



**Meeting Minutes
NORCOM Governing Board
September 9, 2022**

MEMBERS

| | |
|-----------------|----------------------------|
| Nathan McCommon | 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 |
| Mark Correira | City of Snoqualmie |
| Joshua Erskine | Duvall Fire District #45 |
| Jeff Clark | Eastside Fire & Rescue |
| Matt Cowan | Northshore Fire Department |
| Adrian Sheppard | Redmond Fire Department |
| Matt Cowan | Shoreline Fire Department |
| Jeff Clark | Woodinville Fire & Rescue |

ABSENT

| | |
|---------------|------------------------------------|
| Dan Yourkoski | City of Normandy Park |
| Brian Culp | Fire District #27 |
| James Knisley | Skykomish Fire District #50 |
| Jay Wiseman | Snoqualmie Pass Fire |
| Michael Olson | City of Kirkland (Board Treasurer) |

GUESTS

| | |
|-------------|---------|
| Jami Hoppen | KC E911 |
|-------------|---------|

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 |
| Brittney Rhodes | Public Records Specialist |
| Maggie Johanson, | Administrative Assistant |
| Chelsie Barcus | Payroll Accounting Specialist |



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o **Call to Order**

Deputy City Manager Beth Goldberg, Governing Board Chair, called the Governing Board meeting to order at 9:00 a.m. The meeting was posted publicly and offered in a hybrid format to allow 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 **Open Communications from the Public**

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

o **Consent Agenda**

- **Governing Board Meeting Minutes August 12, 2022**
- **Accounts Payable Report August**

Director Hamilton stated that attached with the AP Report is a letter addressed to Finance Manager Marianne Ryerson regarding the internal control audit performed on August 9th. The audit found no deficiencies in NORCOM's internal controls. Director Hamilton thanked Finance Manager Ryerson for all the hard work done over the past several years to improve NORCOM's business practices, resulting in this favorable audit report.

There was no discussion on any consent agenda items.

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

Motion carried.



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o **For Board Briefing**

• **Back-Up Center Relocate – Project Close-Out**

Director Hamilton introduced the topic of the Redmond Back-Up Center project stating that on August 20, 2022, NORCOM fully occupied the new space for eight hours. Deputy Director Myers provided an update stating there are a few punch list items, and the project will be closed out. The project came in under budget by almost \$40,000. The project tripled the space from 300 square feet to 900 square feet, adding 5 positions which makes it the same number of consoles as the Bellevue City Hall location, the new site has received positive feedback from NORCOM staff. Director Hamilton stated that the new location is a happier and healthier environment for our staff in the event they need to relocate from the Bellevue City Hall location for an emergency.

• **Technology Update**

Director Hamilton introduced the topic of Technology Update, stating that the main focus of our IT Department for a while has been the Single CAD. There have been a few bumps along the way, but our IT Department continues to work diligently to smooth them out, and we have been running Tyler as our single CAD since July 12, 2022. Deputy Director Myers provided updates on CAD to CAD Interface, CAD-Lite, and Crewforce as requested by Deputy City Manager McCommon. Deputy Director Myers informed the Board that there was a meeting in August regarding CAD-to-CAD Interface, demonstration of the interface has been requested, Police can use the interface also and as progress is made NORCOM staff will bring this item back to the Board. Deputy Director Myers then discussed CAD-Lite. In the past, we would move to a separate CAD system when maintenance was needed however, with one CAD system when maintenance is required staff must move to manual dispatching. Staff is working with Snohomish 911 to build a copy of their CAD-Lite System, a cloud based CAD system. Deputy City Manager McCommon asked the cost of subscription, Deputy Director Myers said that there is no subscription or licensing cost from Sno 911. Director Hamilton compared this to RAADAR and our sharing process. There are expected initial development costs, and annual AWS Gov Cloud costs. We are waiting for cost estimates and will bring those back to the board. Director Hamilton stated that having this product would allow dispatchers to work from anywhere. Deputy Director Myers then moved to discuss Crewforce, which is a companion to the Shieldforce application and mirrors the functionality in vehicles. It runs on apple iOS and Android devices, it does not work on Windows



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computers. While this application was available when we went live, the project team determined the best approach was to go live with the in vehicle mobile product, then as the users settled into the system introduce the Crewforce application. After Tyler go live, Applications Supervisor Johnson reached out to several users that were having difficulty using the mobile product. With their agreement he provided licenses and instructions on how to use Crewforce. Overall, the reception has been positive. NORCOM has 20 licenses for Crewforce. The next step is to discuss at the Fire Chief's meeting on September 12th and determine how many licenses each agency would like to have, and if any of those would be in place of mobile licenses or in addition to mobile licenses. At that point, we can present a cost estimate and options to fund the purchase of licenses. Director Hamilton stated that the saving from CAD could be brought to the Board to discuss use for other projects.

o **Newsletter**

• **September Information Technology & Operations Updates Newsletter**

The September edition of the Newsletter provides an overview of projects and upcoming events.

o **Adjournment**


Chief Holmes made a motion to adjourn the meeting. Deputy City Manager McCommon seconded the motion.

Motion carried.

The meeting adjourned at 9:24.

The next Governing Board meeting is scheduled for October 14, 2022.

Approved by:



Chair

Attest:



Secretary