



AGENDA

NORCOM Governing Board
October 11, 2024, 9:00 am

1. Call to Order
2. Roll Call
3. Open Communications from the Public
4. Consent Agenda
 - A. Governing Board Meeting Minutes September 13, 2024
 - B. AP Reports September 2024
5. For Briefing to Board
 - A. September 18, 2024 Outage Briefing
 - B. NORCOM Console Replacement and Facilities Refresh Update
6. Newsletter
 - A. October IT & Operations Newsletters
7. Other Business
8. Adjournment

The next Governing Board meeting is scheduled for November 8, 2024.



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 10/11/2024
Subject: Governing Board Meeting Minutes September 13, 2024

Executive Summary:

The September 2024 Governing Board minutes are presented to the Board for review and consideration for approval.

Background:

The minutes are routinely submitted to the Governing Board for review, edits, and approval.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends approval.

Staff Comments:

Nothing Additional

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

Attachments

GB Meeting Minutes 2024 09



Meeting Minutes
NORCOM Governing Board
September 13, 2024

MEMBERS

Nathan McCommon	City of Bellevue
Toni Call	City of Bothell (Vice-Chair)
Kyle Kolling	City of Clyde Hill
Julie Underwood	City of Kirkland
Mike Harden	City of Lake Forest Park
Austin Gidlof	City of Medina
Dan Yourkoski	City of Normandy Park
Mike Bailey	City of Snoqualmie
Will Aho	Eastside/Woodinville/Duvall Fire & Rescue
Ben Lane	Eastside/Woodinville/Duvall Fire & Rescue
Brian Culp	Fire District #27 (Chair)
Adrian Sheppard	Redmond Fire Department
Matt Cowan	Shoreline/Northshore Fire Department

ABSENT

Chris Sutter	City of Mercer Island
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

NORCOM ATTORNEY

Deanna Gregory	Pacifica Law Group
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NORCOM TREASURER

Michael Olson	City of Kirkland (Board Treasurer)
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NORCOM STAFF

Bill Hamilton	Executive Director
Katy Myers	Deputy Director Administrative Services
Roky Louie	Deputy Director Operations
Judy Cayton	Human Resource Manager
Marianne Deppen	Finance Manager
Jeremy Henshaw	Law Enforcement Liaison
Cory James	Fire Liaison
Maggie Johanson	Administrative Assistant
Ben Webb	Public Records & QA Specialist
Zeb Middleton	Senior Systems Engineer



**Meeting Minutes
NORCOM Governing Board
September 13, 2024**

○ **Call to Order**

Chief Brian Culp, Governing Board Chair, called the meeting to order at 8:59 a.m. The meeting was posted publicly and offered in a hybrid format, allowing the public to participate in person, telephonically, or by video remote access.

○ **Roll Call**

Chief Culp requested a roll call of present Governing Board members. Ben Webb, Public Records & QA Specialist, reported a quorum.

○ **Open Communications from the Public**

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

○ **Consent Agenda**

- **Governing Board Meeting Minutes July 12, 2024**
- **Accounts Payable Report July & August**

There was no discussion on any consent agenda items.

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

Motion carried.

○ **Board Briefing**

- **Console Replacement Project Update**

Director Hamilton introduced the topic of the furniture replacement project stating that the Board had previously approved the project and along with the project our partnership with City of Bellevue is allowing us to do significant tenant improvements that will occur concurrent with the project. NORCOM



**Meeting Minutes
NORCOM Governing Board
September 13, 2024**

Dispatch staff moved to our Redmond backup center on September 8th, where they will remain until mid-November. Director Hamilton commented on our appreciation for Redmond and that they are great hosts. Deputy Director Myers thanked all Admin, IT, & Finance staff for their help with the demo of the dispatch floor and for accepting other duties as assigned. Deputy Director Myers provided photos of the dispatch floor and the project timeline and stated that we will have an opening ceremony once we are back in Bellevue. Deputy Director Louie noted that the new backup center is twice the size of our old one, which allows us to have a fully capable backup center. He stated that all of NORCOM's staff are doing their part in taking good care of the staff, visiting, and taking supplies to the backup center. He agreed Redmond is a great host and has accommodated NORCOM's needs. Deputy City Manager Underwood asked about the increase capability and will have additional space if needed. Deputy Director Myers stated that we do have the capability to increase if it is needed. Chief Culp thanked NORCOM staff for taking the initiative regarding the revamp of NORCOM.

- **Strategic Planning Project – Scope Proposal**

Director Hamilton provided an update on the strategic planning project, identified as a need at the April 12, 2024 Governing Board meeting. A Strategic Planning Committee was requested to be created to establish goals, objectives, scope, and processes for the future of NORCOM. Deputy City Manager Underwood volunteered to organize the committee and facilitated the meeting held on August 23, 2024, which included a subgroup of staff and Board Members across various disciplines to create a proposal to present to the Board. Deputy City Manager Underwood presented the draft proposal to the Board. Director Hamilton stated that NORCOM is looking for direction. After discussion and input from the Governing Board, it was determined that a Strategic Plan Steering Team would be created, and a request for volunteers was submitted. The discussion of a consultant, and an RFP, was also discussed as part of this project.

- **Other Business**

No other business was discussed.



**Meeting Minutes
NORCOM Governing Board
September 13, 2024**

o **Adjournment**

Chief Culp adjourned the meeting at 9:38.

The next Governing Board meeting is scheduled for October 11, 2024.

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 10/11/2024
Subject: AP Reports September 2024

Executive Summary:

NORCOM staff is asking that the Board review and approve this report through consent. This action is routine in nature and the Finance Manager has reviewed all charges.

Background:

These are routine reports produced monthly for Board review.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends approval.

Staff Comments:

Nothing Additional

Options

Risks

Finance Committee Review: Yes

Legal Review: No

Joint Operations Board Review: No

Attachments

AP Reports 2024 09

NORCOM
ACTIVITY SEPTEMBER 1, 2024 THROUGH SEPTEMBER 30,
2024

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,618,935.46

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

Michael Olson, Treasurer

Date

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

Governing Board Chair

Date

Governing Board Vice Chair

Date

501- Operating

For Period Ending September 30, 2024

	2024 Budget	September Activity	2024 Collected to Date	% collected
Agency Revenue	15,191,029	-	\$ 15,190,847	100%
Agency Reimbursements	200,000	23,918	\$ 164,366	82%
Grants/Intergovernmental/Interest	285,000	1,140	\$ 98,973	35%
Total	15,676,029	25,058	15,454,187	99%

Transfers In	1,500,000	-	\$ 921,130	61%
Revenues + Transfers	17,176,029	25,057.91	16,375,317	95%

Expenses

	2024 Budget	September Activity	2024 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	9,176,291	\$ 657,204	\$ 5,986,044	65%	3,190,247
Salaries & Wages - Overtime	433,954	\$ 66,398	\$ 673,422	155%	(239,468)
Professional Reimbursements	4,200	\$ 323	\$ 3,069	73%	1,131
Medical	1,389,242	\$ 98,309	\$ 932,724	67%	456,518
HSA Contributions	30,515	\$ 1,952	\$ 19,222	63%	11,293
Dental	102,950	\$ 7,052	\$ 67,225	65%	35,724
Vision	13,789	\$ 957	\$ 9,041	66%	4,749
Long-Term Care	7,184	\$ 572	\$ 5,118	71%	2,067
FSA Fees	2,955	\$ -	\$ 900	30%	2,055
Medicare	142,449	\$ 9,740	\$ 89,711	63%	52,738
MEBT	580,026	\$ 44,313	\$ 410,920	71%	169,106
PERS	975,516	\$ 66,232	\$ 619,168	63%	356,348
Washington FMLA	22,412	\$ 1,511	\$ 14,132	63%	8,280
Unemployment	101,920	\$ 2,493	\$ 57,473	56%	44,447
Workers Comp	45,977	\$ 2,190	\$ 20,841	45%	25,136
Total Personnel	13,029,380	959,247	\$ 8,909,010	68%	4,120,370

Advertising	22,500	\$ 739	\$ 7,191	32%	15,309
Bank Fees	50	\$ -	\$ -	0%	50
Cellular,Pager & Radio Svcs	27,332	\$ 2,827	\$ 17,014	62%	10,318
Computer Hardware-Non Capital	13,028	\$ -	\$ 582	4%	12,446
Consumable Goods	17,560	\$ 550	\$ 9,475	54%	8,085
Dues & Memberships	13,304	\$ -	\$ 10,495	79%	2,809
Equipment Leases	25,580	\$ 1,873	\$ 17,965	70%	7,615
Facility Lease	801,874	\$ 139,474	\$ 668,704	83%	133,171
Financial Audit	42,270	\$ -	\$ -	0%	42,270
Hosted Services	228,023	\$ 8,524	\$ 200,197	88%	27,826
HR Services	88,092	\$ 4,215	\$ 84,483	96%	3,609
Insurance	135,500	\$ -	\$ 135,354	100%	146
Legal Services	133,350	\$ 8,798	\$ 34,234	26%	99,116
Local Travel/Training/ Mileage	6,900	\$ 294	\$ 1,781	26%	5,119
Network Service	49,749	\$ 1,727	\$ 22,143	45%	27,606
Office Furniture	15,575	\$ -	\$ 1,827	12%	13,748
Office Supplies	6,500	\$ 134	\$ 3,314	51%	3,186
Operating Supplies	5,100	\$ 504	\$ 2,516	49%	2,584
Parking Lease	31,200	\$ 2,628	\$ 24,678	79%	6,522
Payroll Services	17,010	\$ 1,212	\$ 12,152	71%	4,858
Postage	1,000	\$ -	\$ 405	41%	595
Printing	2,000	\$ 123	\$ 1,657	83%	343
Professional Services	137,040	\$ 177	\$ 9,701	7%	127,339
R&M - Network Equipment	442,892	\$ -	\$ 192,082	43%	250,810
R&M - Office Equipment	2,500	\$ 2,904	\$ 2,904	116%	(404)
R&M - Software Maintenance	989,438	\$ 327,302	\$ 761,693	77%	227,745
Radio Site Lease	60,301	\$ -	\$ 25,046	42%	35,255
Recruitment Supplies	2,000	\$ -	\$ 523	26%	1,477
Small Tools & Minor Equipment	10,500	\$ 314	\$ 4,209	40%	6,291
Software/Licensing	99,106	\$ 23,176	\$ 62,787	63%	36,319
Telephone Services	40,180	\$ 1,865	\$ 24,038	60%	16,142
Training/Conf Registrations	35,935	\$ 330	\$ 3,028	8%	32,907
Training/Conf Registrations/ Travel	27,138	\$ 3,138	\$ 11,630	43%	15,508
Transfers Out	1,553,945	\$ -	\$ 246,130	16%	1,307,815
Total Supplies & Services	5,084,473	532,827	\$ 2,599,938	51%	2,484,535
GRAND TOTAL	18,113,853	1,492,074	\$ 11,508,948	64%	6,604,905

502- Capital Projects

	2024 Budget	September Activity	2024 Spending to Date	% used	Remaining Balance
Alpha Numeric Paging	913,423	\$ 27,456	\$ 93,038	10%	820,385
Console Replacement Project	714,000	\$ 28,824	\$ 305,505	43%	408,495
CAD Radio Interface	200,000	\$ -	\$ 3,023	2%	196,978
CAD to NICE	35,000	\$ -	\$ -	0%	35,000
Total	1,862,423	56,280	401,565	21.6%	1,460,858

503- Equipment Replacement:

	2024 Budget	September Activity	2024 Spending to Date	% used	Remaining Balance
Desktops/Laptops/Phones	30,850	\$ -	\$ 15,514	50%	15,336
Network Costs	75,000	\$ 72,377	\$ 119,115	159%	(44,115)
Routers/Servers	131,379	\$ -	\$ 43,882	33%	87,497
Switches & Access Points	33,250	\$ -	\$ -	0%	33,250
Total	270,479	72,377	178,510	66.0%	91,969

505-E 911 Escrow

Revenues:	2024 Budget	September Activity	Collected to Date	% collected
E-911 Escrow	1,520,055	-	\$ 938,142	62%
Investment Interest	-	-	\$ 20,321	-
Total	1,520,055	-	\$ 958,463	63%

Expenditures:

	2024 Budget	September Activity	2024 Spending to Date	% used	Remaining Balance
Transfers Out	1,500,000	\$ -	\$ 675,000	45%	825,000

NORCOM Financial Summary
For Period Ending September 30, 2024

	2024 Adopted Budget	Actual	Percent of Budget
501 - Operating Fund			
2024 Beginning Fund Balance	746,633	743,633	
Agency Revenue	15,191,029	\$ 15,190,847	100.00%
Other Revenue	485,000	\$ 263,339	54.30%
Transfers In	1,500,000	\$ 921,130	61.41%
Revenue Collected	17,176,029	16,375,317	95.34%
Total Resources	17,922,662	17,118,950	
Personnel Expenditures	12,928,930	\$ 8,909,010	68.91%
Operating Expenditures	3,400,787	\$ 2,599,938	76.45%
Transfers Out	1,553,945	\$ 246,130	15.84%
Total Expenditures	17,883,662	11,755,078	65.73%
Available Fund Balance	\$39,000	\$ 5,363,871	
502 - Capital Projects Fund			
2024 Beginning Fund Balance	51,206	\$51,206	
Agency Revenue	-	\$0	0.00%
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	660,000	-	0.00%
Revenue Collected	660,000	-	0.00%
Total Resources	711,206	51,206	
Expenditures	1,862,423	\$ 401,565	21.56%
Transfers Out	-	\$ -	0.00%
Total Expenditures	1,862,423	401,565	21.56%
Available Fund Balance	-\$1,151,217	-\$350,359	
503 - Equipment Replacement Reserve			
2024 Beginning Fund Balance	151,470	\$151,470	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	246,130	-	0.00%
Revenue Collected	246,130	-	0.00%
Total Resources	397,600	151,470	
Expenditures	270,479	\$ 178,510	66.00%
Transfers Out	-	-	0.00%
Total Expenditures	270,479	178,510	66.00%
Available Fund Balance	\$127,121	-\$27,040	

	2024 Adopted Budget	Actual	Percent of Budget
504 - Operating Expense Reserve			
2024 Beginning Fund Balance	\$ 160,751	\$160,751	
Investment Interest	\$ -	-	0.00%
Other Revenue	\$ -	-	0.00%
Transfers In	\$ 40,000	-	0.00%
Revenue Collected	40,000	-	0.00%
Total Resources	200,751	160,751	
Operating Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
Available Fund Balance	\$200,751	\$160,751	
505 - E-911 Escrow Trust			
2024 Beginning Fund Balance	\$170,532	\$170,532	
Operating Revenue	1,600,000	\$ 938,142	58.63%
Investment Interest	-	20,321	0.00%
Revenue Collected	1,600,000	958,463	59.90%
Total Resources	1,770,532	1,128,995	
Expenditures	-	-	0.00%
Transfers Out	1,600,000	675,000	42.19%
Total Expenditures	1,600,000	675,000	42.19%
Available Fund Balance	\$170,532	\$453,995	
506 - Rate Stabilization Reserve			
2024 Beginning Fund Balance	\$507,041	\$507,041	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	607,814	-	0.00%
Revenue Collected	607,814	-	0.00%
Total Resources	1,114,855	507,041	
Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
Available Fund Balance	\$1,114,855	\$507,041	

Accounts Payable

Checks by Date - Detail by Check Date

User: Cbarcus@norcom.org
 Printed: 10/2/2024 11:51 AM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	120	ADP	09/06/2024	
	PPE09012024	Accrued Wages PPE09012024		244,590.36
	PPE09012024	FMLA Taxes Payable PPE09012024		2,594.55
	PPE09012024	Federal Taxes Payable PPE09012024		38,386.52
	PPE09012024	Medicare Taxes Payable PPE09012024		9,460.86
	PPE09012024	Garnishments Payable PPE09012024		557.08
	PPE09012024	Employment Security & WACares PPE09012024		2,382.96
		Total for this ACH Check for Vendor 120:		297,972.33
ACH	131	HEALTH EQUITY	09/06/2024	
	PPE09012024	HSA Contributions PPE09012024		1,432.32
		Total for this ACH Check for Vendor 131:		1,432.32
ACH	132	WILMINGTON TRUST	09/06/2024	
	PPE09012024	MEBT Contributions PPE09012024		42,861.15
		Total for this ACH Check for Vendor 132:		42,861.15
ACH	133	DEPT OF RETIREMENT SYSTEMS	09/06/2024	
	PPE09012024	PERS Contributions Payable PPE09012024		30,611.91
	PPE09012024	DRS DCP Contributions PPE09012024		389.59
	PPE09012024	PSERS Contributions Payable PPE09012024		24,198.28
		Total for this ACH Check for Vendor 133:		55,199.78
21100	675	ICMA-RC VANTAGEPOINT TRANSFER	09/06/2024	
	PPE09012024	ICMA 457 Contributions PPE09012024		6,206.13
		Total for Check Number 21100:		6,206.13
21101	569	Kelly Stiefel NORCOM ASSOCIATED GU	09/06/2024	
	SEPTEMBER2024	NAG Dues - September		1,554.00
		Total for Check Number 21101:		1,554.00
21102	673	PUBLIC SAFETY EMPLOYEES UNION	09/06/2024	
	SEPTEMBER2024	PSEU Dues - September		773.40
		Total for Check Number 21102:		773.40
		Total for 9/6/2024:		405,999.11
ACH	120	ADP	09/13/2024	
	670074589	Workforce Now Payroll Solution Bundle PPE 09		509.02
		Total for this ACH Check for Vendor 120:		509.02
ACH	131	HEALTH EQUITY	09/13/2024	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	o7zqfyq	HSA Monthly Fee - September		31.60
Total for this ACH Check for Vendor 131:				31.60
ACH	785 09102024	NAVIA BENEFITS SOLUTIONS FSA Disbursement - 9.10.2024	09/13/2024	114.96
Total for this ACH Check for Vendor 785:				114.96
21103	718 11116267	ACCESS CORP Shredding Services - August	09/13/2024	176.76
Total for Check Number 21103:				176.76
21104	364 08272024	AT&T Cellular Services ACCT# 7817	09/13/2024	173.30
Total for Check Number 21104:				173.30
21105	3 08282024	AT&T MOBILITY Cellular Services ACCT# 6980	09/13/2024	148.83
Total for Check Number 21105:				148.83
21106	710 INV023481	BRCK INC Telephone Services ACCT# S00166571	09/13/2024	672.91
Total for Check Number 21106:				672.91
21107	11 50197 50225 50225 50226	CITY OF BELLEVUE Q3 2024 CoLocation Monthly Parking Spaces - September Monthly Parking Spaces - September Fiber Usage Rental Fee - September	09/13/2024	30,064.89 478.88 1,357.05 477.00
Total for Check Number 21107:				32,377.82
21108	18 INV2882089	COPIERS NORTHWEST Norcom Poster Printing Fee	09/13/2024	122.98
Total for Check Number 21108:				122.98
21109	447 429473	FIRST CHOICE COFFEE SERVICES Ice Machine Rental - September	09/13/2024	121.33
Total for Check Number 21109:				121.33
21110	733 09052024	SEAN GOEHNER Mileage Reimbursement - August	09/13/2024	40.60
Total for Check Number 21110:				40.60
21111	252 11014993	KING COUNTY FINANCE KCIT INET Other MISC SVC - August	09/13/2024	750.00
Total for Check Number 21111:				750.00
21112	557 11381377	LANGUAGE LINE SERVICES Over-The-Phone Interpretation - August	09/13/2024	485.79
Total for Check Number 21112:				485.79
21113	586	MEYDENBAUER CENTER	09/13/2024	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	2024-09	Construction Employee Parking - September		1,950.00
			Total for Check Number 21113:	1,950.00
21114	331 09032024	ZEB MIDDLETON Mileage Reimbursement - August	09/13/2024	53.47
			Total for Check Number 21114:	53.47
21115	728 160078	MULTICARE CENTERS OF OCCUPATIC Pre-Employment Physical Exam - 5X	09/13/2024	2,230.00
			Total for Check Number 21115:	2,230.00
21117	711 2624	SHIELD ASSESSMENTS Pre-Employment Psychological Evaluation - 1X	09/13/2024	385.00
			Total for Check Number 21117:	385.00
21118	701 INV-208346	SMARSH INC Professional Archive 8.20.24 - 8.19.25	09/13/2024	7,500.60
			Total for Check Number 21118:	7,500.60
21119	772 7452	SNO911 ADCOMM Paging System Project - June Cost S	09/13/2024	15,729.42
			Total for Check Number 21119:	15,729.42
21120	762 24092	SOUTH SOUND POLYGRAPH, LLC Polygraph Services - 1X	09/13/2024	300.00
			Total for Check Number 21120:	300.00
21121	366 08222024	T MOBILE Cellular Services ACCT# 947208760	09/13/2024	37.42
			Total for Check Number 21121:	37.42
21122	499 130-149699 130-149853 130-150035	TYLER TECHNOLOGIES Airfare, Mileage, Parking, Per Diem & Gas - Gr Reporting Refresher Training New World Software Maintance 11.01.24 - 04.30	09/13/2024	2,341.77 2,732.96 327,301.68
			Total for Check Number 21122:	332,376.41
21123	813 83	WARREN POLYGRAPH Polygraph Examination - 1X	09/13/2024	1,000.00
			Total for Check Number 21123:	1,000.00
21124	692 08262024 08282024	ZIPLY FIBER Telephone Services ACCT# 0215 Telephone Services ACCT# 6115	09/13/2024	609.72 96.21
			Total for Check Number 21124:	705.93
			Total for 9/13/2024:	397,994.15
ACH	120 PPE09152024	ADP Accrued Employment & WACares - PPE091520	09/20/2024	2,202.59

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	PPE09152024	FMLA Taxes - PPE09152024		2,694.57
	PPE09152024	Medicare Payable - PPE09152024		10,019.57
	PPE09152024	Garnishments Payable - PPE09152024		487.85
	PPE09152024	Federal Taxes - PPE09152024		42,621.57
	PPE09152024	Accrued Wages - PPE09152024		260,028.82
		Total for this ACH Check for Vendor 120:		318,054.97
ACH	131 PPE09152024	HEALTH EQUITY HSA Contributions - PPE09152024	09/20/2024	1,432.32
		Total for this ACH Check for Vendor 131:		1,432.32
ACH	132 PPE09152024	WILMINGTON TRUST Mebt Contributions PPE09152024	09/20/2024	46,363.36
		Total for this ACH Check for Vendor 132:		46,363.36
ACH	133 PPE09152024 PPE09152024 PPE09152024	DEPT OF RETIREMENT SYSTEMS PSERS Contributions - PPE09152024 PERS Contributions - PPE09152024 DRS DCP Contributions - PPE09152024	09/20/2024	29,082.84 27,764.52 526.57
		Total for this ACH Check for Vendor 133:		57,373.93
ACH	140 OCTOBER24	RELIANCE STANDARD Life/LTD Premiums - October	09/20/2024	1,667.58
		Total for this ACH Check for Vendor 140:		1,667.58
ACH	327 OCTOBER24 OCTOBER24 OCTOBER24	ASSOCIATION OF WASHINGTON CITI Dental Premiums Payable - October Vision Premiums Payable - October Medical Premiums Payable - October	09/20/2024	7,764.96 1,042.20 106,486.10
		Total for this ACH Check for Vendor 327:		115,293.26
ACH	67 AUGUST24	DEPT OF REVENUE Meydenbyer Center Parking Excise Tax - August	09/20/2024	198.90
		Total for this ACH Check for Vendor 67:		198.90
ACH	754 PPE09152024	MCKAYLA NILSSON Physical Paycheck - PPE09152024	09/20/2024	1,094.51
		Total for this ACH Check for Vendor 754:		1,094.51
ACH	785 09172023	NAVIA BENEFITS SOLUTIONS FSA Disbursement - 9.17.2024	09/20/2024	81.04
		Total for this ACH Check for Vendor 785:		81.04
21125	675 PPE09152024	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contributions - PPE09152024	09/20/2024	6,217.45
		Total for Check Number 21125:		6,217.45
21126	74 OCTOBER24	UNUM Long Term Care Insurance Premiums - October	09/20/2024	714.80
		Total for Check Number 21126:		714.80
21127	690	KATY MYERS	09/20/2024	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
		Reimbursement For Travel Accomodations		542.66
			Total for Check Number 21127:	542.66
21128	75	US BANK CORPORATE PAYMENT SYS	09/20/2024	
	08092024	Hilton Refund - APCO Conference		-452.24
	08122024	Amazon - iPhone Case & Post-It Notes		57.01
	08142024	Amazon - Amp For Alpha Paging Project		45.52
	08142024	TelExpress - Amp Circuit Breaker X2 For Alpha		86.40
	08142024	IPassword Application Fee		196.05
	08152024	Amazon - Coffee Creamer		50.78
	08152024	Amazon - Pens		21.90
	08162024	PluralSight Annual - Training		329.50
	08172024	Primo Water Delivery		184.44
	08222024	Amazon - Keurig, Toaster Oven & Laptop Moun		395.47
	08232024	Google - Chromecast Subscription		33.05
	08262024	Amazon - Alcohol Wipes & Ethernet Adaptor		53.80
	08272024	Indeed - Job Advertising		551.34
	08272024	Telexpress- Circuit Breaker X2		86.40
	08292024	Amazon - Step Stool X4		309.40
	08292024	APCO Nena Conference Registration Fee		390.00
	08292024	Clearwater Resort - Fire Chiefs Association Sum		467.04
	08302024	Home Depot - Boxes & Bubble Wrap For Conso		110.16
	08312024	Amazon - Backup Center Equipment For Consol		66.66
	08312024	Amazon - Backup Center Equipment For Consol		451.80
	08312024	Primo Water Delivery		184.44
	09022024	Amazon Web Services - August		924.35
	09022024	Indeed - Job Advertising		187.23
	09032024	Amazon - Adaptor For Alpha Paging		20.48
	09032024	Amazon - Backup Center Equipment For Consol		811.36
	09032024	Sandman - Mute Switch X15		314.42
	09032024	Denkovi - Alpha Paging Internet Equipment		453.22
	09042024	Jersey Mike's Subs - Colors Training Lunch		14.43
	09042024	Amazon - Mounting Bracket & Power Adaptor -		92.22
	09052024	Primo Water Delivery		6.80
	09052024	Jersey Mike's Subs - Colors Training Lunch		108.90
	09062024	Amazon - Tools For Console Project		437.65
	09062024	Home Depot - Shelf Support For Console Projec		4.71
	09062024	Amazon - Tools For Console Project		102.35
	09082024	Amazon - Tools For Console Project		153.18
	09092024	Broilers Bay - Console Project Lunch		280.38
			Total for Check Number 21128:	7,530.60
			Total for 9/20/2024:	556,565.38
ACH	120 670867652	ADP Payroll Services And Workforce Now	09/27/2024	702.94
			Total for this ACH Check for Vendor 120:	702.94
ACH	134 OCTOBER23	COLONIAL LIFE Supplemental Life Insurance Premiums - Octobe	09/27/2024	1,112.35
			Total for this ACH Check for Vendor 134:	1,112.35
21129	808	AMERICAN POWER SYSTEMS, LLC	09/27/2024	
	141226A-IN	Alarm Cable For Smartpack S Controller - Harb		117.91
	141226A-IN	Flatpack S 48V/1000W Rectifier - Horizon		1,378.60

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	141226A-IN	FPS 48V Rear Wire 100AMP - Rattle Snake		631.45
	141226A-IN	Line Cord With AMP - Harborview		271.09
	141226A-IN	Smartpack S Controller - Horizon		479.37
	141226A-IN	Alarm Cable For Smartpack S Controller - Rattle		117.91
	141226A-IN	FPS 48V Rear Wire 100 AMP Harborview		631.45
	141226A-IN	FPS 48V Rear Wire 100 AMP - Horizon		631.45
	141226A-IN	Flatpack S 48V/1000W Rectifier - Rattle Snake		1,200.11
	141226A-IN	Line Cord With AMP - Rattle Snake		271.09
	141226A-IN	Smartpack S Controller - Harborview		479.37
	141226A-IN	Flatpack S 48V/1000W Rectifier - Harborview		1,200.11
	141226A-IN	Line Cord With AMP - Horizon		271.09
	141226A-IN	Alarm Cable For Smartpack S - Horizon		117.91
	141226A-IN	Smartpack S Controller - Rattle Snake		479.37
	141226A-IN	Rack Mount Converter - Harborview		408.58
			Total for Check Number 21129:	8,686.86
21130	783 NORCOM16	BENDIKSEN & BALL POLYGRAPH Polygraph Serives - 1x	09/27/2024	300.00
			Total for Check Number 21130:	300.00
21131	6 AA6ND4V AA6ND4V AA6TF4Y AA6TF4Y AA7KY4P	CDW-GOVERNMENT INC LED 43 Inch Center Monitor - 20x LED 27 Inch Side Monitor - 40x Microsoft Office 365 Annual License - 1x Microsoft 356 - PWR BI PROFG Microsoft Visio Professional Software - 1x	09/27/2024	13,826.13 14,911.82 567.20 653.98 759.16
			Total for Check Number 21131:	30,718.29
21132	8 09112024	CENTURYLINK Cellular Services ACCT# 333635208	09/27/2024	909.30
			Total for Check Number 21132:	909.30
21133	9 704655482	CENTURYLINK Telephone Services ACCT# 79965571	09/27/2024	126.21
			Total for Check Number 21133:	126.21
21134	11 49605 50464	CITY OF BELLEVUE Monthly Rent - July Monthly Rent - September	09/27/2024	54,704.44 54,704.44
			Total for Check Number 21134:	109,408.88
21135	818 09262024	SUMMER CULLEN Mileage Reimbursement - Access Training	09/27/2024	45.96
			Total for Check Number 21135:	45.96
21136	447 425411	FIRST CHOICE COFFEE SERVICES Filter Exchange - July	09/27/2024	77.16
			Total for Check Number 21136:	77.16
21137	751 699509 699510 699511 699512	FISHER BROYLES, LLP Legal Services - General Legal Services - April Legal Services - General Legal Services - General	09/27/2024	2,730.00 3,230.75 145.00 300.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	699513	Legal Services - General		795.00
	707317	Legal Services - General		315.00
	714184	Legal Services - General		31.50
	721462	Legal Services - General		156.00
	721463	Legal Services - July		480.00
			Total for Check Number 21137:	8,183.25
21138	815 INV-1018	GOVWORX, INC CommsCoach Annual Subscription - AI-Based C	09/27/2024	21,000.00
			Total for Check Number 21138:	21,000.00
21139	585 KFJMI17856	IVOXY CONSULTING LLC 3 Year Pure Storage - 12.29.24 - 12.28.2027	09/27/2024	72,377.20
			Total for Check Number 21139:	72,377.20
21140	741 NOR0824	PACIFIC NORTHWEST GIGAPOP Internet Services - August	09/27/2024	500.00
			Total for Check Number 21140:	500.00
21141	810 09142024	EMMA PEARSON Mileage Reimbursement - Access Training	09/27/2024	48.51
			Total for Check Number 21141:	48.51
21142	665 09102024	RYAN REILLY Storage Shelves For Backup Center Reimburse	09/27/2024	176.39
			Total for Check Number 21142:	176.39
21143	809 09142024	DANIELLE SCHARF Mileage Reimbursement - Access Training	09/27/2024	53.60
			Total for Check Number 21143:	53.60
21144	816 09142024	JULIA SEMB Mileage Reimbursement - Access Training	09/27/2024	52.26
			Total for Check Number 21144:	52.26
21145	630 44653	SITECRAFTING INC Website Hosting - September	09/27/2024	99.00
			Total for Check Number 21145:	99.00
21146	712 157086	SUMMIT LAW GROUP PLLC Legal Services - August	09/27/2024	615.00
			Total for Check Number 21146:	615.00
21147	79 997371991	VERIZON WIRELESS Cellular Services ACCT# 471583790	09/27/2024	1,431.79
			Total for Check Number 21147:	1,431.79
21148	88 5031326042	WELLS FARGO FINANCIAL LEASING Copier Lease - September	09/27/2024	1,751.87
			Total for Check Number 21148:	1,751.87

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for 9/27/2024:	258,376.82
			Report Total (66 checks):	1,618,935.46



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 10/11/2024
Subject: September 18, 2024 Outage Briefing

Executive Summary:

On September 18th, 2024, the IT and Tyler VLANs became unusable due to a misconfigured firewall setting applied earlier that day during routine IT maintenance. This resulted in the entire Tyler Suite going offline and caused a significant disruption in services.

The outage was traced to an incorrect Network Address Translation (NAT) rule created when the VPN tunnel for Station 65 was moved to the new firewall. The issue originated from a setting where the Proxy ARP option was not disabled, causing network devices to perceive duplicate IP addresses and shut down network interfaces. The problem was resolved by disabling the affected interfaces on the firewall and rebooting the impacted servers.

Impact on Systems:

- **Tyler Suite:** Complete outage.
- **CAD:** Significant degradation and eventual loss of availability, forcing dispatch to switch to manual processes.
- **Station Alerting:** Locution alerting to all fire stations was inoperable.
- **RAADAR:** Limited display of NORCOM calls for agencies.
- **Other Systems:** Any system consuming CAD data and other Tyler interfaces (LERMS, Mobile MDC, CrewForce, and Corrections) were offline.

Key Timeline Events:

- **11:00 AM:** VPN tunnel migration to new firewall begins.
- **12:45 PM:** First issue reported. Remote users disconnected.
- **1:00-7:00 PM:** IT team investigates network instability, suspecting a cyber-attack.
- **3:00 PM:** CAD goes down, manual dispatch procedures initiated, notifications made to surrounding emergency call centers, fire agencies put on radio watch, various troubleshooting methods used to trace the source.
- **7:00 PM:** Interfaces disabled on firewall; systems gradually restored.
- **8:00 PM:** Full restoration of affected services. Dispatch begins transition from manual dispatch to normal operations.
- **9:00 PM:** Transition back to normal operations completed. Fire agencies taken off radio watch.
- **The Following Day, 3:00 PM:** Entry of manual handwritten calls into computer system completed

What Went Well:

- IT and vendor teams collaborated effectively, ensuring constant communication and troubleshooting.
- Early identification that CAD might go down allowed time to notify the dispatch team and prepare for

manual operations.

- Communication to fire agencies to move to radio watch through multiple means including paging, texting, email, phone calls, and activating the Battalion One Phone Tree ensured that fire agencies were moved to radio watch as quickly and as thoroughly as possible.
- Arctic Wolf's engagement confirmed that no external cyber-attack was involved, reducing anxiety and helping to focus on internal troubleshooting.

Areas for Improvement:

- **Configuration Management:** Over-reliance on memory for complex configurations needs to be replaced with standardized procedures and checklists.
- **Communication Management:** Clearer roles and channels for communicating during a service-impacting incident should be established.
- **Field Policy:** Better field procedures for periods of extended or unplanned manual dispatch.
- **Vendor Support:** Microsoft Unified Support response times were inadequate for a high-severity incident. A follow-up is planned with the account manager to address this.

Recommendations:

- Develop detailed checklists for firewall configurations and rollback procedures.
- Establish a formal communication plan for internal and external notifications during outages.
- Increase stock of manual dispatch supplies.
- Establish policy around moving police field operations to emergency activity only to reduce impact during manual dispatch. Improve radio watch notification procedures.
- Implement proactive monitoring for DHCP address pools and critical application health.
- Review and improve Microsoft support processes to ensure timely engagement in the event of a major incident.

Background:

The current firewall is approaching end of life and must be replaced. The new firewall has many advanced features and functionalities that NORCOM's team is working to master. Due to the complexity and high number of VPN tunnels (42 in total), the transition to the new firewall is being handled with a careful, phased approach, migrating each tunnel individually to minimize user impact and risk.

On August 22, 2024, Station 57 was moved to the new firewall without incident. However, the misconfiguration during the September 18th migration to the new firewall for Station 65 led to the subsequent outage.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM staff recommends the Board hear the briefing and provide any feedback.

Staff Comments:

Nothing Additional

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

Attachments

Proxy ARP Network Outage

Network Outage Incident Overview

On September 18th, 2024, the IT and Tyler networks (VLANs) became unusable due to IT firewall work completed earlier that day. This ultimately took the entire Tyler Suite offline and NORCOM IT users who were no longer able to log into their workstations.

Incident Duration:	11:00 AM to 9:00 PM
CAD Outage:	3:00 PM to 8:00 PM, 5 hours
CAD Stability test :	8:00 PM to 9:00 PM, 1 hour
Catchup Completion:	3:00 PM the following day



Network Outage Incident Overview

IT Work:

- At 11am on 9/18 IT migrated ST65 to the new firewall.

What Occurred:

- A network outage occurred impacting access to the Tyler Suite and NORCOM Admin workstations.
- Duplicate IP addresses were generated triggering servers to disable its network

Resolution

- Resolved by disabling the IT & Tyler interfaces on the new firewall and rebooting all affected servers.

Root Cause:

- The Network Address Translation (NAT) rules created for the ST65 VPN tunnel migration that took place on 9/18 at 11:00 were misconfigured.
- Proxy ARP was not disabled for the new rules on the new firewall. There is a checkbox in the firewall configuration to disable Proxy ARP that is unselected by default.

CAD Outage Notifications and Staffing

Notifications

- **Leadership**
Made aware of the incident prior to the CAD outage and formally notified when CAD stopped functioning.
- **Surrounding Emergency Call Centers**
Outage impacts interaction with other call centers. Notification made by radio broadcast on a shared and monitored channel.
- **Radio Watch**
Fire agencies notified of radio watch via Zone 1 All page, text message, email, phone calls, and the activation of the Phone Tree.

Staff

- **Dispatch**
Additional staff either stayed late or were called in to handle the increased workload. This included having additional supervisors on location.
- **Leadership**
Deputy Director of Operations responded to Redmond Backup Center.

Manual Dispatch Call Processing

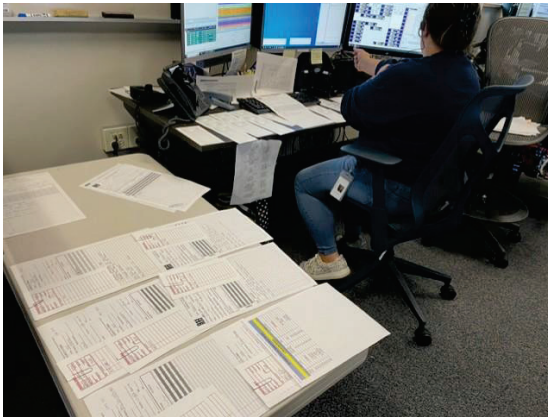
Manual Dispatch Procedures trained regularly
911 Calls taken on carbon copy forms

The image shows three carbon copy forms used for manual dispatch call processing. The forms are filled with handwritten information. The top form includes fields for 'Date', 'Dispatch Name', 'Premise Name', 'Address', 'City', 'Priority', 'Dual: Y/N', 'TAC', 'IDC', and 'Incident/Case Number'. The middle form has a table for 'Fire Stations' with columns for 'Station', 'Medic Pools', and 'FD District'. The bottom form has a 'Time' column and a 'Comments' section. The forms are stacked, with the top one being white, the middle one yellow, and the bottom one pink.

Manual Dispatch Call Management

Call Management

- Active incidents are kept on available desk space.
- Responding units written on cards which are placed on the incident they are responding to.

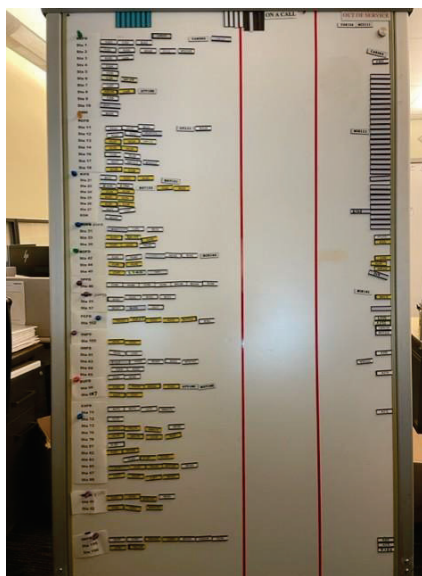


Manual Dispatch Fire Response

Fire Responses generated using Manual Dispatch Laptop and tables
 Unit Status maintained by Magnetic Whiteboard

CR Name _____ **Date:** _____
Address 555 110th Ave NW **City** Bellevue **Phone** _____
Bldg. _____ **APT** _____ **RP Phone** 425-502-8992 **PD District** _____
Nearest Cross Streets NE 6th ST
Call type(s) Aid Emergency
RP Name JAN **Incident/Case number** _____ **Medic Posts** _____
Clearing Code _____
Fire Stations
1 / 6 / 5 / 7 / 22
UNIT 1601
Resp 1601

Aid Non Emergency	1 BLS
Aid Non Emergency Weapons	1 BLS
Aircraft Crash	1 Ladder, 3 Engine, 1 BC
Appliance Fire	1 Engine
Bark Fire	1 Engine
Boat Fire	1 Engine



After Action Results

Went Well

- IT team members jumped in to support the primary technician
- One person assigned to managing communications
- Teams channel to communicate and track information
- Arctic Wolf response
- Playbook had detailed information and tasks for team to use

Opportunities - Recommendation

- Technician depended on memory for configuration settings – Establish checklists for future work
- Microsoft Premier Support request and response – better document how to submit and communicate with Microsoft support
- Communication plans – further develop process and initial assignment of roles
- Response knowledge varies across team members - establish regular team training and exercises
- Response information availability – identify best method to share playbooks under various circumstances



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 10/11/2024
Subject: NORCOM Console Replacement and Facilities Refresh Update

Executive Summary:

NORCOM, in collaboration with the City of Bellevue and several vendors, is pleased to announce significant progress on the furniture replacement project. The project remains on schedule and is expected to be completed by **November 13th**.

Completed Activities:

- Removed all equipment and consoles
- Removed the carpet
- Moved data and radio cables
- Added new Ethernet cables for the Viper system
- Relocated electrical circuits
- Moved underfloor smoke detectors
- Cut holes in the floor for wiring
- Installed new lighting
- Painting prep work

Upcoming Milestones:

- **This week (10/07—10/13):** Wall, ceiling, and hallway painting
- **Next week (10/14—10/20):** Installation of new carpet
- **Starting 10/21:** Delivery and assembly of the new furniture

We are excited to share that the project is moving smoothly, and we remain on track for the planned completion date. Thank you for your continued support and patience during this process.

Background:

Several years ago, the Board approved the move to our larger backup center space in Redmond. With that project completed, NORCOM can continue to provide uninterrupted services from a safe and secure environment.

March 8, 2024, the Governing Board approved Resolution 216 and authorized the Director to award the contract for the project.

Past Board or Other Related Actions:

Resolution 216 approving the contract.

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM staff recommends the Board hear the update and provide any feedback.

Staff Comments:

Nothing Additional

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

Attachments

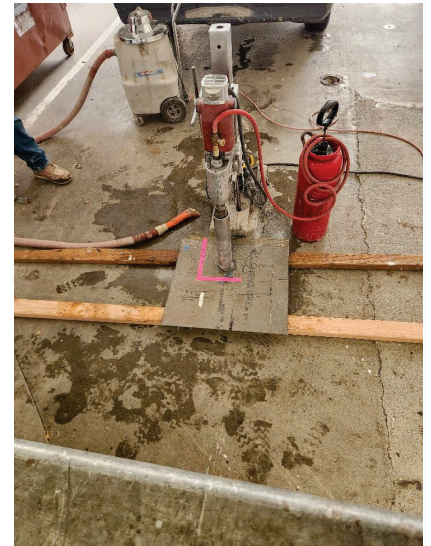
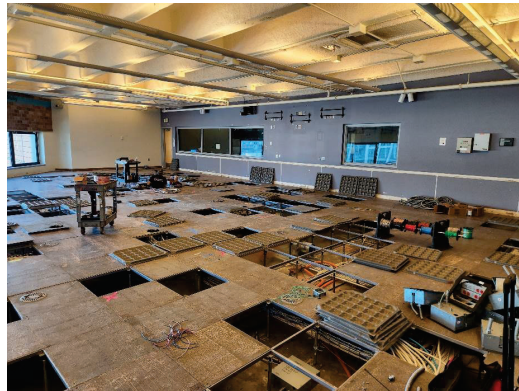
Console Replacement Update

Console Replacement Update

- Project is on schedule with a move in date of 11/13
- Completed activities:
 - Removed all equipment and consoles
 - Removed the carpet
 - Moved data cables and radio cables
 - Added new ethernet cables for the Viper system
 - Relocated electrical circuits
 - Moved underfloor smoke detectors
 - Holes cut in floor for wiring
 - Installed new lighting
 - Painting prep work

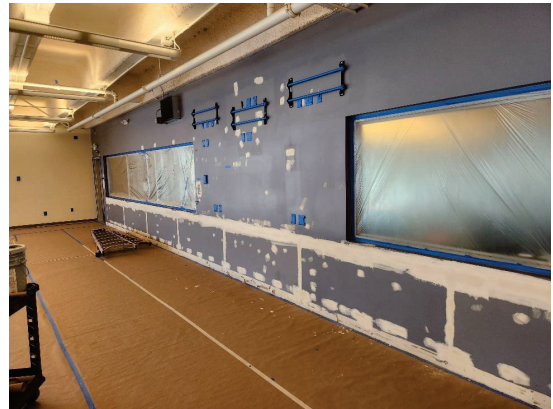
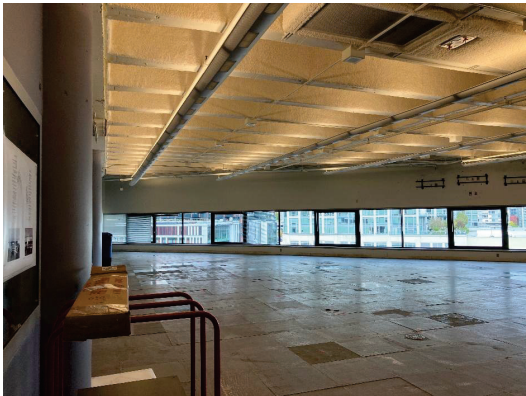
Console Replacement Update

- Highlights:
 - Cables ran under the floor
 - Holes cut in floor for cables to come up to new positions

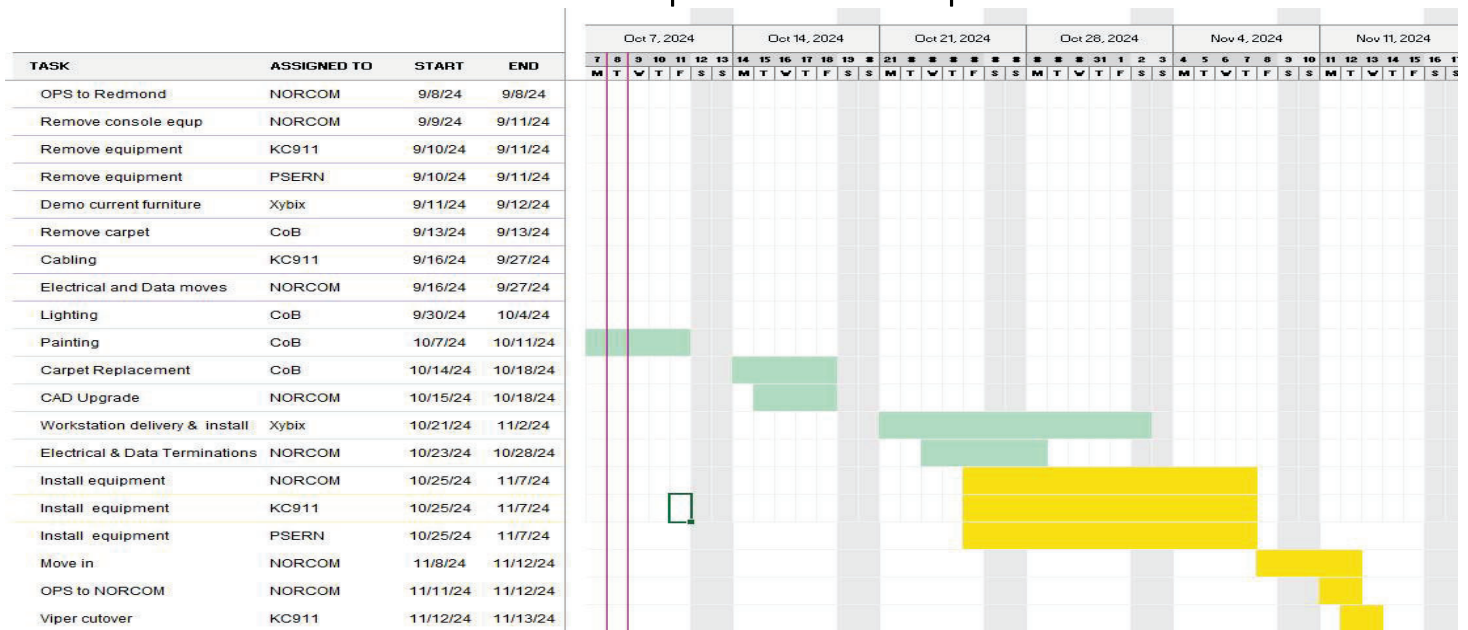


Console Replacement Update

- New lighting installed last week
- Painting in progress this week
- Carpet install next week



Console Replacement Update



NORCOM 9-1-1



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 10/11/2024
Subject: October IT & Operations Newsletters

Executive Summary:

The IT & Operations Newsletters contain updates and other important topics. The Newsletters are presented to the Board for review, input, and questions.

Background:

The Newsletters are routinely provided to the Board.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends the Board review the updates and offer input or questions as desired.

Staff Comments:

N/A

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

Attachments

October IT & Operations Newsletters



Radio

PSERN to CAD Interface

Kick-off meeting scheduled for late October.

Alpha-Numeric Paging

Paging Equipment being received, and installations scheduled.

Telephone Systems

911 Platform Replacement

Backroom equipment and connective wiring installation almost done. Configuration training and decisions completed in August. Dispatcher training being worked on now. Anticipated go-live November 13, 2024.

Project, Systems and Programs

911 Console Replacement

Work continues. Delivery and installation of new consoles begins October 21, 2024.

Tyler CAD Annual Upgrade

Go Live October 15, 2024 beginning at 0300.

Active Directory Integration

To maintain compliance with CJIS requirements police agencies must log into their mobile computers with multi-factor authentication. All but one police agency is now logging into their mobile computers and the account is also used to log into the police mobile product.

Security Specialist Position

The recently approved position for the Network and Security Specialist position has been posted. Resumes are being reviewed for the first interviews. NORCOM's goal is to have the selected candidate's start date as close to Jan 1, 2025 as possible.

IT Service Desk

Surveys

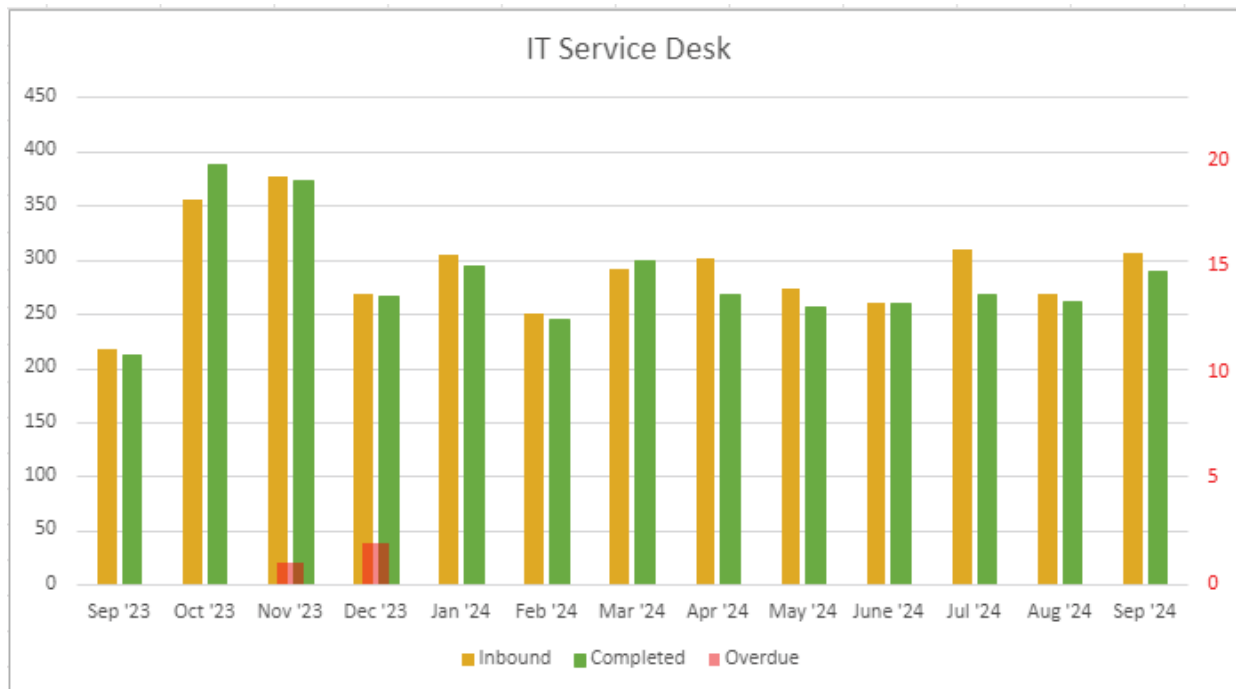
Each requestor that has a ticket closed receives a link to a four-question survey. Each question is rated on a three-option scale, with an opportunity to share comments.

“Thanks for resolving this issue so quickly.”

“The entire NORCOM team was extremely quick and helpful.”

Last Month: 14 surveys were returned

- Better than expected – 32
- As expected – 12
- Worse than Expected - 4



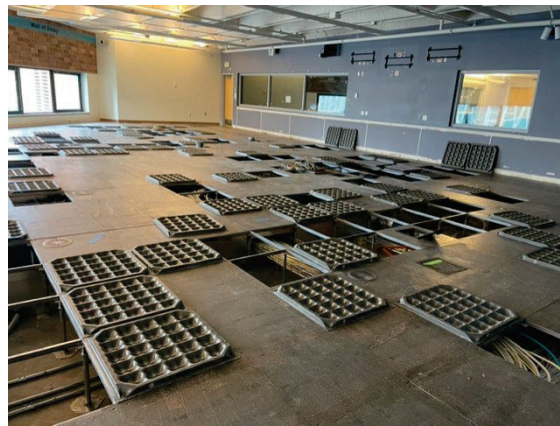
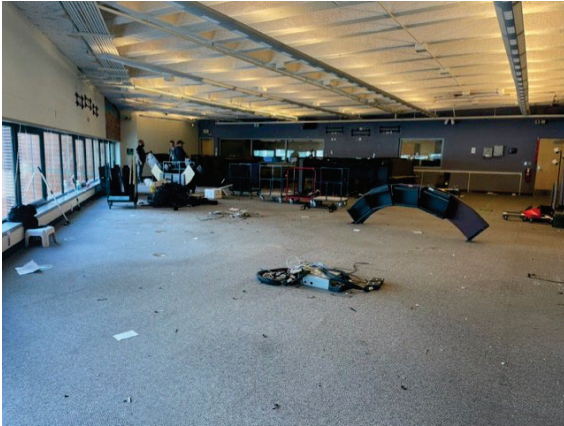


Operations Updates

From: Roky Louie, Deputy Director of Operations

October 2024

NORCOM Operations was moved to our backup center at the Redmond Police Department to facilitate the Console Replacement Project. Already, the dispatch consoles in Bellevue have been taken apart and removed.



We are now ending our fifth week at the backup center and our team is adjusting to our long term stay there. The current stay is planned to be over two months and will be the longest, by far, NORCOM has operated outside of Bellevue in its entire history.



Our team is already eager to return “home” and enjoy the new consoles as well as the increased space and full amenities offered at our main center. That being said, as I talk with the teams on various shifts, I am hearing there are things they will miss about our Redmond facility when they return such as the nearby walking trail, the close proximity of the grocery store, and the greater ease with getting out of the building.

Our partners at Redmond Police Dispatch have been incredibly responsive and fantastic. They provided us with individual badges for their facility, a full-sized refrigerator, and increases in garbage pick-up and cleaning. They have even invited our team to be part of their Mississippi Roast potluck!