 7.69A.030, .050; RCW 13.50.100(2); RCW 42.56.240(2), (5));
- Records related to the commission of any crime under certain circumstances (RCW 10.97.030, .050, .070; RCW 13.50.050(3)-(7), (9); RCW 43.43.710);
- Juvenile records under certain circumstances (RCW 13.50.100(2), (7));
- Records created in anticipation of litigation (RCW 42.56.290);
- Records reflecting communication between attorneys and NORCOM employees where legal advice is sought or received (RCW 5.60.060(2));
- Records disclosing vehicle owner or driving record information (RCW 46.12.635; RCW 46.52.130(3));
- Records containing patients' confidential medical information under certain circumstances (RCW 68.50.105(1); RCW 70.02.005(4), .020);
- Records related to reports of abandonment, abuse, financial exploitation, or neglect (RCW 74.34.095);
- Records of a person confined in jail under certain circumstances (RCW 70.48.100).

## **5.4 Communicating with Requestors**

**5.4.1 Written Responses.** The Act requires NORCOM to provide a written response to all public disclosure requests within five business days (excluding weekends and holidays) of receipt. Initial responses will do one of the following:

- Make the record available for inspection or copying;

- Provide an internet address and link to where the record may be located on the agency's website. Requestors who cannot access the internet will be provided with hard copies of records;
- Acknowledge receipt of the request and provide a reasonable estimate of time required to respond to the request;
- Ask for clarification of a request that is unclear and provide a reasonable estimate of time required to respond to the request if it is not clarified;
- Let the Requestor know there are no responsive records; or
- Deny the request in whole or in part and provide a written statement of the specific reasons for the denial.

If NORCOM does not respond in writing within five business days of a request for disclosure, the Requestor should consider contacting NORCOM to determine whether the request has been received.

**5.4.2 Reasonable Estimate of Time.** When NORCOM receives a public records request, it will determine a reasonable estimate of time within which it will respond to the request, considering the nature, volume, and availability of the requested records; the amount of time necessary to respond to a particular request and its effect on the amount of employee time that can be devoted to responding to other requests; and the impact on essential NORCOM functions.

**5.4.3 Revised Reasonable Estimate of Time.** At any time while processing a request, NORCOM may provide the Requestor with a revised reasonable estimate of time within which NORCOM will respond to the request. A revised estimate of time will be based on the factors detailed above in "Reasonable Estimate of Time."

**5.4.4 Unclear Requests.** In acknowledging receipt of a records request that is unclear, NORCOM will work with the Requestor to clarify what records the Requestor is seeking in addition to providing, to the extent possible, a reasonable estimate of time needed to respond to the request if not clarified. If the Requestor fails to respond to NORCOM's request for clarification and the entire request is unclear, NORCOM need not respond to the request. If any portions of the request are clear, NORCOM will respond to those portions.

**5.4.5 Extraordinary Requests.** When NORCOM receives an extraordinary request, it may provide a reasonable estimate of time it will take to provide a response.

**5.4.6 Third Party Notice.** If a public record contains personal information that identifies an individual and/or organization that is the subject of the requested public records, NORCOM may notify that individual or organization to allow the third party to seek relief pursuant to RCW 42.56.540. NORCOM may take this into account when providing an estimate for when the records may be available.

## **5.5 Delivering Records**

**5.5.1 Online Delivery.** NORCOM will direct Requestors to any records available online.

**5.5.2 Other Methods of Delivery.** Parties wishing to obtain copies of electronic records may be provided copies of the records on a CD/DVD/USB or other storage device, may be directed to an internet address where the records can be accessed, or may receive records by email. If a Requestor cannot access records in these ways, NORCOM will provide hard copies.

**5.5.3 Inspection of Records.** NORCOM provides for inspection of public records by appointment. Appointments shall be scheduled so that they do not disrupt NORCOM's essential operations. Appointments for inspection or copying of public records can be made during normal business hours of Monday through Friday, 8 a.m. to 4:30 p.m., excluding legal holidays.

No member of the public may remove a document from the viewing area or disassemble or alter any document. The Requestor shall indicate which documents he or she wishes the agency to copy.

**5.6 Completion of Response Following Inspection or Copying of Records.** When the search for requested records is complete and all requested records are provided for inspection or copying, NORCOM will advise the requestor that it has completed a reasonable search for the requested records and made any located, nonexempt records available for inspection and has closed the request.

## **5.7 Abandoned Requests**

**5.7.1 Definition of Abandoned Request.** NORCOM will deem a request abandoned, whether individual or grouped, if either of the following occurs:

- A requestor fails to arrange to inspect records or claim copies of records, including installments, within 15 days following notification by NORCOM

that responsive records are available for inspection or copying. If, within fifteen days, the Requestor fails to inspect or claim an available installment, NORCOM will discontinue its search for the remaining records and close the request; or

- A Requestor fails to respond to NORCOM’s request for clarification within 30 days of such request and the entire request is unclear.

**5.7.2 Effect of Abandoned Request.** Once NORCOM deems a request abandoned, whether individual or grouped, NORCOM may stop processing and close the request.

**5.8 No Duty to Create New Records.** NORCOM is not obligated to create new records to satisfy a records request; however, NORCOM may, at its discretion, create such new records to fulfill the request where NORCOM deems that method of response more expedient. Translating a record into an alternative electronic format at the request of the Requestor or scanning a paper record is not creating a new record.

## 6. COSTS

**6.1 Copying Fees & Electronic Fees.** There is no charge for inspection of records. However, NORCOM charges for copies or scans of records according to the fee schedule below. For records in other forms, NORCOM will charge the actual cost it pays for the medium, including but not limited to CDs, DVDs, USB flash drives, and external hard drives. NORCOM may waive any fee for a request if it is determined the fee is unwarranted. NORCOM may enter into a contract or other agreement with a Requestor who provides an alternative fee arrangement to the authorized charges or in response to a voluminous or frequently occurring request.

Photocopies 8.5" x 11", 8.5" x 14", 11" x 17"	15 cents per page*
Digital Media Storage (DVDs, CDs, thumb drives, hard drives, etc.)	Actual costs incurred by agency
Scanned Copies	10 cents per page*

Outside Vendor/Non-standard or Color Copies	Actual costs incurred by agency
Electronic Transmission of Records	5 cents for every four electronic files or attachments, or 10 cents per gigabyte
Custom Service Charge	NORCOM may assess a customized service charge for records requests that require the preparation of data compilations or customized electronic access services that are not used by the agency for other purposes. The fee is in addition to the authorized copying costs, and may include reimbursement for the actual costs of providing the records. NORCOM may not assess a customized service charge unless the agency notifies the requestor, explains the reason for the charge, and provides a cost estimate. The Requestor may amend his or her request to avoid or reduce the costs. A Requestor may seek judicial review of the reasonableness of an agency's estimate for copying charges.
<p><b>NOTE:</b> Actual costs incurred by the agency <u>may</u> include sales tax.  Example: Kinko's, photographs, video, etc.</p> <p>*Two-sided document equals 2 pages</p>	
<p>As an alternative to the authorized default rates above, NORCOM may charge a flat fee of up to two dollars if NORCOM reasonably estimates that the costs allowed are clearly equal to or more than two dollars.</p>	

**6.2 Mailing Fees.** NORCOM may charge the actual cost of mailing, including the cost of the shipping container (see above).

**6.3 Website Fees.** NORCOM will not impose copying charges for access to or downloading of records that it routinely posts on its public internet website prior to receipt of a request unless the Requestor has specifically asked NORCOM to provide copies of such records through other means (see above).

**6.4 Payment.** Payment may be made by cash, check or money order payable to NORCOM.

**6.5 Summary of Charges.** NORCOM shall provide a summary of applicable costs to the Requestor before copies or work is started, allowing the Requestor to revise their request to reduce costs.

## **7. APPEALS**

**7.1 Petition for Internal Administrative Review of Denial of Access.** Any Requestor who objects to the initial denial or partial denial of a records request may petition in writing within 30 days of the date of the denial to the Public Records Officer/Public Records Specialist for a review of that decision. The petition shall include a copy of or reasonably identify the written statement from the Public Records Officer/Public Records Specialist denying the request.

**7.2 Consideration of Petition for Review.** The Public Records Officer/Public Records Specialist or designee shall immediately consider the petition and any relevant information, and shall send a written response to the Requestor within two business days. The written response shall do one of the following:

- Affirm NORCOM's response to the request;
- Reverse NORCOM's response to the request; or
- Inform the Requestor that consideration of the petition for review will require additional time and provide an anticipated date when consideration will be complete.



## MEMORANDUM

To: Governing Board  
From: Tom Orr, Executive Director  
Date: October 30, 2017  
Subject: General Update – Governing Board Meeting – November 3, 2017

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### 1. NORCOM Strategic Leadership Retreat

NORCOM strategic leadership retreat will be held at the Mercer Island Community Center starting Monday, November 6 and ending Thursday, November 9.

### 2. King County E-911 Strategic Planning Effort

The Planning Group has been meeting to finalize the Governance and Finance sections of the final Strategic Plan which will be considered by the Leadership Group on November 9. Currently, there is no consensus on some aspects of the Finance section. The Planning Group has scheduled additional meetings to reach consensus.

### 3. NORCOM Parking

The City of Bellevue and NORCOM worked collaboratively to adjust parking assignments necessitated by the Sound Transit Tunnel construction. NORCOM will seek approval of an amendment to the City of Bellevue lease that reflects a consensus and amicable change to the original draft lease amendment relate to parking.

### 4. NORCOM Facilities Needs Assessment

NORCOM's facilities needs assessment is progressing. NORCOM staff and the consultants toured TCOMM in Thurston County, CENCOM in Kitsap and the SNOPAC/SNOCOM joint facility in Everett the week of October 23, 2017. SNOPAC is has begun remodeling to accommodate the decision for SNOCOM and SNOPAC to consolidate into one agency. SNOPAC has also issued an RFP for its own facilities needs assessment as it is planning to construct a new stand-alone facility. South Sound 911 in Pierce County just broke ground on its planned new stand-alone consolidated facility at the site of the former Puget Sound Health Hospital in Tacoma. NORCOM will be reaching out to South Sound 911 to obtain information on their facilities needs assessment, growth projections and other related topics.

### 5. NORCOM analysis of potential governance efficiencies

NORCOM is planning to brief the Board in December on its review of the Interlocal Agreement, Bylaws and governance structure to identify possible efficiencies.



## MEMORANDUM

To: Governing Board  
From: Mike Mandella, Deputy Director  
Date: November 10, 2017  
Subject: General Update – Governing Board Meeting – November 10, 2017

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- **Current/Ongoing Events**

### **Puget Sound Emergency Radio Network (PSERN)**

The PSERN 800 MHz radio replacement project continues at a steady pace and has several work items to complete. One of the more important tasks is the creation of a “Transition Plan”. A transition plan is necessary in order that the move from the old to the new radio system be executed smoothly. Given the fact that there is a finite number of talk groups/channels that can be active at any one time, and, given that programming new portables and mobiles will take quite some time, key members from the Operations and Technical Committees will begin meeting to determine an exact plan on how to make this transition without sacrificing radio capacity for either the old or new system. It is quite possible that each of the several disciplines (Police, Fire, general Government, etc.) will be transitioned in whole, and in turn. It will be equally critical that once any particular discipline has been moved to the new digital system, users on the old analog system continue to maintain the ability to talk to users on the new system. Once a plan is developed, representatives from each discipline will be asked to review and vet the plan prior to implementation.

Another critical task is the development of a training plan. Using the “train-the-trainer” method, PSERN project staff, presumably with assistance from Motorola, will train a limited number of staff from each agency who in turn, will train their staff on the use of the new radios. As we get closer to a transition date – estimated to be sometime in the year 2020 – more informational detail will be provided by the project staff.

### **Tri Tech CAD Upgrade**

I try to avoid using the pronoun “I”, but am making an exception here.

I am very pleased to report that the small work group tasked with testing and implementing the latest upgrade to our Tri Tech Cad went far better than any other such implementation in NORCOM history. This small group, consisting of staff from IT, Operations, Training, and Administration, worked tirelessly and enthusiastically to ensure the best possible result for our fire agencies. Although there are too many names to mention here, I want to bring special attention to the primary “leaders” for this project.

Ron Tiedeman, Karen Furuya, Andrew Johnson, Cory James, Josh Baker, Jami Hoppen and the entire CTO group. I know there are more, such as the entire Supervisor group as well. At another time,

everyone involved will be recognized in a more formal manner. In short, this was a pleasure to witness.

**UPDATE: Contract Negotiations – Public Safety Employees Union Local 519**

Negotiations for the labor agreement between NORCOM and the Public Safety Employees Union Local 519, representing all of NORCOM's supervisors, is proceeding well. All but three (3) language articles have been completed and negotiations for the economic package is expected to begin at the next session. To date, negotiations have been both amenable and collaborative.

Each negotiation session has been, and is expected to continue to be, facilitated by Agreement Dynamics. Facilitation at these sessions had proven to be of value, keeping the negotiation teams on schedule and on point.



## MEMORANDUM

To: Governing Board  
From: Cory James, Acting Police Liaison  
Date: October 23<sup>rd</sup>, 2017  
Subject: Staff Report – Governing Board Meeting – November 3<sup>rd</sup>, 2017

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### **Performance Measurement Data for October will be included in next month's packet.**

#### **1. Tyler New World 2017.1 Upgrade**

The Tyler upgrade is on schedule to be implemented on Tuesday, November 7<sup>th</sup>, 2017. Dispatchers will be operating out of TriTech during the upgrade. There are currently no priority issues however since the mapping change is significant there will be GIS modifications occurring after the upgrade.

#### **2. Tactical Dispatch**

NORCOM is participating in upcoming Active Shooter trainings and table top exercises with Bellevue Police, Kirkland Police and Northshore Fire Departments over the next couple of weeks.

#### **3. DeVos Visit Debrief**

U.S. Secretary of Education Betsy DeVos came to Bellevue on Friday, October 13<sup>th</sup>. The visit was well planned for and went without incident. Debriefing will occur to determine any pre-planning that can be improved upon for similar future incidents.



## MEMORANDUM

To: Governing Board  
From: Josh Baker, Fire Liaison  
Date: October 24, 2017  
Subject: Staff Report – Governing Board Meeting – November 3rd, 2017

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### CURRENT EVENTS

#### 1. ePASS (Electronic Personal Accountability & Safety System)

As a refresher, this is the project that will allow us to view real time changes to personnel and radio ID assignments. After the Tyler cad upgrade is complete, we will have an opportunity to shift our time, attention and efforts back to ePASS so we can schedule demos for our workgroup to assess. This project is a top priority for our fire partners and NORCOM.

#### 2. CALL TYPE COMPRESSION

As mentioned earlier this month, the Zone 1 Ops group, NORCOM Operations and the Training division have been looking into alternatives to reduce the amount of problem nature codes call receivers are required to wade through at the start of each call. Too many choices for suppression have led to increased call to dispatch times. A workgroup met in Mercer Island to refine the initial proposal.

#### 3. STRIKE TEAM / TASK FORCE

The Strike Team and Task Force procedures are under review. A subcommittee (comprised of PSAPs and Fire Departments) met to create a better solution than the one in place today. We reviewed the current procedures line by line so we could prepare a proposal that better supports the Fire Chiefs' mission to improve auto aid.

#### 4. LARGE INCIDENT DISPATCH LIAISON

As a result of 2016's 4-alarm 'Working Fire' in Bothell, we explored a concept that would activate a Liaison (rank of Battalion Chief or higher) whom would be required to respond to NORCOM on large incidents. This role would support the NORCOM On-Duty Team Supervisor and Zone 1 Coordinator. SHFD AC Tim Dahl and I used the recent planned protests as an opportunity to rehearse this process and discuss logistics.

#### 5. FIRE / EMS ELECTRONIC TOOLS (eCBD and LIVE MUM)

The eCBD (Electronic Criteria Based Dispatch) tool will be updated in the coming weeks with the changes discussed this May at the King County EMS continuing education class. | By Q1 2018, we aim to launch the web based version of Live MUM as well, to run alongside the version in production today to appraise its value.

#### 6. THE "ZONE 1 STANDARD" – RESPONSE PLANS

The Operations Chiefs have developed a zone standard for 1st-alarm 'Working Fires'. This response plan will not only help us reduce the 64,000+ response plans presently housed in cad, but will provide a consistent expectation across the zone. Having a general understanding of the resources coming your way is crucial for responder safety and critical to successfully managing a *High Risk / Low Frequency* Incident.



## MEMORANDUM

To: Governing Board  
From: Roky Louie, Human Resources Coordinator  
Date: November 3, 2017  
Subject: Staff Update

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### **Telecommunicator Recruitment**

Telecommunicator staffing is currently at 56 out of 62 allotted positions. On October 25<sup>th</sup> NORCOM Rehired Sandy Hogue as a Telecommunicator. Sandy started as a Telecommunicator with NORCOM at its inception in 2009, was promoted to Team Supervisor in 2013, and left NORCOM in 2016. Sandy also has 10 years of dispatch experience from Eastside, one of the agencies that preceded NORCOM.

On October 22<sup>nd</sup> NORCOM's newly minted Recruitment Cross Team met which included five Telecommunicators, one Team Supervisor, one member of the IT staff, and the Human Resources Coordinator. New ideas were proposed as well as changes to existing hiring procedures. Some of these proposals will be brought to NORCOM management while others will be implemented directly. Enthusiasm and participation was very high on the team; fifteen Telecommunicators alone showed interest in participating on the Recruitment Cross Team.

Current hiring efforts predict that NORCOM's next new hire academy will begin sometime in December and will probably not bring the Telecommunicator group to full staffing.

### **GIS Administrator Recruitment**

A panel consisting of three NORCOM IT supervisors, a GIS specialist from Valley Communications Center, and a GIS contractor interviewed the seven qualified applicants for NORCOM's GIS Administrator position. Based on the results of those interviews and the initial Suitability Assessment Report results, NORCOM's IT Director moved two finalists forward. Those finalists are now undergoing backgrounding. At current pacing the remaining hiring steps, which include polygraph testing and psychological examination, could allow the Executive Director fill the position by December.

### **Accounting and Benefits Temporary Position**

Accounting and Benefits Specialist Lena Chu will be on leave from the start of next year until sometime in March. NORCOM is in the process of making an offer to a finalist candidate to fill this temporary term limited position.

### **Police Liaison Recruitment**

NORCOM has posted a vacancy for its Police Liaison position. The Police Liaison serves as a single point of contact for all of NORCOM's police agencies for any operations business that fall below the director level. NORCOM has posted this position both internally and externally. NORCOM has received several applicants for this position both internally and externally. There is not yet enough information to determine when this position will be filled with any reasonable accuracy.



## MEMORANDUM

To: NORCOM Governing Board

From: J.R. Lieuallen, Finance Manager

Date: October 24, 2017

Re: Staff Update

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- 2018 Budget – Thank you all of the agencies who have already gotten us their approvals or have let us know when they plan to do so.
  - A reminder that these are due by our December meeting so that the Board may officially approve the 2018 budget.
  - The final budget for adoption (with all the write ups) will be distributed in November for your review.
  - Attached is a list of agencies that have submitted their resolutions, as well as those who have notified us of when they will be approved, and a list of all the other agencies
- Tyler (NWS) Settlement Agreement Payments – There is one remaining payment:
  - The Final Acceptance payment of \$274,509 is still outstanding.
- Possible payroll upgrades.
  - Received a demo from ADP, reviewing their payroll product(s). They have many options that we currently do not have with Paychex, the most important being a centralized system and the ability to minimize manual entries.
  - NORCOM is also seeking out options from other entities, such as improved Paychex options and Telestaff (our time keeping system) options.
  - We are considering a change in the spring of 2018, depending on cost and of course if a new system would be beneficial to NORCOM's needs.
- Financial Summary for September 2017 – attached
- Fourth quarter invoice payments are being received
- Capital expenditure request from King Co. Escrow account will be made in November. Finance and IT are working together to recoup all the possible costs we can.
- We have made an offer for a temporary position to fill in for Lena while she is away on maternity leave in early 2018.

- The finance department participated in three site visits to other agencies as part of the facilities study. Latest talks with the contractors show that progress is being made and upon completion of review of these sites there are no hurdles to completion.
  - Finance has also submitted to the contractors the cost of leasing out our current facility, including operational space, parking and IT space.

## NORCOM 2018 Budget Adoption Agency List

### Budget/Resolution Passed

- Bellevue Police
- Kirkland Police
- Bellevue Fire
- Duvall Fire
- Eastside Fire and Rescue
- Kirkland Fire
- Snoqualmie Fire
- Woodinville Fire

### Budget/Resolution Scheduled

- Medina Police – November
- Northshore Fire – November

### Not passed – no word on schedule

- Clyde Hill Police
- Mercer Island Police
- Bothell Fire
- Fall City Fire
- Mercer Island Fire
- Redmond Fire
- Shoreline Fire
- Skykomish Fire

## NORCOM Financial Summary

for Period Ending October 31, 2017

	2017 Budget	Actual*	Percent of Budget
<b>501 - Operating Fund</b>			
2017 Beginning Fund Balance	\$574,033	\$574,033	
Operating Revenue	10,489,225	11,808,507	112.58%
Non-Operating Revenue	26,610	209,386	786.87%
Transfers In	2,027,324	-	0.00%
<b>Revenue Collected</b>	<b>12,543,159</b>	<b>12,017,893</b>	<b>95.81%</b>
<b>Total Resources</b>	<b>13,117,192</b>	<b>12,591,926</b>	
Personnel Expenditures	9,821,588	7,962,558	81.07%
Operating Expenditures	2,393,128	2,040,656	85.27%
Transfers Out	902,476	902,476	100.00%
<b>Total Expenditures</b>	<b>13,117,192</b>	<b>10,905,690</b>	<b>83.14%</b>
<b>Available Fund Balance</b>	<b>\$0</b>	<b>\$1,686,237</b>	

Target
76.92%
75.00%

	2017 Budget	Actual*	Percent of Budget
<b>504 - Operating Expense Reserve</b>			
2017 Beginning Fund Balance	\$113,602	\$113,602	
Investment Interest	-	6	100.00%
Other Revenue	-	-	0.00%
Transfers In	-	-	0.00%
<b>Revenue Collected</b>	<b>-</b>	<b>6</b>	<b>0.00%</b>
<b>Total Resources</b>	<b>113,602</b>	<b>113,608</b>	
Personnel Expenditures	-	-	0.00%
Operating Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
<b>Total Expenditures</b>	<b>-</b>	<b>-</b>	<b>0.00%</b>
<b>Available Fund Balance</b>	<b>\$113,602</b>	<b>\$113,608</b>	

### 502 - Capital Projects Fund

2017 Beginning Fund Balance	\$907,609	\$907,609	
Investment Interest	-	2,623	100.00%
Non-Operating Revenue	-	1,933,748	0.00%
Transfers In	-	-	0.00%
<b>Revenue Collected</b>	<b>-</b>	<b>1,936,371</b>	<b>0.00%</b>
<b>Total Resources</b>	<b>907,609</b>	<b>2,843,980</b>	
Personnel Expenditures	-	-	0.00%
Operating Expenditures	420,494	114,088	27.13%
Transfers Out	-	-	0.00%
<b>Total Expenditures</b>	<b>420,494</b>	<b>114,088</b>	<b>27.13%</b>
<b>Available Fund Balance</b>	<b>\$487,115</b>	<b>\$2,729,892</b>	

### 505 - E-911 Escrow Trust

2017 Beginning Fund Balance	\$820,317	\$820,317	
Operating Revenue	1,527,324	547,723	35.86%
Investment Interest	-	5,572	100.00%
Other Revenue	-	-	0.00%
<b>Revenue Collected</b>	<b>1,527,324</b>	<b>553,295</b>	<b>36.23%</b>
<b>Total Resources</b>	<b>2,347,641</b>	<b>1,373,612</b>	
Personnel Expenditures	-	-	0.00%
Operating Expenditures	-	-	0.00%
Transfers Out	1,527,324	1,433,748	93.87%
<b>Total Expenditures</b>	<b>1,527,324</b>	<b>1,433,748</b>	<b>93.87%</b>
<b>Available Fund Balance</b>	<b>\$820,317</b>	<b>-\$60,136</b>	

### 503 - Equipment Replacement Reserve

2017 Beginning Fund Balance	\$1,442,866	\$1,442,866	
Investment Interest	-	3,586	100.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	415,000	415,000	100.00%
<b>Revenue Collected</b>	<b>415,000</b>	<b>418,586</b>	<b>100.86%</b>
<b>Total Resources</b>	<b>1,857,866</b>	<b>1,861,452</b>	
Personnel Expenditures	-	-	0.00%
Operating Expenditures	524,275	83,596	15.95%
Transfers Out	-	-	0.00%
<b>Total Expenditures</b>	<b>524,275</b>	<b>83,596</b>	<b>15.95%</b>
<b>Available Fund Balance</b>	<b>\$1,333,591</b>	<b>\$1,777,856</b>	

### 506 - Rate Stabilization Reserve

2017 Beginning Fund Balance	\$1,102,376	\$1,102,376	
Investment Interest	-	2,652	100.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	487,476	487,476	100.00%
<b>Revenue Collected</b>	<b>487,476</b>	<b>490,128</b>	<b>100.54%</b>
<b>Total Resources</b>	<b>1,589,852</b>	<b>1,592,504</b>	
Personnel Expenditures	-	-	0.00%
Operating Expenditures	-	-	0.00%
Transfers Out	500,000	500,000	100.00%
<b>Total Expenditures</b>	<b>500,000</b>	<b>500,000</b>	<b>100.00%</b>
<b>Available Fund Balance</b>	<b>\$1,089,852</b>	<b>\$1,092,504</b>	

\*Includes Encumbrances



To: **NORCOM Governing Board**

From: Ron Tiedeman, IT Director

Date: October 24, 2017

Re: Staff Update – Information Technology

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NORCOM IT has successfully completed the Tri-Tech version 5.7.43 upgrade as of October 3<sup>rd</sup>. The NWS/Tyler upgrade version 2017.1 planning process continues with an upgrade plan scheduled for November 7<sup>th</sup> at 2 am.

NORCOM has sold its first copy of RADAAR to Madison County Sheriff Department in Illinois for the sum of \$37,995.00. The fee is based on agency share, and some additional custom programming requested by the Sheriff's department.

Due to RADAAR internal application improvement and ability to now link 911/ radio/ call audio recordings to call information we have begun meeting with Agency representatives. This enhancement will significantly decrease workload related to requesting and searching case information and audio retrieval and dissemination to the agencies, public and prosecutors.

NORCOM GIS Administrator employment search continues. We have narrowed the search down to 2 final candidates, who we will move forward to final interviews in November and background process.

NOTIS helpdesk upgrade – We are testing the newest upgrade to our helpdesk we hope to go live with in November. The upgrade incorporates approximately \$7,000 in annual perpetual license savings in 2018 and minor visual changes in use of the product.

**Agenda items for review and approval:**

**Tyler - Brazo's e-Citation Solution** – Agenda item and amendment under legal review

**E911 Technology & Operations Taskforce – E911 King County Strategic Planning Process**

The E911 process is coming to an end, with an expected direction and decision November 9<sup>th</sup> by the leadership group. The Technology Taskforce has concluded with no further meetings.

**Interim Text to 911**

NORCOM is prepared, and continues to await the 911 program office and King County direction on operational demonstrations of the successful RFP submittal for interim text to 911. No further updates are available.

**Facility Study and Site Visits**

We have visited several Communication Centers as part of the facility study authorized by the board. The visits included T-Com (Thurston County), CENCOM (Kitsap County) and SNOPAC (Snohomish County)

### **Fire Projects (Systems Supervisor – Karen Furuya)**

- **TriTech Upgrade – Implemented 4 am 10/3/17 – Successfully Completed ahead of schedule**
  - Fire Mobile users group formed to evaluate and work on future enhancements

### **Other Fire Projects**

- **Locution** - 41 machines successfully deployed. 11 machines under HP replacement review.
- **Live MUM** – Fire move-up software update being rescheduled due to Tri-tech upgrade.

### **Police Projects (Systems Supervisor – Mike Prill)**

- **Tyler/New World Systems Upgrade (On Schedule) – November 7, 2 am Start Time**
  - Upgrade to version 11.7/2017.1 (current version 10.2).
  - 6-10 Tyler staff will be available or onsite during the upgrade. Estimated to take 6-10 hours.
  - During upgrade, operations will dispatch via Tri-Tech
  - Mobile field units and RMS capabilities will be limited during upgrade window
- **Tyler Animal Tracking Module – Kirkland**
  - Installation complete
- **Tyler – Brazo’s eParking Solution**
  - Governing board review and requested approval of amendment as NORCOM “standard service”

### **Infrastructure Projects (Senior Systems Engineer – Nathan Way)**

- **Tri-Tech/ NWS Tyler**
  - Server Preparation for upgrades
  - Patch management and machine updates pre-and-post-installation October/ November
  - Firewall Implementation Tyler Support–
    - Bellevue/ Medina/ Mercer Island Complete
- **E911 – ELA (Ethernet Local Access)** – Simply put, closed access internet for text to 911 and ESInet II
- **RAADAR**
  - Madison County, IL
    - Scheduling onsite installation and configuration
  - Internal operation enhancements
    - Reporting Tool for non-RADAAR active calls
    - Call status and recording capabilities
    - Document routing and approval system