



**MEMBERS**

Nathan McCommon	City of Bellevue
Dawn Hanson	City of Clyde Hill
Beth Goldberg	City of Kirkland (Vice-Chair)
Jeff Sass	City of Medina
Ed Holmes	City of Mercer Island
Dan Yourkoski	City of Normandy Park
Joshua Erskine	Duvall Fire District #45
Jeff Clark	Eastside Fire & Rescue (Chair)
Brian Culp	Fire District #27
Mike Morris	Northshore Fire Department
Matt Cowan	Shoreline Fire Department
Jeff Clark	Woodinville Fire & Rescue
Michael Olson	City of Kirkland (Board Treasurer)

**ABSENT**

Butch Noble	City of Bothell
Mark Correira	City of Snoqualmie
Adrian Sheppard	Redmond Fire Department
Jay Wiseman	Snoqualmie Pass Fire
James Knisley	Skykomish Fire District #50

**VISITORS**

Jami Hoppen	KC911
David Mendel	PSERN
Michelle Plorde	KC EMS
Sarah Johnson	Pacifica Law Group

**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
Jeremy Henshaw	Law Enforcement Liaison
Cory James	Fire Liaison
Nathan Way	Applications & Security Architect
Sean Goehner	Systems Engineer
Deanna Gregory	Pacifica Law Group
Brittney Rhodes	Public Records Specialist
Maggie Johanson	Administrative Assistant



o **Call to Order**

Chief Jeff Clark, Governing Board Chair, called the Governing Board meeting to order at 9:00 a.m. The meeting was posted publicly and held via video conference due to the COVID pandemic restrictions.

o **Roll Call**

Chief Clark 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 December 10, 2021 Meeting**
- **Accounts Payable Report December 2021**
- **2020 Financial and Accountability Audit Underway**

There was no discussion on any consent agenda items.

Chief Yourkoski made a motion to approve the Consent Agenda. Deputy City Manager McCommon seconded the motion.

Motion carried.

o **For Board Briefing**

- **Public Safety Telecommunicator Operational Console Replacement Project**

Director Hamilton introduced the topic of the need to replace the seventeen consoles on the dispatch floor. No action is needed at this time NORCOM staff is proactively advising the Board of a significant need in advance of the 2023 Budget. Deputy Director Louie explained that the furniture was in place when NORCOM began in 2009 with a lifespan of ten years. The consoles have been used for sixteen years at this time. The desk computers are housed on the consoles along with radios, multiple monitors, wiring and other devices used daily by the dispatchers to perform their duties. Repairs have become difficult or unable to be made. As presented at the June 2021 Governing Board meeting, the estimated cost of replacement is \$500,000, which would come out of the Capital



Projects Fund. NORCOM is contemplating requesting allocation of funds in the 2023 & 2024 budgets with a replacement date of 2024. Deputy City Manager McCommon asked how this would be divided between the two budget years. Director Hamilton stated at this time we do not have those figures however we will provide them once they are determined. Chief Yourkoski asked if after we get through this replacement could we create a fund for future replacement projects if this is something that should occur every ten years. Director Hamilton stated that this is a topic has been discussed and we are working on a plan to implement it.

- **NORCOM Projects Overview**

Director Hamilton shared that 2022 will be a very challenging year with the large upgrades, customer driven projects we are committed to completing on time, and reduction in IT staff. He stated that during 2022 NORCOM may not have the bandwidth to take on any additional projects. Deputy Director Myers presented a list of projects for 2022 & 2023 highlighting each project. PSERN Wave 4 scheduled for July, August, September shouldn't impact IT, but expect operational impacts. Redmond Backup Center is pending permit approval to finish the work. Shield Force testing will wait until the Tyler upgrade is completed scheduled in March '22. Apha Numeric paging, met with Sno 911 to discuss where they are at on their project, will continue to work with them and come back with a more formal plan. Recommend staying on their system which would be the least cost. Tyler Fire Migration is continuing with work proceeding. CAD interfaces are identified as a large risk due to the complexity with multiple vendors, scheduling and testing. Desktop virtualization will be no cost to NORCOM allowing each employee to have a virtual desktop reducing the risk of phishing etc. on the dispatch CAD workstations. BPD Body-Worn cameras added to the project timeline in March, to begin in July. Pulse Point, working on this project to build in Central Square. Also collaborating with Snohomish County who is on Tyler and using this system to help with our build out on our Tyler system. Console replacement is a 2 year plan, will update with timeframe once have details. Deputy Director Myers also presented a 2021 project list showing all the projects completed or that are currently in process.

- **Employee COVID Update**

Director Hamilton expressed the continued concern for COVID and the multiple strains we are seeing, along with the concern that employees are being exposed externally. Human Resource Manager Cayton provided an update that NORCOM has experienced a sharp increase since December 26<sup>th</sup> among the Supervisors and Telecommunicators. She stated since the end of December we have had nine cases of which three are currently out of the office, all are fully vaccinated. NORCOM continues to provide all necessary cleaning products to keep areas sanitized. NORCOM is now requiring three-ply disposable masks and no longer allowing cloth masks, we are temporarily providing disposable masks along with rapid tests to employees. Human Resource Manager Cayton also provided an update on staffing which is that we have four new Telecommunicators that started this week.



- o **For Board Decision**

- **Senate Bill – SB 5555 – Concerning Public Safety Telecommunicators**

Director Hamilton introduced the topic of SB 5555 which would require standardized training for 911 Public Safety Telecommunicators. Deputy Director Myers the current President of APCO/NENA are our two primary 911 Associations stated the Senate is going into short session, this is a topic that has been in discussion for years, and it was agreed it feels like the right time to proceed forward. SB 5555 seeks two objectives: to recognize Public Safety Dispatchers as first responders and establish a formal certification and training program for 911 Public Safety Telecommunicators across Washington. These two items would elevate the role's importance and provide support for both recruiting and retention. Should this bill pass, a certification board would be established which would be made up of all groups. Deputy City Manager McCommon asked if this is in line with jurisdiction guidelines. Deputy Director Myers confirmed that all organizations have been included in this process. Deputy City Manager Goldberg stated Kirkland is supportive and sees a benefit to the training.

Chief Clark and the Board agreed to move forward with supporting SB 5555.

- o **Department Reports**

- **December Information Technology & Operations Updates Newsletter**

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

- o **Executive Session**

No executive session was held

- o **Adjournment**

The meeting adjourned at 9:31.



Meeting Minutes  
NORCOM Governing Board  
January 14, 2022


The next Governing Board meeting is scheduled for February 11, 2022.

Approved by:

  
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Chair

Attest:

  
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Secretary