



# Press Release

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## **NORCOM – New 911 EMERGENCY COMMUNICATIONS CENTER OPENS**

Providing high quality emergency service communications for the citizens of Northeast King County

King County, WA – August 5, 2009

Multiple years of regional cooperation, planning of operational processes, and implementation of integrated public safety technology culminated in the July 1<sup>st</sup>, 2009 go-live of NORCOM (North East King County Regional Public Safety Communication Agency).

NORCOM became a legal entity in November of 2008 as a result of four years of cooperation by numerous public safety agencies. NORCOM centralizes public safety dispatch services formerly provided by the Bellevue and Kirkland Police communication centers. NORCOM and its participant agencies will utilize a state of the art integrated public safety technology suite that includes computer-aided dispatch, mobile data computers, field reporting, records management and jail management. The professional and efficient answering of 911 phone calls and dispatching of police, fire, and emergency medical services is the basis of why NORCOM was formed.

NORCOM is a regional partnership involving the following public safety agencies:

Bellevue Fire Department  
Bothell Fire Department  
Eastside Fire & Rescue  
King County Fire District 27 (Fall City)  
King County Fire District 45 (Duvall)  
King County Fire District 50 (Skykomish)  
King & Kittitas County Fire District 51 (Snoqualmie Pass)  
Kirkland Fire Department  
Mercer Island Fire Department  
Northshore Fire Department  
Redmond Fire Department  
Shoreline Fire Department  
City of Snoqualmie Fire Department  
Woodinville Fire & Life Safety

Bellevue Police Department  
Clyde Hill Police Department  
Kirkland Police Department  
Medina Police Department  
Mercer Island Police Department

**North East King County Regional Public Safety Communications Agency**

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“The mission of the Northeast King County Regional Public Safety Communications Agency (NORCOM) is to provide high quality emergency service communications to the public for emergency medical services, fire, and police. We will carry out this mission by receiving calls for service, dispatching resources in response to such calls, tracking and coordinating information flow and resources to assist responders, initiating records for all emergency events; and enhancing effectiveness, efficiency, coordination and interoperability of emergency service providers.” (Inter-local Agreement)

NORCOM’s Core Values are:

- Deliver Excellent Service to the Public.
- Provide a Good Value.
- Customer Service.
- Participatory Governance
- Promote Interagency Collaboration, Communication, and Interoperability
- Consider the Future

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An open house and celebration will be scheduled at a later date.