



AGENDA

NORCOM Governing Board Kirkland PD Totem Lake Room
May 11, 2018

1. Call to Order
2. Roll Call
3. Open Communications from the Public
4. Action Items
 - A. Consent Calendar
 - 1) Minutes from April 13, 2018 Governing Board meeting
 - 2) April 2018 Accounts Payable Report
5. Old Business
 - A. **Briefing**: Fire Projects Update – Ron Tiedeman, NORCOM IT Director
 - B. **Briefing**: Police Projects Update – Ron Tiedeman, NORCOM IT Director
 - C. **Briefing**: Infrastructure Update – Ron Tiedeman, NORCOM IT Director
 - D. **Briefing**: E-911 Regional Strategic Report – Deputy Director Scott Sotebeer
6. New Business
 - A. Seattle University Efficiency Study
 - B. Budget Workshop Discussion
 - C. Resolution 141: 2019 Budget Policy
 - D. Resolution 142: Amendment to 2018 Budget re: 2017 Ending Fund Balance
7. Staff Reports
 - A. Executive Director
 - B. Deputy Director
 - C. Police Liaison
 - D. Fire Liaison
 - E. Human Resources
 - F. Finance
 - G. Technology
8. Committee Reports
 - A. Joint Operating Board
 - B. Finance Committee
9. Executive Session¹

¹ 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 June 8, 2018



MEMBERS

Nathan McCommon	City of Bellevue
Bill Archer	City of Clyde Hill
Bruce Kroon	City of Bothell
Marilynne Beard	City of Kirkland
Steve Burns	City of Medina
Ed Holmes	City of Mercer Island Police
Dan Yourkoski	City of Normandy Park
Bob Larson	City of Snoqualmie
Jeff Clark	Eastside Fire & Rescue
Tommy Smith	Redmond Fire
John Nankervis	Shoreline Fire Department
Jim Torpin	Northshore Fire
Greg Ahearn	Woodinville Fire

ABSENT

David Burke	Duvall Fire District #45
Chris Connor	Fire District #27
James Knisley	Skykomish Fire District #50

VISITOR

Cherie Harris	City of Kirkland
Michael Olson	City of Kirkland
Deanna Gregory	Pacifica Law

NORCOM STAFF

Thomas Orr	Executive Director
Josh Baker	Fire Liaison
Tracey Croisier	EA and PIO
Jami Hoppen	Training Supervisor
J.R. Lieuallen	Finance Manager
Roky Louie	Deputy Director
Scott Sotebeer	Deputy Director
Ron Tiedeman	IT Director



1. Call to Order

The NORCOM Governing Board was called to order by Ed Holmes, Governing Board Chair, at 10:35 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. Appointment of Governing Board Chair and Selection of Vice Chair

Ed Holmes called for a motion to appoint Greg Ahearn as the new Governing Board Chair. Jim Torpin made a motion to appoint Greg Ahearn as the new Governing Board Chair. Marilynne Beard seconded the motion. Motion carried.

Greg Ahearn called for a motion to appoint Nathan McCommon as the new Governing Board Vice Chair. Ed Holmes made the motion to appoint Nathan McCommon as the new Governing Board Vice Chair. Bill Archer seconded the motion. Motion carried.

5. Recognition of Outgoing Chair

Executive Director Orr recognized the contributions of Ed Holmes, outgoing Governing Board Chair.

6. Action Items

A. Consent Calendar

Chair Greg Ahearn called for a motion to approve the items on the consent agenda: minutes from the March, 2018 Governing Board meeting and the March 2018 accounts payable (accounts payable total: \$1,016,210.59).

Marilynne Beard made a motion to approve the consent calendar. Bill Archer seconded the motion. Motion carried.

7. Old Business

A. Fire Projects Update

RAADAR

IT Director Ron Tiedeman said the Call Location Query (CLQ) project is currently in the testing phase. He explained this will allow dispatchers to query cellular coordinates via text.

ePASS Employee Accountability

IT Director Tiedeman said depending on feedback from Zone 1, ePASS is very close to being utilized.



PSERN

IT Director Tiedeman said there's currently a PSAP ILA under review regarding the use of the new consoles in 2019. Installation is slated to being in July 2018.

B. Police Projects Update

Tyler

IT Director Tiedeman said there are currently three priority 1, 2 issues outstanding. He said all three issues are related to GIS and staff is currently working closely with Tyler to resolve the issues.

C. Infrastructure

IT Director Tiedeman said Nathan Way is working on RAADAR enhancements. He noted there are upcoming meetings with the King County Sheriff's Office and Washington State Patrol.

IT Director Tiedeman noted the recent malware attacks happening across the nation and said that IT staff remains vigilant in on-site security.

Director Orr said City of Bellevue will be upgrading the building HVAC beginning April 16. Due to concern about noise levels, the telecommunicators will relocate to the backup site in Redmond.

D. E-911 Regional Strategic Report / Seattle U Study

Deputy Director Scott Sotebeer noted King County did approve the ten-year 911 strategic plan; the new Governing Advisory Board begins meeting in May.

Deputy Director Sotebeer noted Seattle University students completed their efficiency study.

Director Orr noted that Ben Breier has been hired to replace Kathy Lombardo as E-911 Program Manager. He said he is currently working on scheduling quarterly meetings with Bob Potts, Ben Breier and Deb Flewelling.



8. New Business

A. Proclamation of Telecommunicator Appreciation Week

Chair Greg Ahearn read the proclamation as presented and endorsed the proclamation of April 9 – 13, 2018 as Telecommunicator Appreciation Week.

B. Resolution 140: Woodinville Limited Annual IT Support

Chair Greg Ahearn called for a motion to approve resolution 140, approving agreement between NORCOM and Woodinville Fire & Rescue for NORCOM to provide IT support to Woodinville Fire & Rescue. IT Director Tiedeman noted the support will be very limited and function more as backup support for the sole Woodinville IT employee.

Ed Holmes made a motion to approve the consent calendar. Bill Archer seconded the motion. Motion carried.

9. Staff Reports

Director Orr announced the hiring of Bill Hamilton as the new Police Liaison, he will begin June 4th.

There were no further questions regarding the staff reports.

10. Committee Reports

There were no comments or questions regarding the committee reports.

The Governing Board meeting was adjourned at 10:54 a.m.

Approved by:

Chair

Attest: _____

Secretary

Accounts Payable

Checks by Date - Detail by Check Date

User: jrliuallen
 Printed: 5/2/2018 8:34 AM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	120 032518	PAYCHEX PPE Payroll Processing Fee	04/06/2018	2,176.75
Total for this ACH Check for Vendor 120:				2,176.75
ACH	131 032518	HEALTH EQUITY PPE HSA Contributions Payable	04/06/2018	719.23
Total for this ACH Check for Vendor 131:				719.23
ACH	132 032518	WILMINGTON TRUST PPE MEBT Contributions Payable	04/06/2018	34,183.37
Total for this ACH Check for Vendor 132:				34,183.37
17355	593 9434281 9476826	AJILON Temp Employee Admin Assistant – A. Tharp WI Temp Employee Admin Assistant – A. Tharp WI	04/06/2018	1,488.96 907.34
Total for Check Number 17355:				2,396.30
17356	582 99791-6	BURNS & MCDONNELL Professional Engineering Services for NORCOM	04/06/2018	8,326.08
Total for Check Number 17356:				8,326.08
17357	210 032018	CENTURYLINK Snoqualmie EU Circuit	04/06/2018	173.12
Total for Check Number 17357:				173.12
17358	8 031018	CENTURYLINK Telephone Service	04/06/2018	1,414.72
Total for Check Number 17358:				1,414.72
17359	9 1435734428	CENTURYLINK Telephone Service	04/06/2018	71.23
Total for Check Number 17359:				71.23
17360	11 32967 32970 32972	CITY OF BELLEVUE Monthly Fiber Usage Monthly Rent Monthly Parking Fee	04/06/2018	477.00 40,478.73 1,832.60
Total for Check Number 17360:				42,788.33
17361	324 45815-9	CRISTA MINISTRIES Crista Radio Site Lease	04/06/2018	443.24

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 17361:	443.24
17362	30 1195047 1195051 1195334	FOSTER PEPPER PLLC Method and System for Inter and Intra Agency T RAADAR RAADAR User Manual -Police	04/06/2018	950.00 75.25 495.25
			Total for Check Number 17362:	1,520.50
17363	126 137790	KAREN FURUYA Backpack for Laptop required for on-call work	04/06/2018	167.99
			Total for Check Number 17363:	167.99
17364	32 675229 677444	GARVEY SCHUBERT BARER Labor & Employment Advice for January Labor & Employment Advice for February	04/06/2018	5,339.50 3,124.40
			Total for Check Number 17364:	8,463.90
17365	565 9185028	GLOBALSTAR Monthly Orbit Service	04/06/2018	254.70
			Total for Check Number 17365:	254.70
17366	254 032818	ANDREW JOHNSON TriCon 2018 Conference	04/06/2018	1,304.77
			Total for Check Number 17366:	1,304.77
17367	596 031618	KIRSTY JONES Mileage Reimbursement for CIT Training at CJT	04/06/2018	21.70
			Total for Check Number 17367:	21.70
17368	252 1006702 11006596 11006621	KING COUNTY FINANCE KCIT INET for Mar2018 KCIT INET for Jan2018 KCIT INET for Feb2018	04/06/2018	1,163.00 1,163.00 1,163.00
			Total for Check Number 17368:	3,489.00
17369	184 030518	AMANDA KOLLING Training Mileage Reimbursement	04/06/2018	15.37
			Total for Check Number 17369:	15.37
17370	557 4258507	LANGUAGE LINE SERVICES Over-the-Phone Interpretation	04/06/2018	851.50
			Total for Check Number 17370:	851.50
17371	46 4682	NATIONAL TESTING NETWORK Background Investigation Services	04/06/2018	1,450.00
			Total for Check Number 17371:	1,450.00
17372	292 8124342815	SHRED-IT USA INC Shredding Service	04/06/2018	98.90
			Total for Check Number 17372:	98.90

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
17373	75	US BANK CORPORATE PAYMENT SYS	04/06/2018	
	021318	Business Cards for JHenshaw		29.66
	021318	Office Supplies		18.27
	021418	Job Posting for Dispatch Position		45.00
	021418	Toggl Subscription		90.00
	021518	PA RSVP Invite Cards		31.67
	021518	Hallway Photo Upgrade		147.30
	021518	Invite Template Design		5.50
	021518	Mobile Scanner		540.45
	022018	Registrations Credit		-75.00
	022018	CenturyLink Service		346.24
	022118	Shipping Labels for Inkjet Printers		21.70
	022118	Pens and Kleenex		80.92
	022118	Facial Tissue and Lotion		36.61
	022218	Job Posting for Dispatch Position		45.00
	022218	Mead Spiral Notebooks		45.71
	022218	Keyboard Tray for C. Mast		48.68
	022318	Flowers for R. Tiedman		87.94
	022418	Newspaper Subscription		213.20
	022518	File Folder Labels		32.98
	022618	Smead File Folder		36.26
	022718	Snacks for meeting		-1.52
	022718	Postage		37.13
	022718	Banker Box for R. Louie		35.30
	022718	Re-keying of PO Box		37.00
	022718	Postage		150.00
	022818	Water Delivery credit		-14.21
	022818	Job Posting for Dispatch Position		45.00
	030118	Wire Shelving for Room Closet		65.99
	030118	Parking for Telecommunicators		1,950.00
	030118	Award for K. Lombardo		134.48
	030118	CenturyLink New Charge Service Plus Previous		2,829.44
	030118	Business Cards for JBone & LTusing		126.91
	030218	Dishwasher soap		16.45
	030218	Business Cards		360.75
	030518	Coffee Service		209.00
	030518	Office Supplies		8.80
	030518	Disinfecting Wipes		181.44
	030618	Snacs for Gov Board Meeting		26.86
	030718	Mailing Verizon Check		9.70
	030718	Plank for K. Lombardo		60.50
	030718	Xmas Stockings for Employeee Rec		280.35
	030718	Replacement Arm Pads for Tecomm		136.50
	030718	Scissors		26.38
	030818	Credit Card Holder		7.25
	030818	Snacks for Gov Board Meeting		9.99
	030818	Water for Gov Board Meeting		2.62
	030818	Sign Holders for Telecommication Week		66.60
	031018	MS Project License		349.80
	100000000911796	Monthly Charge Plus Previous Balance		716.21
	1433626895	CenturyLink Service		150.52
Total for Check Number 17373:				9,843.33
Total for 4/6/2018:				120,174.03
ACH	120	PAYCHEX	04/13/2018	
	PPE 040818	PPE 040818 Federal Taxes Payable		28,066.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	PPE 040818	PPE 040818 Accrued Wages Payable		197,219.24
	PPE 040818	PPE 040818 Parking Payable		747.18
	PPE 040818	PPE 040818 Deferred Comp Payable (EE)		2,432.27
	PPE 040818	PPE 040818 Medicare Payable		7,944.99
	PPE 040818	PPE 040818 Accrued Employ Security		1,904.51
	PPE 040818	PPE 040818 Union Dues Payable		2,867.46
Total for this ACH Check for Vendor 120:				241,181.65
Total for 4/13/2018:				241,181.65
ACH	146 First Quarter 2018	DEPT OF LABOR & INDUSTRIES Quarter 1 2018 L&I Taxes	04/20/2018	6,782.67
Total for this ACH Check for Vendor 146:				6,782.67
ACH	120 032018 04082018	PAYCHEX Time and Labor Admin Fee PPE Payroll Processing Fee	04/20/2018	70.00 2,176.75
Total for this ACH Check for Vendor 120:				2,246.75
ACH	131 040818 042018	HEALTH EQUITY PPE HSA Contributions Payable HSA Admin Fee	04/20/2018	819.23 59.25
Total for this ACH Check for Vendor 131:				878.48
ACH	132 04082018	WILMINGTON TRUST PPE MEBT Contributions Payable	04/20/2018	34,522.45
Total for this ACH Check for Vendor 132:				34,522.45
ACH	133 032018	DEPT OF RETIREMENT SYSTEMS PERS Contributions	04/20/2018	117,192.00
Total for this ACH Check for Vendor 133:				117,192.00
17374	165 12101263 12206425	ABM PARKING SERVICES-24636410 Parking Lease for March Parking Lease for April	04/20/2018	1,080.00 1,080.00
Total for Check Number 17374:				2,160.00
17375	3 03282018	AT&T MOBILITY Telephone Service	04/20/2018	492.86
Total for Check Number 17375:				492.86
17376	480 030518 041218 4845990	TRACEY CROISIER Paper Mileage Reimbursement for March Gift for GB Chair	04/20/2018	9.98 47.36 13.47
Total for Check Number 17376:				70.81
17377	388 040118	NICK CURRY Mileage Reimbursement for APCO 2018 Western	04/20/2018	147.39
Total for Check Number 17377:				147.39

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
17378	28 9288	EPSCA Redmond Satellite for Jan, Feb & March	04/20/2018	495.24
Total for Check Number 17378:				495.24
17379	447 202995 204681	FIRST CHOICE COFFEE SERVICES Ice Machine Ice Machine	04/20/2018	65.95 104.50
Total for Check Number 17379:				170.45
17380	126 7340618391479	KAREN FURUYA ESRI User Conference	04/20/2018	1,914.66
Total for Check Number 17380:				1,914.66
17381	32 680288	GARVEY SCHUBERT BARER Labor & Employment Advice	04/20/2018	1,434.20
Total for Check Number 17381:				1,434.20
17382	218 S1690366	GBH COMMUNICATIONS EncorePro- Voice Tube	04/20/2018	182.53
Total for Check Number 17382:				182.53
17383	183 319774	INNOVASAFE INC Software Source Code Annual Renewal	04/20/2018	700.00
Total for Check Number 17383:				700.00
17384	119 040618	PETER LUKE Milage Reimbursement for March	04/20/2018	59.83
Total for Check Number 17384:				59.83
17385	599 742421400	CHRIS MAST ESRI Conference	04/20/2018	1,740.54
Total for Check Number 17385:				1,740.54
17386	219 10041051	NETMOTION WIRELESS NM Mobility Premium Maintenance	04/20/2018	11,880.00
Total for Check Number 17386:				11,880.00
17387	376 012918	NORTHWEST POLICE ACCREDITATIO Annual dues for 2018 Agency Membership	04/20/2018	100.00
Total for Check Number 17387:				100.00
17388	143 040118	DEVIN PEKEMA Milage Reimbursement for APCO Conference	04/20/2018	51.13
Total for Check Number 17388:				51.13
17389	377 PST118-1924 PST118-1960	PST INVESTIGATIONS Polygraph Examination for M.Tenold Polygraph Examination for C.Wakeman	04/20/2018	247.00 235.00
Total for Check Number 17389:				482.00
17390	256	PUBLIC SAFETY TESTING INC	04/20/2018	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	2018-8129	PST Agency Add-On Authorization Form		270.00
			Total for Check Number 17390:	270.00
17391	261 13353	RADIO COMMUNICATIONS SERVICES Rental/Lease Fee	04/20/2018	2,000.00
			Total for Check Number 17391:	2,000.00
17392	555 L125070	STATE AUDITOR'S OFFICE Accountability & Financial Audit	04/20/2018	1,759.35
			Total for Check Number 17392:	1,759.35
17393	76 033118	US BANK NA - CUSTODY Custody Charges	04/20/2018	22.00
			Total for Check Number 17393:	22.00
17394	546 66197	WASHINGTON STATE PATROL Access User Fee	04/20/2018	18,000.00
			Total for Check Number 17394:	18,000.00
			Total for 4/20/2018:	205,755.34
17395	165 12347271 12347275	ABM PARKING SERVICES-24636410 Parking Lease for May Parking Lease for May	04/27/2018	3,450.00 1,080.00
			Total for Check Number 17395:	4,530.00
17396	506 INV-ACC39163	ACCELA INC Annual Maintenance 6/1/18 - 5/31/19	04/27/2018	13,931.00
			Total for Check Number 17396:	13,931.00
17397	6 MHV3520 MKB5152	CDW-GOVERNMENT INC Cisco SMARTnet Service & Sourcefire/Ironport HP EliteBook Laptop	04/27/2018	14,391.74 1,626.34
			Total for Check Number 17397:	16,018.08
17398	8 041018	CENTURYLINK Telephone Service	04/27/2018	1,413.97
			Total for Check Number 17398:	1,413.97
17399	324 45815-10	CRISTA MINISTRIES Crista Radio Site Lease	04/27/2018	465.40
			Total for Check Number 17399:	465.40
17400	203 041918	TRACI DARCY Telecomm Week 2018	04/27/2018	162.17
			Total for Check Number 17400:	162.17
17401	288 041918	KATY GILBERT Telecomm Week 2018	04/27/2018	166.99

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 17401:	166.99
17402	184 128904572 2356	AMANDA KOLLING Telecomm Week 2018 Pulse Night Club Shooting Training	04/27/2018	73.64 10.21
			Total for Check Number 17402:	83.85
17403	557 4279028	LANGUAGE LINE SERVICES Over-the-Phone Interpretation	04/27/2018	917.80
			Total for Check Number 17403:	917.80
17404	267 39958 42670	LIFEWORCS Integrated EAP & WL Program for March Integrated EAP & WL Program for April	04/27/2018	287.60 287.60
			Total for Check Number 17404:	575.20
17405	148 041118 041918	LIETH NEDELL Pulse Night Club Shooting Training Telecomm Week 2018	04/27/2018	75.01 246.86
			Total for Check Number 17405:	321.87
17406	569 450821	NORCOM ASSOCIATED GUILD Employee Recognition	04/27/2018	590.37
			Total for Check Number 17406:	590.37
17407	484 3913	PUBLIC SAFETY SELECTION PC Suitability Assessment (SAR)	04/27/2018	2,750.00
			Total for Check Number 17407:	2,750.00
17408	256 2018-8228	PUBLIC SAFETY TESTING INC Subscription Fees Q1 (Jan- Mar 2018)	04/27/2018	950.00
			Total for Check Number 17408:	950.00
17409	292 8124547173	SHRED-IT USA INC Shredding Service	04/27/2018	98.45
			Total for Check Number 17409:	98.45
17410	40 042318	KENNY SOLBERG Poster & Logo Designs	04/27/2018	250.00
			Total for Check Number 17410:	250.00
17411	499 030-14427	TYLER TECHNOLOGIES Brazos Setup & Configuration	04/27/2018	12,650.00
			Total for Check Number 17411:	12,650.00
17412	74 0147532-0011	UNUM Long Term Care	04/27/2018	498.98
			Total for Check Number 17412:	498.98
17413	88 5004735341	WELLS FARGO FINANCIAL LEASING Copier	04/27/2018	147.50

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	5004735341	Printer/Copier		1,151.58
			Total for Check Number 17413:	1,299.08
			Total for 4/27/2018:	57,673.21
ACH	120	PAYCHEX	04/28/2018	
	PPE04222018	PPE 042218 Deferred Comp Payable (EE)		3,364.18
	PPE04222018	PPE 042218 Parking Payable		770.90
	PPE04222018	PPE 042218 Accrued Employ Security		1,770.75
	PPE04222018	PPE 042218 Federal Taxes Payable		23,474.72
	PPE04222018	PPE 042218 Accrued Wages Payable		185,302.34
	PPE04222018	PPE 042218 Medicare Payable		7,345.30
			Total for this ACH Check for Vendor 120:	222,028.19
			Total for 4/28/2018:	222,028.19
			Report Total (69 checks):	846,812.42

**Resolution
141**

A RESOLUTION OF THE GOVERNING BOARD OF NORCOM
APPROVING THE 2019 BUDGET POLICY

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

WHEREAS, the NORCOM Executive Director has submitted a proposed budget policy for fiscal year 2019 to the Joint Operating Board for review and recommendation; and

WHEREAS, the Joint Operating Board has reviewed the proposed budget policy for fiscal year 2019 and presented the proposed policy at the Principal’s Assembly held on April 13, 2018; and

WHEREAS, the Governing Board now desires to approve the proposed budget policy for fiscal year 2019, as provided herein:

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

Section 1. Approval of the 2019 Budget Policy. Pursuant to Section 12(b) of the Interlocal Agreement, the Governing Board hereby approves the budget policy for fiscal year 2017, substantially form presented to the Governing Board and incorporated herein by this reference.

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

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

Passed by a majority vote of the Governing Board in an open meeting on this 13th day of May, 2016.

Signed in authentication thereof on this 11th day of May, 2018.

Chair _____

Attest: _____

NORCOM

2019 Proposed Budget Policy

Discussion Paper

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

Budget Policy development involves several steps. NORCOM budget policy starts with an understanding of service levels and issues impacting operations. NORCOM's management team evaluates performance measures to assess organizational costs and effectiveness, and determine issues impacting 2017 operating priorities and the level of funding for each. Budget policies are statements that describe how financial resources will be obtained, allocated, managed, and controlled.

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

Financial Management Policies

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

not govern, financial decision making and may not be fully achieved within any budget period.

General Financial Goals

- To provide a financial base sufficient to sustain consistent high quality emergency service communications to the public for emergency medical services, fire and police by receiving calls for service; dispatching resources, tracking and coordinating information flow and resources, initiating records for all emergency events, and enhancing effectiveness, efficiency, coordination and interoperability of emergency service providers.
- To be able to withstand local and regional economic hardships sustained by our participating and subscribing agencies and adjust to changes in their service level requirements.

Operating Budget Policies

- The operating budget is NORCOM's comprehensive financial plan which provides for the level of services prescribed by the Participating Agencies, including additional services or new programs as approved in subsequent years. A new budget will be adopted every year as a result of a comprehensive process incorporating any newly approved programs, inflationary increases, and other expenses. New programs will be analyzed by the Executive Director and Finance Manager before being presented to the Finance Committee and the Joint Operating Board for their analysis and review and, if approved, incorporated into the budget. No "one-time" expenses will be carried forward into subsequent budgets without specific authority.
- NORCOM defines a balanced budget as current annual revenues (including fund balances) being equal to or greater than current annual expenditures.
- All current operating expenditures will be paid from current revenues and cash carried over from the prior year. Current revenues and operating expenditures will be reviewed quarterly during the year. It is the policy of

NORCOM to attempt to utilize beginning balances and other one-time revenues for one-time/non-recurring expenditures only.

- All supplemental appropriations for programs requested after the original budget is adopted, will only be approved by the Governing Board after consideration of the availability of revenues.
- NORCOM will maintain revenue and expenditure categories according to state statute and administrative regulation.

Revenue Policies:

- “Other” Revenues (E911 funds, KCEMS funds, etc.) shall be realistically estimated and based upon the most recent information available.
- NORCOM will seek to avoid dependence on temporary or unstable revenues to fund ongoing mission critical services.
- Grant funds or similar contractual revenue of a temporary nature will be budgeted only if they are committed at the time of the preliminary budget. Otherwise, separate appropriations will be made during the year as grants are awarded or contracts made.

Expenditure Policies:

- The NORCOM budget will provide for a sustainable level of service for the well-being of employees and safety of the emergency service providers.
- Expenditures approved by the Governing Board in the annual budget define NORCOM’s spending limits for the upcoming year. In addition to legal requirements, NORCOM will maintain an operating philosophy of cost control and responsible financial management.
- The Governing Board will be provided with a discussion paper for any new program detailing the expenditure, the recommended funding source, an analysis of the fiscal impact and a review of all reserves and previously approved amendments since budget adoption.
- Emphasis is placed on improving individual and work group productivity rather than adding to the work force. NORCOM will invest in technology and other efficiency tools to maximize productivity. NORCOM will request

additional staff only after the need of such positions has been demonstrated and documented.

Capital Projects

- NORCOM will maintain all its assets at an acceptable level to protect capital investment and to minimize future maintenance and replacement costs.
- NORCOM will conduct an equipment replacement and maintenance needs analysis, using a cash flow method, for the next several years and will update this projection every two years. From this projection a maintenance and replacement schedule will be developed and followed.
- NORCOM will identify the estimated costs and potential funding sources for each capital project proposal before it is submitted for approval.
- NORCOM will coordinate development of the Capital Projects budget with development of the operating budget. Future operating costs associated with new capital project will be projected and included in operating budget forecasts.

Operating Reserves and Contingency:

- Per section 12h of the ILA, each budget year the Governing Board shall set the Operating Expense Reserve at a level that ensures funds are on hand to reasonably address unforeseen operating contingencies. NORCOM currently maintains an Operating Expense Reserve at a level equal to 5% of the total Operating Budget. For the purpose of determining Operating Expense Reserve funding, the Governing Board defines the Operating Budget as the operating fund expenses less salaries, benefits, and onetime expenses.
- Capital Equipment Replacement will be fully funded according to the cash flow schedule to minimize large increases in User Fees from year to year resulting from acquisition or replacement of capital, and to fund the timely replacement of aging technology, equipment and systems.
- The Rate Stabilization Fund shall not exceed 10% of current Operating Fund Revenues. The amount in the fund shall be analyzed to determine the long-

term effect on rates. If it is determined that funds will be used to offset transition to higher rates or fund onetime expenditures the designated amount shall be applied to the overall budget prior to calculating assessments.

- All expenditures drawn from reserve accounts shall require prior Board approval unless previously authorized for expenditure in the annual budget.

Accounting, Auditing, and Financial Reporting Policies

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

Budget Calendar

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

2019 BUDGET CALENDAR

JANUARY

Executive Director presents Budget Policy to Joint Op. Board/ILA 12(b) January 25

MARCH

Joint Operating Board transmits policies to principals/ILA 12(b) March 9

APRIL

Joint Operating Board presents proposed budget policy at Principles Assembly/ILA 8 April 13

MAY

Principals Assembly provides review and comment to Governing Board **by May 1**
Governing Board adopts budget policy/ILA 12(b) May 11
Budget development complete **by May 31**

JUNE

Executive Director presents preliminary budget to Joint Op. Board/ILA 12(c) June 28
User Fee updates complete **June 30**

AUGUST

Proposed budget transmitted to Governing Board/ILA 12(c) **by August 1**
Public hearing & budget approval by Governing Board/ILA 12(c) August 10

SEPTEMBER

Participating agencies advised of 2017 budget and user fees/ILA 12(c) **by September 7**

DECEMBER

Approval by the legislative authorities of each Principal/Subscriber/ILA 12(c) by Dec. 9
Governing Board adopts final budget/ILA 12(c) December 11

RESOLUTION 142
RESOLUTION OF THE GOVERNING BOARD OF
NORCOM AMENDING THE 2018 BUDGET

WHEREAS, by Resolution 136, the NORCOM Governing Board adopted the 2018 budget; and

WHEREAS, the NORCOM Governing Board desires to amend the 2018 budget;

NOW, THEREFORE, BE IT RESOLVED by NORCOM that:

Section 1. The changes to the 2018 Budget for NORCOM, attached and incorporated as Exhibit A, are adopted.

Section 2. A summary of the 2018 amended budgeted resources is as follows:

Operations	\$ 13,713,548
Capital Projects	943,627
Equipment Replacement	1,735,861
Operating Expense Reserve	120,068
E-911 Escrow	2,093,072
Rate Stabilization	1,215,033
<u>2018 NORCOM Total</u>	<u>\$19,821,209</u>

Passed by majority vote of the Governing Board in open meeting on this 11th day of May, 2018.

Signed in authentication thereof this 11th day of May, 2018.

Chair

Attest:_____

**NORCOM
2018 BUDGET AMENDMENT
Exhibit A**

OPERATIONS (501)	2018 ADOPTED BUDGET	2018 ADJUSTMENT Increase/(Decrease)	2018 AMENDED BUDGET
Revenue:			
Beginning Fund Balance	\$ -	\$ 637,528	\$ 637,528
Participant Revenues	10,882,335		\$ 10,882,335
Miscellaneous Revenues	369,403		\$ 369,403
Transfers In	1,824,282		\$ 1,824,282
Expenditures:			
Salaries & Wages	7,366,335		\$ 7,366,335
Benefits	3,052,184		\$ 3,052,184
Operating Supplies & Services	2,401,050	52,249	\$ 2,453,299
Capital Outlays	-		\$ -
Transfer Out to Operating Expense Reserve	6,451		\$ 6,451
Transfer Out to Equipment Replacement	250,000		\$ 250,000
Transfer Out to Capital Projects	-	165,863	\$ 165,863
Transfer Out to Rate Stabilization	-	419,416	\$ 419,416
Revenues less Expenditures:	\$ -	\$ -	\$ -

**NORCOM
2018 BUDGET AMENDMENT
Exhibit A**

CAPITAL PROJECTS (502)	2018 ADOPTED BUDGET	2018 ADJUSTMENT Increase/(Decrease)	2018 AMENDED BUDGET
Revenue:			
Beginning Fund Balance	\$ 627,115	\$ 150,649	\$ 777,764
Participant Revenue	-	-	\$ -
Other Revenue	-	-	\$ -
Transfer in from Operations	-	165,863	\$ 165,863
Transfer in from E-911 Escrow	-	-	\$ -
Transfer In from Rate Stabilization	-	-	\$ -
Total Revenue	\$ 627,115	\$ 316,512	\$ 943,627
Expenditures:			
Capital Outlays	365,000	165,863	\$ 530,863
Capital Outlays Total	\$ 365,000	\$ 165,863	\$ 530,863
Revenues less Expenditures:	\$ 262,115	\$ 150,649	\$ 412,764

**NORCOM
2018 BUDGET AMENDMENT
Exhibit A**

EQUIPMENT REPLACEMENT (503)	2018 ADOPTED BUDGET	2018 ADJUSTMENT Increase/(Decrease)	2018 AMENDED BUDGET
Revenue:			
Beginning Fund Balance	\$ 1,333,591	\$ 399,294	\$ 1,732,885
Interest Earnings	-		\$ -
Transfers In from Operations	250,000		\$ 250,000
Expenditures:			
Operating Supplies & Services	44,024		\$ 44,024
Capital Outlays	203,000		\$ 203,000
Revenues less Expenditures:	\$ 1,336,567	\$ 399,294	\$ 1,735,861

**NORCOM
2018 BUDGET AMENDMENT
Exhibit A**

OPERATING EXPENSE RESERVE (504)	2018 ADOPTED BUDGET	2018 ADJUSTMENT Increase/(Decrease)	2018 AMENDED BUDGET
Revenue:			
Beginning Fund Balance	\$ 113,602	\$ 15	\$ 113,617
Transfer In from Operations	6,451	-	\$ 6,451
Expenditures:			
Transfer Out to Operations	-	-	\$ -
Transfer Out to Capital Projects	-	-	\$ -
Transfer Out to Rate Stabilization	-	-	\$ -
Revenues less Expenditures:	\$ 120,053	\$ 15	\$ 120,068

**NORCOM
2018 BUDGET AMENDMENT
Exhibit A**

E-9-1-1 ESCROW (505)	2018 ADOPTED BUDGET	2018 ADJUSTMENT Increase/(Decrease)	2018 AMENDED BUDGET
Revenue:			
Beginning Fund Balance	\$ 614,422	\$ (45,632)	\$ 568,790
E-9-1-1 Escrow Revenue	1,524,282		\$ 1,524,282
Expenditures:			
Transfer Out to Operations	1,524,282		\$ 1,524,282
Transfer Out to Capital Projects	-		\$ -
Transfer Out to Rate Stabilization	-		\$ -
Revenues less Expenditures:	\$ 614,422	\$ (45,632)	\$ 568,790

**NORCOM
2018 BUDGET AMENDMENT
Exhibit A**

RATE STABILIZATION (506)	2018 ADOPTED BUDGET	2018 ADJUSTMENT Increase/(Decrease)	2018 AMENDED BUDGET
Revenue:			
Beginning Fund Balance	\$ 1,089,852	\$ 5,765	\$ 1,095,617
Transfers In	-	419,416	\$ 419,416.00
Expenditures:			
Transfer Out to Operating Fund	300,000		\$ 300,000.00
Revenues less Expenditures:	\$ 789,852	\$ 425,181	\$ 1,215,033



MEMORANDUM

To: Governing Board
From: Tom Orr, Executive Director
Date: May 6, 2018
Subject: General Update – Governing Board Meeting – May 11, 2018

1. NORCOM Budget Workshop

NORCOM is inviting Finance Committee members and Joint Operations Board members to the May 11 Governing Board meeting for a joint budget workshop.

2. NORCOM analysis of potential governance efficiencies

The Seattle University efficiency study is complete. Scott Sotebeer will present their core findings at the May 11, 2018 Governing Board meeting.

3. King County E-911 Regional Area Governing Board (RAGB)

The first meeting of the RAGB is to be held this month.

4. NORCOM Facility Needs Assessment

The draft report is being updated with additional information to address future capacity related to a number of key initiatives. Input from the budget workshop will be an important step in finalizing the assessment.



MEMORANDUM

To: Governing Board
From: Scott Sotebeer, Deputy Director for Strategic Initiatives
Date: May 1, 2018
Subject: General Update – May Governing Board Meeting

1. E911 Strategic Plan

- a. First Governance Advisory Board meeting on Wed May 9. Should be update on Text-911 timing status. Attended vendor demo for text-911 at Program Office. Technical update from NORCOM IT.

2. RAADAR

- a. Presentation to SNO County Police Chiefs and Sheriff was successful. Unanimous vote to support and move forward. Next meeting with SNO Fire Chiefs. Full report from NORCOM IT.

3. PSERN

- a. Meeting with PSERN Govt Affairs Liaison and NORCOM IT Director on May 8 to address NORCOM issues.

4. State 911

- a. Attending APCO-NENA Public and Govt Affairs Committee meeting May 17 @ University Place. Likely discussion of NG911, federal issues, and regionalization.

5. King County Directors

- a. Meeting May 7 to discuss final draft of Governing Board charter and Text-911 status.

6. Seattle U Efficiency Study

- a. Report under review -- Director Orr.



MEMORANDUM

To: Governing Board
From: Roky Louie, Deputy Director for Operations and Human Resources
Date: May 11, 2018
Subject: Staff Update

OPERATIONS

HVAC Replacement

Beginning at 0500 on Sunday, April 15th, NORCOM moved operations from Bellevue City Hall to the Satellite Center in Redmond. The Heating, Ventilation, and Cooling (HVAC) system was being replaced and it was believed that the sound created in both tear down and build up would necessitate the move. There is some degradation of service when NORCOM operates out of Redmond. This is caused by less advanced radio systems and a slightly different phone system configuration.

The move itself was planned to be a week long to accommodate the tear down, with an additional follow up week for installation of the new unit a few weeks down the road. As it turned out, the sound generated by the work was noticeable but not to the point where it prohibited regular operations. As a result, a decision was made to bring NORCOM operations back to Bellevue. Operations was restored out of Bellevue in the late hours of Monday, April 16th. Additionally, it has been determined that the sound caused by the installation will not require a second relocation to Redmond allowing NORCOM to remain in Bellevue for the remainder of the HVAC replacement.

Leadership Training – The Results Group

To date 100% of NORCOM's management, administration, and IT employees have completed the Leadership training offered by Steve Kent. In addition, 80% of the telecommunicator group has completed the line level training. The remaining groups of telecommunicators are scheduled to complete the line level training by the end of the week.

NORCOM Associated Guild Contract Negotiations

Contract negotiations are being planned in earnest. Meetings will occur on a series of Fridays and be attended by select members of the NORCOM Associated Guild as well as NORCOM's Deputy Director of Operations, Finance Manager, and an Operations Supervisor. Additionally, other personnel will attend on a case-by-case basis when their particular knowledge base is needed. The Executive Director has granted permission for the meetings to begin without a facilitator based on a joint request from the Deputy Director and the NORCOM Associated Guild President.

HUMAN RESOURCES

Telecommunicator Recruitment

Telecommunicator staffing is currently at 51 out of 62 allotted positions. The Recruitment Cross Team is currently working toward hiring for CRA25. The team has identified that other agencies have reduced their hiring time to more quickly acquire applicants. NORCOM has lost a total of seven applicants since the beginning of the year to competition. In response, NORCOM made some adjustments to its hiring process to be more competitive. These changes are being tracked now to measure how much time is being saved and if the quality of the process itself is being impacted.

NORCOM is also now actively sending representatives to Public Safety Testing sites to encourage applicants to apply with NORCOM. Previous statistics have shown that only 20% of applicants in the area select NORCOM as an agency to apply with. This is most likely because there are so many options available and the applicant is only allowed to select a small number of choices. Sending representatives to testing sites has been very successful. For instance, at one such testing there were 19 applicants and only three selected NORCOM as an agency to apply with. After the NORCOM representative had a chance to talk to the applicant pool all 19 had selected NORCOM as an agency to apply with.

In total, the efforts of the Recruitment Cross Team have four applicants in polygraph, 14 in back grounding. Adjusted estimates suggest an academy may be viable by the end of the month.

Information Technology Recruitment

NORCOM is currently recruiting for both a Systems Engineer position as well as a Database Administrator position. The Systems Engineer position has been posted for three months and has had a handful of qualified applicants. The Database Administrator position has been posted for a few weeks and has also had a handful of qualified applicants.

The NORCOM IT department has posted for an additional Systems Engineer position. A number of qualified applicants have submitted for the position. Several applicants have dropped out of the process due to the time it takes for a thorough backgrounding.

Some of the difficulty in placing these positions is attributed to the lengthy hiring process which, while standard for the public safety industry, is not standard for the range of options that information technology professionals have when considering employment. As a result, NORCOM did a comparison study with other Public Safety Answering Points (PSAPs) in an effort to streamline its IT hiring practices but still meet the best practices for the industry.

Quality Assurance and Public Records Specialist

NORCOM's Quality Assurance and Public Records Specialist (QA/PRS) left the agency in April. NORCOM held an internal process for this vital position that not only monitors internal performance, but also provides a time constrained and legally required service to the public. Based on the results of the process the Executive Director made a selection, and Telecommunicator Kirsty Jones will be promoted to NORCOM's next QA/PRS on May 14th. Kirsty has been with NORCOM since 2015 and holds a Master's Degree in Higher Education from the University of North Texas.



MEMORANDUM

To: Governing Board
From: Katy Gilbert, Acting Police Liaison
Date: May 4th, 2018
Subject: Staff Report – Governing Board Meeting – May 11th, 2018

1. Police Liaison

Of the 17 original applicants, NORCOM interviewed seven candidates for the Police Liaison position on March 15th, 2018. The process consisted of two panel interviews, written assessment and oral presentation. Of the applicants who participated in the process, three were moved forward to final interviews. An offer was extended to Bill Hamilton who has a scheduled start date of June 4th. In the interim, NORCOM Operations continues to handle police related requests.

2. CLQ

The caller location query (CLQ) capability continues to progress. Though this functionality is primarily supported through NORCOM fire agencies, we would still have access to the CLQ feature for use on police calls. This was discussed with the respective police departments at the recent Police Ops meeting and there was agreement that implementing this for police as well would be beneficial.

3. Tyler Qualifiers

ACCESS has been updating their database to a new XML format. This should be invisible to end users but if there are issues, the NORCOM IT staff can assist. DOL is also preparing to implement their new Driver and Vehicle System (DRIVES) in September. As such, they are starting to inform users of expected changes to DOL returns. So far these have been minimal and have only included a reformat of the PIC number to a DLN number, which will not start to phase in until the fall.



MEMORANDUM

To: Governing Board
From: Josh Baker, Fire Liaison
Date: May 1st, 2018
Subject: Staff Report – Governing Board Meeting – May 11th, 2018

CURRENT EVENTS

1. CALLER LOCATION QUERY (CLQ “click”) - GO LIVE 5/15

May 15th is the tentative Go Live date for CLQ (or “click”). CLQ is a new solution we are unveiling at NORCOM, designed to improve wireless location accuracy. This is especially helpful for our rural incidents such as Trail and Water Rescues. The product allows us to send a query to the caller through the wireless network. The alert asks the caller if they want to send their coordinates back to the dispatch center. With location services activated, the call taker accepts the update, geo validates the address using GPS coordinates as opposed to the traditional Automated Location Information (ALI) provided by the 911 network.

- CLQ allows us to send a text message to a cell phone, on any call where the caller or user’s location is unknown.
- Dispatchers can use this by request from the field too.
- When a CLQ is initiated, dispatchers will send at least two text messages (about 5 minutes apart) to help ensure the information NORCOM is receiving is as accurate as possible.
- The CLQ text message link is a one-time only use. The link will expire if not selected within 10 minutes.
- CLQ is dependent on the user’s phone, cell carrier, and signal strength of the user’s phone services.
- If NORCOM has address points or block ranges in CAD where the user’s location is showing, it will verify as the block range or address point. We receive the latitude & longitude as well and can update the address with this information if needed.

2. STRIKE TEAM / TASK FORCE – GO LIVE 5/31

May 31st is the tentative Go Live date for the new Task Force / Strike Team response model. As mentioned, we are simplifying the instructions associated with these ‘High Risk – Low Frequency’ scenarios. The new method will lessen opportunities for human error and will send the most appropriate resources. All of King and Snohomish County’s Fire Station addresses are now entered into our TriTech CAD. The standard process when a Strike Team or Task Force is requested from NORCOM will be as follows:

- Our Telecommunicators will ask the requesting agency *“what is the address of your closest Fire Station to the incident.”*
- The address provided by (Zone 3, Zone 5 or Snohomish County) will be geo-verified, just like any other address in our cad system. These locations will be known as *“Rally Points.”*

- Attached to each Rally Point (OZFD Station), will be a series of unique response plans custom tailored to the specific needs of the request type and destination. Zone 1 preferred responders for each station will be identified ahead of time, but will consider AVL (should another eligible unit have a closer response time). This allows NORCOM to quickly allocate the best resources to impact change.
- These problem nature codes will automatically trigger Live MUM, like Working Fires to backfill the area.
- We also intend to automate, paging the Zone 1 Coordinator and on duty BCs.
- NORCOM will assign an FTAC to be used by the STL/TFL as a travel channel to coordinate with the units under his/her command en route to the Rally Point.
- The address of the incident, the nature of the request (e.g. 4 alarm Commercial Fire) and provided talk-group from the requestor (KCIO, SCIO, OZFD TAC3) for interoperability will be entered into the call narrative.
- The TFL/STL will make the decision to continue units to the Rally Point, or deviate to the Base/Staging area of the incident. SEE KCFCA TF/ST PROCEDURE

3. SNOQUALMIE PASS FIRE & RESCUE ON-BOARDING UPDATE (SPFR)

The SPFR Task Force will continue reporting our progress to the Zone 1 Fire Operations, Zone 1 Chiefs, Joint Operations and Governing Board meetings regarding SPFR's request to migrate call receiving and dispatch services to NORCOM. NORCOM's project team has been hard at work identifying constraints, dependencies, and options. Weekly meetings are held on Wednesdays. These are followed by a weekly status report, that's sent to the stakeholders and team members each Friday. This report summarizes what has been accomplished to date, and what the week ahead has in store. As of 5/1/18, the project is gaining momentum.

4. ON THE HORIZON

- **Demonstrations:**
 - **Tri-Tech CLQ** (Click) May 7th demo Zone 1 Operations.
 - **LiveMUM** - May 7th demo Zone 1 Operations.
 - **ePASS** vendor demo's – Motorola 3/27/18
- **Other Fire Projects:**
 - **Automatic Aid** – Deputy Chief Erik Wallgren & NORCOM
 - **ePASS** Integration – Tri-Tech / RAADAR in progress
 - **RAADAR** Enhancement Evaluation
 1. IRIS – FEMA Application
 2. Tri-Tech
 3. Tyler – "Crew Force"



NORCOM Fire Performance Measurement Data through April 2018

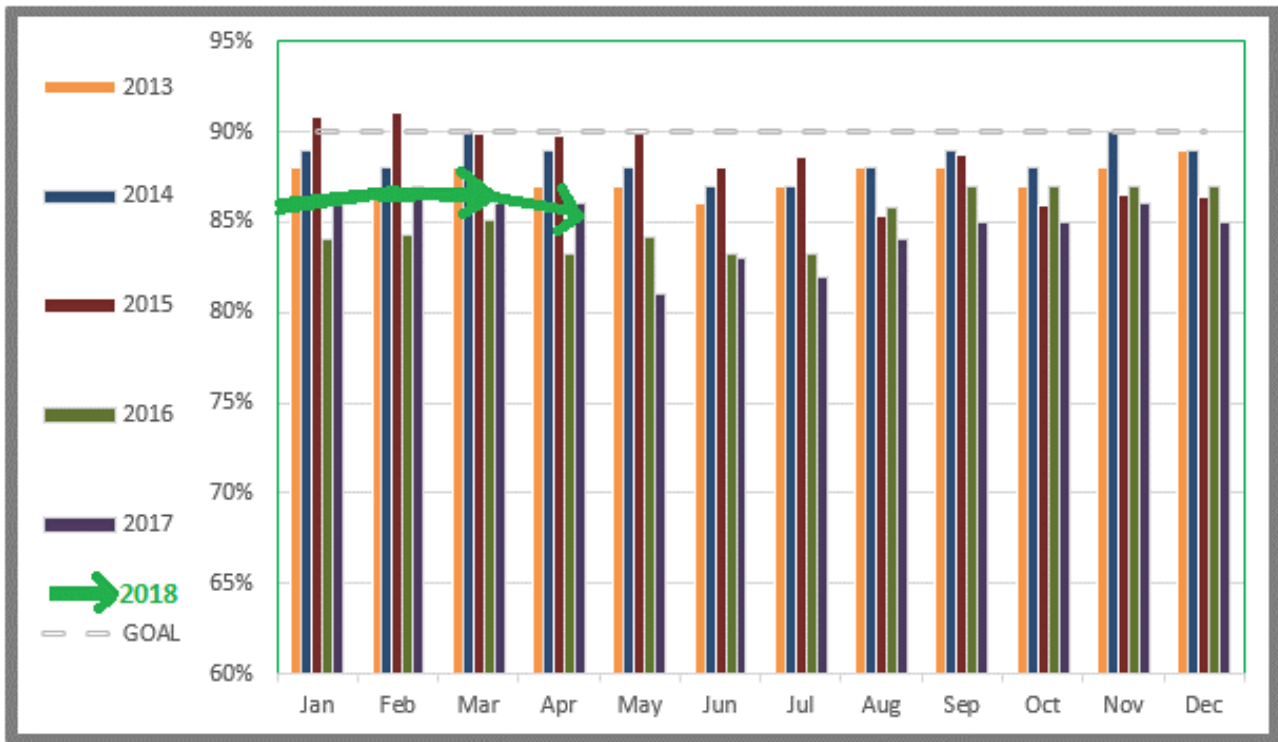
The following performance data is included in this report:
Call to Dispatch Times

NORCOM Fire/EMS Call Received to Call Dispatch Statistics & Incident Counts.

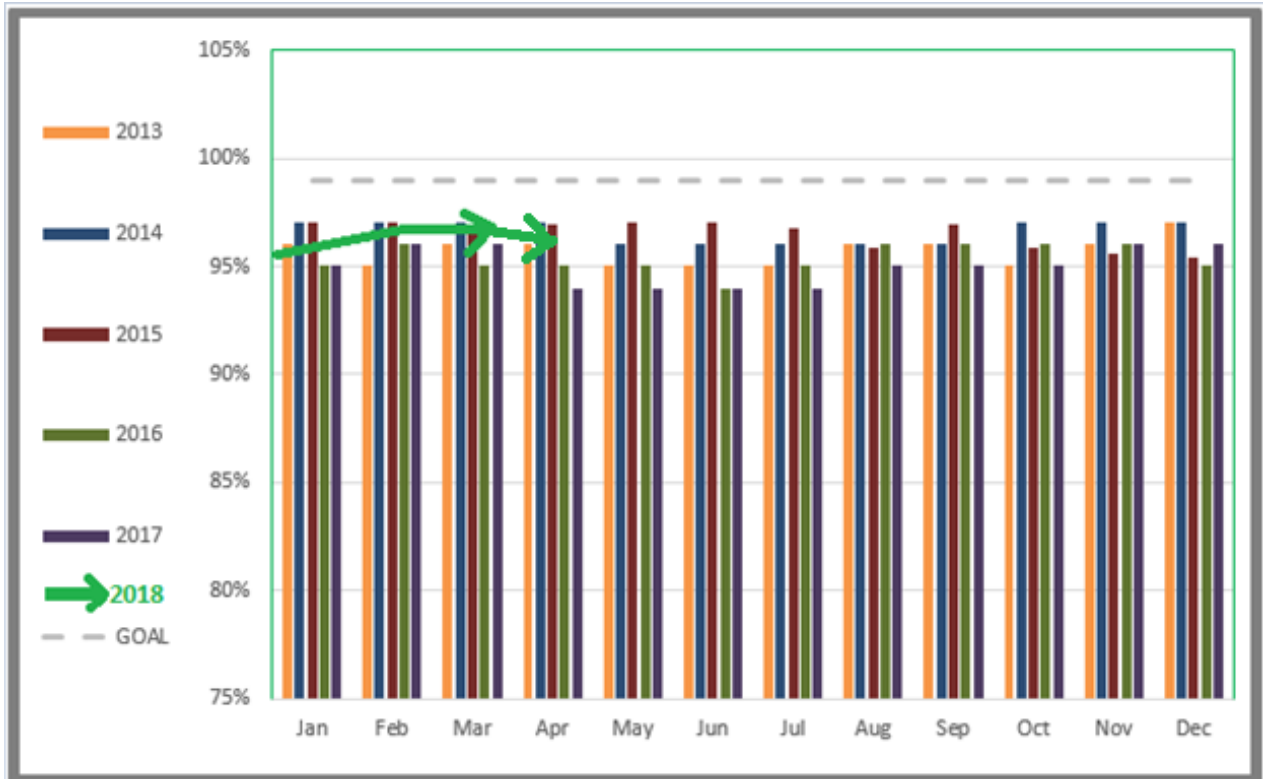
This report includes all priority 0, 1, 2, 3, and 4 fire/EMS Emergency incidents with a unit dispatched on them.

Data is gathered based on the time the call is picked up to the time a unit is dispatched on the incident.

2010 NFPA 1221 - NORCOM'S CURRENT STANDARD											
% of Fire/EMS Calls under 60 Seconds Call Received to Call Dispatched (Goal = 90%)											
	GOAL	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Jan	90%	78%	78%	85%	85%	88%	89%	91%	84%	86%	86%
Feb	90%	81%	77%	83%	86%	87%	88%	91%	84%	87%	87%
Mar	90%	79%	80%	85%	85%	88%	90%	90%	85%	86%	87%
Apr	90%	79%	81%	87%	83%	87%	89%	90%	83%	86%	85%
May	90%	80%	80%	86%	83%	87%	88%	90%	84%	81%	
Jun	90%	77%	83%	85%	87%	86%	87%	88%	83%	83%	
Jul	90%	70%	85%	85%	86%	87%	87%	89%	83%	82%	
Aug	90%	74%	83%	86%	86%	88%	88%	85%	86%	84%	
Sep	90%	80%	86%	84%	87%	88%	89%	89%	87%	85%	
Oct	90%	82%	86%	80%	84%	87%	88%	86%	87%	85%	
Nov	90%	79%	86%	81%	87%	88%	90%	87%	87%	86%	
Dec	90%	79%	84%	83%	88%	89%	89%	86%	87%	85%	
AVG		78%	82%	84%	86%	88%	89%	88%	85%	85%	86%



2010 NFPA 1221 - NORCOM'S CURRENT STANDARD											
% of Fire/EMS Calls under 90 Seconds Call Received to Call Dispatched (Goal = 99%)											
	GOAL	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Jan	99%	91%	92%	95%	94%	96%	97%	97%	95%	95%	95%
Feb	99%	93%	92%	94%	95%	95%	97%	97%	96%	96%	96%
Mar	99%	92%	93%	95%	95%	96%	97%	97%	95%	96%	96%
Apr	99%	93%	94%	96%	93%	96%	97%	97%	95%	94%	95%
May	99%	93%	93%	95%	94%	95%	96%	97%	95%	94%	
Jun	99%	91%	94%	94%	96%	95%	96%	97%	94%	94%	
Jul	99%	87%	95%	94%	95%	95%	96%	97%	95%	94%	
Aug	99%	90%	95%	95%	95%	96%	96%	96%	96%	95%	
Sep	99%	92%	95%	95%	96%	96%	96%	97%	96%	95%	
Oct	99%	94%	94%	93%	94%	95%	97%	96%	96%	95%	
Nov	99%	92%	95%	93%	97%	96%	97%	96%	96%	96%	
Dec	99%	93%	94%	94%	96%	97%	97%	95%	95%	96%	
AVG		92%	94%	94%	95%	96%	97%	97%	95%	95%	96%





MEMORANDUM

To: NORCOM Governing Board

From: J.R. Lieuallen, Finance Manager

Date: May 2, 2018

Re: Staff Update

- Tyler (NWS) Settlement Agreement Payments – There is one remaining payment:
 - The Final Acceptance payment of \$274,509 is still outstanding.
- 2016 Audit – SAO has completed the audit.
 - GASB 68 corrections were made and the 2016 Financial Statements were resubmitted with these changes.
 - The audit report will be scheduled for some time in late May with NORCOM staff and the Board Chair and Vice-Chair.
 - One potential issue of note is that NORCOM bought flowers for the peer support functions. SAO believes these to be unallowable costs. NORCOM staff is working with them to correct this so no findings will be issued.
- 2017 Carry-over amounts
 - Final Carryover amounts are as follows:
 - Operating Fund = \$637,528
 - Capital Projects = \$777,764
 - Equipment Replacement = \$1,732,885
 - Operating Expense Reserve = \$113,617
 - E-911 Escrow = \$568,790
 - Rate Stabilization = \$1,095,617
 - The GB will take action to amend the 2018 budget with these amounts at this meeting.
- 2019 Budget
 - The Finance Committee met for a second budget meeting on May 16th.
 - The Committee will meet again for their regular meeting and to discuss further updates to the budget on May 3rd.
 - Current increases for agency fees as of the May 16th meeting is 5.1%.



MEMORANDUM

To: **NORCOM Governing Board**

From: Ron Tiedeman, IT Director

Date: May 1, 2018

Re: Staff Update – Information Technology

NORCOM IT Vacancies:

Database Administrator – Position posted 4/26
Systems Engineer – Continue to receive applications

Kirkland Police IT Services ILA – Draft ILA for next governing board review. The ILA is project specific and related to Kirkland Petdata application and integration into Tyler/ New World LERMS system. We anticipate approximately 40 hours of custom development to complete import and automate input.

EPASS (employee accountability) - Further software demos include Tyler “Crew Force”, Tri-Tech and possible development in RAADAR with Tri-Tech or FEMA app IRIS. Briefed topic at last joint ops meeting.

RAADAR – Snohomish County Sheriff and Police Chief Demonstration – Voted unanimous to participate. Awaiting Fire Chief’s presentation, coordinating now. WSP has given verbal commitment to participate and currently in process of configuring services to integrate. Redmond/ Duvall added to RAADAR live.

Tri-Tech technical director and engineers have contacted us to review RAADAR for a second time. This is our attempt to market RAADAR one of a kind features for situational awareness and mutual aid enhancements to the Tri-Tech portfolio. Scheduling underway.

Tyler - Systems are running efficiently with minimal support tickets being triaged. Three priority issues remain, all associated with GIS addressing.

PSERN – PSAP ILA version 2 reviewed internally and by legal. Final revision expected in May outlining another round of staff and legal review with an executable copy. Console and dispatch equipment installation tentatively scheduled in June 2018 to include console installation, testing and training.

NORCOM requested (8) additional dispatch radio consoles through PSERN. PSERN Board presentation by NORCOM scheduled for June meeting.

NORCOM Andrew Johnson chaired a subcommittee for “In Building Task Force” and presented report to PSERN board identifying perceived coverage based on 3rd party consultant report.

EPSCA posted an Operation Coordinator position to assist EPSCA agencies through transition.

King County 911 – King County 911 made an official request of all King County PSAPS, asking for technical assistance in completing 3 high level projects at each of the PSAP’s. These projects include Text to 911, VIPER phone replacement upgrade and ESInet II installs through 2019.

Fire Projects (Systems Supervisor)

- **TriTech** – Taskforce set up internally to identify enhancements and productivity changes.
 - Tri-tech CLQ (Click) May 7th demo Zone 1 Operations. Tentative go Live May 15th.
 - Mobile Maps – scheduling testing for deployment of new mobile maps
- **Other Fire Projects**
 - LiveMUM Demonstration – May 7th Zone 1 Operations.
 - ePass Integration – Tri-Tech/ RAADAR in progress
 - Automatic Aid project discussion – Asst. Chief Walgren & NORCOM (Automatic Aid Numbering)
 - Vendor demo's – Motorola 3/27/18
 - RAADAR Enhancement Evaluation
 - 1. IRIS – FEMA Application
 - 2. Tri-Tech
 - Tyler – “Crew Force”

Police Projects

- **Tyler/New World Systems Upgrade – COMPLETE 2017.1**
 - Priority 1 and 2 issues – 3 GIS Issues remain and escalated within Tyler
 - Awaiting Service Pack 1 update – Delayed due to priority issues.
- **Tyler Animal Tracking Module – Kirkland**
 - Tentative custom development and Kirkland Police ILA

Infrastructure Projects (Senior Systems Engineer – Nathan Way)

- BLVPD 5-year CAD and LERMS data extract request
- Installed and performed initial configuration of Barracuda E-mail Archiver appliance.
- NORTEL PBX to be physically removed from NORCOM Premises 5/1 due to PSERN.
- Shoreline Fire ST65 to get new fiber optic Internet feed installed 5/2.

RAADAR

- Tri-Tech strategic discussion – Scheduling technical discussion regarding RAADAR
 - Tyler strategic discussion
 - RAADAR – Successful Redmond Integration “Live” in RAADAR 5/1 – Redmond/ Duvall
 - WSP Demo – Received verbal commitment to participate in RAADAR
 - Snohomish County Police & Sheriff Association Demo – Unanimous vote to participate. Awaiting second demo for Fire Association, and legal data sharing agreement.
- **RAADAR April Enhancements:**
 - **Real-time Radio Addition** - FDISP-1 and FTAC-1
 - **Authorization Banner** – Log policy and procedure: Log-in - click yes to accept. Under legal review including; acceptable use, data sharing, and license acceptance.