



MEMBERS

Nathan McCommon	City of Bellevue
Bruce Kroon	City of Bothell
Marilynne Beard	City of Kirkland
Jeff Magnan	City of Mercer Island
Dan Yourkoski	City of Normandy Park
Bob Larson	City of Snoqualmie
Jon Parkinson	Eastside Fire & Rescue
Jim Torpin	Northshore Fire
Joe McGrath	Redmond Fire
Tim Dahl	Shoreline Fire
Greg Ahearn (Chair)	Woodinville Fire

ABSENT

Kyle Kolling	City of Clyde Hill
Steve Burns	City of Medina
Chris Connor	Fire District #27
Greg Bawden	Duvall Fire District #45
James Knisley	Skykomish Fire District #50

VISITORS

Deanna Gregory	Pacifica Law
Michael Olson	City of Kirkland
Cherie Harris	City of Kirkland
Jay Wiseman	Snoqualmie Pass Fire & Rescue
Michelle	King County EMS

NORCOM STAFF

Thomas Orr	Executive Director
Scott Sotebeer	Deputy Director, Strategic Initiatives
Jami Hoppen	Acting Deputy Director, Operations & HR
J. R. Lieuallen	Finance Manager
Bill Hamilton	Police Liaison
Chris Perez	Fire Liaison
Kirsty Jones	Quality Assurance & Public Records Specialist
Zeb Middleton	IT Systems Engineer
Nathan Way	IT Senior Systems Engineer



- **Call to Order**

Greg Ahearn, Governing Board Chair, called the NORCOM Governing Board to order at 9:00 a.m.

Director Orr announced the NORCOM Holiday Bake Sale.

- **Roll Call**

Chair Ahearn requested a roll call of present Governing Board members. Kirsty Jones, Clerk to the Board, reported there was a quorum.

- **Open Communications from the Public**

There were no requests for communication from the public.

- **NORCOM Recognition**

Director Orr presented Acting Deputy Director Jami Hoppen with a Director's Coin for her leadership at NORCOM during the Deputy Director's absence. Director Orr also recognized IT employees Nathan Way and Zeb Middleton for their leadership while IT Director Tiedeman has been on leave.

Chair Ahearn briefed the Board on a variety of accolades and recognition NORCOM has received recently:

- The WA State 911 office recognized NORCOM as a high-performing PSAP in responding to a U.S. Department of Transportation request to visit a state-of-the-art PSAP.
- The Washington State Ratings Bureau (WSRB) rates all Fire agencies in the state. That score is important because it determines insurance rates for residents and businesses served by a fire agency. In this case, WSRB evaluated the Woodinville Fire Department. After the evaluation was complete, WSRB told Chief Ahearn that NORCOM had the highest rating for any 911 center in the state.
- The Center for Public Safety Excellence (CPSE) which accredits Fire Departments (like CALEA for Police). Bellevue Fire is being audited for CPSE accreditation. Because Bellevue Fire contracts with NORCOM, NORCOM must meet CPSE accreditation standards. CPSE had three fire chiefs from outside Washington State audit NORCOM. Following their visit, they let Chris know they were very impressed with NORCOM and its performance. According to Chris Perez, the Fire Chief from Kansas stated that NORCOM's performance "was off the charts" and expressed amazement of how our dispatchers could dispatch calls 4 times faster than his department using the same CAD system.
- Chair Ahearn gave kudos to Fire Liaison Perez and other NORCOM staff for their work with the King County Fire Renumbering Project. Launches for both Woodinville Fire and Bothell Fire gone smoothly. Director Orr echoed these kudos.

- **Consent Agenda**

- **November 2018 Meeting Minutes**
- **November 2018 Accounts Payable**



- **Resolution 155: Disaster Recovery Project Phase I: Purchase Storage Area Network and Related Software Requirements**

There were no questions or discussion on the consent agenda items.

Bob Larson made a motion to approve the consent agenda. Nathan McCommon seconded the motion.

Motion carried.

- **For Board Decision**

- **Resolution 151: Adoption of the NORCOM 2019 Budget**

Treasurer Olson and Finance Director Lieuallen briefed the Board on the 2019 budget. The Board approved the Budget in August. No changes have been made since then, and all NORCOM partner agencies have approved the budget.

Director Orr and JR Lieuallen advised NORCOM met with its insurance carrier and was able to increase coverage while negotiating a priced \$20,000 less than NORCOM had budgeted 2019.

Bob Larson made a motion to approve Resolution 151. Marilynne Beard seconded the motion.

Motion carried.

- **Resolution 152: 2018 Annual equipment replacement purchase in an amount not to exceed \$276,411.82**

Director Orr and Zeb Middleton briefed the board on \$30,000 in projected savings on equipment purchases by buying in bulk and applying end of year discounts.

Jeff Magnan made a motion to approve Resolution 152. Dan Yourkoski seconded the motion.

Motion carried.

- **Resolution 154: Snoqualmie Pass Fire & Rescue Interim Return to NORCOM**

Director Orr asked the board to approve services to SPFR beginning on January 1 despite a contract not being in place. Prior to March 2017, SPFR's service area generated approximately 300-400 calls per annum. Since SPFR left NORCOM in March 2017, NORCOM has seen a mutual aid call load of about 200 incidents a year in support of SPFR.

The contract provides that NORCOM will continue to serve the area previously served prior to March 2017 as well as the I-90 corridor west of milepost 56 in Kittitas County. KITCOMM will continue to serve SPFR for its other areas in Kittitas County newly covered by SPFR. This is a public safety issue as this area has significant and complex incidents that often involve resources from ESFR (specialized rescue equipment/training) and BEFD (advanced life support).



Chief Wiseman of Snoqualmie Pass Fire Rescue (SPFR) briefed the board. He expects the final contract with NORCOM to be approved and signed in January. SPFR is prepared to make a retroactive payment to NORCOM if needed for interim services provided before the final contract is signed.

Tim Dahl made a motion to approve Resolution 154. Jon Parkinson seconded the motion.

Motion carried.

- **Resolution 153: Reestablishment of HR Manager Position**

Director Orr briefed the board on the continuing effort for efficiencies at NORCOM. HR is currently handled by Deputy Director Roky Louie. Consultant Steve Kent recommended that HR duties be separated into a new position, similar to positions at Valley Communication Center, Snohomish County 911, and South Sound 911. Deputy Director Louie would remain Deputy Director of Operations. For 2019, the new HR position will be paid with ending fund balance from 2018 and will not increase agency fees in 2019. The HR Manager job announcement has already been posted, but no offers have been made to any candidates.

Tim Dahl made a motion to approve Resolution 153 with the provision that an ad hoc HR committee be formed (similar to the Joint Operations Board and Finance Committee) with representatives from each agency to assist with strategic plan specifically in area of HR. Jim Torpin seconded the motion.

Tim Dahl withdrew his provision from his previous motion requiring the formation of an ad hoc HR committee.

Jeff Magnan seconded a motion to approve Resolution 153 and continue with identifying a candidate. Bob Larson and Jon Parkinson were opposed.

Motion carried.

- **For Briefing to the Board**

- **Governing Board & Joint Operations 2019 Meeting Schedule**

Director Orr presented the proposed meeting schedules for the Governing Board and Joint Operations Board for 2019. Both schedules separate business meetings from strategic planning sessions with consultant Steve Kent of the Results Group, Ltd.

The Governing Board schedule was pared down to eight per year per the Board's prior instruction, keeping in line with legal requirements and the current Inter Local Agreement (ILA).

The Joint Operations Board schedule lists three business meetings and two strategic workshops, bringing the total number of meetings for the year to five. This would require an amendment to the ILA as the ILA currently requires six meetings per year.

The Board discussed whether the Joint Operations Board had seen the proposed



meeting schedule. Chief Dahl advised the next Joint Operations Board meeting is scheduled for next week. Director Orr stated this topic was on the agenda for that meeting.

The Board confirmed their January 11, 2019 meeting, and at that time will consider approving the full 2019 meeting schedule.

- **Staff Updates**

- **Director Orr – Culture of Accountability Report**

- Director updated the Board on the Culture of Accountability report related to an Unwanted Subject call in Kirkland. NORCOM staff manually reviewed the CAD logs to determine if the subject's race/gender was mentioned. No evidence of racial bias was found, only procedural issues that will require re-training.

- **Acting Deputy Director of Operations & HR**

- Acting Deputy Director Hoppen provided an update on hiring. Two new Telecommunicators have been hired this month and two current Telecommunicators are being promoted to Operations Supervisors as of January 2019.

A final candidate has been identified and offered the position of IT Database Administrator. Initial interviews have started for the HR Manager position with more interviews scheduled.

Text-to-911 service goes live countywide on December 20. A soft launch happened three weeks ago. NORCOM will be issuing a press release next week which will be sent to the Board in advance.

- **Fire Liaison**

- NORCOM has been advised of a potential strike by AMR staff effective 12/21 at 1200. Fire Liaison Perez is working with the Zone 1 fire chiefs on contingency plans. At this time, NORCOM is expecting additional non-emergent calls from adult family homes, nursing homes, and hospitals for transports and police departments for involuntary commitments.

- **Police Liaison**

- A soft launch for Text-to-911 occurred on November 20 with a hard launch scheduled for December 20. The King County E911 Program Office is working on a press release. The motto is "Call if you can, text if you can't." This will also offer another avenue for the deaf community that did not previously exist.

King County E911 has turned off the attachment functionality, so if the caller attempts to send any picture/video with the text message, it will not come through to NORCOM. Efforts to attach pictures or video could make a text unreadable. It is unknown if these media files will be retrievable by police/fire agencies or if/where the storage location of these files would be.

NORCOM staff have been trained and new policies are in place. Police Operations have



been briefed, including a one-page FAQs written for line officers. NORCOM did receive several valid texts during unpublished testing including a domestic violence call.

- **IT**
King County Sheriff's Office (KCSO) is going to pilot their use of RAADAR with Shoreline Police. Currently, Shoreline Police operate their own database named RADAR for special needs populations; they have asked NORCOM to their application on RAADAR.

The United States Patent and Trademark Office (USPTO) has allowed two patents to NORCOM for RAADAR. The USPTO granted a trademark to NORCOM for the term "RAADAR".

- **Finance Manager**
Finance Manager Lieuallen advised the Payroll Cross Team is attempting to improve operational efficiencies between line staff, supervisors, management, and finance, as well as establishing a more robust system of checks and balances. They have identified that the current payroll system, Paychex, is not synching properly with the time keeping software, Telestaff, and the accounting software. Going forward, the Cross Team hopes to move towards more electronic approvals to reduce paper forms.
- **Deputy Director for Strategic Initiatives**
Deputy Director Sotebeer summarized his visit to Washington, DC last week, which included a stop at the White House. Scott was invited to present briefs on NORCOM to senatorial staff, Vice-Presidential staff, and the State Department.
- **Committee Reports**
There were no Committee Reports.
- **Upcoming Agenda Items**
 - **NORCOM Associated Guild (NAG) Contract**
NORCOM's negotiations team is in the final stages of negotiating with NAG.
- **Executive Session¹**
An executive session was commenced at 11:16 am and finished at 11:21 am. No action was taken.

¹ The Governing Board may hold an Executive Session pursuant to one or more of the following:

- **RCW 42.30.110(1)(i)** to discuss with legal counsel representing the agency matters relating to agency enforcement actions, or to discuss with legal counsel representing the agency litigation or potential litigation to which the agency, the governing body, or a member acting in an official capacity is, or is likely to become, a party, when public knowledge regarding the discussion is likely to result in an adverse legal or financial consequence to the agency;
- **RCW 42.30.110(1)(g)** to review the performance of an employee; and
- **RCW 42.30.110(1)(f)** to receive and evaluate complaints brought against an employee.

The Governing Board meeting was adjourned at 11:21 a.m.

Approved by:



Meeting Minutes
NORCOM Governing Board
Kirkland Police Totem Lake Room
December 14, 2018

Chair

Attest:

A handwritten signature in blue ink, appearing to read 'Kerry Lee', is written over a horizontal line.

Secretary

