



CITY OF LAKE FOREST PARK

CITY COUNCIL

AGENDA COVER SHEET

Meeting Date	August 10, 2023
Originating Department	Police Department
Contact Person	Mike Harden, Police Chief
Title	Moving Dispatch Services from the City of Bothell to the North East King County Regional Public Safety Communication Agency (NORCOM)

Legislative History

- First Presentation August 10, 2023 Regular Meeting
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Attachments:

1. Letter of intent with NORCOM
 2. Draft Interlocal Agreement with NORCOM
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Executive Summary

The City of Bothell is ending its public safety dispatching services, and the Police Department is forced to find alternatives for dispatching services. The North East King County Regional Public Safety Communications Agency (NORCOM) has offered to supply dispatching services to the City. NORCOM's governing board requires a signed letter of intent in order to vote on whether or not to supply services to the city.

Background

In May of 1999, the City of Lake Forest Park entered an agreement with Bothell Dispatch to implement CAD, RMS, AVL, and Mobile Data Systems. Despite having our own dispatch services at that time, Lake Forest Park Police sought a software solution to digitize our police department's processes. In June 2003, Lake Forest Park made the decision to dissolve its dispatch unit and instead utilize dispatch services provided by the City of Bothell. The integration of the "New World" computer system, now owned by Tyler Systems, was a significant step that brought together Kirkland, Bothell, and Lake Forest Park in a joint endeavor. All of Lake Forest Park's data was hosted in Bothell's servers, and the systems integration allowed seamless access to police reports, records, and dispatched aided calls for officers using mobile and desktop devices.

However, the situation is about to change. On June 20, 2023, the City of Bothell decided to discontinue providing dispatch services to Lake Forest Park, effective at the end of October 2023. Bothell is entering into an agreement with NORCOM, a consolidated 911 call-taking and dispatching communications center founded in 2007 by twenty public safety organizations in the northeast region of King County. NORCOM already serves multiple police and fire agencies, and now, they will take on Bothell's responsibilities. As for Lake Forest Park, we have limited alternatives for dispatch services. Redmond and Issaquah dispatch agencies are options, but they use a different software system called "Spillman," which would involve high costs for conversion. Additionally, the city could consider returning to self-dispatching, but this approach proves to be financially prohibitive.

NORCOM has been preparing for the potential inclusion of Bothell and Lake Forest Park police departments. They provided an initial Service Cost Estimate for Lake Forest Park Police Department's dispatch services, projecting an estimated annual cost of \$463,560, which does not include the expenses related to data conversion and system migration. To proceed with engaging NORCOM's services, the City of Lake Forest Park must seek approval from the NORCOM Governing Board. This approval is crucial as the emergency dispatch system requires a timely transition. Bothell PD is scheduled to transition to NORCOM on November 1, 2023, and Lake Forest Park must also initiate the process promptly to adhere to the same timeline. The city values the partnership with Bothell over the past 20 years and intends to continue their collaboration through NORCOM for police services.

To formalize the engagement with NORCOM, the City of Lake Forest Park must provide a letter of intent signed by either the Mayor or Police Chief and begin working through an initial Interlocal Agreement (ILA) with NORCOM.

Overall, choosing NORCOM is considered the most prudent and fiscally responsible solution for Lake Forest Park's dispatch needs. The urgency of the matter requires prompt action and approval to ensure a smooth transition to NORCOM's services.

Fiscal & Policy Implications

The current annual cost for Bothell dispatch services, equipment, and maintenance amounts to \$179,359.60. Out of this total, \$112,016 is allocated for dispatch services, and \$67,343.60 is earmarked for computer equipment and maintenance.

For the period of November 1, 2023, through December 31st, 2023, the City would pay NORCOM \$71,665 for providing PSAP (public-safety access point) services. The remaining City budget for dispatches services for the 4th quarter will be \$44,839.90, which will be applied to NORCOM services for dispatch, leaving an additional \$26,825 to be adjusted for the year 2023.

Looking ahead to NORCOM's projected 2024 budget, the estimated annual cost for dispatch services for the Lake Forest Park Police Department will be \$463,560. This represents an increase of \$283,560 compared to the current costs. However, the Lake Forest Park Police Department is actively exploring internal processes to identify and implement measures that can help reduce these expenses.

Alternatives

<i>Options</i>	<i>Results</i>
<ul style="list-style-type: none">• Authorize the Mayor to sign the letter of intent	Staff will send the signed letter to NORCOM's board to vote on whether or not to contract

	with the city. An ILA would then be brought back to the Council to vote on.
<ul style="list-style-type: none"> Don't authorize the Mayor to sign the letter of intent 	Staff will seek alternative agencies to provide dispatch services

Staff Recommendation

Authorize the Mayor by motion to sign the letter of intent and send it to NORCOM's governing board. An ILA will be brought back to Council at a future meeting.