



AGENDA
NORCOM Governing Board
Bellevue City Hall Room 108
Friday, September 9, 2016 9:00 a.m.

1. Call to Order

2. Roll Call

3. Open Communications from the Public

4. Action Items

A. Consent Calendar

- 1) Minutes from the August 12, 2016 Governing Board meeting

5. Old Business

- A. Fire Projects Update
- B. Police Projects Update
- C. E-911 Financial Stability Discussion

6. New Business

- A. Coplogic Functionality Brief
- B. CodeRed Fire Reporting Software Functionality Brief

7. Staff Reports

- A. Executive Director (Tom Orr)
- B. Accreditation, Facilities & Continuity of Operations (Sheryl Mullen)
- C. Human Resources (Roky Louie)
- D. Finance (J.R. Lieuallen)
- E. Technology (Dee Hathaway)

8. Committee Reports

- A. Joint Operating Board
- B. Finance Committee
- C. Strategic Planning Committee

9. Executive Session¹

¹ The Governing Board will hold an Executive Session pursuant to 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.

Note: The next Governing Board meeting is scheduled for October 14, 2016



MEMBERS:	Mark Risen	City of Bellevue
	Bob VanHorne	City of Bothell
	Marilynne Beard	City of Kirkland
	Bob Larson	City of Snoqualmie
	David Burke	Duvall Fire District #45
	Greg Tryon	Eastside Fire & Rescue
	Chris Connor	Fire District #27
	Steve Burns	Medina Police
	Ed Holmes	Mercer Island Police
	Tommy Smith	Redmond Fire
	Tim Dahl	Shoreline Fire
	Greg Ahearn	Woodinville Fire
ABSENT:	Bill Archer	Clyde Hill Police
	Jim Torpin	Northshore Fire
	James Knisley	Skykomish Fire District #50
	Jay Wiseman	Snoqualmie Pass Fire & Rescue
VISITORS:	Michael Olson	City of Kirkland
	Steve DiJulio	Foster Pepper
	Michele Plorde	King County EMS Division
	Deanna Gregory	Pacifica Law Group
NORCOM STAFF:	Tom Orr	Executive Director
	Josh Baker	Fire Liaison
	Deanna Carkeek	Telecommunicator
	Melissa Crawford	Police Liaison
	Tracey Croisier	Executive Assistant & PIO
	Katy Gilberts	Supervisor
	Dee Hathaway	IT Director
	Charlene Inman	Accounting & Benefits Specialist
	J.R. Lieuallen	Finance Manager
	Roky Louie	Human Resources Coordinator
	Mike Mandella	Deputy Director
	Becky McCracken	QA & Public Records Specialist
	Dottie Olson	Telecommunicator
	Dave Stuby	Telecommunicator
	Khai Tran	IT



1. Call to Order

The NORCOM Governing Board was called to order by Marilynne Beard, Governing Board Chair, at 9:00 am on August 12, 2016.

2. Roll Call

Chair Beard 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. Employee Recognition

- A. Davy Stuby was recognized for 30 years in public safety.
- B. Khai Tran was recognized as an employee of the quarter. Tom Orr cited Khai's work in IT.
- C. Deanna Carkeek was recognized as an employee of the quarter, specifically for her work on the open house during telecommunicator appreciation week.
- D. Charlene Inman was recognized as an employee of the quarter, nominated for the extra responsibilities she took during the transition to a new finance manager.
- E. Roky Louie was recognized for receiving his degree in human relations.

Amanda Kolling, Paula Burs and Mark Wood were also named as employees of the quarter; they were unable to attend the meeting.

5. Action Items

→ Consent Calendar Approved

Chair Marilynne Beard called for a motion to approve the items on the consent agenda. The items included on the consent calendar were minutes from the July 8, 2016 Governing Board meeting and the June 2016 accounts payable (accounts payable total: \$ 872,227.14).

Bob Larson made the motion to approve the consent calendar.

Motion carried.

6. Old Business

→ Resolution 119 Approved

Chair Marilynne Beard called for a motion to approve resolution 119, which approves the 2017 proposed budget for submittal to NORCOM agencies.

Mark Risen made the motion to approve resolution 119.



Motion carried.

10. Executive Session

Per RCW 42.30.110(1)(i), Chair Marilynne Beard requested an executive session 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. Steve DiJulio of Foster Pepper and Deanna Gregory of Pacifica Law Group were present for the executive session.

The session began at 9:22 a.m. and was expected to last 45 minutes. The meeting was extended at 10:07 for ten minutes. The executive session concluded at 10:17 a.m. and the Governing Board meeting resumed at 10:18 a.m.

6. Old Business

→ NORCOM and Medic One to meet in September to discussion relationship termination

→ Governing Board will be invited to attend Medic One meeting

7. New Business

→ CodeRed fire software will be covered at the September Governing Board meeting.

→ Cop Logic functionality will be covered at the September Governing Board meeting.

8. Staff Reports

There were no additional comments or questions regarding the staff reports.

9. Committee Reports

There was no discussion regarding committee reports.

The meeting was adjourned at 10:20 a.m.



MEMORANDUM

To: Governing Board
From: Tom Orr, Executive Director
Mike Mandella, Deputy Director
Date: September 1, 2016
Subject: General Update – Governing Board Meeting – September 9, 2016

1. King County E-911 Ordinance

The Interim Advisory Group met on August 24, 2016. The meeting was collegial and cooperative and included the following important points.

- a. **NORCOM conference call with State 911 Leaders:** The IAG Chair asked Tom Orr to brief the group on NORCOM's conference call with MG Daugherty and STATE DEM Director Robert Ezell. The briefing was well received.
- b. **Discussion of Intersection Between IAG and Strategic Planning Group:** BDS (Brian Scott) and Kevin Kearns (IXP Corp) were awarded the facilitation contract. They introduced themselves and asked for a discussion of how the IAG intersects with the Strategic Planning Group. The discussion resulted in the IAG Chair stating that he would continue to attend the main Strategic Planning Groups (and he or others could attend the Task Forces) to brief them on what the IAG is doing. The general approach of the IAG will be to act and recommend as a steward of resources and technology so as to give the Strategic Planning Group the fullest possible options and flexibility needed to develop a long-term plan.
- c. **King County 911 Open Positions:** There are four open positions. Director Lombardo is working closely with Sharon Potts of King County Information Technology (KCIT) to analyze all IT positions for proper fill. The King County E-911 Program office invited NORCOM IT Director Dee Hathaway to participate in interviews for this important position. A finalist has been selected and will need to complete the hiring process.
- d. **Decisions by King County 911 Program office following IAG Recommendations:**
 1. **Smart 911:** Director Lombardo announced that they will not fund or implement Smart 911 for the approximate seven PSAPs where Smart 911 is not operational at this time. As to those PSAPs where Smart 911 is operational, the 911 Office will, over the next year, develop a transition plan whereby those PSAPs that want Smart 911 will assume financial responsibility.
 2. **Satellite Phone Funding:** for PSAPs will end no later than September 30, 2016. PSAPs will need to return the satellite phones. PSAPs can work with County to transition contract to PSAP or PSAP can procure their own service. NORCOM will be exploring the most cost effective solution for satellite phone service.

3. **Pictometry Contract:** The current contract ends in 2017. The E-911 Program Office agrees that 911 service does not require expensive obliques but other participating county agencies do need them. One flyover remains before the contract ends. The 911 office will continue to participate at its current level/share until the contract is complete. Until the contract ends in 2017, the 911 office will be researching imagery alternatives such as the state PSAP Imagery project, King County Aerials project and possible other free options. The 911 Program Office will be discussing appropriate pro-rata share of Pictometry costs with other participating agencies.
 4. **Viper System Install at Seattle and Viper Refresh:** The E-911 office has selected the Vipers system install at Seattle as one of two demonstration projects to model and develop KCIT processes, procedures and staffing. The goal is to develop the most efficient method for working with KCIT on all future KC E-911 projects.

Following the Viper System install at Seattle, five PSAPs are scheduled to have their Viper systems replaced because they are at end of life. This will cost approximately \$2.5 million. There was extensive discussion on system architecture and the appropriate number of Viper systems. There was a lack of consensus on whether less Vipers operating in multi-mode would save significant dollars. Although only present for discussion on the Strategic Planning Process, Kevin Kearns, a former South King County sworn fire officer with significant PSAP and IT experience, commented extensively on this issue. The general consensus from KCIT staff, several PSAPs and Mr. Kearns is that further work was needed to define requirements and analyze alternatives (including possible other vendors) before moving forward with a refresh.
 5. **Interim Text-to-911:** The King County 911 office began the discussion with a reminder about their email asking PSAPs for the number of laptops needed for Text-to-911. The plan is to go live with Text-to-911 by July 2017. NORCOM led a conversation regarding the due diligence needed to reply as to whether any laptops were needed. NORCOM encouraged a fuller discussion and analysis of operational impacts and its own Six Sigma process that has just begun related to assessing how best to process text.
- e. **State-mandated Security and Changes to current Century Link.** The IAG discussed the State's 2015 mandate for changes to the current CenturyLink ESInet and SIP. CenturyLink is the current ESInet provider to Washington State. CenturyLink's ESInet is not yet fully digital. Some aspects of the network include circuits that are similar to traditional analog telephone lines but are formatted to pass the calling party's number (Automatic Number Identification, ANI). These circuits are commonly referred to as CAMA circuits. At present, the CenturyLink ESInet/SIP has sub-components that are analog (CAMA) and components that are digital (SIP). This mixed technology requires numerous conversions from analog to digital as a call passes through the ESInet.

In late 2015 or early 2016, the state set a deadline of December 31, 2017, for all Washington PSAPs/County 911 program offices to comply with standards that would eliminate any analog circuits and install additional and expensive security upgrades that would fully enable transition the ESInet to digital. The King County E-911 Office had estimated compliance costs would be in the range of \$2.5 to \$5 million, which would include security necessary to comply with the conversion.

The state's security requirements for the CenturyLink SIP (ESInet) were established well before the State's August 2016 announcement that it was terminating the CenturyLink contract and selecting Comtech TCS as the new service provider. Comtech TCS plans to convert all PSAPs in Washington State to its network no later than December 2017.

Further discussion and research is needed regarding whether any funds should be spent on the now outdated CenturyLink ESInet that will be phased out once the Comtech TCS ESInet is fully operational and proven sometime in 2017.

2. LEAN/Six Sigma Training

NORCOM negotiated a 50% discount for 16 staff members to participate in Jump Start Six Sigma and/or Green Belt Training. Nine members of NORCOM staff completed one week of Jump Start training and six members will complete a second week of Green Belt training in September. The remaining NORCOM staff will complete the training in March. NORCOM anticipates selecting two or three staff for Black Belt training. This training will be crucial to moving forward with NG-911 and other initiatives.

3. Pulse Point

On August 8, 2016, Chief Matt Cowan briefed the Zone 1 Fire Chiefs regarding a phone conversation from Medic One Foundation. Later that same day, the Director for the Medic One Foundation sent an email to the NORCOM Executive Director stating that: *"The Medic One Foundation Board of Directors is very interested in learning more about NORCOM's decision to terminate the installation of PulsePoint. Two Foundation Board members who represent the Eastside community would like to join me in a meeting with you. If you could offer a couple of dates/times in August that you would be available, I will coordinate the meeting."*

The NORCOM Director briefed the Governing Board on the status of Pulse Point at the August Governing Board meeting. The meeting has been scheduled for September 19, 2016 to accommodate the schedules of those attending the meeting.

4. Tyler / NWS Contract

The Director will update the Board in Executive Session regarding discussions with Tyler since the August meeting.



MEMORANDUM

To: NORCOM Governing Board & Joint Operations Board
From: Sheryl Mullen - Accreditation, Facilities, and Continuity of Operations Manager
Date: August 2, 2016
Re: Staff Update for August 2016

Performance Measurement Data through July is included in packet.

1. Activity Since Last Report

a. Facilities

- i. **Facility Needs Assessment** – The Facility Needs Assessment was posted on July 25th. A Pre-Submission Conference will be held on August 9th with letters of interest due on August 19th. The RFP is soliciting for the following:

1. An assessment of our existing facility with respect to survivability, redundancy, future capacity, and overall adequacy
2. A feasibility study, site recommendations, and cost estimate for a new facility that would meet projected needs taking into consideration the results of the Staffing & Workload Study completed in 2015.

NORCOM received one list of questions and 2 letters of interest. NORCOM is working on responding to the questions for posting on our website.

b. Accreditation

- i. Continued monitoring of NORCOM practices and procedures for **CALEA** compliance in anticipation of NORCOM's beginning of the self-assessment portion of the CALEA accreditation process.

c. Continuity of Operations

- i. A draft **COOP** has been provided to a small representative group of NORCOM personnel to review. A tabletop meeting was conducted August 7th. As a result of this meeting, modifications to the draft are being completed with another meeting to continue review being scheduled.

d. Miscellaneous

- i. **Telecommunicator Reclassification Efforts:** There is a call to action from APCO & NENA right now asking for interested parties to relate a story to the federal officials that illustrates the protective work performed by 9-1-1 professionals (deadline Sept 20) and for members and supporters to contact their U.S. Senators and members of the Congressional NextGen 9-1-1 Caucus. Information on both can be found at <https://www.apcointl.org/advocacy/topics/soc-revision.html>

Background: On June 23, 2016, Congressional NextGen 9-1-1 Caucus Co-Chairs - Senator Amy Klobuchar (D-MN), Senator Richard Burr (R-NC), Representative Anna Eshoo (D-CA) and Representative John Shimkus (R-IL) - sent a bipartisan letter to the Office of Management and Budget (OMB) urging OMB to revise the Standard Occupational Classification (SOC) to accurately represent the complex and life-saving nature of the work performed by 9-1-1 professionals. The SOC is one of several classification systems established by OMB to ensure coordination of

UPDATE!



federal statistical activities. In the current language, 9-1-1 professionals are identified as “Police, Fire, and Ambulance Dispatchers” and classified as “Office and Administrative Support Occupations.” As part of a revision process, APCO recommended revising the SOC so that 9-1-1 call takers and dispatchers are identified as “Public Safety Telecommunicators” and categorized as “Protective Service Occupations.” Advocating revisions that align with APCO’s recommendations, the Co-Chairs’ letter states that a public safety Telecommunicator’s job “can entail simultaneously questioning the caller, dispatching first responders, and using advanced technologies to retrieve caller location, medical information, and pertinent location history,” and that the “current classification within the ‘Office and Administrative Support’ major group is not consistent with the specialized training and life-saving nature of the tasks performed by public safety telecommunicators.”

On July 22nd, 2016, Office of Management & Budget published a 2nd Federal Register Notice requesting comments on a review committee’s recommendation for the SOC revision. This notice did not include APCO’s recommendations. There was a call to action which resulted in over 5,000 respondents sending emails within the first 18 hours indicating their support for the recommended reclassification. APCO has now met with the appropriate federal office and has temporarily suspended that call to action and are now asking for the information included in the update above.

- ii. Continued involvement with **Employee Recognition Committee, NORCOM On Track** (Wellness Committee), and **Safety Committee**.
- e. I was out of the office at the APCO, Intl Conference & Expo August 11-18 followed by a weeklong Disneyworld visit. The sessions I attended at the conference included:
 - i. Camp Orlando – Lessons on Boosting Morale in the Center
 - ii. Lead Vertically
 - iii. Talent Management: Developing and Maintaining an Effective Workforce
 - iv. Core Competencies, Operational Factors, and Training for Next Generation Technologies in Public Safety Communications
 - v. Scheduling 101: Managing Needs, Wants, and Reality
 - vi. Effectively Leading Millennials in the Workplace
 - vii. Putting It All Together: A Look At Leadership in the Communications Center
 - viii. Radio Operator Workload: How Much Is Too Much?
 - ix. People: The Most Important Asset During Consolidation



NORCOM Performance Measurement Data

September 2, 2016

The following performance data is included with this report:

911 Call Answer Standards

911 Call Answer Standards by Month and by Year

NORCOM Actions (phones, police, and fire counts)

CAD Calls by Year

Fire CAD Incidents to Date AND Call to Dispatch Times

Police CAD Incidents to Date AND Call to Dispatch Times

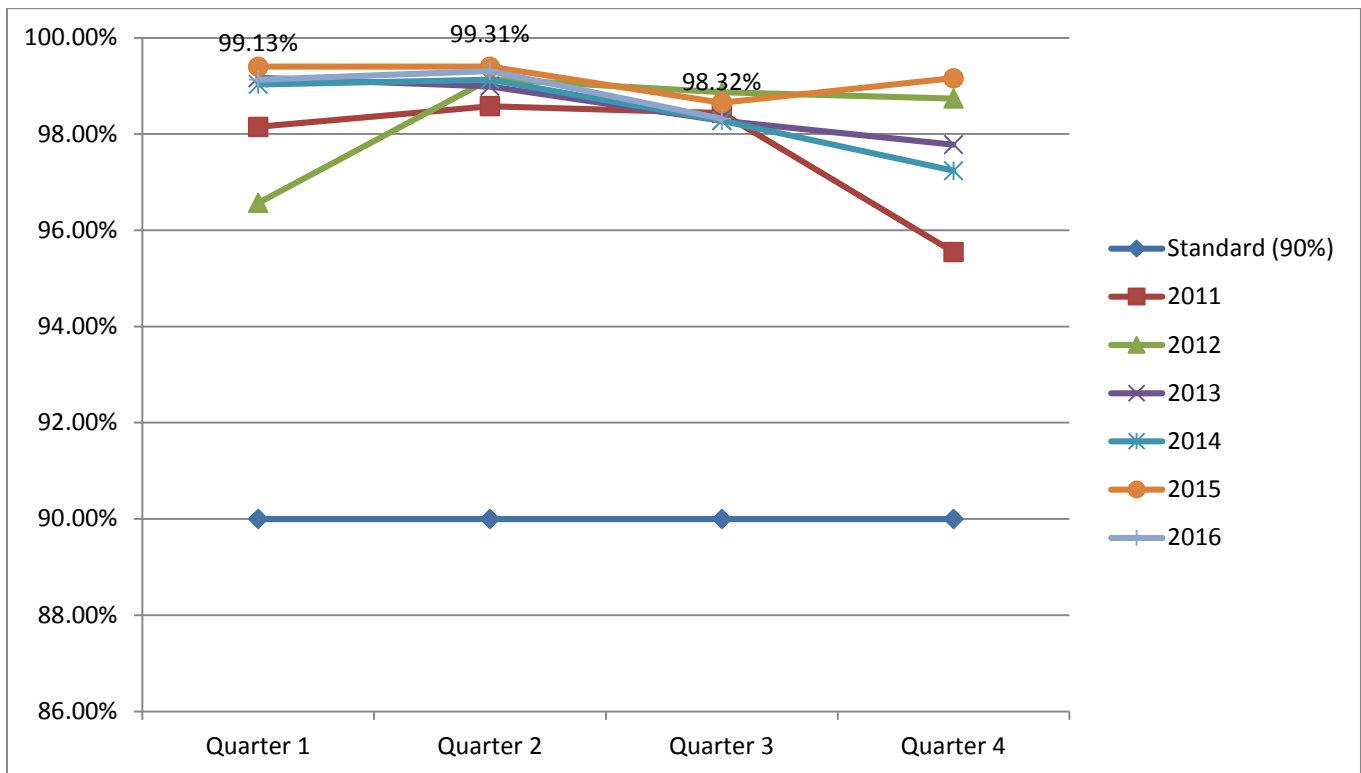
Performance Measurement Data September 1, 2016

Prepared by: Sheryl Mullen, Accreditation, Facility, & Continuity of Operations Manager

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King County 911 Call Answering Standard

Standard: 90% of 9-1-1 telephone calls will be answered within 10 seconds or less during each hour of a calendar quarter. This graph represents the % of incoming 911 calls that were answered within the 10 second threshold for each quarter.



3rd Quarter shows year to quarter to date

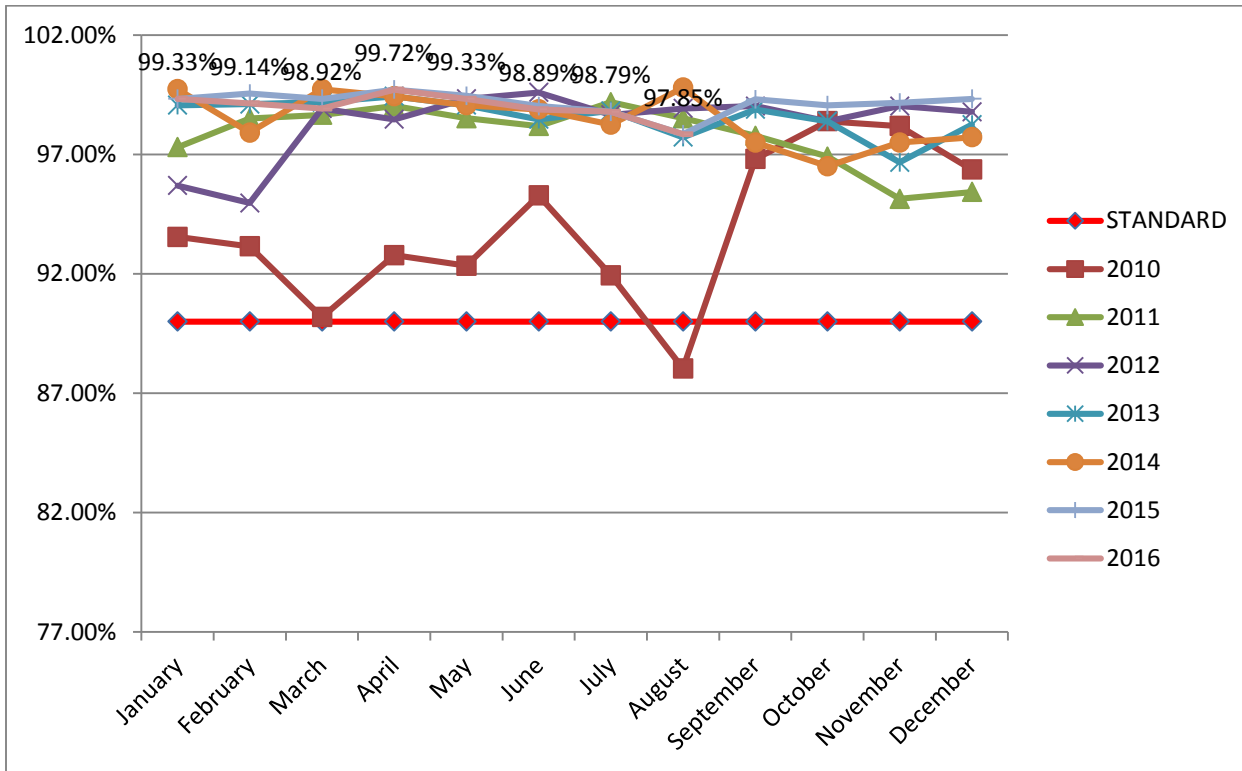
Monthly 911 Calls

- 590** Most 911 Calls received in a day (August 5, 2016)
- 368** Fewest 911 Calls received in a day (August 7, 2016)
- 488** Average Number of 911 Calls received per day in August 2016
- 882** Average Number of all calls per day in August 2016 (Includes 911 calls)
- 15,130** Total number of 911 calls received in August 2016
- 27,342** Total number of all calls received in August 2016 (Includes 911 calls)

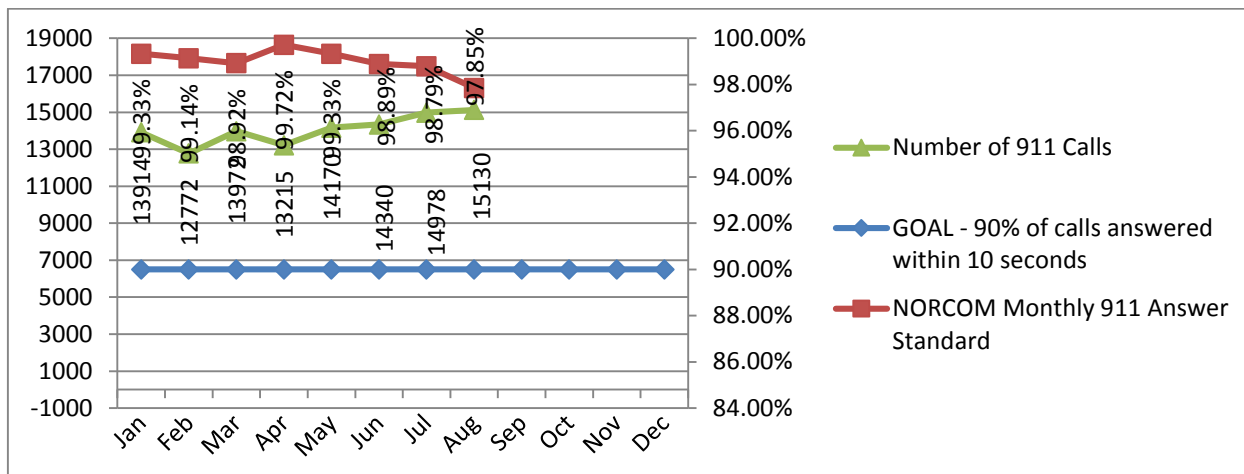
911 Call Answer Statistics 2010 – Present

The NORCOM adopted standard is 90% of 9-1-1 telephone calls will be answered within 10 seconds or less during each hour of a calendar quarter (barring major disasters or other extraordinary events)

Source: King County Enhanced 911 Participation Agreement



2016 911 Call Answer Statistics compared with Number of 911 Calls Received



Performance Measurement Data September 1, 2016

Prepared by: Sheryl Mullen, Accreditation, Facility, & Continuity of Operations Manager

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2016	NORCOM Phone Actions					Calls Dispatched & Field Actions **				
	911 Calls	911 Answer %	7 digit EMER	Non Emergency (Secondary)	Incoming Business	Fire Calls DPd	PD Calls	Traffic Stops	Officer Initiated Incidents	
January	13914	99.33%	7431	1789	1516	5206	8396	2773	334	
February	12772	99.14%	7155	1930	1241	4855	8130	2391	271	
March	13972	98.92%	8214	2259	1447	5612	8726	2846	265	
April	13215	99.72%	7731	2248	1390	5104	8482	2398	209	
May	14170	99.33%	8055	2400	1531	5330	8684	2585	262	
June	14340	98.89%	8683	2778	1451	5305	9011	2002	200	
July	14978	98.79%	8931	2991	1351	5479	9428	1919	210	
August	15130	97.85%	8886	2787	1344	5771	9010	1948	200	
September										
October										
November										
December										
Totals	112,491	99.00%	65,086	19,182	11,271	42,662	69,867	18,862	1,951	90,680

911 Calls = Landline, Wireless, & VoIP Calls on 911

911 Answer % = % of hours 911 calls were answered 90% of the time within 10 seconds

7 digit EMER = 425-577-5656 (alarm companies, transfers from agency phones, public safety agencies)

Secondary Queue = Calls have come in as 911 or 7 digit EMER, been screened, determined to be non-emergency, and transferred to the secondary queue

Business = 425-577-5600 (officers, family members, etc)

Fire Calls DPd = Priority 0-5 calls with a unit assigned

PD Calls = All calls in CAD with unit assigned excluding TS & Officer Initiated

Traffic Stops - field initiated, included NORCOM involvement

Officer Initiated = Traffic Stops via MDC (not called out & no NORCOM action needed) and all other field initiated calls

** Test calls, cancelled calls, and calls with no unit dispatched are not reflected (not billable calls for service)

Performance Measurement Data September 1, 2016

Prepared by: Sheryl Mullen, Accreditation, Facility, & Continuity of Operations Manager

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CAD Calls by Year Updated 9/1/2016

This chart includes all calls entered into the CAD system with a unit dispatched on them (NOT calls for service by budget definition)

	2010	2011*	2012	2013	2014	2015	Total Calls (3 years)	3 Year Average of Police Calls	3 Year Average of All Calls (P/F)	2016	2016 % of police calls to date
Bellevue PD	64425	73673	54113	53057	58889	63697	175643	44.70%	30.66%	43907	48.42%
Clyde Hill PD	3073	2880	2829	2746	2514	3415	8675	2.21%	1.51%	1615	1.78%
Kirkland PD	44863	62925	63787	53499	54993	48624	157116	39.98%	27.43%	32556	35.90%
Medina PD	2434	2034	3670	4218	3093	4312	11623	2.96%	2.03%	2701	2.98%
Mercer Island PD	11705	13035	12745	10830	14428	14645	39903	10.15%	6.97%	9901	10.92%
Police Totals **	126500	154547	137144	124350	133917	134693	392960	100.00%	68.59%	90680	100.00%

**** Police Calls include only calls with a unit dispatched on them**

	2010	2011	2012	2013	2014	2015	Total Calls (3 years)	3 Year Average of Fire Calls	3 Year Average of All Calls (P/F)	2016	2015 % of fire calls to date
Bellevue Fire	13141	12652	13357	13487	14346	14492	42325	23.52%	7.39%	10108	23.69%
Bothell Fire	4456	4243	4513	4747	5386	5714	15847	8.81%	2.77%	3823	8.96%
Duvall Fire	801	739	776	772	847	817	2436	1.35%	0.43%	554	1.30%
Eastside Fire	7943	7661	8127	8286	8600	8958	25844	14.36%	4.51%	6263	14.68%
Fall City Fire	480	416	505	457	498	497	1452	0.81%	0.25%	358	0.84%
Kirkland Fire	6323	6510	6998	6854	7163	7654	21671	12.04%	3.78%	5185	12.15%
Mercer Island Fir	2242	2120	2153	2104	2364	2398	6866	3.82%	1.20%	1581	3.71%
Northshore Fire	2866	2514	2802	2831	2870	2843	8544	4.75%	1.49%	2021	4.74%
Redmond Fire	6598	6150	6342	6318	6899	6883	20100	11.17%	3.51%	4663	10.93%
Shoreline Fire	6730	6355	6769	6837	7472	7569	21878	12.16%	3.82%	5311	12.45%
Skykomish Fire	323	280	295	274	266	255	795	0.44%	0.14%	211	0.49%
Snoqualmie Pass	236	278	311	305	311	303	919	0.51%	0.16%	262	0.61%
Snoqualmie Fire	801	778	802	906	863	936	2705	1.50%	0.47%	461	1.08%
Woodinville Fire	3285	3019	2963	2990	2821	2734	8545	4.75%	1.49%	1861	4.36%
Fire Totals **	56225	53715	56713	57168	60706	62053	179927	100.00%	31.41%	42662	100.00%

**** Fire Calls include only calls with a unit dispatched on them**

*** 2011 includes calls entered into New World & TriTech - some overlap exists.**

Performance Measurement Data September 1, 2016

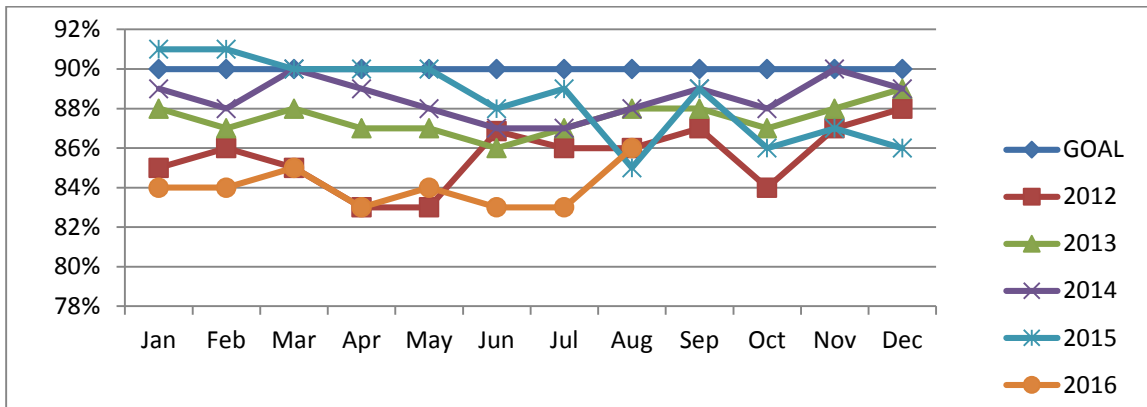
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NORCOM Fire/EMS Call Received to Call Dispatch Statistics & Incident Counts

This report includes all priority 0, 1, 2, 3, and 4 fire/EMS 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.

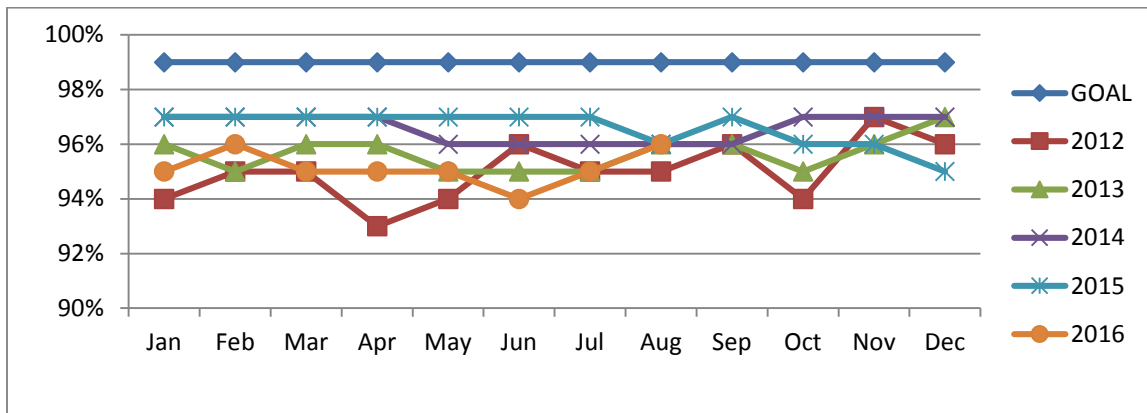
% of Fire/EMS Calls under 60 Seconds Call Received to Call Dispatched (Goal = 90%)



of Priority 0-4 Calls Dispatched in August 2016 – 5,517

	J	F	M	A	M	J	J	A	S	O	N	D
2012	85%	86%	85%	83%	83%	87%	86%	86%	87%	84%	87%	88%
2013	88%	87%	88%	87%	87%	86%	87%	88%	88%	87%	88%	89%
2014	89%	88%	90%	89%	88%	87%	87%	88%	89%	88%	90%	89%
2015	91%	91%	90%	90%	90%	88%	89%	85%	89%	86%	87%	86%
2016	84%	84%	85%	83%	84%	83%	83%	86%				

% of Fire/EMS Calls under 90 Seconds Call Received to Call Dispatched (Goal = 99%)



	J	F	M	A	M	J	J	A	S	O	N	D
2012	94%	95%	95%	93%	94%	96%	95%	95%	96%	94%	97%	96%
2013	96%	95%	96%	96%	95%	95%	95%	96%	96%	95%	96%	97%
2014	97%	97%	97%	97%	96%	96%	96%	96%	96%	97%	97%	97%
2015	97%	97%	97%	97%	97%	97%	97%	96%	97%	96%	96%	95%
2016	95%	96%	95%	95%	95%	94%	95%	96%				

Performance Measurement Data September 1, 2016

Prepared by: Sheryl Mullen, Accreditation, Facility, & Continuity of Operations Manager

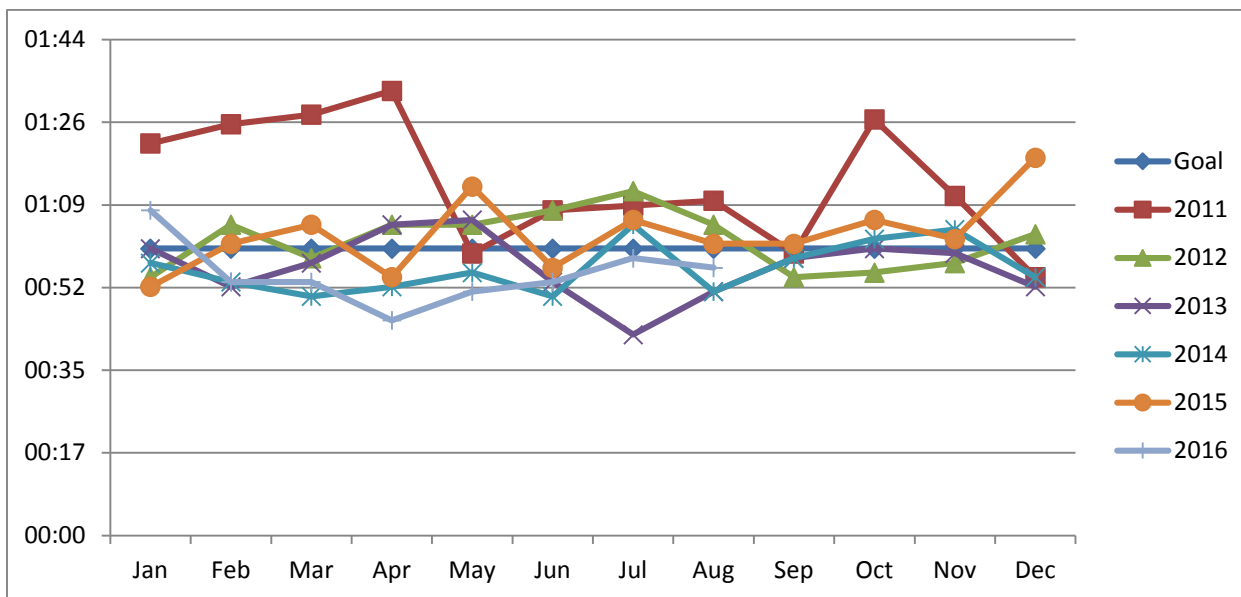
smullen@norcom.org 425-577-5676

NORCOM Police Call Received to Call Dispatch Statistics & Call Counts

This report includes all calls with a unit dispatched on them with the exception of officer initiated (mobile) and radio initiated calls. Those incidents have been pulled from the reporting numbers because they do not accurately reflect call received to call dispatch times. In most cases, the unit was immediately dispatched on the incident (traffic incidents, on-views, etc).

Average Call to Dispatch Times (MM:SS) for Police P1 and P2 incidents (Goal = 60 Seconds)

All Police priority 1 and 2 calls are screened through NORCOM's Quality Assurance process. In addition, all calls over the 60 second threshold are reviewed to determine the circumstances which contributed to the apparent delay.



11 August Incidents

	J	F	M	A	M	J	J	A	S	O	N	D
2011	1:22	1:26	1:28	1:33	:59	1:08	1:09	1:10	:59	1:27	1:11	:54
2012	:54	1:05	:58	1:05	1:05	1:08	1:12	1:05	:54	:55	:57	1:03
2013	1:00	:52	:57	1:05	1:06	:53	:42	:51	:58	:60	:59	:52
2014	:57	:53	:50	:52	:55	:50	:65	:51	:58	1:02	1:04	:54
2015	:52	1:01	1:05	:54	1:13	:56	1:06	1:01	1:01	1:06	1:02	1:19
2016	1:08	:53	:53	:45	:51	:53	:58	:56				

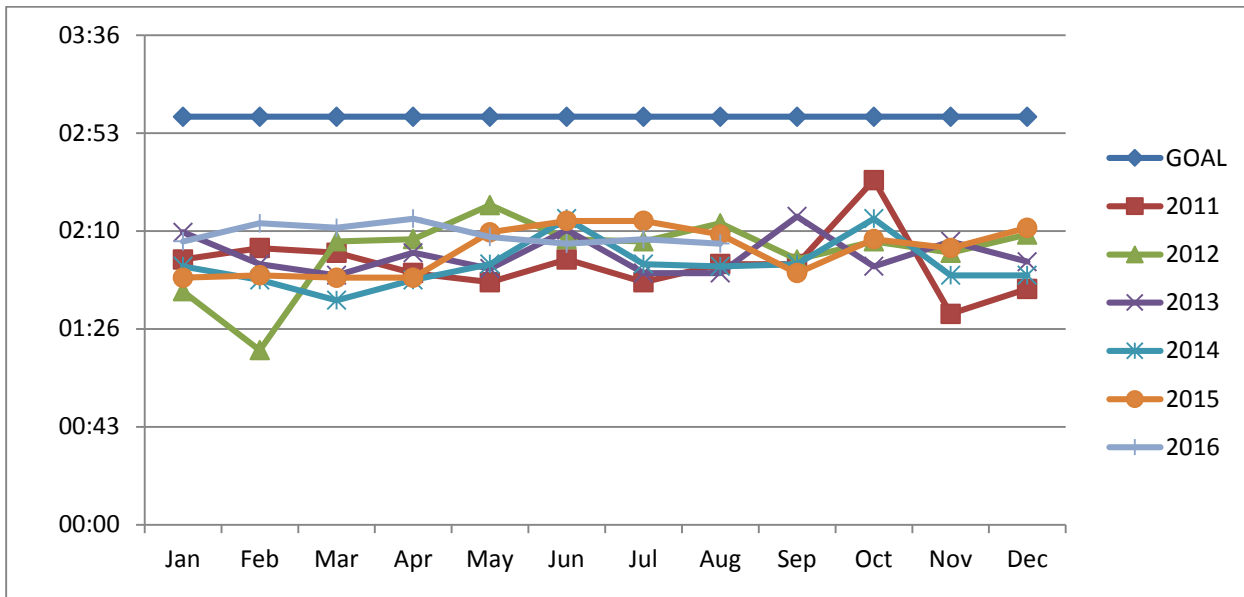
Performance Measurement Data September 1, 2016

Prepared by: Sheryl Mullen, Accreditation, Facility, & Continuity of Operations Manager

smullen@norcom.org 425-577-5676

Average Call to Dispatch Times (MM:SS) for Police P3 Incidents (Goal – 3 Mins)

Dispatch times on priority 3 police calls are frequently dependant on field units being available for dispatch. Calls of this type include traffic accidents, alarms, etc. Priority 3 calls are held until sufficient information is documented in the call to provide basic response information to field units. NORCOM continues to meet this performance standard.

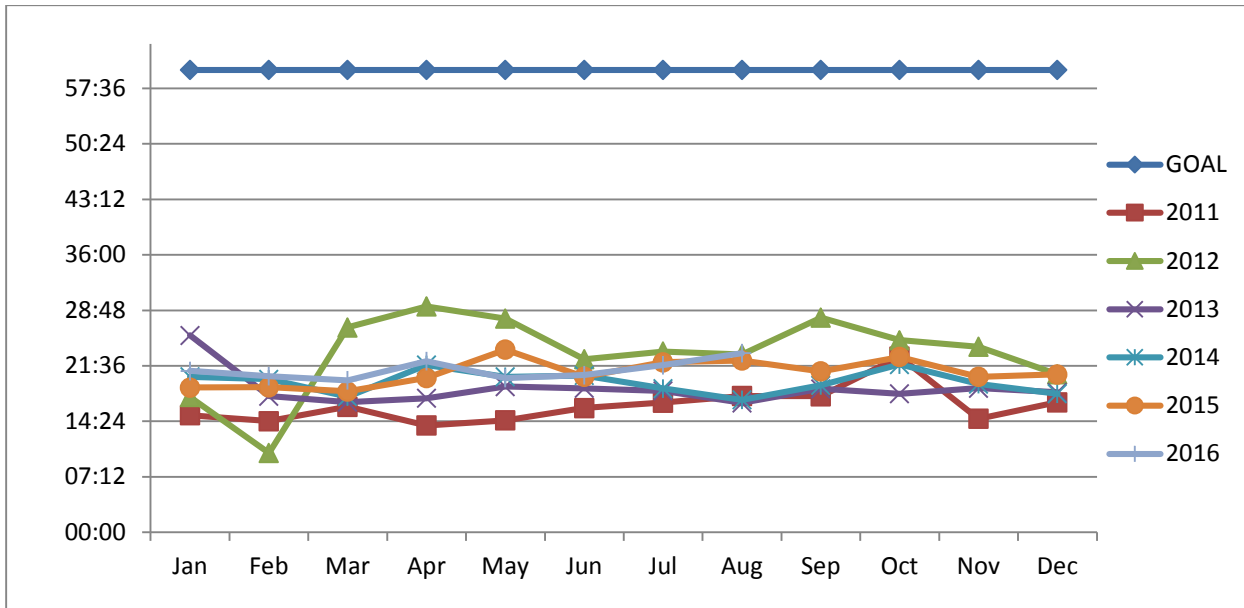


2427 August Incidents

	J	F	M	A	M	J	J	A	S	O	N	D
2011	1:57	2:02	2:00	1:51	1:47	1:57	1:47	1:55	1:55	2:32	1:33	1:44
2012	1:43	1:17	2:05	2:06	2:21	2:06	2:05	2:13	1:57	2:05	2:00	2:08
2013	2:09	1:55	1:50	2:00	1:53	2:10	1:51	1:51	2:16	1:54	2:05	1:56
2014	1:54	1:48	1:39	1:48	1:55	2:15	1:55	1:54	1:55	2:15	1:50	1:50
2015	1:49	1:50	1:49	1:49	2:09	2:14	2:14	2:08	1:51	2:06	2:02	2:11
2016	02:05	02:13	2:11	2:15	2:07	2:04	2:06	2:04				

Average Call to Dispatch Times (MM:SS) for Police P4 and P5 Incidents (Goal 60 Mins)

NORCOM is easily meeting the expectation of non-emergency calls being dispatched in 60 minutes or less from the time of the call.



4298 August Incidents

	J	F	M	A	M	J	J	A	S	O	N	D
2011	15:12	14:26	16:18	13:52	14:32	16:07	16:50	17:41	17:40	22:47	14:44	16:53
2012	17:33	10:17	26:36	29:19	27:44	22:28	23:27	23:05	27:52	24:56	24:05	20:31
2013	25:33	17:40	16:54	17:24	18:54	18:41	18:21	16:47	18:37	17:58	18:42	18:10
2014	20:10	19:52	17:36	21:43	20:11	20:20	18:40	17:11	19:04	21:46	19:14	17:59
2015	18:47	18:50	18:17	20:02	23:42	20:11	22:04	22:18	20:53	22:45	20:11	20:29
2016	20:56	20:15	19:43	22:13	20:01	20:24	21:42	23:15				



MEMORANDUM

To: Governing Board
From: Roky Louie, Human Resources Coordinator
Date: September 12, 2016
Subject: Staff Update

- **Current/Ongoing Events**

Telecommunicator Recruitment

Work continues to hire for NORCOM's 21st new hire Call Receiving Academy. Staffing needs project the need for three (3) to five (5) additional trainees by late September to early October. Current hiring efforts project approximately seven (7) viable candidates by mid-October.

Accounting & Benefits Specialist Recruitment

Five (5) competitive applicants have been vetted, generating two very desirable candidates for this position. Both candidates have four year degrees and extensive experience. The two candidates are currently undergoing background investigations, and have pending Suitability Assessment results as well as Polygraph appointments. The position is conservatively expected to be filled by the beginning of October.

- **Activity Since Last Report**

Resignations

NORCOM's Accounting & Benefits Specialist accepted a position with Woodinville Fire and Rescue. She has been with NORCOM since its inception in 2009.

One part-time Telecommunicator resigned after finding a job that worked better for her family schedule. She has been with NORCOM for three (3) years.

Team Supervisor Eligibility List

Work continues on developing a process for the next Team Supervisor eligibility list. Options are continuing to be researched that are offered by outside agencies such as Public Safety Testing, the National Testing Network, and IMPA-HR.



MEMORANDUM

To: NORCOM Governing Board
From: J.R. Lieuallen, Finance Manager
Date: August 31, 2016
Re: Staff Update

- Current/Ongoing events
 - Tyler (NWS) Settlement Agreement Payments – There are two remaining payments:
 - The 2014-2015 SSMA amount of \$388,160 (due 120 days from the payment made on 03/23/2016), provided there are no outstanding P1's or P2's. Payment is still pending.
 - The Final Acceptance payment of \$274,509
- 2017 Budget
 - Financial Participation Drafts reviewed at August 12 Meeting.
 - Final Financial Participation memos to be distributed early September – no changes of financial information from the draft
- Staffing – Charlene Inman resigned as Accounting and Benefits Specialist.
 - We are in the background check process with two candidates
 - Most likely onboard date is 10/03/2016



MEMORANDUM

To: NORCOM Governing Board
From: Dee Hathaway, IT Director
Date: August 31, 2016
Re: Staff Update – Information Technology

Karen Furuya, Mike Prill, Nathan Way and I attended Six Sigma Jump Start training as the first part of our training for Six Sigma Green Belt certification. This training is part of the Executive Director's movement toward a common methodology for how we approach process and policy development not just in IT, but across NORCOM as a whole. NORCOM administration and operations staff were also in attendance. The training provided an excellent opportunity to further develop teamwork as well as provide new tools to improve our services. The second phase of training is scheduled for September, and other members of IT staff will attend similar training in the spring of 2017.

Fire Projects (Project Manager – Karen Furuya)

- **GIS Database Consolidation**

After more than a year of planning and several months of testing, the GIS Database Consolidation was implemented into production on August 8th. Due to the meticulous planning and teamwork across all departments, there were only 2 minor issues that needed to be addressed after implementation. Those issues have been dealt with and the system is working as planned.

(This project will consolidate Tritech and New World GIS data into one database, providing consistent data between both CAD systems and streamlining maintenance processes.)

- **Code 3**

The list of participating agencies now includes Bellevue, Eastside, Redmond, Shoreline and Woodinville. Bellevue and Eastside are already paid subscribers. NORCOM IT is working with the vendor, Coelo, to supply participating agencies with temporary licenses so that they can use the system while the administrative requirements are being vetted. We are currently working on the development of MOUs with each agency.

(Code 3 Simulator is a predictive modeling and analysis software program providing agencies the ability to run Response History Analysis, Strategy Modeling and Simulation Results Analysis. This project will move the license holder from individual agencies to NORCOM, resulting in a lower per agency cost and the ability to run analysis against a greater number of calls.)



Police Projects (Project Manager – Mike Prill)

- **Tyler/New World Systems**

At this time there are two priority 2 issues. Patches were installed on January 20th to address issues remaining from the most recent upgrade and, in accordance with the settlement agreement, an outstanding SSMA payment was issued to Tyler 60 days later. In March and April, NORCOM held meetings with representatives of Tyler Technologies to continue discussions around module trading to complete the next steps in closing this part of the contract. We also met in May and June to discuss the requirements for upgrading to a more current version of the software.

In July Tyler presented a partial proposal which addressed module trading and touched on the move to an 11.x version of the software. A status update was provided to the governing board in August.

At the direction of the Governing Board, we are working with Tyler to develop a consolidated proposal that will address module trading, exhibit Q, and the upgrade to a current, stable version of the software as a collective process rather than each piece individually.

Patches for the priority 2 issues were installed August 24th and the system is being monitored to determine their effect.

- **LInX Interface**

Northrop Grumman (NG) has provided NORCOM with a test site, which our agency LInX team are in the process of reviewing. A full set of data has been loaded into the test system and agencies are currently performing testing.

(LInX is a regional data sharing website which links 1500+ agencies. It is a replacement for the old RAIN system. LInX has not been operational since October 2014)

- **Message Switch**

Installation is schedule for September 19-21.

(This project will upgrade the Tyler/New World Systems Message Switch, which is an interface between NORCOM's systems and NCIC/WACIC/DOL/NLETS computers.)

Infrastructure Projects (Project Manager – Nathan Way)

- **Admin Phone System Upgrade**

The back-end system (servers, switches, etc) have been installed in NORCOM's server room in preparation for the move to the new phone system. Testing is in progress and training materials are being developed. A switchover date has not been scheduled but is expected to be within 60 days.

(This project will replace NORCOM's administrative NORTEL phone system with a Cisco VoIP system.)