



**Meeting Minutes
NORCOM Governing Board
October 11, 2024**

MEMBERS

Nathan McCommon	City of Bellevue
Toni Call	City of Bothell (Vice-Chair)
Kyle Kolling	City of Clyde Hill
Julie Underwood	City of Kirkland
Mike Harden	City of Lake Forest Park
Jeff Sass	City of Medina
Dan Yourkoski	City of Normandy Park
Mike Bailey	City of Snoqualmie
Brian Culp	Fire District #27 (Chair)
Matt Cowan	Shoreline/Northshore Fire Department

ABSENT

Chris Sutter	City of Mercer Island
Ben Lane	Eastside/Woodinville/Duvall Fire & Rescue
Adrian Sheppard	Redmond Fire Department
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

NORCOM ATTORNEY

Deanna Gregory	Pacifica Law Group
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NORCOM TREASURER

Michael Olson	City of Kirkland (Board Treasurer)
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NORCOM STAFF

Bill Hamilton	Executive Director
Katy Myers	Deputy Director Administrative Services
Roky Louie	Deputy Director Operations
Judy Cayton	Human Resource Manager
Marianne Deppen	Finance Manager
Jeremy Henshaw	Law Enforcement Liaison
Cory James	Fire Liaison
Andrew Johnson	Service Desk & Applications Supervisor
Sean Goehner	Systems Engineer
Zeb Middleton	Senior Systems Engineer
Maggie Johanson	Administrative Assistant
Ben Webb	Public Records & QA Specialist
Chelsie Barcus	Payroll & Accounting Specialist



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o **Call to Order**

Chief Brian Culp, Governing Board Chair, called the meeting to order at 9:00 a.m. The meeting was posted publicly and offered in a hybrid format, allowing the public to participate in person, telephonically, or by video remote access.

o **Roll Call**

Chief Culp requested a roll call of present Governing Board members. Ben Webb, Public Records & QA Specialist, reported 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 September 13, 2024**
- **Accounts Payable Report September 2024**

There was no discussion on any consent agenda items.

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

Motion carried.

o **Board Briefing**

- **September 18, 2024 Outage Briefing**

Director Hamilton introduced the topic of the outage on September 18, 2024, that occurred during routine maintenance causing significant disruption in



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service. NORCOM staff worked to determine the root cause and implement steps to prevent this from occurring in the future. Deputy Director Myers provided a network outage incident overview to include a timeline of the outage, stating that the outage was treated as a possible cyber attack until it was determined that was not the cause. Deputy Director Louie described the notification process used in the outage and how staffing was handled, including how staff stayed late, did not take breaks, and that they called extra staff in to handle the workload. Deputy Director Louie explained the manual dispatch process, showing an example of the forms and boards used for manual dispatch, stating that knowing manual dispatch adds a resilience level to NORCOM that allows us to be ready in the event of any outage. Deputy Director Myers followed up with an after-action report of the outage highlighting what went well and areas where there is an opportunity for improvement, then opened the floor for questions.

- **NORCOM Console Replacement and Facilities Refresh Update**

Deputy Director Myers introduced the console replacement update, stating the project is on schedule with a move-back date of November 13, 2024. Service Desk & Applications Supervisor Andrew Johnson provided a detailed overview of the completed activities, including moving the cables under the floor due to the new console configuration, which involved five vendors and cutting 30 three-inch holes in the flooring, along with a timeline of all the tasks completed during this period. Johnson stated that there will be a phone system upgrade on November 13th, the day that our dispatcher come back to Bellevue. Deputy Director Myers complimented the City of Bellevue, saying they have been a wonderful partner to work with during this project.

- **Other Business**

- Director Hamilton shared that there was some Board member interest in the possibility of canceling the November Board meeting. Director Hamilton shared that from a staff perspective there were no ILA driven timelines nor critical topics for the November meeting. The Board discussed and canceled the November 8, 2024, Governing Board Meeting. The next Governing Board meeting will be held on December 13, 2024.
- Director Hamilton stated that the Steering Committee would set up a meeting to review the Strategic Plan RFP and provide input.
- Director Hamilton noted that staff sincerely appreciates the new backup center and the Board's support of the decision to move to a larger area.



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- Director Hamilton reminded the Board that a new vice chair must be selected at the December meeting. Chief Culp will step down at the completion of the December 2024 meeting, and Deputy City Manager Call will move into the Chair position.

o **Adjournment**

Chief Culp adjourned the meeting at 9:36.

The next Governing Board meeting is scheduled for December 13, 2024.

Approved by:



Chair

Attest:



Secretary