



**Meeting Minutes**  
**NORCOM Principals Assembly**  
**May 13, 2022**

**MEMBERS**

Nathan McCommon	City of Bellevue
Jay Hagen	City of Bellevue
Bruce Kroon	City of Bothell
Dawn Hanson	City of Clyde Hill
Beth Goldberg	City of Kirkland (Chair)
Austin Gidlof	City of Medina
Ed Holmes	City of Mercer Island
Dan Yourkoski	City of Normandy Park
Mark Correira	City of Snoqualmie
Joshua Erskine	Duvall Fire District #45
Ben Lane	Eastside Fire & Rescue
Adrian Sheppard	Redmond Fire Department
Matt Cowan	Shoreline Fire Department
Ben Lane	Woodinville Fire & Rescue
Michael Olson	City of Kirkland (Board Treasurer)

**ABSENT**

Jeff Sass	City of Medina (Vice-Chair)
Brian Culp	Fire District #27
Mike Morris	Northshore Fire Department
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

**VISITORS**

Nick Curry	NAG
Toby Nixon	Councilmember, City of Kirkland
Bruce Jones	Councilmember, City of Clyde Hill
Sue-Ann Hohimer	Mayor, City of Normandy Park
Katherine Ross	Mayor, City of Snoqualmie
Ken Callahan	Commissioner, Shoreline Fire Dept
Cara Christensen	Councilmember, City of Snoqualmie
Jami Hoppen	KC911
Michele Plorde	KC EMS



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**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
Deanna Gregory	Pacifica Law Group
Nathan Way	Applications & Security Architect
Zeb Middleton	Senior Systems Engineer
Brittney Rhodes	Public Records Specialist
Maggie Johanson	Administrative Assistant

o **Call to Order**

Deputy City Manager Beth Goldberg, Governing Board Chair, called the Principals Assembly meeting to order at 9:03 a.m. The meeting was posted publicly and offered in a hybrid format allowing the public to participate in person, telephonically or by video remote access.

o **Roll Call**

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

o **Principals Assembly Meeting Minutes April 12, 2019 Approval**

• **Principals Assembly Minutes for April 12, 2019 Meeting**

Chief Yourkoski made a motion to approve the meeting minutes. Deputy City Manager McCommon seconded the motion.

Motion carried.



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o **General Overview**

Director Hamilton stated the goal of the Principals Assembly Meeting is to provide an overview of YOUR 911 Communications Center. He stated he would be happy to visit any agencies to answer any questions. He also encouraged all agencies to come to visit and meet the team that serves your responders and the community at large. Director Hamilton announced that the 2021 Annual Report is available today at the meeting, will be mailed out and emailed out to all Governing Board members.

Director Hamilton presented a map with NORCOM's service area showing our diverse and unique geographical service area. This means that our dispatchers have to know various jurisdictional boundaries, varied agency protocols, and all the tools and assets used to answer the calls. Director Hamilton stated our focus is accountability and transparency across the Organization and to the Governing Board. Director Hamilton thanked the Governing Board for their support.

o **NORCOM Financial Report**

Finance Manager Marianne Ryerson provided an overview of NORCOM's finance structure, recent accomplishments, snapshot, focus & goals and looking forward. Several accomplishments allowing increased transparency, collaboration and confidence are the new payroll system, increased financial reporting, strengthening internal controls, and clean audit reports for 2018, 2019 & 2020. A few of the goals of the Finance department are proactive prioritization of Capital Project planning, setting rate increases each year to avoid large increases and allowing our subscriber agencies to budget better and a focus on the proper stewardship of public money.

o **Human Resource Report**

Human Resources Manager Judy Cayton provided an overview of NORCOM's Human Resources functions to include recruitment and retention, diversity, HR compliance, employee relations and several other areas of function. Human Resources Manager Cayton stated a few of the current priorities are increased staffing levels, continuing to navigate COVID, and employee engagement.



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o **Technology Report**

Deputy Director of Administrative Services Katy Myers provided a summary of NORCOM's Information Technology Department. This included the department structure and the sites NORCOM IT services, building locations in Bellevue (primary location), Redmond (backup location) and Renton (disaster recovery site), 58 Fire Stations and 12 Radio Sites. A few unit goals are going online with a single CAD system in the next few months, a more robust help desk, and software and asset audit to reduce unused services providing cost savings. Deputy Director Myers provided an update on the Redmond backup center, which is the location our dispatchers move to if they are unable to work in our primary dispatch center. Looking forward, several projects are coming up to include Single CAD migration, CAD to CAD interface with SNO 911, Telephone Modernization, Continuity of Operations – Disaster recovery site failover, upgrading paging sites, and console replacement.

o **Operations Report**

Deputy Director of Operations Roky Louie provided an overview of NORCOM's Operations department, which is comprised of up to 62 Telecommunicators (10 of these are Communications Training Officers), 6 Supervisors, 1 Training Coordinator, and 2 Liaisons. Each shift consists of up to 12 employees, 24 hours a day, 365 days a year. Goals for Operations are Supervisor Development, which includes week long supervisor training, rotation of responsibilities and team building activities, and Data Driven Decisions. Deputy Director Louie stated several events are coming up including PSERN, Console Replacement, Single CAD and Emergency Operations Drills. At the end of Deputy Director Louie's presentation a baby delivery assist call was played as an example of a call that could stay with a Telecommunicator forever, this is just one positive example of a call.

o **Closing**

Director Hamilton closed by thanking everyone who attended the meeting and stated that our goal today was to provide an overview of YOUR 911 communications center and let you know that your communities and your first responders are in good hands.

o **Adjournment**



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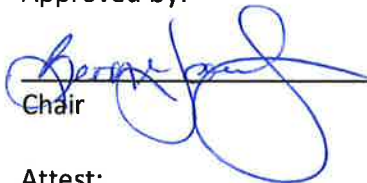
Chief Kroon made a motion to adjourn the Principals Assembly meeting. Deputy City Manager McCommon seconded the motion.

Motion carried.

The Principals assembly meeting adjourned at 10:05.


The General Governing Board meeting will commence in 10 minutes.

Approved by:

  
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Chair

Attest:

  
\_\_\_\_\_

Secretary