



Meeting Minutes
NORCOM Principals Assembly
Kirkland Police Department – Totem Lake Room
April 12, 2019

MEMBERS

Nathan McCommon	City of Bellevue
Bruce Kroon	City of Bothell
Dawn Hanson	City of Clyde Hill
Marilynne Beard	City of Kirkland
Bob Larson	City of Snoqualmie
Jeff Clark	Eastside Fire & Rescue
Dave Scherf	Medina Police
Jeff Magnan	City of Mercer Island
Jim Torpin	Northshore Fire
Dan Yourkoski	City of Normandy Park
Tommy Smith	Redmond Fire
Matt Cowan	Shoreline Fire
Greg Ahearn	Woodinville Fire

PRINCIPALS

Jennifer Phillips	City of Bothell
Bruce Dodds	City of Clyde Hill Councilmember
Bob Jeans	City of Snoqualmie Councilmember
Mary Lou Pauly	Issaquah Councilmember
Ken Callahan	Shoreline Fire Commissioner
Kevin Coughlin	Woodinville Fire Commissioner

VISITORS

Michele Plorde	King County EMS
Cleo Subido	King County EMS
Patti Cole-Tindall	King County Sheriff's Office
Jessica Sullivan	King County Sheriff's Office
Cheri O'Brien	King County Sheriff's Office
Jon Jurich	Pacifica Law Firm



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NORCOM STAFF

Thomas Orr	Executive Director
Scott Sotebeer	Director of Strategic Initiatives
Roky Louie	Director of Operations
Chris Perez	Fire Liaison
Bill Hamilton	Police Liaison
Josh Bone	Communications Training Officer
Billy Marshaleck	Telecommunicator
Nick Curry	Communications Training Officer
Angel Francois	Communications Training Officer
Jami Hoppen	Training Coordinator
J.R. Lieuallen	Finance Manager
Freddie Moss	QA & Public Records
Dottie Olson	Communications Training Officer
Ron Tiedeman	IT Director
Andrew Johnson	IT
Nathan Way	IT
Pete Luke	IT



1. Call to Order

The NORCOM Principals Assembly was called to order by Greg Ahearn, Governing Board Chair, at 9:01 a.m. on April 12, 2019.

2. Introductions

Chair Beard initiated introductions of Principals, Governing Board members and NORCOM staff.

3. Approval of 2018 Principals Assembly Minutes

Chair Ahearn called for a motion to approve the minutes from the 2018 Principals Assembly meeting.

Jim Torpin made a motion to approve the minutes from the 2018 Principals Assembly. Nathan McCommon seconded the motion.

Motion carried.

4. NORCOM Employee Recognition

A. King County EMS Awards: Critical Incident of the Year

Cleo Subido presented the King County EMS Critical Incident of the Year award to Dave Stuby. Tom Orr went on to talk about the incident which included Dave having to locate the patient using the longitude and latitude from their cell phone. Dave accepted the award and said that he was accepting it on behalf of the team that was able to save the person in need.

B. King County EMS Awards: Exemplary Sustained Performance

Cleo Subido presented the King County EMS exemplary Sustained Performance to Krystal McCoy. Krystal was not there to accept her reward, but Tom Orr spoke about her and her accomplishments. She had won the award two other times.

C. Supervisor of the Year

Cleo Subido presented the family of Devin Pekema with the Supervisor of the Year award. Tom Orr spoke about what a horrible loss it was to have Devin taken from us so early. Tom noted that they had planned on giving this award to Devin before his passing saying he earned every bit of it. Tom went on to say what an integral part of the NORCOM team Devin was. Devin's family spoke some words about how thankful they were for everyone's support throughout the tragedy.

D. Telecommunicator of the Year



Director Orr presented Billy Marshalek with the Supervisor of the Year award. Director Orr noted Billy has a vast knowledge of public safety that makes him a great asset to the floor. His work on many of the teams within NORCOM, such as Addressing Team, Premise Team, and Quarterly Continuing Education Team, make him an irreplaceable member of NORCOM.

Billy accepted his award and spoke a little about him working at NORCOM and how he was thankful for the award and that he is looking forward to the years to come at NORCOM.

E. Team of the Year

Director Orr presented the Communications Training Officers the Team of the Year award. Present to accept the award were: Nick Curry, Dottie Olson, Josh Bone, Chris Burdick, Kristin Jackson, and Lindsey Tusing. Director Orr noted that the job of CTOs consumes more than just the standard forty hours per week. In addition to training, teaching, and mentoring, CTOs often stay after their shift to complete paperwork or take time on their days off to answer questions or assist their fellow employees.

F. IT Professional of the Year

Director Orr presented Andrew Johnson with the IT Professional of the Year. Director Orr noted that Andrew started as a telecommunicator and pivoted to IT and now has many certifications in the IT field. He is also a good liaison between the IT staff and the dispatchers.

G. Edison Award

Director Tom Orr presented Nathan Way with the Edison Award. Tom mentioned Nathans invention of RAADAR and his innovation and dedication to NORCOM as being the main reasons for winning the award. Nathan talked about his commitment to public safety and how he prides himself for dedicating his work to helping others in need.

H. 15-year awards

Director Tom Orr presented Pete Luke with the 15 year award. Tom noted Pete's contribution towards NORCOM and their IT department. Pete brought his family with him and spoke about his time at NORCOM and his appreciation for the award. Paula Burns was not able to attend, but will receive this award as well.

J. 10-year awards

Director Tom Orr presented Billy Marshaleck, Jami Hoppen, and Roky Louie with this award. Tom spoke about their time at NORCOM and how they have worked their way



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up and become a crucial part of NORCOM. Dan Castiglione and Jessica Havens were not present to receive their award to 10 years.

4. State of NORCOM

Tom started off by showing how NORCOM differ from the other communication agencies. Introduces Normandy Park the newest member of the NORCOM family. Orr talks about the regions that NORCOM covers. Orr talks about an incident about a girl who had a heart attack on a trail and her friends that were able to save her by calling 911. Orr talks about the other agencies that want to be a part of NORCOM. Washington Survey says NORCOM has the highest rating of all 911 centers in Washington State. The time it takes to pick up and dispatch calls is talked about. NORCOM is a leader and wants to be transparent with their performance numbers. A video on what a call is like from the perspective of a dispatcher. Hard time recruiting because of how difficult the job is. Public records request come in all the time and have a dedicated position for that.

RAADAR is talked about and how it was able to fill a space that otherwise was not commercially available. Orr talks about what RAADAR looks like and what it does, showing what it looks like. Sends a text and caller clicks on link sharing their location. Renumbering the fire departments. Ron talks about the IT performance. Orr talks about the projects that are coming up and are going through now.

6. 2018 Financial Overview

J.R. Lieuallen talks about the 2018 overview. 10 year projection has been exceeded and expenses have been kept down. Cost to the fire and police has been cut \$1.8 million. Revenues and Expenses are explained.

7. Proposed Budget Policy 2019


J.R. Lieuallen presented the proposed 2019 budget. He noted that he will present the first draft of the 2019 budget at the May Governing Board meeting.

Meeting adjourned at 10:20 a.m.



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Approved by:

Chair 

Attest: 
Secretary