Snoqualmie Police Department

# Interlocal Agreement Comparative Summary

Issaquah • Redmond • NORCOM

Public Safety Committee
September 21, 2026

# Introduction

- Three dispatch options evaluated: Issaquah, Redmond, and NORCOM.
- Each differs in cost, governance, technology, staffing, and local control.
- Redmond and Issaquah both offer core dispatch services supported by the Motorola Flex CAD/RMS platform… NORCOM offers the advantages of regional scale and redundancy.
- Redmond presents the strongest cost-value balance; Issaquah offers maximum local control; NORCOM provides regional redundancy but least alignment with Snoqualmie's needs.

# Initial Comparison – Key Findings

| | **Dedicated Dispatch Costs Starting : Ending** | **Governance** | **Technology** | **Staffing** |
|---|---|---|---|---|
| **Redmond** | $300,000 (+-$15k) EST<br><br>$337,459 EST<br><br>*Lowest Cost Option* | Two-party agreement; ***moderate–high control*** | Motorola Flex | Dedicated staffing; Larger pool likely |
| **Issaquah** | $383,587<br><br>$440,154<br><br>*Highest Cost Option* | Two-party agreement; ***highest control*** | Motorola Flex | (1) Dedicated dispatcher + (1) call taker 24/7 |
| **NORCOM** | Variable<br><br>Variable | Multi-agency board; ***lowest control*** **fee volatility tied to call volume* | Tyler Enterprise *** | Regional staffing pool |

*** *CAD/RMS continuity favors Motorola Flex; Tyler Enterprise system would be a costly changeover*

***Low Control*** *reduces our ability to influence workflows, staffing, and service levels.*

# Summary

| | Strengths | Weaknesses | Overall Alignment with City of Snoqualmie |
|---|---|---|---|
| **Redmond:** | • Lowest cost<br>• Dedicated staffing<br>• Larger communications pool<br>• Motorola Flex continuity<br>• Potential Axon partnership alignment | • Need to confirm staffing guarantees & service levels | Projected to offer the best balance of service capability, staffing resilience, and affordability |
| **Issaquah:** | • Highest local control<br>• Dedicated staffing (2)<br>• Strong operational alignment<br>• Motorola Flex continuity | • Highest cost<br>• Smaller staffing pool | Offers the strongest local-control partnership but highest projected cost |
| **NORCOM:** | • Regional scale<br>• High redundancy<br>• Interoperability | • Low local control<br>• No dedicated dispatchers<br>• Fee volatility<br>• Higher cost exposure | Least aligned option, does not provide dedicated staffing |

# Council Committee Discussion of Priorities in Vendor Consideration.

# Thank You

## Questions?

**Contact: smiller@snoqualmiewa.gov**

www.snoqualmiewa.gov