
NORCOM 911



**North East King County Regional Public Safety
Communications Agency**

No action is required of Council

Agenda

Origin of NORCOM

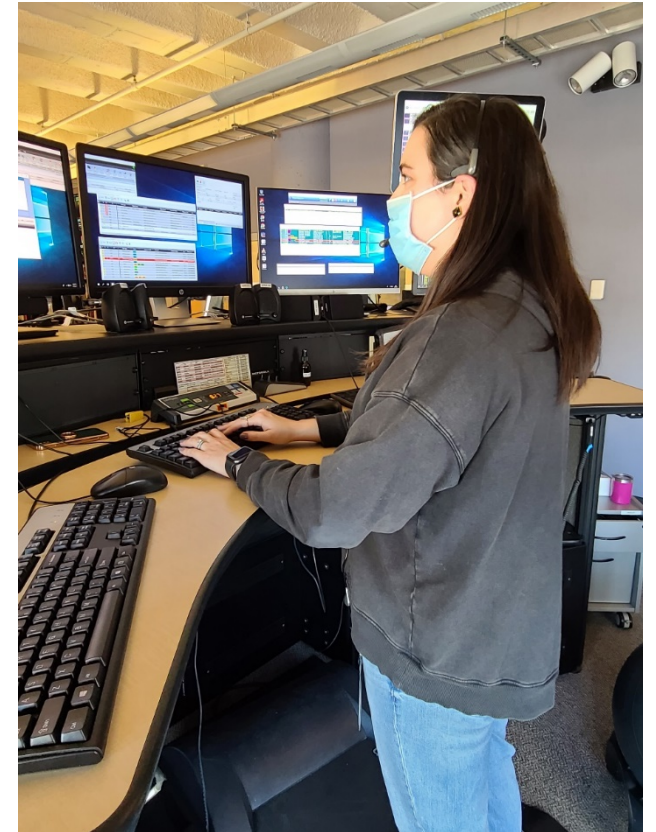
Business Model

- Governance Model
- Financial Model
- Partnerships
- Coverage Area

The NORCOM Communications Team

- Recruitment, Development and Retention
- COVID Response

A Look to the Future



Origin of NORCOM

- Regional standardized service
- Increased interoperability of Fire and Police
- Single point of public safety service delivery
- Savings realized through economies of scale
- Reduce redundancies

When?

- Conversations began as early as 2003
- Inter-local Agreement (ILA)-2007
- Active service July 2009



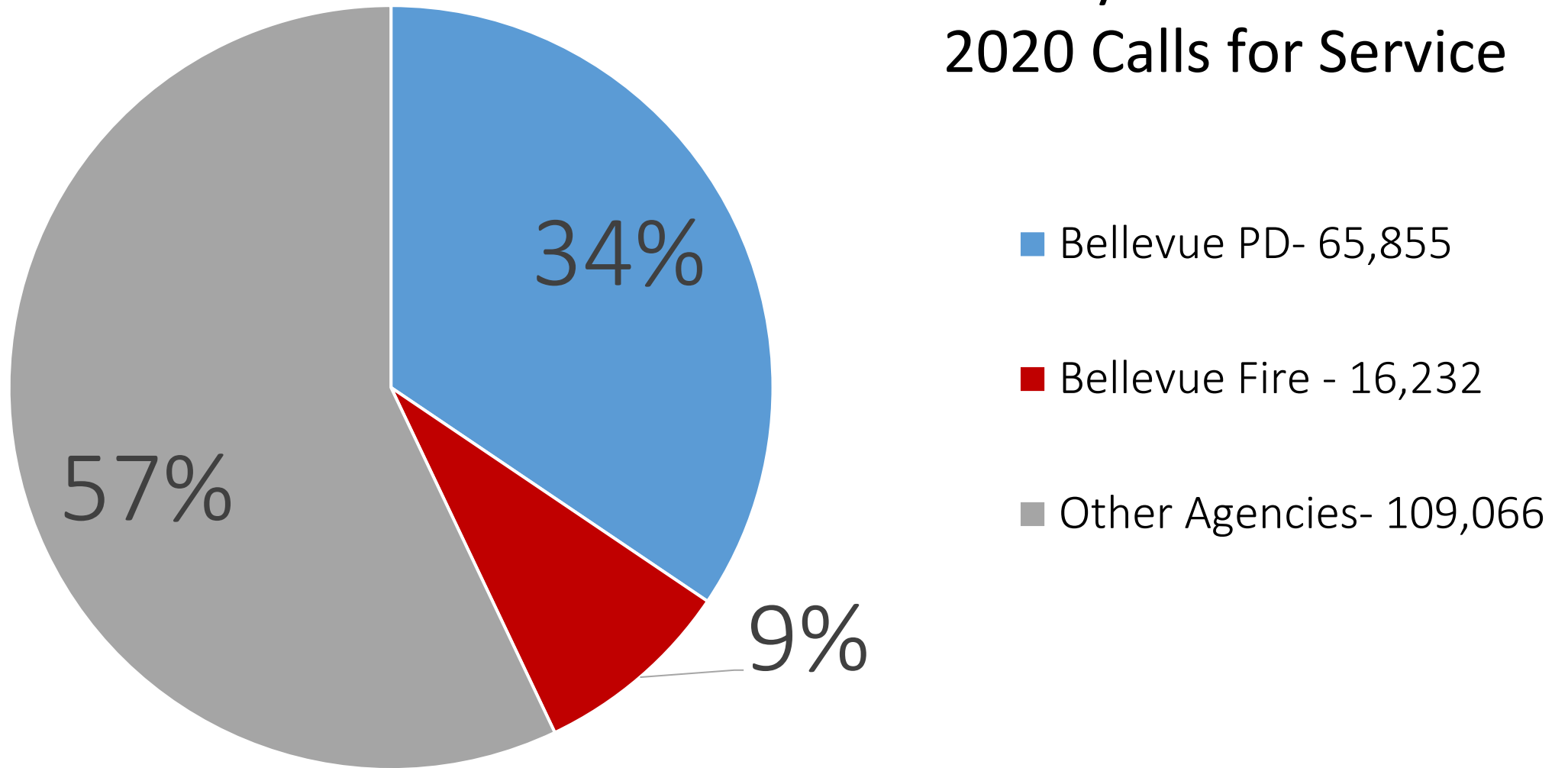
The NORCOM ILA is managed by a Governing Board, comprised of one representative from each user agency or municipality



NORCOM Revenue

Participating Agencies	\$11,203,938	86%
E-911 Revenue	\$1,393,239	11%
Miscellaneous Revenue	\$369,000	3%
Total Revenue	\$12,966,177	

City of Bellevue 2020 Calls for Service



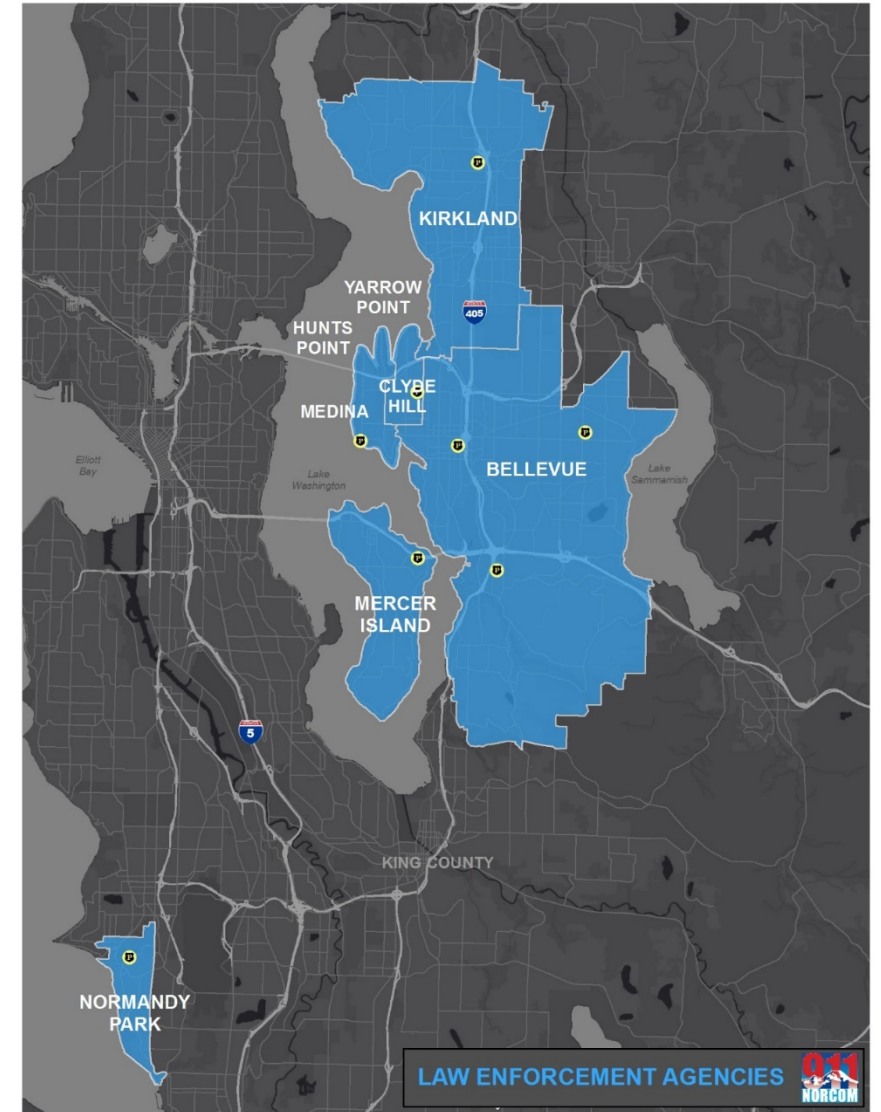
Service-Driven Regional Partnership

To be a caring and trusted servant to those who need help and those who provide help.



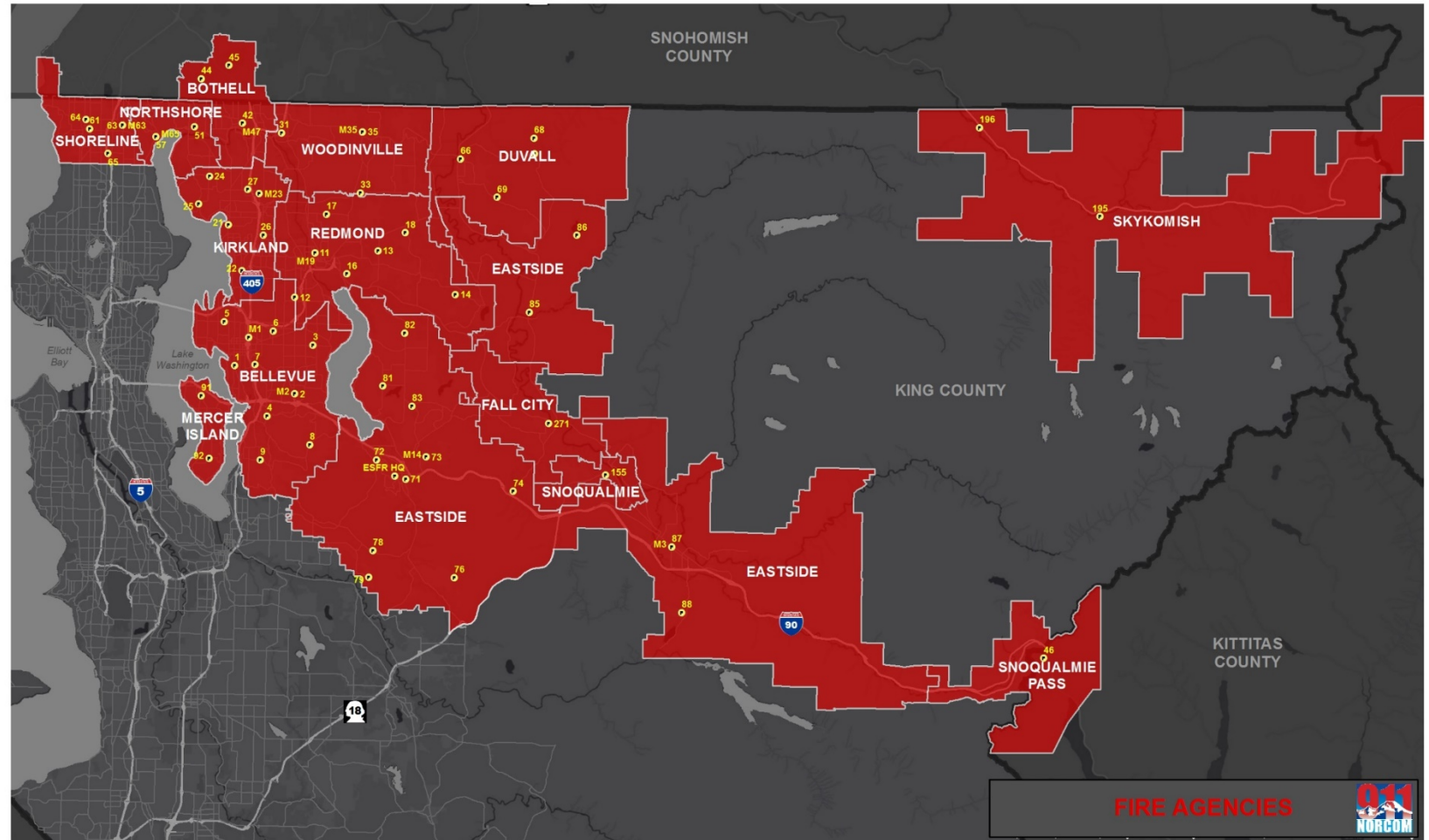
NORCOM currently serves 6 Police Agencies

- Bellevue
- Medina and Hunts Point
- Clyde Hill and Yarrow Point
- Kirkland
- Normandy Park
- Mercer Island

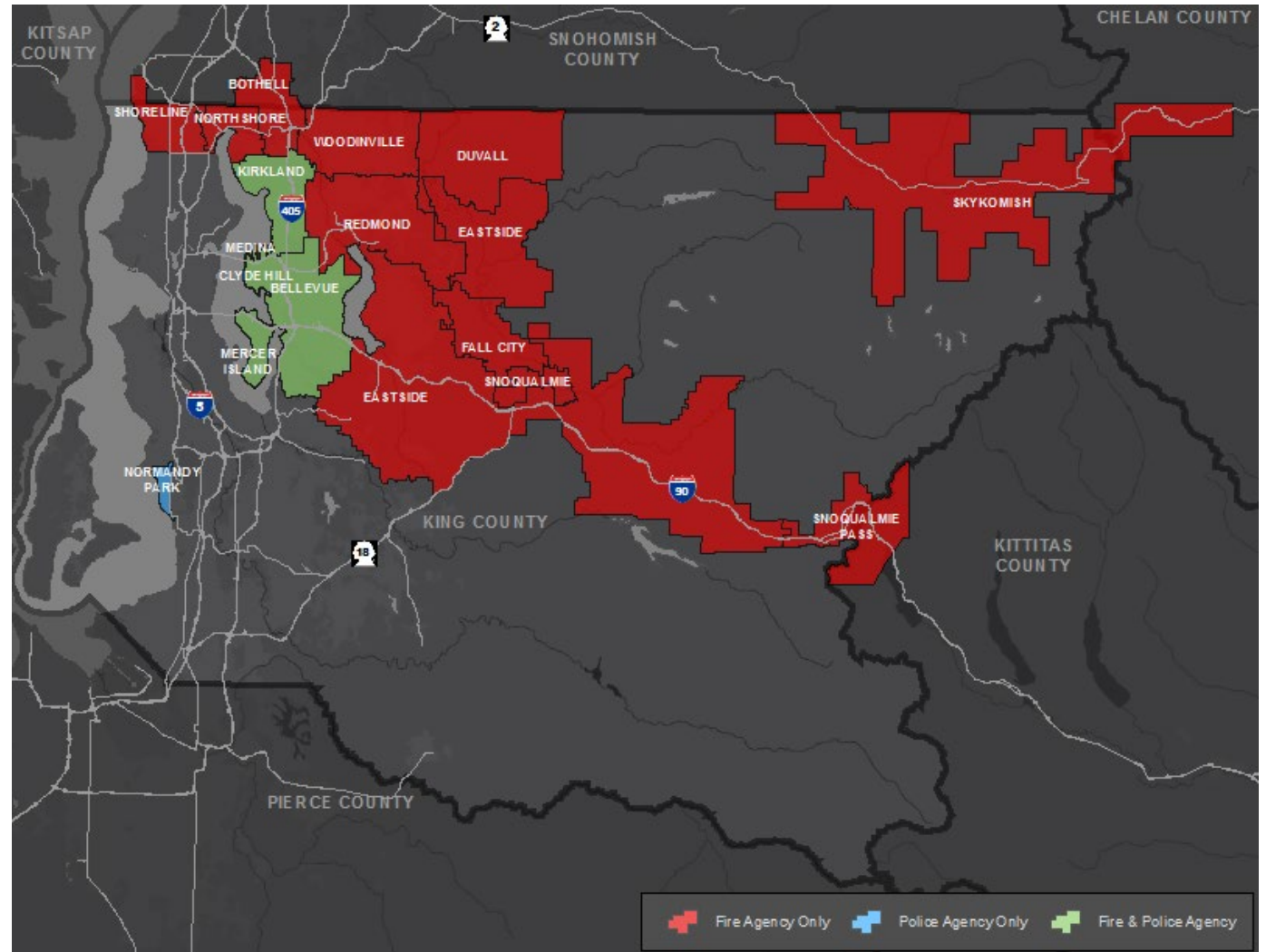


14 Fire Agencies

- Bellevue Fire Department
- Bothell Fire Department
- Duvall Fire District 45
- Eastside Fire & Rescue
- Fall City Fire District 27
- Kirkland Fire Department
- Mercer Island Fire Department
- Northshore Fire Department
- Redmond Fire Department
- Shoreline Fire Department
- Skykomish Fire Department
- Snoqualmie Fire Department
- Snoqualmie Pass Fire & Rescue
- Woodinville Fire & Rescue

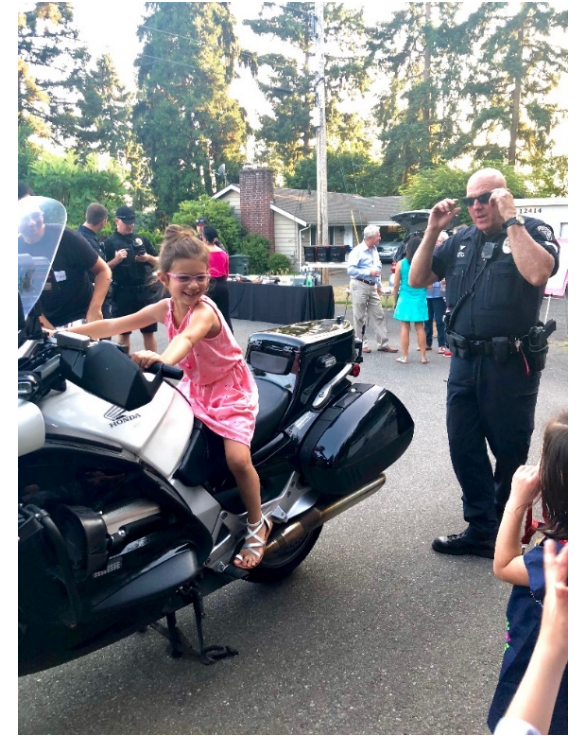


Serving a community
of 700,000 people,
across 620 square
miles.



Communications Staffing

- A team of 54, dedicated to answering calls or dispatching resources
- All are cross trained as 911 *Call Takers and Dispatchers*



Important work begins with the recruitment, development and retention of excellent people.

911 Call Receiving

12 week academy

Approx. 160 hours one-on-one training

Police Dispatching

30 hour academy

Approx. 280 hours one-on-one training

Fire Dispatching

30 hour in-house academy

Approx. 280 hours one-on-one training



Continuing Education



- De-escalation training
- Quarterly addressing drills
- Implicit bias awareness training
- Outside agency drills
- Emergency simulation training
- EMS training



Adaptive COVID Operations

Essential work that simply can't be done from home.



Adaptive COVID Operations

- Internal COVID team to brainstorm and develop emergency contingency plans and internal messaging
- Worked closely with our Police, Fire and EMS partners
- Alerts for first responders on confirmed COVID patient locations
- Created emergency work schedules and evacuation plans
- Developed messaging for anticipatable questions from the public

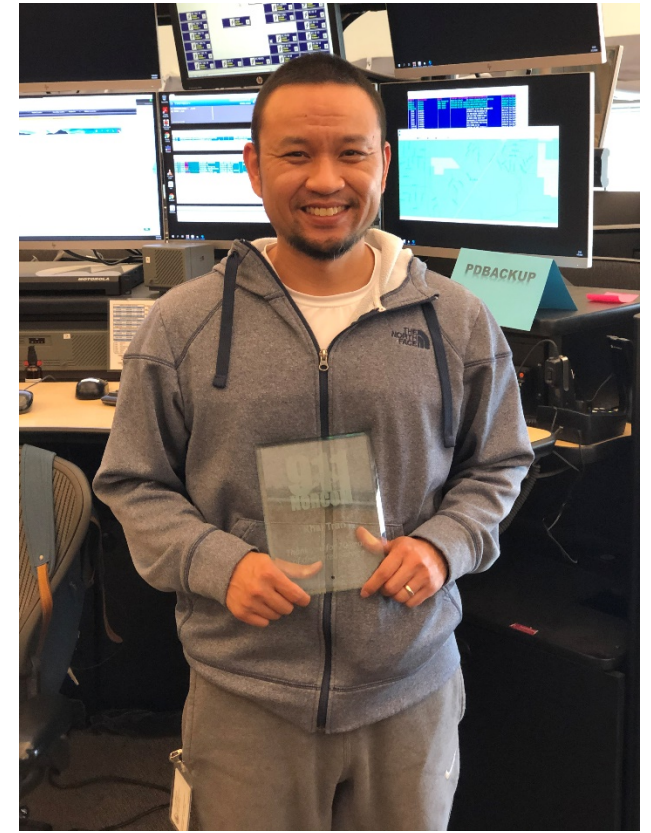
A Look toward the Future

Unified Computer Aided Dispatch (CAD)

Efficiency – productivity, training, IT support

Good stewardship of public money

Effective - First Responder coordination



Feedback and Questions?

