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**Re: *Thank You for Your Recent Visit
NORCOM Fire CAD System***

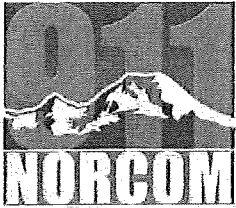
Dear Members of SNOCOM, SNOPAC and Everett Fire:

Thank you for your recent visit to NORCOM to learn more about Electronic Criteria Based Dispatch (eCBD). We hope that you found it to be as useful as we at NORCOM have found it to be. We stand ready to support and assist you or any of your agencies on this or any other technology that may be of interest to you. We also hope to learn from you in the future as we are always interested in learning how others accomplish the same core mission.

We understand that you were also interested in NORCOM's future plans with respect to its CAD systems. As you know, NORCOM originally contracted in 2008 with New World Systems to provide a complete end-to-end CAD solution for both its fire and police agencies. After several significant failures of the New World police CAD System, NORCOM and NORCOM's fire agencies lost trust and confidence in the ability of New World to deliver a fully functional fire CAD system. As a result, NORCOM entered into dispute resolution with New World seeking to terminate the fire portion of the New World Contract; to obtain a refund of monies paid to New World for the fire CAD system; and to require New World to deliver a working police CAD solution.

North East King County Regional Public Safety Communications Agency

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As a result of the dispute resolution, NORCOM prevailed in mediation. Subsequently, New World and NORCOM executed a settlement agreement that terminated the fire CAD portion of the New World contract; refunded about \$850,000 in payments for the fire CAD system; and withheld about another \$850,000 in contract payments for the police CAD system until such time as New World was able to deliver defect-free software. NORCOM and New World Systems have been operating under the terms of the settlement agreement since 2014. About two weeks ago, New World/Tyler (now a division of Tyler Technologies following acquisition by Tyler in November 2015) finally reached the first of three major milestones in the settlement agreement requiring all Priority 1 and Priority 2 software defects be fixed and the system stable for 60 days. This was a historic event marking the first time since the failed 2011 Go Live of the police CAD system that there were no outstanding P1 or P2 software defects. As a result, NORCOM paid \$176,000 to New World/Tyler. We are hopeful that this positive trend will continue and that the remaining settlement agreement terms will be met over the next 1-2 years.

As to fire CAD, NORCOM's fire agencies and the NORCOM Governing Board selected TriTech as the fire CAD solution. Installation of the initial TriTech fire CAD system went very smoothly with no major issues. Since then, NORCOM has completed a full upgrade of the TriTech CAD system and installed TriTech mobile in all NORCOM fire agency vehicles. Both projects went smoothly with no major issues. NORCOM is already planning yet another upgrade to TriTech CAD to take place in 2017. At this time, NORCOM's fire agencies are very satisfied with TriTech and have no plans to change to a different vendor.


Going forward, NORCOM plans to continue to work with Tyler Technologies (new owner of New World) to complete the police portion of the New World contract signed in 2008 and to continue to use TriTech CAD for its fire agencies. There are no plans for NORCOM's fire agencies to switch to New World/Tyler. Indeed, this June NORCOM will be moving to a consolidated GIS database that will serve both the New World/Tyler and TriTech CAD systems going forward for many years. In the coming years, NORCOM plans to develop a strategic plan for outlying years that may include movement to a single CAD solution; development of an interface between TriTech and Tyler so that there will be one common Graphical User Interface (GUI) to both systems; continuing with the current construct; or such other alternatives as may be identified in that process.

Thank you for your interest in NORCOM and its CAD systems. We stand ready to answer any questions you may have about our systems or our future plans. We also wish you much success with your future efforts as well.

Sincerely,


Jim Torpin
Chair

NORCOM Governing Board


Thomas Orr
Executive Director
NORCOM

cc: NORCOM Governing Board
TriTech Software Systems

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