

## **Meeting Minutes**

### **NORCOM Principals Assembly**

Bellevue City Hall, Room 1E-112

April 8, 2011 – 9:00 a.m.

**Principals Assembly Representatives:** Don Davidson, Bob Van Horne, Bill Archer, Bob Sternoff, Bob Jeans, John Lambert, Wes Collins, Don Ellis, Jon Kennison, and Tim Osgood.

**Governing Board Representatives:** Brad Miyake, Kurt Triplett, Bob Larson, Tom Weathers, Mark Bunje, and Mark Chubb.

#### **1. Call to Order**

The NORCOM Principals Assembly was called to order by Tom Weathers, Governing Board Vice Chair, at 9:02 a.m. on April 8, 2011.

#### **2. Introductions**

Tom Weathers initiated roundtable introductions of Principals Assembly representatives, Governing Board Representatives, NORCOM staff, and additional attendees.

#### **3. Governing Board Succession of Chair and Vice Chair Positions**

In accordance with Governing Board bylaws, Tom Weathers ascended from his current position as Vice Chair to Chair of the NORCOM Governing Board, replacing Rich Conrad. Chief Weathers asked for nominations for Vice Chair. Kurt Triplett nominated Brad Miyake, from the City of Bellevue, for Vice Chair. The NORCOM Board unanimously approved Brad Miyake for Vice Chair.

#### **4. Approval of 2010 Principals Assembly Minutes**

Bob Van Horne made a motion to approve the minutes from the April 9, 2010 Principals Assembly meeting. Motion carried.

#### **5. NORCOM Year in Review**

Chris Fischer, Executive Director of NORCOM, provided a PowerPoint presentation with an overview of 2010. Chris reviewed NORCOM background information, staffing, mission, core values and operating principles, explaining the ways in which operating practices support the mission and core values of NORCOM. Chris also reviewed information found in the NORCOM 2010 Annual Report, including 2010 accomplishments and perceived challenges for 2011.

#### **6. Technology Project Overview**

Mark Nelson provided background information on NORCOM's pursuit of integrated technology in order to improve the effectiveness and efficiency of service provided to the public by police, fire, and EMS. Mark explained that New World Systems, NORCOM's technology provider, is the only company that NORCOM founders were able to find that can provide the integrated technology NORCOM desires. Mark went on to explain a diagram, found in the Annual Report, depicting NORCOM's Integrated Technology System.

#### **7. Proposed Budget Policy Assumptions for 2012 Budget**

Gwen Pilo presented the 2012 proposed Budget Policy to the Assembly. As a requirement of the Interlocal Agreement, NORCOM's budget process started in January with the presentation of the

## **Meeting Minutes**

### **NORCOM Principals Assembly**

Bellevue City Hall, Room 1E-112

April 8, 2011 – 9:00 a.m.

proposed Budget Policy to the Joint Operations Board. They reviewed the proposed budget and, in March, recommended it to the Governing Board for approval. NORCOM now presents the proposed budget to the Principals Assembly so they may provide comments to their Governing Board representatives.

While NORCOM continues to use the original Business and Services Plan that details the service levels to be provided by NORCOM as the foundation for budget development, in late 2010 NORCOM began the process of identifying performance measures in order to better assess organizational costs and effectiveness. NORCOM's management team collaborated to identify what their priorities as a dispatch agency are, tie these priorities to the core values, and define what measures show NORCOM's progress toward each core value. The 2012 Budget Policy assumptions accomplish NORCOM's general financial goal of providing a financial base sufficient to sustain high quality emergency service communications to the public and the agencies they serve.

Gwen reported that there are two issues impacting NORCOM's 2012 budget process: the telecommunicator labor agreement and increases in enhancement costs due to the New World Systems integrated technology system. Currently there is no labor agreement in place with the NORCOM Associated Guild, and in order to budget labor costs, NORCOM will have to estimate to reflect compensation packages consistent with the current labor market. The integrated technology system increased costs to NORCOM for the software and licenses that are required to use the technology.

It is NORCOM's goal to present a budget proposal that does not use the incremental approach but starts with zero and uses priorities and performance measures to validate all costs. Any new programs that are identified will be presented separately for approval and incorporation in the budget. It is NORCOM's goal to present a budget that is zero increase, or less, over the 2011 budget.

#### **8. Financial Overview**

Gwen Pilo reviewed the Financial Overview that was provided to Board members prior to the meeting. Gwen explained that NORCOM's assets exceeded liabilities at the close of 2010 by \$7million. Of that amount, \$4.7million is capital assets and \$1.4million is unrestricted. Unrestricted assets may be used to fund ongoing activities and other obligations. Net assets increased from 2009 by \$2.4million. This increase can be directly attributed to the ongoing technology project, the contributions to capital replacement, and contingency.

Gwen provided an overview of NORCOM's technology project, explaining that the technology project was originally budgeted as a three year project from 2008-2010 and was originally \$5million. At the end of 2010, \$3.7million was spent. At this time there are two outstanding commitments, the New World contract and GIS mapping contract. These two remaining commitments will cause the original budget for the technology project to be short approximately \$71,000. NORCOM is requesting use of ending fund balance to make up for the shortage and provide for additional enhancements to the project.

**Meeting Minutes**

**NORCOM Principals Assembly**

Bellevue City Hall, Room 1E-112

April 8, 2011 – 9:00 a.m.

**9. NORCOM Employee Recognition**

Chris Fischer introduced King County Medical Director Dr. Mickey Eisenberg who provided comments on King County Emergency Medical Services as well as praise for the job NORCOM is doing. Jim Fogarty, King County EMS Division Manager, issued an Official Proclamation for Telecommunicator Week.

Linda Culley, King County EMS Community Programs Section Manager, and Cleo Subido, EMD Program Manager for King County EMS, presented an award to NORCOM telecommunicator Roky Louie for *Sustained Exemplary Performance* and an award to NORCOM telecommunicator Josh Baker for *Exemplary Handling of an EMS Incident*. Chris Fischer presented Semi-Annual Excellence Awards (July-December 2010) to NORCOM employees: Mike Prill (Telecommunicator), Sandi Clark (Member of Technical Staff), Heather Facer (Administrative Clerk – HR), Jeremy Henshaw (Telecommunicator), and Becky McCracken (Telecommunicator/CTO).

Tom Weathers adjourned the meeting at 10:24 a.m.

Approved by:



Chair

Attest: 