



## AGENDA

NORCOM Governing Board  
January 10, 2025, 9:00 am

1. Call to Order
2. Roll Call
3. Open Communications from the Public
4. Consent Agenda
  - A. Governing Board Meeting Minutes December 13, 2024
  - B. AP Reports December 2024
5. For Briefing to Board
  - A. Law Enforcement Liaison and Fire Liaison Briefing
  - B. NORCOM 2025 Project List Update
  - C. Alphanumeric Paging Project Update
  - D. Alliconnect for NORCOM
6. Newsletter
  - A. January IT & Operations Newsletter
7. Other Business
8. Adjournment

The next Governing Board meeting is scheduled for February 14, 2025.



**MEMORANDUM**

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 01/10/2025  
Subject: Governing Board Meeting Minutes December 13, 2024

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**Executive Summary:**

The December 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

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**Attachments**

GB Meeting Minutes December 13, 2024



**Meeting Minutes**  
**NORCOM Governing Board**  
**December 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
Chris Sutter	City of Mercer Island
Dan Yourkoski	City of Normandy Park
Mike Bailey	City of Snoqualmie
Ben Lane	Eastside/Woodinville/Duvall Fire & Rescue
Brian Culp	Fire District #27 (Chair)
Adrian Sheppard	Redmond Fire Department
Matt Hochstein	Shoreline/Northshore Fire Department

**ABSENT**

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
Andrew Johnson	Service Desk & Applications Supervisor
Sean Goehner	Systems Engineer
Nathan Way	Application & Security Architect
Karen Furuya	System & Development Supervisor
Maggie Johanson	Administrative Assistant
Ben Webb	Public Records & QA Specialist
Chelsie Barcus	Payroll & Accounting Specialist



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

o **Call to Order**

Chief Brian Culp, Governing Board Chair, called the meeting to order at 9:00 a.m. The meeting was posted publicly and offered in a hybrid format, allowing the public to participate in person, telephonically, or by video remote access.

o **Roll Call**

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

o **Open Communications from the Public**

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

o **Consent Agenda**

- **Governing Board Meeting Minutes October 11, 2024**
- **Accounts Payable Report October & November 2024**

There was no discussion on any consent agenda items.

Chief Harden made a motion to approve the Consent Agenda. Chief Yourkoski seconded the motion.

Motion carried.

o **Board Briefing**

- **November 19, 2024 Wind Storm Briefing**

Director Hamilton introduced the topic of the wind storm, stating that it increased the call volume significantly. Deputy Director Louie provided an overview of the event, commenting that NORCOM and our Fire & Police agencies worked very hard on that evening. He explained the preplanning that went into



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

preparing for the forecasted storm and utilizing all employees, including the current academy, to help out during the event. Director Hamilton informed the Board that NORCOM will be hosting a meeting with Puget Sound Energy (PSE) to go over the current outage procedures and work together to update and create a more fine-tuned plan for outages in the future, he stated that the Board is invited to attend and information will be provided once the meeting is set with PSE. Several Board members thanked NORCOM for its support and expressed a high level of appreciation. Director Hamilton acknowledged Deputy Director Louie for his thoughtful pre-planning for the storm, as well as his after-hours presence and leadership in the center during the storm.

o **Board Decision**

• **2025 Budget Approval – Resolution 218 Adoption of the 2025 Budget**

Director Hamilton stated that the Board approves the budget for the upcoming year in December each year by passing a Resolution. Finance Manager Deppen provided an overview of the key budget items that the Board had previously agreed upon, explained the budget process, and reviewed the 2025 Fund Summary.

Chief Yourkoski motioned to approve Resolution 218, Adoption of the 2025 Budget. Chief Kolling seconded the motion.

Motion carried.

• **Appointment of Deputy City Manager Call to Governing Board Chair and selection and appointment of new Governing Board Vice-Chair**

Director Hamilton explained that the term of the current Governing Board Chair will end at the adjournment of the December 13, 2024, Governing Board meeting. The current Governing Board Vice-Chair will move into the Chair position, and a new Vice-Chair needs to be elected. Chief Culp Governing Board Chair requested a nomination for a new vice-chair. Chief Kolling nominated Chief Yourkoski, Chief Yourkoski accepted.

Chief Kolling motioned to approve the nomination of Chief Yourkoski as Vice Chair. Chief Harden seconded the motion.

Motion carried.



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

- **Strategic Plan Review, Direction and Approval**

Director Hamilton disseminated the DRAFT RFP prior to the meeting and also had hard copies available for the Board. Director Hamilton reviewed the strategic plan criteria and scope of work, requesting any edits to the DRAFT and final direction from the Board for approval to publish the RFP.

Deputy City Manager McCommon motioned to approve submitting the RFP request. Chief Yourkoski seconded the motion.

Motion carried.

- **Executive Session**

An Executive Session was held regarding RCW 42.30.110(1)(g) to review an employee's performance. The Session started at 9:30 and was requested to last 15 minutes. An additional 10 minutes were requested, and the session ended at 9:55. The Governing Board came back with a decision regarding the Executive Director's pay. It was proposed that there be a 5% pay increase effective January 1, 2025. Chief Culp motioned to approve the 5% pay increase, and the motion was carried unanimously.

- **Other Business**

Director Hamilton thanked Deputy Director Myers for her leadership on the console replacement project, stating we are very proud of our new dispatch center. He also commented on our appreciation to the City of Bellevue for their cooperation during the project.

- **Adjournment**

Chief Culp adjourned the meeting at 10:01.

The next Governing Board meeting is scheduled for January 10, 2025.

Approved by:

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Chair

Attest:

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Secretary



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 01/10/2025  
Subject: AP Reports December 2024

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### **Executive Summary:**

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

### **Background:**

These are routine reports produced monthly for Board review.

### **Past Board or Other Related Actions:**

N/A

### **Policy and Strategic Implications:**

N/A

### **NORCOM Staff Recommendation:**

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

### **Staff Comments:**

Nothing Additional

### **Options**

### **Risks**

**Finance Committee Review:** Yes

**Legal Review:** No

**Joint Operations Board Review:** No

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## **Attachments**

Accounts Payable Reports 2024 12

NORCOM

ACTIVITY DECEMBER 1, 2024 THROUGH DECEMBER 31, 2024

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,554,315.39

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

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Michael Olson, Treasurer

Date

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

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Governing Board Chair

Date

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Governing Board Vice Chair

Date



**501- Operating**

For Period Ending December 31, 2024

Period Ending December 31, 2024

	2024 Budget	December Activity	2024 Collected to Date	% collected
Agency Revenue	15,191,029	3,996,368	\$ 19,187,215	126%
Agency Reimbursements	200,000	296,439	\$ 512,802	256%
Grants/Intergovernmental/Interest	285,000	-	\$ 141,302	50%
<b>Total</b>	<b>15,676,029</b>	<b>4,292,807</b>	<b>19,841,320</b>	<b>127%</b>

Transfers In	1,600,000	-	\$ 1,600,000	100%
<b>Revenues + Transfers</b>	<b>17,276,029</b>	<b>4,292,806.78</b>	<b>21,441,320</b>	<b>124%</b>

**Expenses**

	2024 Budget	December Activity	2024 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	9,176,291	\$ 712,967	\$ 8,250,991	90%	925,300
Salaries & Wages - Overtime	433,954	\$ 78,378	\$ 923,676	213%	(489,721)
Professional Reimbursements	4,200	\$ 323	\$ 4,200	100%	(0)
Medical	1,389,242	\$ 110,129	\$ 1,232,772	89%	156,470
HSA Contributions	30,515	\$ 1,952	\$ 24,902	82%	5,613
Dental	102,950	\$ 7,252	\$ 88,044	86%	14,905
Vision	13,789	\$ 990	\$ 11,893	86%	1,897
Long-Term Care	7,184	\$ 553	\$ 6,777	94%	407
FSA Fees	2,955	\$ 702	\$ 1,702	58%	1,253
Medicare	142,449	\$ 10,567	\$ 123,538	87%	18,912
MEBT	580,026	\$ 46,636	\$ 561,444	97%	18,581
PERS	975,516	\$ 33,117	\$ 761,772	78%	213,744
Washington FMLA	22,412	\$ 1,590	\$ 19,266	86%	3,146
Unemployment	101,920	\$ 996	\$ 62,571	61%	39,349
Workers Comp	45,977	\$ 2,318	\$ 28,418	62%	17,559
<b>Total Personnel</b>	<b>13,029,380</b>	<b>1,008,472</b>	<b>\$ 12,101,967</b>	<b>93%</b>	<b>927,414</b>

Advertising	22,500	\$ 1,381	\$ 12,795	57%	9,705
Bank Fees	50	\$ -	\$ -	0%	50
Cellular,Pager & Radio Svcs	27,332	\$ 1,864	\$ 22,907	84%	4,425
Computer Hardware-Non Capital	13,028	\$ -	\$ 582	4%	12,446
Consumable Goods	17,560	\$ 259	\$ 11,215	64%	6,345
Dues & Memberships	13,304	\$ 325	\$ 12,647	95%	657
Equipment Leases	25,580	\$ 1,928	\$ 23,639	92%	1,940
Facility Lease	801,874	\$ -	\$ 808,178	101%	(6,303)
Financial Audit	42,270	\$ -	\$ -	0%	42,270
Hosted Services	228,023	\$ 160	\$ 221,064	97%	6,959
HR Services	88,092	\$ 2,281	\$ 103,549	118%	(15,457)
Insurance	135,500	\$ -	\$ 135,354	100%	146
Legal Services	133,350	\$ 5,898	\$ 56,242	42%	77,108
Local Travel/Training/ Mileage	6,900	\$ 879	\$ 7,611	110%	(711)
Network Service	49,749	\$ 2,623	\$ 28,896	58%	20,853
Office Furniture	15,575	\$ 2,503	\$ 4,916	32%	10,659
Office Supplies	6,500	\$ 460	\$ 4,351	67%	2,149
Operating Supplies	5,100	\$ 36	\$ 3,197	63%	1,903
Parking Lease	31,200	\$ 3,985	\$ 35,616	114%	(4,416)
Payroll Services	17,010	\$ 1,127	\$ 15,529	91%	1,481
Postage	1,000	\$ 288	\$ 855	85%	145
Printing	2,000	\$ -	\$ 1,720	86%	280
Professional Services	137,040	\$ 589	\$ 11,254	8%	125,786
R&M - Network Equipment	442,892	\$ 25,329	\$ 315,323	71%	127,570
R&M - Office Equipment	2,500	\$ -	\$ 3,124	125%	(624)
R&M - Software Maintenance	989,438	\$ 49,010	\$ 942,467	95%	46,971
Radio Site Lease	60,301	\$ 20,492	\$ 46,786	78%	13,515
Recruitment Supplies	2,000	\$ -	\$ 523	26%	1,477
Small Tools & Minor Equipment	10,500	\$ 2,915	\$ 7,291	69%	3,209
Software/Licensing	99,106	\$ 19,765	\$ 128,978	130%	(29,872)
Telephone Services	40,180	\$ 1,940	\$ 32,054	80%	8,126
Training/Conf Registrations	35,935	\$ 2,295	\$ 8,832	25%	27,103
Training/Conf Registrations/ Travel	27,138	\$ 389	\$ 15,246	56%	11,892
Transfers Out	1,553,945	\$ -	\$ 1,593,944	103%	(39,999)
<b>Total Supplies &amp; Services</b>	<b>5,084,473</b>	<b>148,720</b>	<b>\$ 4,616,683</b>	<b>91%</b>	<b>467,790</b>

<b>GRAND TOTAL</b>	<b>18,113,853</b>	<b>1,157,192</b>	<b>\$ 16,718,649</b>	<b>92%</b>	<b>1,395,204</b>
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**502- Capital Projects**

	2024 Budget	December Activity	2024 Spending to Date	% used	Remaining Balance
Alpha Numeric Paging	913,423	\$ 238,003	\$ 331,901	36%	581,522
Console Replacement Project	714,000	\$ 12,981	\$ 361,655	51%	352,345
CAD Radio Interface	200,000	\$ 42,318	\$ 45,340	23%	154,660
CAD to NICE	35,000	\$ -	\$ -	0%	35,000
<b>Total</b>	<b>1,862,423</b>	<b>293,302</b>	<b>738,896</b>	<b>39.7%</b>	<b>1,123,527</b>

**503- Equipment Replacement:**

	2024 Budget	December Activity	2024 Spending to Date	% used	Remaining Balance
Desktops/Laptops/Phones	30,850	\$ -	\$ 15,514	50%	15,336
Network Costs	75,000	\$ -	\$ -	0%	75,000
Routers/Servers	131,379	\$ 1,058	\$ 164,055	125%	(32,676)
Switches & Access Points	33,250	\$ -	\$ -	0%	33,250
<b>Total</b>	<b>270,479</b>	<b>1,058</b>	<b>179,568</b>	<b>66.4%</b>	<b>90,910</b>

**505-E 911 Escrow**

Revenues:	2024 Budget	December Activity	Collected to Date	% collected
E-911 Escrow	1,600,000	-	\$ 1,320,151	83%
Investment Interest	-	-	\$ 33,706	-
<b>Total</b>	<b>1,600,000</b>	<b>-</b>	<b>\$ 1,353,858</b>	<b>85%</b>

**Expenditures:**

	2024 Budget	December Activity	2024 Spending to Date	% used	Remaining Balance
Transfers Out	1,600,000	\$ -	\$ 1,600,000	100%	-

## NORCOM Financial Summary

For Period Ending December 31, 2024

	2024 Adopted Budget	Actual	Percent of Budget
<b><u>501 - Operating Fund</u></b>			
2024 Beginning Fund Balance	746,633	743,633	
Agency Revenue	15,191,029	\$ 19,187,215	126.31%
Other Revenue	485,000	\$ 654,105	134.87%
Transfers In	1,600,000	\$ 1,600,000	100.00%
Revenue Collected	17,276,029	21,441,320	124.11%
December Activity			
Total Resources	18,022,662	22,184,953	
Personnel Expenditures	12,928,930	\$ 12,101,967	93.60%
Operating Expenditures	3,400,787	\$ 4,616,683	135.75%
Transfers Out	1,553,945	\$ 1,593,944	102.57%
Total Expenditures	17,883,662	18,312,593	102.40%
<b>Available Fund Balance</b>	<b>\$139,000</b>	<b>\$ 3,872,360</b>	
<b><u>502 - Capital Projects Fund</u></b>			
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	660,000	100.00%
Revenue Collected	660,000	660,000	100.00%
0			
Total Resources	711,206	711,206	
Expenditures	1,862,423	\$ 738,896	39.67%
Transfers Out	-	-	0.00%
Total Expenditures	1,862,423	738,896	39.67%
<b>Available Fund Balance</b>	<b>-\$1,151,217</b>	<b>-\$27,690</b>	
<b><u>503 - Equipment Replacement Reserve</u></b>			
2024 Beginning Fund Balance	151,470	\$151,470	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	246,130	246,130	100.00%
Revenue Collected	246,130	246,130	100.00%
Total Resources	397,600	397,600	
Expenditures	270,479	\$ 179,568	66.39%
Transfers Out	-	-	0.00%
Total Expenditures	270,479	179,568	66.39%
<b>Available Fund Balance</b>	<b>\$127,121</b>	<b>\$218,032</b>	

	2024 Adopted Budget	Actual	Percent of Budget
<b><u>504 - Operating Expense Reserve</u></b>			
2024 Beginning Fund Balance	\$ 160,751	\$160,751	
Investment Interest	\$ -	-	0.00%
Other Revenue	\$ -	-	0.00%
Transfers In	\$ 40,000	40,000	100.00%
Revenue Collected	40,000	40,000	100.00%
Total Resources	200,751	200,751	
Operating Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
<b>Available Fund Balance</b>	<b>\$200,751</b>	<b>\$200,751</b>	
<b><u>505 - E-911 Escrow Trust</u></b>			
2024 Beginning Fund Balance	\$170,532	\$170,532	
Operating Revenue	1,600,000	\$1,320,151	82.51%
Investment Interest	-	33,706	0.00%
Revenue Collected	1,600,000	1,353,858	84.62%
Total Resources	1,770,532	1,524,390	
Expenditures	-	-	0.00%
Transfers Out	1,600,000	1,600,000	100.00%
Total Expenditures	1,600,000	1,600,000	100.00%
<b>Available Fund Balance</b>	<b>\$170,532</b>	<b>-\$75,610</b>	
<b><u>506 - Rate Stabilization Reserve</u></b>			
2024 Beginning Fund Balance	\$507,041	\$507,041	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	607,814	607,814	100.00%
Revenue Collected	607,814	607,814	100.00%
Total Resources	1,114,855	1,114,855	
Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
<b>Available Fund Balance</b>	<b>\$1,114,855</b>	<b>\$1,114,855</b>	

# Accounts Payable

## Checks by Date - Detail by Check Date

User: Cbarcus@norcom.org  
 Printed: 12/30/2024 9:32 AM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	785 10905075	NAVIA BENEFITS SOLUTIONS FSA Admin Fee - November	12/06/2024	100.00
Total for this ACH Check for Vendor 785:				100.00
ACH	120 1925365	ADP Workforce Now Payroll Solution PPE 11242024	12/06/2024	459.77
Total for this ACH Check for Vendor 120:				459.77
ACH	131 m6npj8m	HEALTH EQUITY Monthly Admin - December	12/06/2024	31.60
Total for this ACH Check for Vendor 131:				31.60
ACH	785 12032024	NAVIA BENEFITS SOLUTIONS FSA Disbursement - 12.03.2024	12/06/2024	602.20
Total for this ACH Check for Vendor 785:				602.20
21272	718 11269683	ACCESS CORP Shredding Services - November	12/06/2024	205.66
Total for Check Number 21272:				205.66
21273	364 11272024	AT&T Cellular Services ACCT# 7817	12/06/2024	172.78
Total for Check Number 21273:				172.78
21274	3 11282024	AT&T MOBILITY Cellular Services ACCT# 6980	12/06/2024	149.17
Total for Check Number 21274:				149.17
21275	710 INV025419	BRCK INC Telephone Services ACCT# S00166571	12/06/2024	673.11
Total for Check Number 21275:				673.11
21276	9 712653324	CENTURYLINK Cellular Services ACCT# 79965571	12/06/2024	13.52
Total for Check Number 21276:				13.52
21277	11 50878 50879	CITY OF BELLEVUE Monthly Parking - December Fiber Usage Rental Fee - December	12/06/2024	1,835.93 477.00
Total for Check Number 21277:				2,312.93
21278	324	CRISTA MINISTRIES	12/06/2024	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	60841-6	Tower Rental - November		623.68
			Total for Check Number 21278:	623.68
21279	399 NOVEMBER	DAN FINNIS Mileage Reimbursement - November	12/06/2024	56.28
			Total for Check Number 21279:	56.28
21280	447 437570	FIRST CHOICE COFFEE SERVICES Ice Machine Rental - December	12/06/2024	121.33
			Total for Check Number 21280:	121.33
21281	185 12317523	KRONOS Telestaff Access, Bidding & Enterprise Bundle	12/06/2024	62.47
			Total for Check Number 21281:	62.47
21282	597 NOVEMBER	KRYSTAL MCCOY Mileage Reimbursement - November	12/06/2024	75.97
			Total for Check Number 21282:	75.97
21283	586 2024-12	MEYDENBAUER CENTER Construction Employee Parking - December	12/06/2024	1,950.00
			Total for Check Number 21283:	1,950.00
21284	331 12022024	ZEB MIDDLETON Mileage Reimbursement - November	12/06/2024	81.87
			Total for Check Number 21284:	81.87
21285	46 16893	NATIONAL TESTING NETWORK Background Investigation Services - 1X	12/06/2024	1,450.00
			Total for Check Number 21285:	1,450.00
21286	798 NOVEMBER	KEVIN NEFF Mileage Reimbursement - NOVEMBER	12/06/2024	48.78
			Total for Check Number 21286:	48.78
21287	744 NOVEMBER	SCOTT NORCROSS Mileage Reimbursement - November	12/06/2024	39.53
			Total for Check Number 21287:	39.53
21288	795 INV01020944	PAGERDUTY, INC. Professional User Fee x6 & Business User Fee x	12/06/2024	628.70
			Total for Check Number 21288:	628.70
21289	810 NOVEMBER	EMMA PEARSON Mileage Reimbursement - November	12/06/2024	19.70
			Total for Check Number 21289:	19.70
21290	782 588 597 598	PSERN Operator Crista Sublease Sep 24 - Aug 25 Ring Hill Sublease Sep 24 - Aug 25 Sobeski Sublease Sep 24 - Aug 25	12/06/2024	6,622.88 6,622.88 6,622.88

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 21290:	19,868.64
21291	673 NOVEMBER	PUBLIC SAFETY EMPLOYEES UNION November Dues - Benson FMLA Repayment	12/06/2024	108.57
			Total for Check Number 21291:	108.57
21292	809 NOVEMBER	DANIELLE SCHARF Mileage Reimbursement - November	12/06/2024	70.75
			Total for Check Number 21292:	70.75
21293	816 NOVEMBER	JULIA SEMB Mileage Reimbursement - November	12/06/2024	59.50
			Total for Check Number 21293:	59.50
21294	772 7811	SNO911 Alpha Paging Project - Step Payment	12/06/2024	229,176.42
			Total for Check Number 21294:	229,176.42
21295	366 11212024	T MOBILE Cellular Services ACCT# 947208760	12/06/2024	74.84
			Total for Check Number 21295:	74.84
21296	79 9978574631	VERIZON WIRELESS Cellular Services ACCT# 471583790	12/06/2024	1,453.24
			Total for Check Number 21296:	1,453.24
21297	658 2024-00846	WA ASSOCIATION OF SHERIFFS & POI Associate Dues - Hamilton	12/06/2024	75.00
			Total for Check Number 21297:	75.00
21298	827 11262024	BENJAMIN WEBB Mileage & Per Diem Reimbursement - APCO C	12/06/2024	389.16
			Total for Check Number 21298:	389.16
21299	781 OCTOBER SEPTEMBER	HAILEY WILLIAMS Mileage Reimbursement - October Mileage Reimbursement - September	12/06/2024	162.94 142.58
			Total for Check Number 21299:	305.52
			Total for 12/6/2024:	261,460.69
ACH	676 PPE 12082024	CALLIE BOISE Physical Check - Returned Payroll Correction PF	12/13/2024	4,609.11
			Total for this ACH Check for Vendor 676:	4,609.11
			Total for 12/13/2024:	4,609.11
ACH	120 PPE12082024	ADP WaCares - Returned Payroll Correction PPE 120	12/17/2024	40.03

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	PPE12082024	FMLA Taxes - Returned Payroll Correction PPE		51.07
	PPE12082024	Federal Taxes - Returned Payroll Correction PPE		1,037.65
	PPE12082024	Medicare - Returned Payroll Correction PPE 12C		187.76
Total for this ACH Check for Vendor 120:				1,316.51
Total for 12/17/2024:				1,316.51
ACH	120	ADP	12/18/2024	
	PPE 12082024	Garnishments - PPE 12082024		487.85
	PPE 12082024	Federal Taxes - PPE 12082024		51,138.16
	PPE 12082024	FMLA Taxes - PPE 12082024		2,937.49
	PPE 12082024	Medicare - PPE 12082024		11,149.96
	PPE 12082024	Accrued Employment & WACares - PPE 120820		1,801.75
	PPE 12082024	Accrued Wages - PPE 12082024		282,474.69
Total for this ACH Check for Vendor 120:				349,989.90
ACH	131	HEALTH EQUITY	12/18/2024	
	PPE 12082024	HSA Contributions - PPE 12082024		4,357.32
Total for this ACH Check for Vendor 131:				4,357.32
ACH	132	WILMINGTON TRUST	12/18/2024	
	PPE 12082024	MEBT Contributions - PPE 12082024		48,958.23
Total for this ACH Check for Vendor 132:				48,958.23
ACH	133	DEPT OF RETIREMENT SYSTEMS	12/18/2024	
	PPE 12082024	PERS Contributions - PPE 12082024		29,553.47
	PPE 12082024	DRS DCP Contributions - PPE 12082024		563.78
	PPE 12082024	PSERS Contributions - PPE 12082024		34,179.57
Total for this ACH Check for Vendor 133:				64,296.82
ACH	785	NAVIA BENEFITS SOLUTIONS	12/18/2024	
	12102024	FSA Disbursement - 12.10.2024		87.79
Total for this ACH Check for Vendor 785:				87.79
21300	675	ICMA-RC VANTAGEPOINT TRANSFER	12/18/2024	
	PPE 12082024	ICMA 457 Contributions - PPE 12082024		6,157.60
Total for Check Number 21300:				6,157.60
21301	569	NORCOM ASSOCIATED GUILD	12/18/2024	
	DECEMBER	NAG Dues - December		1,406.00
Total for Check Number 21301:				1,406.00
21302	673	PUBLIC SAFETY EMPLOYEES UNION	12/18/2024	
	DECEMBER	PSEU Dues - December		780.07
Total for Check Number 21302:				780.07
Total for 12/18/2024:				476,033.73
ACH	120	ADP	12/20/2024	
	677322491	Workforce NOW Payroll Solution - PPE 120820		459.77

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for this ACH Check for Vendor 120:				459.77
ACH	67 NOVEMBER	DEPT OF REVENUE Meydenbayer Employee Parking Excise Tax - Ni	12/20/2024	198.90
Total for this ACH Check for Vendor 67:				198.90
ACH	785 12172024	NAVIA BENEFITS SOLUTIONS FSA Disbursement - 12.17.2024	12/20/2024	173.90
Total for this ACH Check for Vendor 785:				173.90
ACH	244 9490216107	MICROSOFT CORPORATION Microsoft Services & Support	12/20/2024	66,040.00
Total for this ACH Check for Vendor 244:				66,040.00
21303	482 INV-16890	3R TECHNOLOGY Shredding & Sorting Services	12/20/2024	138.20
Total for Check Number 21303:				138.20
21304	6 AB8MP7N	CDW-GOVERNMENT INC SRFILE Replacement	12/20/2024	25,328.95
Total for Check Number 21304:				25,328.95
21305	8 12112024	CENTURYLINK Telephone Services ACCT# 333635208	12/20/2024	915.33
Total for Check Number 21305:				915.33
21306	18 INV2929592	COPIERS NORTHWEST Copier Lease - November	12/20/2024	54.71
Total for Check Number 21306:				54.71
21307	29 94864405 94864405 94864405 94864405 94864405 94864405 94864405 94864405	ESRI ArcGIS Enterprise Workgroup Standard Mainten ArcGIS Desktop Basic Maintenance 2.1.25 - 1.3 ArcGIS GIS Server Workgroup Standard Mainte ArcGIS Network Analyst Maintenance 2.1.25 - 1 ArcGIS Desktop Advanced Maintenance 2.1.25 - ArcGIS Network Analyst 2.1.25 - 1.31.26 ArcGIS Desktop Basic Maintenance 2.1.25 - 1.3 ArcGIS Network Analyst for ArcGIS GIS 2.1.25	12/20/2024	1,378.75 432.59 1,378.75 639.74 3,832.92 716.95 507.38 1,378.75
Total for Check Number 21307:				10,265.83
21308	627 9602	FIRSTLINE BUSINESS SYSTEMS, INC Legacy Recorders	12/20/2024	8,485.40
Total for Check Number 21308:				8,485.40
21309	751 756373	FISHER BROYLES, LLP Legal Services - RAADAR	12/20/2024	3,975.50
Total for Check Number 21309:				3,975.50
21310	774 68306	HARLOW & FALK LLP MEBT Trust - Legal Services	12/20/2024	80.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 21310:	80.00
21311	829 12162024	HAYDEN HOVINGA Mileage Reimbursement - CBD Training	12/20/2024	121.14
			Total for Check Number 21311:	121.14
21312	585 KFJMI17709 KFJMI17709 KFJMI17709	IVOXY CONSULTING LLC Shipping Charges Cisco Firepower 1010 NGFW Appliance Deskto Cisco Firepower NGFW Appliance - One Year	12/20/2024	35.17 861.33 161.83
			Total for Check Number 21312:	1,058.33
21313	329 12132024 12132024	CORY JAMES Supplies & Move Equipment - Backup Center Mileage Reimbursement - Backup Center	12/20/2024	98.90 42.34
			Total for Check Number 21313:	141.24
21314	252 11015235	KING COUNTY FINANCE KCIT INET Other MISC SVC- November	12/20/2024	750.00
			Total for Check Number 21314:	750.00
21315	557 11458592	LANGUAGE LINE SERVICES Over-The-Phone Interpretation - November	12/20/2024	351.30
			Total for Check Number 21315:	351.30
21316	44 124654	LOCUTION SYSTEMS INC Annual Maintenance & Services - 1.1.25 - 12.31	12/20/2024	49,010.05
			Total for Check Number 21316:	49,010.05
21317	828 10270436	MCKINSTRY CO., LLC DC Equipment Install	12/20/2024	8,557.03
			Total for Check Number 21317:	8,557.03
21318	769 1187135988	MOTOROLA SOLUTIONS Contract Execution - 50% - CAD Radio Interfac	12/20/2024	42,317.50
			Total for Check Number 21318:	42,317.50
21319	728 160467	MULTICARE CENTERS OF OCCUPATIC Pre-Employment Physical Exam - 1X	12/20/2024	446.00
			Total for Check Number 21319:	446.00
21320	741 NOR1124	PACIFIC NORTHWEST GIGAPOP Internet Services - November	12/20/2024	500.00
			Total for Check Number 21320:	500.00
21321	52 94112	PACIFICA LAW GROUP Legal Services - Public Records Special Projects	12/20/2024	1,430.00
			Total for Check Number 21321:	1,430.00
21322	711 2787	SHIELD ASSESSMENTS Pre-Employment Psychological Evaluation - 1X	12/20/2024	385.00



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
			Total for Check Number 21322:	385.00
21323	630 45150	SITECRAFTING INC Managed Website Hosting - Pantheon Platform	12/20/2024	99.00
			Total for Check Number 21323:	99.00
21324	712 159474	SUMMIT LAW GROUP PLLC Legal Services - General Employment	12/20/2024	492.00
			Total for Check Number 21324:	492.00
21325	658 INV032368	WA ASSOCIATION OF SHERIFFS & POI Banquet Ticket - Hamilton	12/20/2024	225.00
			Total for Check Number 21325:	225.00
21326	88 5032459040	WELLS FARGO FINANCIAL LEASING Copier Lease - December	12/20/2024	1,751.87
			Total for Check Number 21326:	1,751.87
21327	75	US BANK CORPORATE PAYMENT SYS	12/20/2024	
	11122024	Party For Less - Welcome Back Supplies - Consc		33.63
	11122024	Amazon - Thermal Laminating Pouches		36.39
	11122024	Costco - Office Chairs X1 - NORCOM Refresh		132.22
	11122024	Costco - Office Chairs X24 - NORCOM Refresh		3,041.28
	11132024	Headset Direct - Wireless Headset Base X4		2,108.08
	11132024	Headset Direct - Headsets X10		772.06
	11132024	Amazon - Mouse X10 - Console Replacement		323.90
	11132024	Amazon - Keyboard X15 - Console Replacemen		413.10
	11132024	Amazon - Adapter Cable X3 Refund		-74.13
	11132024	Amazon Refund - Console Replacement		-15.40
	11132024	Westernco Donut - Welcome Back - Console Req		72.73
	11142024	Amazon - Welcome Back Popcorn Bags x2 - Coi		23.00
	11142024	Amazon - Ethernet Switch x2 - Console Replace		35.22
	11142024	Amazon - Pens & Pencils		53.75
	11142024	Amazon Refund - Console Replacement		-59.46
	11142024	Amazon -Heavy Duty Tape Refund - Console Re		-21.16
	11142024	Amazon - Printer Paper X4		276.66
	11152024	Indeed - Job Advertising		551.53
	11152024	Proshed - Temporary Shed For Backup Center - t		231.00
	11152024	Proshred - Redmond Shred		165.00
	11152024	Adobe Pro Application x3		951.73
	11162024	Amazon - Welcome Back Cake Supplies - Consc		21.98
	11162024	Primo Water Delivery		184.44
	11162024	Washington Secretary of State - Annual SOS Fili		10.00
	11162024	Amazon - Welcome Back Popcorn Supplies - Co		66.38
	11172024	Party For Less - Welcome Back Balloons - Cons		22.04
	11192024	US Chef Store - Welcome Back Nacho Cheese -		11.59
	11192024	Costco - Welcome Back Cakes, Drinks & Chips-		346.87
	11192024	Server Supply - Copper Cable x2 - Console Repl		104.70
	11192024	Weglot - Annual Software 11.16.24 - 11.15.25 C		5,346.32
	11202024	Home Depot - HR Board - NORCOM Refresh		282.63
	11212024	Amazon - Grabber Tool & Permanent Marker		45.36
	11212024	Amazon - Keyboard X3, Whiteboard & Labels -		253.41
	11222024	Spark Hire - Job Advertising		329.50
	11232024	Amazon- Wire Connectors & Tools - Console Re		39.79
	11232024	Amazon - Storage Straps - NORCOM Refresh		17.62
	11242024	Doodle - Single Month Subscription		14.95

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	11252024	Flexispot - Standing Desk		705.27
	11252024	Amazon - Popcorn Maker Refund - Console Rep		-66.38
	11252024	Telexpress - Circuit Breaker		121.66
	11262024	Costco - Kleenex		36.38
	11272024	Amazon - Training Mobile Desk Refund		-233.01
	11272024	Costco - Office Chair X3		710.76
	11272024	UPS - Shipping Cost		17.75
	11272024	Amazon - Vinyl Transfer Tape		21.81
	11272024	Primo Water Delivery		6.81
	11272024	UPS - Shipping Cost		13.90
	11282024	Amazon - Shower Cady - NORCOM Refresh		60.60
	11302024	Google - Electronic Display		5.49
	12012024	Amazon - Hole Punch		26.08
	12012024	Amazon - Popcorn Seasoning		14.49
	12012024	Amazon - Bench,Table, Shower Curtain & Light		202.32
	12012024	Amazon - Velcro Straps - Console Replacement		48.90
	12022024	Amazon Web Services - November		896.36
	12022024	USPS - PO Box Annual Renewal Fee		256.00
	12022024	Indeed - Job Advertising		499.74
	12022024	Google - Electronic Display		55.09
	12032024	Amazon - USB Refund - Console Replacement		-20.93
	12032024	High Impact Presentation Registration		2,295.00
	12032024	Amazon - Heavy Duty Strap Refund - Console R		-17.62
	12052024	Streakwave - Cable x2		148.11
	12052024	Uplift Desk - Standing Office Desk x2		1,320.20
	12082024	Amazon - Coffee Creamer		52.78
	12082024	Amazon - Noise Filter		9.91
			Total for Check Number 21327:	23,336.18
21328	6 RX20931	CDW-GOVERNMENT INC LG Monitors - Console Replacement Project	12/20/2024	1,157.10
			Total for Check Number 21328:	1,157.10
			Total for 12/20/2024:	248,245.23
ACH	120	ADP	12/27/2024	
	PPE 12222024	Federal Taxes PPE 12222024		44,307.24
	PPE 12222024	FMLA Taxes PPE 12222024		2,577.77
	PPE 12222024	Accured Employment & WACares PPE 1222202		1,508.41
	PPE 12222024	Accrued Wages PPE 12222024		257,770.75
	PPE 12222024	Garnishments PPE 12222024		487.85
	PPE 12222024	Medicare PPE 12222024		9,952.24
			Total for this ACH Check for Vendor 120:	316,604.26
ACH	131	HEALTH EQUITY	12/27/2024	
	PPE 12222024	HSA Contributions PPE 12222024		4,357.32
			Total for this ACH Check for Vendor 131:	4,357.32
ACH	132	WILMINGTON TRUST	12/27/2024	
	PPE 12222024	MEBT Contributions PPE 12222024		42,702.09
			Total for this ACH Check for Vendor 132:	42,702.09
ACH	133	DEPT OF RETIREMENT SYSTEMS	12/27/2024	
	PPE 12222024	PSERS Contributions PPE 12222024		31,536.80
	PPE 12222024	PERS Contributions PPE 12222024		25,451.13

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	PPE 12222024	DRS DCP Contributions PPE 12222024		557.80
			Total for this ACH Check for Vendor 133:	57,545.73
ACH	134 JANUARY25	COLONIAL LIFE Supplemental Insurance Premiums - January 202	12/27/2024	1,112.35
			Total for this ACH Check for Vendor 134:	1,112.35
ACH	140 JANUARY25	RELIANCE STANDARD L/LTD Premiums - January 2025	12/27/2024	1,672.41
			Total for this ACH Check for Vendor 140:	1,672.41
ACH	327 JANUARY2025 JANUARY2025 JANUARY2025	ASSOCIATION OF WASHINGTON CITIZI Vision Premiums - January 2025 Medical Premiums - January 2025 Dental Premiums - January 2025	12/27/2024	1,073.08 118,518.16 7,956.58
			Total for this ACH Check for Vendor 327:	127,547.82
ACH	785 12242024	NAVIA BENEFITS SOLUTIONS FSA Disbursements - 12.24.2024	12/27/2024	530.00
			Total for this ACH Check for Vendor 785:	530.00
ACH	120 12272024	ADP ADP Payroll Services & Workforce Now	12/27/2024	207.75
			Total for this ACH Check for Vendor 120:	207.75
ACH	676 PPE 12272024	CALLIE BOISE Physical Check - PPE 12.22.2024	12/27/2024	3,080.02
			Total for this ACH Check for Vendor 676:	3,080.02
21329	675 PPE 12222024	ICMA-RC VANTAGEPOINT TRANSFER ICMA 457 Contributions PPE 12222024	12/27/2024	5,682.63
			Total for Check Number 21329:	5,682.63
21330	74 JANUARY25	UNUM Long Term Care Insurance Premiums - January 2	12/27/2024	713.80
			Total for Check Number 21330:	713.80
21331	811 55330	XYBIX SYSTEMS, INC. Status Indicator Badge	12/27/2024	893.94
			Total for Check Number 21331:	893.94
			Total for 12/27/2024:	562,650.12
			Report Total (85 checks):	1,554,315.39



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 01/10/2025  
Subject: Law Enforcement Liaison and Fire Liaison Briefing

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### **Executive Summary:**

The Law Enforcement Liaison and Fire Liaison will brief the Board on examples of completed projects that occurred in 2024 as well as upcoming goals and projects in 2025.

### **Background:**

Annually the Law Enforcement Liaison and Fire Liaison have briefed the Board on projects in their areas of responsibility.

### **Past Board or Other Related Actions:**

In 2015, with Governing Board approval, NORCOM created the Law Enforcement Liaison position as a single point of contact for police agencies to communicate with NORCOM. In 2017, based on the success of the Law Enforcement Liaison position, the Board approved the creation of the Fire Liaison position.

### **Policy and Strategic Implications:**

NORCOM supports the success of the Law Enforcement Liaison and Fire Liaison positions in enhancing relationships and centralizing communications between NORCOM and its police and fire agencies.

### **NORCOM Staff Recommendation:**

This report is informational in nature. Staff has no additional recommendations at this time.

### **Staff Comments:**

Nothing additional

### **Options**

### **Risks**

**Finance Committee Review:** No

**Legal Review:** No

**Attachments**

Law Enforcement Liaison Update

Fire Liaison Update

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# Law Enforcement Liaison – Primary Duties

- Develop, maintain, and enhance professional relationships with our Telecommunicators and police customers
- Single point of contact between NORCOM and our eight police agencies
- Explore, communicate, and facilitate police related customer needs and meetings
- Problem-solving solutions to include technology, call-receiving, dispatch services, and projects

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# Law Enforcement Liaison – 2024 Projects

## At A Glance:

- Universal Tyler CAD police unit designators
- Police reduced responses and resource emergency procedures
- SOP procedure updates (Data and Fire)
- Technology focus with StarChase, radio procedures, Priority 6

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# Law Enforcement Liaison -Looking Forward 2025

- Further SOP procedure updates in call receiving and NORCOM Operations
- Facilitate relationship building events between NORCOM Telecommunicators and field units
- Facilitate feedback between field units and Telecommunicators sharing expectations and job requirement functions
- Refresh and increase the knowledge base of our Telecommunicators with high-risk low frequency training scenarios



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# Fire Liaison – Primary Duties

- Primary point of contact facilitating messaging between all divisions of NORCOM (Telecommunicators, Operations, IT, Finance, etc.) and our fire/EMS agencies
- Collaborate with NORCOM Operations and fire/EMS agencies on policies, procedures, and organizational changes
- Engage with the community, fire/EMS agencies, and other regional partners by attending meetings, providing presentations, and facilitating tours of NORCOM
- Ensure effective and responsive relationships via proactive communication

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# Fire Liaison – 2024 Projects

## At A Glance:

- Continued implementation of standardized response plans and updated resource capabilities
  - Including agency partnership agreements
- Updated call types and procedures based on approved King County Model Procedures and agency needs
- Secured funding for 2024 PulsePoint costs via Medic One Foundation grant
- Implemented two light rail lines and Telephone Referral Program (Nurse-Line)

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# Fire Liaison – Looking Forward 2025

- Continue efforts for standardized resource responses
- Further enhance communication and regionalization by regularly meeting with each agency to discuss agency needs
- Enhance existing proactive efforts to ensure data accuracy and information to best support NORCOM Operations and fire/EMS agencies
- Continue to support King County EMS in the levy planning process seeing it through to levy approval



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 01/10/2025  
Subject: NORCOM 2025 Project List Update

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### Executive Summary:

NORCOM tracks projects on a multi-year basis to develop priorities, help manage project workload and assign requisite staff resources. Project timing is estimated based on available information and is regularly updated. This list helps guide project planning.

### Background:

Flexibility, transparency, and timeliness of project review and approval for internal and external projects is a NORCOM goal. The multi-year project tracking list provides insight into NORCOM resource needs and helps management control and schedule future projects.

### Past Board or Other Related Actions:

N/A

### Policy and Strategic Implications:

Project requests come from NORCOM agencies, external partner agencies, vendors, internal staff, or others. Each request is reviewed internally for resources, costs, and timeliness. Projects that require new funding are taken to the Finance Committee for review and input, then to the Board for approval via the annual budget approval process. Projects requested outside the annual budget process will follow the same process but may require alternative funding solutions. These projects will have a fiscal note attached to the project approval.

### NORCOM Staff Recommendation:

The Board receives and reviews this update.

### Staff Comments:

The multi-year list and project review and approval process allows for flexibility and transparency when managing multiple project request.

### Options

### Risks

Finance Committee Review: Yes

All projects requiring funding on the list have been reviewed and approved through prior board action and included finance committee input as necessary.

**Legal Review:** No

**Joint Operations Board Review:** No

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**Fiscal Impact**

**Budgeted Y/N:** N/A

**Fiscal Year:** 2025

**Account (s):**

**Fiscal Note:**

**Fiscal Impact:**

All projects requiring funding on the list have been reviewed and approved through prior board action and included finance committee input as necessary.

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**Attachments**

NORCOM 2025 Project Update

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# Project Completions

- CAD upgrade
- 911 Telephone system (Viper) upgrade x2
- Console replacement
- Security as a service – Arctic Wolf
- IT Password Management

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# 2025 Project Planning

## Continuing Projects:

- Alpha-numeric paging hardware replacement & Radio site backhaul changes
- CAD and Radio interface (CADi)
- RAADAR user additions
  - Enumclaw
- CAD and Nice recording system interface

## New Projects

- Multi-Factor Authentication
- Station Alert Backup system
- Strategic Plan
- VHF system changes
- System Recovery (RCECC)
- Internet Resilience

# 2025 Project Planning

	2025																																																											
	January					February					March					April					May					June					July					August					September					October					November					December				
	30	6	12	19	26	3	10	17	24	31	3	10	17	24	31	7	14	21	28	5	12	19	26	2	9	16	23	30	7	14	21	28	4	11	18	25	1	8	15	22	29	6	13	20	27	3	10	17	24	1	8	15	22	29						
<b>General Availability</b>	Western Regional Forum															Tyler Forum					APCO					911 Conference																																		
Strategic Plan	[Bar]																																																											
Multi Factor Authentication	Dispatch															[Bar]																																												
CAD Upgrade	Planning															Testing / Go-Live																																												
Alpha-Numeric Paging	Finish installs / Cut over																																																											
Radio CADI Interface	[Bar]																																																											
RAADAR Dev. Sprints	[Bar]																																																											
RAADAR Agencies	Enumclaw															[Bar]																																												
VHF Changes	[Bar]															While sites are clear of snow																																												
ER&R	Firewall					[Bar]																																																						
System Recovery (RCECC)	[Bar]																																																											
Internet Resiliency	[Bar]																																																											
Fire Station Alerting Backup	[Bar]																																																											
Windows 11 Conversion	[Bar]															[Bar]																																												





## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 01/10/2025  
Subject: Alphanumeric Paging Project Update

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### **Executive Summary:**

NORCOM is in the process of replacing the aging alphanumeric paging system that has been in use since 2010. The new system aims to enhance reliability and modernize the paging infrastructure used to alert firefighters in northern King County and Snohomish County. This project, approved by the Governing Board in 2023, is progressing on schedule, with installation nearing completion and go-live planned for late Q1 2025.

### **Background:**

NORCOM and Snohomish County 911 have jointly operated the alphanumeric paging system since 2008. The current system, operational since 2010, requires replacement to address aging infrastructure and ensure continued reliable service. Significant progress has been made in recent months, including:

- Factory testing of the new system.
- Installation of the Horizon Heights microwave system.
- Completion of infrastructure updates at key sites.
- Installation of new equipment at two sites so far.

The final steps include completing installations at remaining sites by the end of January 2025, configuring connectivity, and performing comprehensive testing before transitioning to the new system.

### **Past Board or Other Related Actions:**

ILA was approved in October 2023 (Resolution 202).

Project was initially part of the 2023 budget that was approved in December 2023 (Resolution 203).

### **Policy and Strategic Implications:**

Replacing the paging system aligns with NORCOM's mission to provide reliable and modern emergency communication services. Additionally, staff will return to the Governing Board later this year to request funding for ongoing maintenance and a potential replacement plan to ensure the long-term sustainability of this critical system.

### **NORCOM Staff Recommendation:**

NORCOM staff recommends the Governing Board acknowledge the progress of the Alphanumeric Paging Project and acknowledge continued efforts to finalize installation, prepare for the go-live phase, and transition to maintenance mode.

**Staff Comments:**

All milestones are on track and any project risks are being effectively managed.

**Options****Risks**

Delays in completing site installations or testing could postpone the go-live timeline. Staff is working closely with vendors to mitigate these risks.

**Finance Committee Review:** Yes

**Legal Review:** No

**Joint Operations Board Review:** No

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**Fiscal Impact**

**Budgeted Y/N:** Y

**Fiscal Year:** 2023

**Account (s):** 502-000-85-594-28-60-613

**Fiscal Note:**

**Fiscal Impact:**

The new system will require ongoing maintenance and periodic upgrades, which will be incorporated into a 10-year maintenance and replacement plan to ensure fiscal sustainability.

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**Attachments**

Alpha Numeric Paging Update

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# Alphanumeric Paging Project Update

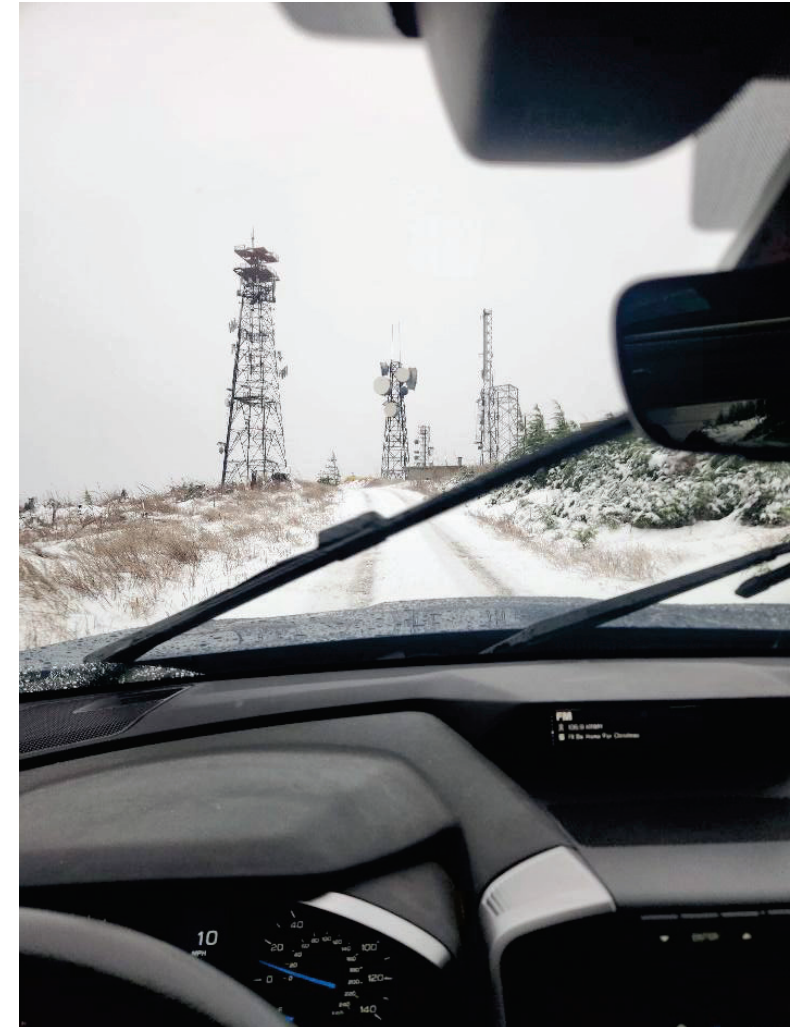
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# Alphanumeric Paging Project Description

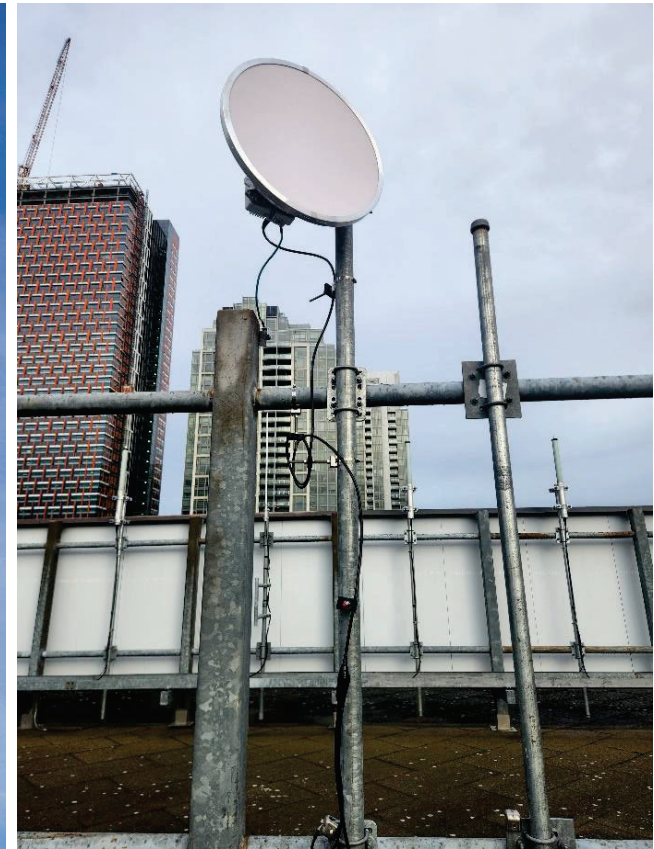
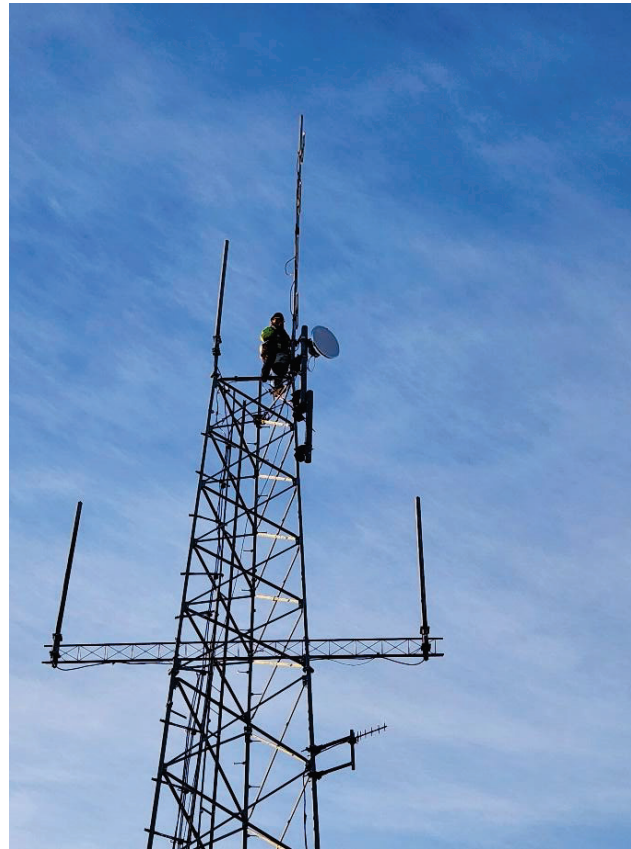
- NORCOM has partnered with Snohomish County 911 since 2008 to provide alphanumeric paging for northern King County and Snohomish County
- The system alerts firefighters of calls and other messages
- Current system has been operational since 2010
- Replacement was approved by the Governing Board in 2022 to enhance reliability and to modernize paging infrastructure

# Recent Progress

- System Factory Testing
- Start of Installation
- Horizon Heights Microwave



# Pictures of Microwave Installation



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# Next Milestones

- Remaining sites will be installed by end of January
- Configure connectivity to sites
- Replace aging infrastructure at Squak and Harborview
- Testing before Go-Live
- Go-live is scheduled for late Q1 2025
  - Go-Live will consist of going back to each site and moving the antenna cable from old system to new system
- In Spring/Summer, we will go back to sites and remove all old equipment
- Determine 10-year maintenance and replacement plan and funding



## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 01/10/2025  
Subject: Alliconnect for NORCOM

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### **Executive Summary:**

By the nature of their job, 911 employees listen to someone else's absolute worst day — every day. When the trauma and stress of their role are disregarded or unacknowledged, it can be destructive at work and beyond. NORCOM works to help mitigate such impacts through the robust use of a Peer Support Team and the continuous development of a culture that proactively cares for one another, monitoring and "checking in" with peers who have navigated a difficult call or are facing other challenges. The agency has a supportive environment in which employees readily turn to peer support for themselves or on behalf of others without public or self-stigma.

While much progress has been made, one constant challenge is the timely availability of clinicians trained and experienced in supporting first responders' mental wellness. AlliConnect requires that participating clinicians respond to the employee's request within 48 hours.

To supplement our Peer Support function and better support the well-being of our team, NORCOM has partnered with AlliConnect, a confidential mobile application that more quickly and confidentially connects any NORCOM employee (and/or family member) seeking assistance. The participating AlliConnect clinicians understand the unique traumas first responders may experience, and have the specialized training and skills to assist our team promptly.

As provided by law, the interaction between the person seeking help and the clinician is confidential and invisible to NORCOM management. AlliConnect is deployed at several public safety agencies, including the Marysville Police Department, the Kirkland Fire Department, South King County Fire, and several fire agencies within Whatcom County.

NORCOM is the first 911 center in the U.S. to deploy the application. We "go live" on January 15th.

### **Background:**

Studies that explore the mental and physical risks posed by the cumulative stress of a 9-1-1 career provide evidence of what 9-1-1 professionals have known for years: the job takes a toll. It can have an adverse impact that extends past the workplace. NORCOM wishes to provide additional mental wellness resources for our team.

### **Past Board or Other Related Actions:**

### **Policy and Strategic Implications:**



**NORCOM Staff Recommendation:**

NORCOM Staff has conducted a thorough review and analysis and recommends the Board receive this briefing and seek clarity as desired.

**Staff Comments:**

**Options**

**Risks**

**Finance Committee Review:** Yes

**Legal Review:** No

**Joint Operations Board Review:** No

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## MEMORANDUM

To: Governing Board  
From: Bill Hamilton, Executive Director  
Date: 01/10/2025  
Subject: January IT & Operations Newsletter

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### **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

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## **Attachments**

January IT & Operations Newsletters



## Radio

### PSERN to CAD Interface

We are still awaiting the necessary equipment to begin the installation process.

### Alpha-Numeric Paging

Equipment installations at various sites are ongoing, with completion still anticipated in Q1 2025.

## Telephone Systems

An update to the system was completed which fixed a few issues. Focus is shifting toward the next phase, the procurement of a regional recording system.

## Project, Systems and Programs

### Bellevue UPS Replacement

Bellevue replaced the 15-year-old UPS successfully and we were prepared for any contingencies. New UPS gives us 2.5 hours of running time.

### RAADAR - Enumclaw

Project kick off in December to bring Enumclaw onto RAADAR.

### 911 Console Replacement

Sound paneling vendor visited the site, we await quotes.

### Multi-factor Authentication

To maintain compliance with new CJIS requirements our dispatch staff must use multi-factors to log onto the dispatch computers. Two vendors are being evaluated.

### Security Specialist Position

The Security Specialist position remains open as NORCOM continues the search for an ideal candidate. While we have received many applications, the right fit has not yet been identified. In the interim, a contract with Ivoxy has been approved to provide network services, with a focus on supporting the firewall migration. This initiative is funded through cost savings from the position remaining vacant.

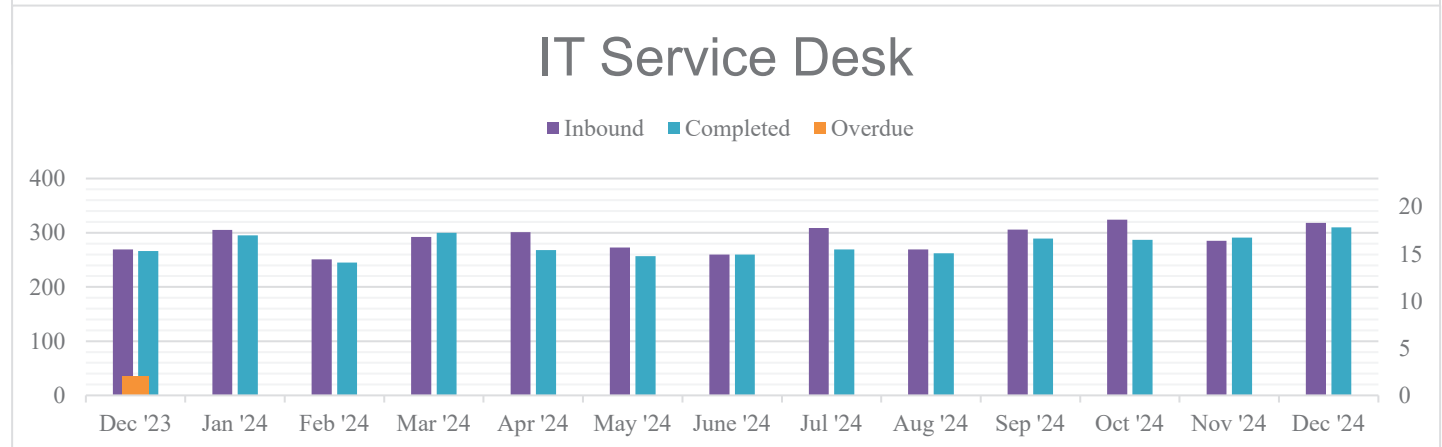
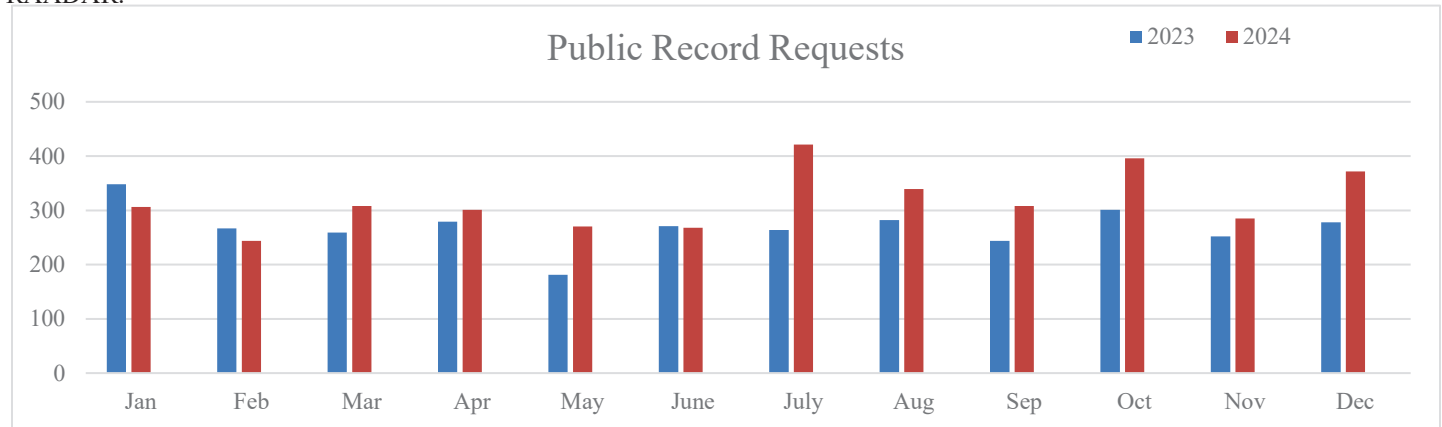
## IT Service Desk

### Surveys

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

Last Month: 8 surveys were returned (32 ratings)

- Better than expected – 28
- As expected – 4





# Operations Updates

From: Roky Louie, Deputy Director of Operations

January 2025

## State Certification

In 2022 the Washington State Legislature passed SB 5555 to classify Telecommunicators as first responders; Governor Inslee signed it into law the same year. This legislation will ensure that Telecommunicators across the state meet certified standards, bringing a new level of professionalism to our industry. The process of developing a statewide certification program presented many challenges as it was built from the ground up, not the least of which was incorporating standards that could and should be achieved by agencies statewide, recognizing varying complexity of PSAP operations around the state ranging from single to multiple agencies and single to multiple disciplines.

In December of 2024, the State of Washington released the final document defining the requirements for both Telecommunicator and training program certifications. The initial certification process is similar to programs already in place from both government agencies and professional organizations for Law Enforcement and Fire agencies to demonstrate proofs of their compliance with standards. The Training Program Certification includes 5 categories with 178 specific objectives that must be demonstrated and includes topics such as Equipment & Technology, Call Taking and Dispatching Procedures, and Health and Wellness.

NORCOM's Training Department is working diligently to meet the January 31, 2025 deadline for submission of our application to have our internal training program certified, allowing us to certify new Telecommunicators who complete training. Although the task of compiling the required proofs for certification is large, we are proud to report that the current training program exceeds the required training elements for state certification.

In addition to certifying our training program, each of our Telecommunicators and Operations Supervisors must also attain state certification in one of three categories: Call Taking, Dispatching or Dual certification. Legacy certification has been offered for fully trained Telecommunicators and will last for 2 years from the date of our agency application. Telecommunicators currently still in training will be certified upon completion of their training, assuming that NORCOM's Training Program application is accepted. Those Telecommunicators not granted Legacy certification must recertify every 3 years; those with legacy certification will recertify on a 3-year cycle as well, following their initial 2-year certification. Recertification as a Telecommunicator includes several requirements including maintaining professional conduct, fitness for duty and 24 hours of annual continuing education training. The Training Department, foreseeing this requirement, already has systems in place to monitor, track and report on continuing education. Additionally, we have internally-developed continuing education programs, as well as county EMS CE programs that meet the majority of the continuing education requirements already.