



MEMBERS

Bruce Kroon	City of Bothell
Kyle Kolling	City of Clyde Hill
Tracey Dunlap	City of Kirkland (Vice-Chair)
Jeff Sass	City of Medina
Ed Holmes	City of Mercer Island
Dan Yourkoski	City of Normandy Park
Mark Correira	City of Snoqualmie
David Burke	Duvall Fire District #45
Ben Lane	Eastside Fire & Rescue
Brian Culp	Fire District 27
Doug McDonald	Northshore Fire Department
Adrian Sheppard	Redmond Fire Department
Doug McDonald	Woodinville Fire & Rescue
Michael Olson	City of Kirkland (Board Treasurer)

ABSENT

Nathan McCommon	City of Bellevue
Jeff Clark	Eastside Fire & Rescue (Chair)
Jay Wiseman	Snoqualmie Pass Fire
Matt Cowan	Shoreline Fire Department
James Knisley	Skykomish Fire District #50

VISITORS

David Mendel	PSERN
Paul Davidson	City of Bellevue
Marissa Flynn	City of Redmond

NORCOM STAFF

Bill Hamilton	Executive Director
Roky Louie	Deputy Director, Operations
Katy Myers	Deputy Director, Administrative Services
Judy Cayton	Human Resource Manager
Marianne Ryerson	Finance Manager
Nathan Way	IT Applications & Security Architect
Jeremy Henshaw	Law Enforcement Liaison
Cory James	Fire Liaison
Deanna Gregory	Pacifica Law Group
Brittney Rhodes	Public Records Specialist
Maggie Johanson	Administrative Assistant



o **Call to Order**

Deputy City Manager Tracey Dunlap, Governing Board Vice-Chair, called the Governing Board meeting to order at 9:01 a.m. The meeting was posted publicly and held via video conference due to the COVID pandemic restrictions.

o **Roll Call**

Deputy City Manager Dunlap requested a roll call of present Governing Board members. Maggie Johanson, NORCOM Administrative Assistant, reported there was a quorum.

o **Open Communications from the Public**

There were no requests for open communication from the public by email or phone.

o **Consent Agenda**

- **Governing Board Minutes for July 9, 2021 Meeting**
- **Monthly Budget to Actuals Summary and Accounts Payable Report July 2021**

There was no discussion on any consent agenda items.

Chief Yourkoski made a motion to approve the Consent Agenda. Chief Kroon seconded the motion.

Motion carried.

o **For Board Briefing**

- **Governing Board meetings at Kirkland Police Department**

In the past NORCOM's Governing Board Meetings were held at the Kirkland Police Department in the Totem Lake room due to room space and parking availability. Since COVID and the closure of the Kirkland Police Department to the public, we have been holding the meetings virtually from NORCOM. We had hoped to resume in-person meetings in September 2021 at the Kirkland Police Department however, Director Hamilton was recently notified that the Kirkland Police Department would not reopen until at least October. We will continue to have our meetings virtually until the Kirkland Police Department opens to the public, at which time we will resume in-person/hybrid meetings.



- **Emerging Staffing Challenge**

NORCOM, along with many other PSAP's are experiencing staffing issues. Director Hamilton stated we are focusing on keeping staff morale high and recruiting strategies. Human Resource Manager Cayton said we are working on strategies to find qualified applicants. Currently, we have 55 of our 62 positions filled. She discussed some of the recruiting challenges NORCOM has faced due to COVID such as the inability to recruit at testing events or offer sit-alongs. In addition, low staffing creates several challenges including overtime fatigue, a decline in morale, and exceeding the overtime budget. A few ideas to offset these challenges are reducing minimum staffing during time periods with low call volume, and eliminating discretionary training. The current recruiting strategies being implemented are sending Telecommunicators to PST testing sites, a new employee referral incentive program, a social media campaign, utilizing National Testing Network (NTN) to increase the candidate pool, posting on job boards at several universities, and participating in 911 program office community outreach events. Chief Holmes asked if the challenge is with recruiting only or also with retention and voiced support for exploring these issues. He also asked how our compensation package compares to other PSAP's. Director Hamilton stated we are just entering into negotiations for the NORCOM Associated Guild Contract, looking at comps and creative ways to keep morale high. He said that only two employees have gone to other PSAP's.

- **For Board Decision**

- **2022 Budget Development Update**

Director Hamilton introduced the topic of the 2022 Budget Development and explained there are several major drivers in the development of this budget including Shield Force, Alphanumeric Paging & Single CAD.

- **Shield Force Law Enforcement Application**

Director Hamilton stated that the cost to purchase Shield Force and obtain an Enterprise License would be less expensive than the current amount if we paid the amount of the individual licenses. Law Enforcement Liaison Henshaw explained it is a deployable option for officers and provides benefits to safety in the field. NORCOM's pilot program ran from February 2021 to April 2021. The pilot program testing included four police agencies with 13 officers at all levels of patrol and administration. Director Hamilton explained this product mirrors applications in cars being able to access data from all mobile devices and that it is used in various forms across the United States. Mr. Davidson, City of Bellevue, asked if there is a similar product on the fire side. Director Hamilton stated Crew Force is the fire version. Mr. Davidson asked if we purchase Tyler will it be compatible with PSERN? Deputy Director Myers explained that Crew Force is not a part of the proposal to move to a Single CAD at this time. Deputy City Manager Dunlap stated if we go to a Single CAD we should also evaluate the Fire mobile piece. Deputy Director Myers commented that if we move to Tyler we can begin to look at Crew Force, we would then not have to have a MDC in the field.



○ **Alphanumeric Paging Update**

Director Hamilton introduced the topic of Alphanumeric Paging. NORCOM currently utilizes the Snohomish County 911 paging system, this system is deteriorating and needs to be upgraded which is a very costly venture. The new system will negate NORCOM's ability to utilize the alternate solution which was discussed several years ago but relied on Snohomish County's system configuration. Snohomish County is ready to proceed with the upgrade which means in 12 -18 months NORCOM's access to the system will end. Snohomish County has expressed a willingness to delay their project to accommodate NORCOM's participation. NORCOM's portion of the project is estimated to be \$700,000 however there is no funding allocated for this project. NORCOM is exploring alternatives to include a partnership with Valley Com this cost is not yet determined. NORCOM's finance committee is recommending a transfer of \$300,000 from the Rate Stabilization Fund to the Capital Project Fund to create a paging funding source.

○ **Single CAD**

The Single CAD project team completed their work and delivered the information to Zone 1 Fire Chiefs to review and provide input regarding moving to a Single CAD system. There is not a decision from the Fire Chiefs at this time. We are hoping to have a decision at the September Governing Board meeting. Chief McDonald mentioned that there is a special Fire Chief's meeting on August 19, 2021. He will send out the documents today and hopes to have direction and a recommendation following this meeting.

○ **2022 Budget Decision – Resolution 194**

Resolution 194 approves the preliminary 2022 Operating Budget for distribution to participating agencies. The Board may choose to approve Resolution 194 or defer it until September. Finance Manager Ryerson presented two 2022 Budget Functional Distribution scenarios based on which direction we decide to proceed. Deputy City Manager Dunlap asked if this is approved can it then be revised? It was confirmed that yes, it can be revised.

Chief Holmes made a motion to approve Resolution 194. Chief Kroon seconded the motion.

Motion carried.



o **Additional Information**

Director Hamilton advised the Board that Issaquah dispatch has moved to Redmond dispatch due to staffing challenges, and Issaquah Police Department has contacted NORCOM regarding joining NORCOM for dispatch services. No other formal steps have been taken and no commitments have been made. Should this interest continue or formalize, a detailed presentation will be provided to the Board.

o **Department Reports**

• **August Information Technology Updates Newsletter**

The August edition of the Newsletter provides information with an overview of projects and upcoming events.

o **Adjournment**

Chief Holmes motioned to adjourn the meeting, Chief Yourkoski seconded the motion.

Motion carried.

The meeting adjourned at 09:41.

The next Governing Board meeting is scheduled for September 10, 2021.

Approved by:



Chair

9-10-21

Attest:



Secretary

9-10-2021