



Meeting Minutes
NORCOM Principals Assembly
April 14, 2023

MEMBERS

Nathan McCommon	City of Bellevue
Mark Risen	City of Bothell
Kyle Kolling	City of Clyde Hill
Jeff Sass	City of Medina (Chair)
Ed Holmes	City of Mercer Island
Mark Correia	City of Snoqualmie
Ben Lane	Eastside/Woodinville Fire & Rescue
Brian Culp	Fire District #27 (Vice-Chair)
Matt Hochstein	Shoreline/Northshore Fire Department

ABSENT

Beth Goldberg	City of Kirkland
Dan Yourkoski	City of Normandy Park
Wendy Moffat	Duvall Fire District #45
Adrian Sheppard	Redmond Fire Department
Matt Cowan	Shoreline/Northshore Fire Department
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire
Michael Olson	City of Kirkland (Board Treasurer)

GUESTS

Bruce Jones	City of Clyde Hill Councilmember
Cherrie Harris	City of Kirkland Police Chief
Toby Nixon	City of Kirkland Councilmember
Alan Gothelf	Eastside Fire & Rescue Board Chair
Jessica Rossman	City of Medina Mayor
Ken Callahan	Shoreline Fire Department Commissioner
Katherine Ross	City of Snoqualmie Mayor

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
Nathan Way	Applications & Security Architect
Sean Goehner	Systems Engineer
Zeb Middleton	Senior Systems Engineer
Maggie Johanson	Administrative Assistant
Chelsie Barcus	Payroll Accounting Specialist

ABSENT

Cory James	Fire Liaison
------------	--------------



**Meeting Minutes
NORCOM Principals Assembly
April 14, 2023**

o **Call to Order**

Chief Jeff Sass, 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**

Chief Sass requested a roll call of present Governing Board members. Maggie Johanson, NORCOM Administrative Assistant, reported there was a quorum.

o **General Overview**

Executive Director Bill Hamilton stated that the Annual Principals Assembly meeting in the original ILA was established to keep our elected officials informed and that the goal today is to share insight into your NORCOM 911 center. Director Hamilton stated his hope is that everyone will leave today knowing that their tax dollars, community, and first responders are in very good hands. Director Hamilton provided an overview of why and how, our governance and the service area also stated that NORCOM's culture is strong.

o **NORCOM Financial Report**

Finance Manager Marianne Ryerson stated that the finance department is an efficient team of two. Finance Manager Ryerson provided a 2022 Year in Review showing revenues and expenses, 2023 Budget Highlights, and Looking Forward. A few key points that the Finance department will be focusing on are the increase in E-911 Excise Tax Distributions, establishing more contracts, and collecting payment for RAADAR services from non-NORCOM agencies along with the 10-year reporting tool which is detailed and transparent and will help prepare for the upcoming years.

o **Human Resource Report**

Human Resources Manager Judy Cayton provided an overview of the functions, priorities, and accomplishments of the department. Looking forward the top priority is hiring Telecommunicators in the current environment, increasing diversity and focusing on employee engagement and retention.



**Meeting Minutes
NORCOM Principals Assembly
April 14, 2023**

o **Information Technology Report**

Deputy Director Katy Myers provided a general overview and stated that the NORCOM IT Department is a small group that can accomplish anything. Deputy Director Myers outlined the department structure and projects completed, in progress, and looking forward. The completed projects are Single CAD Migration which reduced duplicate entry for the dispatchers and reduced software fees and the Redmond Back-Up Facility which tripled the space allowing NORCOM to fully replicate 17 workstations in the event we were forced to evacuate our current location. Deputy Director Myers thanked the Board for their continued support.

o **Operations Report**

Deputy Director Roky Louie provided information on the Operations Department including a general overview stating that we have from 9-12 dispatchers on duty each shift available 24/7 365 days a year, unit goals for both Telecommunicators and Supervisors, and accomplishments of 2022. The 2022 accomplishments, to name a few, are the Single CAD Data Migration which required inputting 40,000 pieces of information into the other system and working through staffing challenges intensified by COVID, along with 900 cardiac calls, 200 times CPR was performed, 22 known CPR telephone saves and 3 baby deliveries. Deputy Director Louie also stated the Operations Department is looking forward to several projects coming up in 2023.

o **Closing**

Director Hamilton provided closing comments stating that the original wisdom and vision for the co-location of Police, Fire & Medical Services proves itself to be a very effective business & lifesaving model for our community. This year a very exciting event happened, Washington legislature passed a vote to recognize 911 dispatchers as first responders. Our employees are good people with a desire to serve others. A video of a Cardiac save patient who visited NORCOM and the agencies who responded to her was played as just one example of the work done here at NORCOM.

o **Adjournment**

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

Motion carried.



**Meeting Minutes
NORCOM Principals Assembly
April 14, 2023**

The Principals Assembly meeting adjourned at 9:50.

The General Governing Board meeting will commence in 10 minutes.

Approved by:

Chair

JR Sass

Attest:

Secretary

maggie jonasson