



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

MEMBERS

Nathan McCommon	City of Bellevue
Jay Hagen	City of Bellevue
Bruce Kroon	City of Bothell
Kyle Kolling	City of Clyde Hill
Beth Goldberg	City of Kirkland (Chair)
Jeff Sass	City of Medina (Vice-Chair)
Jeff Magnan	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
Brian Culp	Fire District #27
Matt Cowan	Northshore Fire Department
Adrian Sheppard	Redmond Fire Department
Stephen Healy	Redmond Fire Department
Matt Cowan	Shoreline Fire Department
Ben Lane	Woodinville Fire & Rescue
Michael Olson	City of Kirkland (Board Treasurer)

ABSENT

James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

GUESTS

Jami Hoppen	KC911
Joe Sanford	Kirkland Fire Department

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
Karen Furuya	Senior Project Manager
Zeb Middleton	Senior Systems Engineer
Brittney Rhodes	Public Records Specialist
Maggie Johanson	Administrative Assistant



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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 October 14, 2022**
- **Accounts Payable Report October & November**

There was no discussion on any consent agenda items.

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

Motion carried.

o **For Board Briefing**

- **Tyler Update**

Director Hamilton stated that we are now five months into the move to the single CAD system. There has been increased user feedback and a few of the concerns brought to our attention are data and end user ease of use. Director Hamilton expressed we understand change is hard and that NORCOM staff is working diligently with Tyler to address these concerns. Director Hamilton stated there



**Meeting Minutes
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have been several healthy conversations and expressed that if there are any issues not addressed in the presentation Deputy Director Myers will be giving today to please let us know. Deputy Director Myers presented an overview of the status of the Tyler upgrade including Drivers for Change, Benefits of Single CAD, Project Process Overview, Looking Forward, Current issues and Situation, and Solution Focuses. A consultant will be hired to work through some of the issues. Deputy City Manager Goldberg asked if it is the quality of the data that is the problem or ease of access? Deputy Director Myers stated it is both and NORCOM is working with Tyler to resolve both concerns. Chief Magnan addressed the mention of a rollback to Central Square however there is a monetary amount that comes with this option. Director Hamilton stated there is a significant cost of upward of \$400,000. Director Hamilton expressed that NORCOM works for all our agencies and that the relationships are important to us, along with our goal to be transparent. He appreciates how patient the Chiefs have been and understands the end-of-year urgency. There are deadlines that have been placed, and NORCOM feels they will be able to meet the deadlines. Deputy City Manager Goldberg stated that the Board needs NORCOM staff to stay on the course addressing all issues.

- **Request for proposal – NORCOM PSAP services for the City of Bothell Police Department**

Director Hamilton stated that the Bothell Police Department had approached NORCOM requesting a formal proposal for NORCOM services. This would require a study to confirm we have the capacity to take on Bothell PD. Bothell is aware we are bringing the topic to the Board. Chief Yourkoski asked how hard it would be to include Lake Forest Park. Director Hamilton stated he spoke to the Chief of LFP last night and they would like to be included in the proposal with Board approval. Deputy City Manager McCommon asked if it would impact staffing. Director Hamilton stated yes it would impact staffing and that would be included in the numbers provided to Bothell. Moving forward NORCOM will provide service relates numbers for the cities to review.

- **For Board Decision**

- **NORCOM Future Growth Needs**

Director Hamilton introduced the topic of future growth needs for NORCOM and noted that previous studies had been done regarding this



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

topic, the last one being in 2018 however it is unclear if the results were brought to the Board. Chief Cowan provided information regarding the Fircrest location he had mentioned along with a map of this large campus that is available and stated that they are looking to add multiple agency usage to this property. A portion of this area had been considered to be used for Shoreline Fire with the option to have a dispatch facility. Chief Cowan noted that he needs to report back if NORCOM has any interest in this location. Director Hamilton stated that there are many factors to consider, one of them being how this would impact future & current staffing. Director Hamilton stated he understands the expense however there are many advantages to our current location. Deputy City Manager Goldberg stated that this is hard to evaluate without all the information and that we need to look at long-term, ongoing needs and cost factors. Director Hamilton stated that this is beyond our expertise suggesting we hire a consultant.

Chief Sass motioned to start the process of an RFP or RFQ for a consultant to study the location of NORCOM. Chief Yourkoski seconded the motion.

Motion carried.

Chief Kolling motioned a friendly amendment to the original motion to start the process RFP or RFQ keeping Fircrest as an option and then looking for other options for the future location of NORCOM. Deputy City Manager McCommon seconded the motion.

Motion carried.

- **Resolution 203 – Adoption of the 2023 Budget**

Director Hamilton introduced the topic of Resolution 203 – Adoption of the 2023 Budget. Finance Manager Ryerson reviewed the budget process, key budget items, and 2023 fund summary asking for any questions and requesting for a vote to approve the 2023 Budget.

Chief Sass motioned to approve Resolution 203 – Adoption of the 2023 Budget. Commander Magnan seconded the motion.

Motion carried.



**Meeting Minutes
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o **Newsletter**

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

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

o **Recognizing Staff**

Director Hamilton expressed how proud he is of the NORCOM staff for handling the incident with Officer Jackson and wanted to thank all the agencies for the kindness and support that was extended to NORCOM staff. Chief Sass commented that NORCOM staff did a fantastic job, stayed calm, and provided all necessary resources. He stated they should take pride in the way they handled the very difficult situation; they did a phenomenal job.

o **Adjournment**

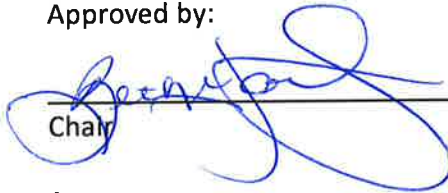
Deputy City Manager McCommon made a motion to adjourn the meeting. Chief Yourkoski seconded the motion.

Motion carried.

The meeting adjourned at 10:33.

The next Governing Board meeting is scheduled for January 13, 2023.

Approved by:



Chair

Attest:



Secretary

