

To: City Council
Fire District 34 Commissioners

From: John Marchione, Mayor

Date: April 26, 2011

RE: Fire Services Forum: Introduction of Fire District 34 Commissioner Fred Shanafelt,
Operational Services Plan Overview & NORCOM Technology Update

For the Fire Services Forum between the City Council and Fire District 34 Commissioners, there are three agenda items, including (1) an introduction of Fire District 34 Commissioner Fred Shanafelt, who was appointed to fill Commissioner Colson's position in January 2011, (2) an overview of the operational services plan, a key element of the new City/District contract approved in late 2010 for 2011-2016, and (3) an update on NORCOM's fire technology implementation to date. The latter two issues are summarized briefly below:

Overview of Operational Services Plan

On November 30, 2010, the Board of Commissioners of King County Fire Protection District 34 approved a new emergency services operating agreement with the City of Redmond, beginning in January 2011 through December 2016. The Redmond City Council took action to approve the agreement on December 7, 2010. As part of this agreement, the City shall prepare an operational services plan for the District's review. As defined in the agreement, the plan shall include the department's divisional services (administration, operations, training, emergency medical services, prevention, public education, emergency preparedness, apparatus maintenance), report on prior biennial accomplishments, outline the prospective biennium's work plan initiatives by divisional services, and summarize departmental budget and staff resources. Fire capital needs shall also be included in the plan for District review.

The purpose of this plan is to review emergency service issues and considerations with the District pursuant to the agreement, and to integrate the City's efforts with the District's objectives as outlined in its strategic plan. City staff presented a proposed outline of the plan in January 2011, which is currently under review by District Commissioners. Based on the discussions to date, work is ongoing to (1) incorporate more District-focused performance measures, (2) identify District data needs for these measures and (3) establish regular performance measure reporting with the District for greater accountability to citizens for service results/outcomes, similar to the City's Budgeting-by-Priorities efforts.

NORCOM Technology Implementation Update

Since 2005, City staff has been participating in regional discussions on a Northeast King County Regional Public Safety Communications agency, commonly referred to as NORCOM. While the City Council decided to join NORCOM as a subscriber agency on March 4, 2008, Councilmembers and Fire District No. 34 Commissioners remained concerned about the agency's proposed fire technology implementation, and requested continued updates on related issues. The following summarizes the updates provided to date, with more recent developments are also noted below:

- At their August 11, 2009 joint meeting, Councilmembers and Fire District No. 34 Commissioners received an update on the evaluation of fire dispatch alternatives, including plans to defer NORCOM's fire technology implementation to 2011. Given the City's subscriber agreement at the time extended only through 2009 with a possible one year extension through 2010, staff was directed to work with NORCOM on a subscriber agreement extension to cover the anticipated NORCOM fire technology implementation period and beyond.
- Pursuant to this direction, staff met with NORCOM officials to extend the City's subscriber status through 2013, with a possible one year extension to 2014. This agreement was approved by the NORCOM Governing Board on November 13, 2009, and subsequently approved by the City Council on December 1, 2009.
- At their May 11, 2010 joint meeting, Councilmembers and Commissioners were advised on the City's system development efforts with NORCOM, and the possibility that the anticipated February 2011 go live date may be delayed. As anticipated, the fire technology go live date has since shifted to May 9, 2011 due to ongoing work on CAD, RMS, mobile and patient reporting.
- On Friday, April 22, due to continuing development concerns (most notably in the areas of mobile and patient reporting) and the extension of a \$2 million federal UASI (Urban Areas Security Initiative) grant (which has offset the cost of this new technology for NORCOM agencies), go-live has now been delayed to Sept 2011, a decision unanimously supported by Fire agencies based on outstanding concerns.

For the last two years, City staff has participated fully in NORCOM's system development efforts, with significant work by both Fire and Information Services staff. Once the technology is fully implemented, staff will revisit its evaluation of dispatch alternatives, as discussed with the Council/Commissioners in prior meetings. Due to its subscriber agreement extension through 2013-14, the City still has sufficient lead time to complete this evaluation to inform the City's planned Redmond Communications Center (REDCOM) CAD replacement in 2013. Consistent with its efforts to date, staff will continue to keep the Council/Commissioners advised as this work progresses, and are mindful of the policy direction to preserve the City's dispatch options and the need to ensure that any technology investments can be leveraged for any future alternative. If you have questions or would like additional information in the interim, please contact Jane Christenson at (425) 556-2107 or jchristenson@redmond.gov.