



## Memorandum

**Date:** 9/16/2025

**Meeting of:** Committee of the Whole - Public Safety and Human Services

**File No.** CM 25-510

**Type:** Committee Memo

**TO:** Committee of the Whole - Public Safety and Human Services

**FROM:** Mayor Angela Birney

**DEPARTMENT DIRECTOR CONTACT(S):**

Fire	Adrian Sheppard	425-556-2201
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**DEPARTMENT STAFF:**

Fire	Jim Whitney	Deputy Chief - Operations
Fire	Caleb Freeman	Battalion Chief - Training

**TITLE:**

Agreements for Tablet Command Integration, Maintenance, and Shared Services

**OVERVIEW STATEMENT:**

The Fire Department requests approval of two related agreements supporting the implementation and ongoing use of Tablet Command, a mobile incident management and situational awareness platform.

The first is an agreement with the Northeast King County Regional Public Safety Communications Agency (NORCOM) to provide integration and maintenance services necessary to connect dispatch data to Tablet Command. The second is an Interlocal Agreement with the Puget Sound Regional Fire Authority (PSRFA) for shared licensing, management, and billing of Tablet Command services. Together, these agreements will ensure reliable integration of dispatch data, streamlined billing, and standardized operational tools that enhance response coordination and support for Redmond's firefighters and partner agencies.

☒ **Additional Background Information/Description of Proposal Attached**

**REQUESTED ACTION:**

☐ **Receive Information**

☒ **Provide Direction**

☐ **Approve**

**REQUEST RATIONALE:**

- **Relevant Plans/Policies:**  
Fire Strategic Plan 2022-2027
- **Required:**  
Approval of interlocal and service agreements involving City financial obligations and multi-agency coordination
- **Council Request:**  
N/A
- **Other Key Facts:**

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- NORCOM will configure and support the integration runtime interface
- 1 Redmond Fire's share of project costs includes a one-time implementation fee and annual maintenance
- 2 The agreement ensures real-time CAD data delivery to Tablet Command for field use
- 3 Redmond is a party to the original 2007 NORCOM ILA and qualifies as a participating principal

**OUTCOMES:**

Approval of the agreements provides for real-time data sharing and coordinated licensing to improve operational awareness and incident response. Through NORCOM, Redmond, Kirkland, and EF&R will receive IT integration and maintenance services to connect dispatch data into Tablet Command. Through PSRFA, Redmond will participate in shared licensing and billing for Tablet Command services. Together, these agreements increase visibility for command staff in the field, support Redmond Fire's mobile-first strategy, and strengthen regional coordination through a shared implementation approach.

**COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:**

- **Timeline (previous or planned):**  
Internal technical coordination began Q1 2025. Formal agreement finalized Q3 2025.
- **Outreach Methods and Results:**  
Engagement between NORCOM and agency representatives (Redmond, Kirkland, EF&R) to scope deliverables and timelines.
- **Feedback Summary:**  
All three agencies support the scope and fee structure. Agreement drafted with input from legal and technology leads.

**BUDGET IMPACT:**

**Total Cost:**

Redmond Fire's share of the one-time implementation cost is \$595. The annual maintenance fee is \$170. Additional services beyond scope will be billed at \$127.50 per hour if required.

**Approved in current biennial budget:** ☒ Yes ☐ No ☐ N/A

**Budget Offer Number:**

0000277

**Budget Priority:**

Safe and Resilient

Strategic and Responsive

**Other budget impacts or additional costs:** ☐ Yes ☒ No ☐ N/A

**If yes, explain:**

N/A

**Funding source(s):**

General Fund

**Budget/Funding Constraints:**

N/A

☐ **Additional budget details attached**

**COUNCIL REVIEW:**

**Previous Contact(s)**

Date	Meeting	Requested Action
N/A	Item has not been presented to Council	N/A

**Proposed Upcoming Contact(s)**

Date	Meeting	Requested Action
10/7/2025	Business Meeting	Approve

**Time Constraints:**

Delay may impact regional alignment on implementation.

**ANTICIPATED RESULT IF NOT APPROVED:**

Redmond Fire will be unable to move forward with integration of Tablet Command. This would result in decreased incident visibility for field command and misalignment with regional partners.

**ATTACHMENTS:**

Attachment A: Final Tablet Command Services Agreement with NORCOM

Attachment B: ILA - PSRFA Tablet Command Services and Billing