



METCOM 9-1-1

BOARD MEETING MINUTES January 21, 2014 at 1:30 p.m.

Governing Meeting called to order at: 1:39 p.m.

Members in Attendance:

Shawn Baird
Sherry Bensema
Terrill Isaak
Rod Yoder
Jay Hannon
Paul Iverson
Mike Erwert
Dan Mullen
Troy Clausen

Rich Sebens
Scott Shepherd
Jon Remy
Don Taylor
Brandon Hamilton
John Vanderzanden
Bill Miles
Adam Maurer
David Dryden

Jeff Fossholm
Vasily Hansen
Rick Schmitz

METCOM Staff:
Gina Audritsh
Brad Johnson
Wendy Patterson

Gina Audritsh opened the meeting, thanking those in attendance for coming.

Staffing Update:

All communication specialist positions are fully staffed; four of these positions are dispatchers in varying levels of training. It is anticipated the first training discipline will be complete in May with the second discipline to be completed in September as the final phase of training.

After much consideration, the decision was made not to promote either of the internal candidates into the vacant Operations Supervisor position. The Operations Supervisor position has been posted with a closing date of February 7th, 2014. The current Lead Dispatcher positions have been suspended.

Meeting Minutes:

The Regular Governing Board Meeting Minutes for October 22, 2013 were presented for approval.

- Motion to approve meeting minutes: Paul Iverson
- Motion Second: Don Taylor
- Motion carried with all in favor and no opposition.

Monthly Financial Review: October 2013 and November 2013 bills were presented in the meeting packet. December 2013 bills were not yet available from the accounting office. The actual vs. date report references the US Forest Service and USFS & BLM; these are the same entity. Gina will work with bookkeeping to have them combined into one entry.

Questions on the Bills:

Brandon Hamilton inquired about the check paid to the City of Woodburn in the amount of \$9,340.65. Gina stated this is part of the building lease payment that is paid quarterly as well as the contracted monthly IT services.

- Motion to pay bills as presented: Paul Iverson
- Motion Second: Mike Erwert
- Motion approve all in favor, no opposition.

OLD BUSINESS

ORS190 Review:

The ORS190 Review committee will meet prior to April with the expectation to present a Resolution for Amendment Adoption at the April 22, 2014 meeting. If there are any areas that Board members feel need to be addressed, contact a committee member (Rod Yoder, Brandon Hamilton, Michael Meeks, Paul Iverson, or Gina Audritsh). A copy of the modified METCOM organizational chart was included in the Board packets for reference.

Policy Service Committee:

Both the Police and Fire Policy Committees have been meeting regularly to review, revise, and implement the new METCOM policies. Copies of policies that have been adopted and implemented were included in the board packet. Gina asked that these policies be shared with department staff to ensure consistency. METCOM has facilitated mini-staff meetings to educate employees on the new policies and continues to work on dispatching inconsistencies within the Center.

A quality assurance review process will be discussed at the next meeting, with the goal to have this group transition into a quality assurance committee and implement the QA process. The OR190 does not clearly define if METCOM may have a separate quality assurance committee or if the two current committees (police and fire) should function in this capacity. Gina asked for discussion regarding the direction the group wanted to go; modify the 190 allowing each police and fire discipline to form their own quality assurance committee with joint meetings as needed, or retain the full group to address the quality assurance process.

General discussion:

- It is good to work together, however each discipline has different needs regarding call review. Form separate police and fire QA groups that will meet periodically for a full group review.
- Currently fire/EMS has opted to retain the current policy committee to transition into their QA group. The police have opted to have a separate committee made up of Sergeant, Lieutenant, and Captain level officers.
- Gina suggested continuing with the policy committees for the remainder of this year as their task is not yet complete and work towards a transition into QA. Address the specific meeting and committee needs at the first of the year.

Marion County Consolidation Process:

Troy Clausen provided an update regarding the consolidation study. PSCI visited both dispatch centers in the area to look at current issues and what direction to go with possible consolidation. PSEI provided a survey to staff at both centers allowing the opportunity to provide feedback and voice concerns. PSCI will return the week of February 3rd as the initial visit did not provide enough time to address all issues and discussion items. PSCI will be available to meet with individuals and/or agencies and groups to gather feedback and information. Gina provided a list of dates and times of meetings currently scheduled with PSCI. PSCI will return in late March or April to work on the communication side of the process (i.e. equipment and radios). Gina will provide a website for stakeholders to complete a survey in an effort to gather preliminary data regarding stakeholder concerns regarding the consolidation process.

Radio Infrastructure Review:

Woodburn and Hubbard Police Departments are moving forward with the digital system. Woodburn Police has installed base radios and has radios in the fleet currently being programmed. METCOM continues to focus on a simulcast system for South 1; and continues to work on North 6 in North County. Woodburn Fire, Hubbard Fire, and Woodburn Ambulance have transitioned off of the UHF system and are completely on VHF. All UHF equipment has been removed from the dispatch consoles.

A Technical Committee has been formed to address: where we can go in the future, the AFG grant, and flex lease options. If anyone is interested, additional committee members would be appreciated. The technical committee meeting is scheduled for February 19, 2014 at 10:00 a.m.

Brad Jenson discussed the benefits of having one tap out channel and then moving traffic to a tactical/working channel. In the future, police may move towards a trunk system allowing for the utilization of all voting receivers and individual channels to be used, increasing the availability of communication capacity. The digital technology is the first level of encoding radio transmission information. Currently the focus will be on fixing the current day to day technology before transitioning into high level technology options.

Gina is still in communication with the insurance company regarding the McCully Mountain Site. METCOM has been working with Virgil at the Marion County Shops, and may permanently move from the McCully Mountain site to House Mountain. House Mountain is at a higher elevation and could potentially provide better service. Currently radio testing is being coordinated with field users to test the House Mountain site location. The preference would be to make one move to a permanent site and not have to move the equipment several times. The insurance company has accepted full responsibility, however it is unknown the dollar amount they will provide.

Mt. Angel Fire District has submitted an AFG grant to support about \$850,000 in radio equipment interoperability.

Everbridge:

The Everbridge migration project is complete. METCOM has renewed the Everbridge agreement. The portal is now open to all of the METCOM jurisdictions and is available for use. Gina is available to assist those who may need help operating and training on the new system.

NEW BUSINESS**Agency Statistic Reports:**

This report is presented in a different format than in the past. The report now reflects the activity of an agency and not just the calls for service. This activity includes services that are provided by METCOM that may or may not result in a call for service but does require contact with an agency. These services are now captured within the statistics to reflect the actual service level METCOM provides, including phone statistics (i.e. transfer of phone calls). A report showing phone calls received by dispatch station was provided for informational purposes.

Budget Committee:

The 190 Agreement states METCOM must have a budget committee however, it does not state the number of members needed to form the committee. This is one area of the 190 that should be reviewed in the coming year for better definition. The 190 Agreement does state that the budget must be presented to the combined (police, fire, and EMS) policy groups. Gina proposed a budget committee group of between 5 and 9 members. A tentative budget date

of January 30th was noted in the board packet. This has been changed to February 13th to allow for new budget committee members to attend. There was discussion if citizen representation was required for the budget committee. Gina stated it was not required because each agency adopts their own budget with their own citizen groups. Brandon Hamilton suggested a budget committee to be made up of 7 members. There was no opposition; general agreement was voiced to accept the budget committee to be made up of 7 members.

The following persons will make up the budget committee:

- Scott Shepherd
- Doug Garrett
- Terrill Isack
- Vasily (Bill) Hansen
- Don Taylor
- Dave Dryden
- Bill Miles

Gina will contact the budgeted committee members to confirm the meeting date. The meeting date is currently set for February 13, 2014 at 1:30 p.m.

- Motion to appoint the above person to the 2013-2014 budgeted committee: Dan Mullen
- Motion Second: Rich Sebens
- Motion approve all in favor, no opposition.

Review and Adopt Auditor Reports:

Gina provided electronic copies of the auditor's report (Grove, Mueller & Swank, P.C.) to all board members prior to the meeting. Hard copies of both NORCOM and Santiam Canyon Communications Center audit reports are available if requested. Gina reviewed two items of notation in audit reports. The notations area as listed below:

NORCOM: The Development Account has a deficit of \$10,575. Both the Operation Fund and the Development Fund share the same financial account therefore technically it is all one cash fund. However, on paper there were two funds, the Development and the Operations, due to miss coding of capital outlay expenditures allocating resources from Development for capital expenses rather than the Operations Fund; this left a deficit in the fund. The resources should have been coded to Operations rather than Development.

SCCC: Journal entries were recommended and made to the Auditors to properly record Capital Outlay expenditures within the Reserve Accounts. This journal entry was made in lieu of the agency transferring funds via Resolution as would normally be appropriate due to being within the same single fund.

Although the notations for the two audit reports are not significant in nature and are a recoding error by bookkeeping coding and/or failure to transfer funds appropriately with a resolution; strategies have been implemented within the METCOM Budget and Accounting process to avoid future errors.

- Motion to approve audits for both organizations as presented: Rod Yoder
- Motion Second: Rich Sebens
- Motion approve all in favor, no opposition.

Back Up Facility (Stayton):

Gina presented the possibility of leasing/renting out the administrative portion of the backup facility located in Stayton. Currently the building is vacant and could pose a security risk if it remains so. The current lease/rental rate for the area is about \$10.20 sq. foot. Gina has reached out with a few persons who expressed interest in the space but has been unable to secure tenants at this time. A \$3,000 matching grant through Special Districts Association has been secured for use of lighting and security at this location. Todd Pynch with Crises Chaplaincy Services has inquired about the facility; however they are unable to afford much in the way of rent. Gina is meeting with Todd Pynch next week to walk through the facilities and discuss

possible options. The general consensus of the board was to move forward with the possible occupancy with Crises Chaplaincy Service or other occupants as Gina sees fit (in accordance with Stayton Fire Department and the METCOM Board of Directors). It was suggested that Gina contact Stayton Fire Department to ensure they are acceptable of the possible tenant.

General Discussion Items:

Gina confirmed that everyone received a copy of the SOP's that were sent out. Please review and contact Louise or Gina if you have any questions, comments, or concerns.

A resolution was passed at the October 22, 2013 meeting allowing the two policy committee groups the autonomy to create policies that all METCOM users would abide by.

Several weeks ago the UPS experienced a problem at the METCOM facility. Since then a full load test was performed on the UPS including staffing the backup center and shutting off power to the Woodburn Police Department; the generator kicked on, the UPS kicked on, nothing failed. Snyder Electric came out and inspected the UPS system and stated that "No problems could be found with the UPS. The equipment is operating at a satisfactory condition." Gina was unable to provide a specific reason for the earlier UPS failure. There are two possible speculations:

- 1) The batteries were replaced in June. It is possible that the tech that changed the batteries either did not put it back into the correct "mode" which may have caused the failure.
- 2) Snyder Electric stated it could have been caused if the center took a "substantial hit" that knocked it off line.

Gina is working with Image Trend, the Everbridge records reporting system for the fire districts that use the program throughout the state. She has a meeting scheduled Thursday, January 23, 2014 to discuss if there is a way they can interface with our CAD system that would allow the transfer of data into an FTP site or to a folder on the network and how IT can facilitate the data transfer. This would allow agencies to use this as a solid interface much in the same manner that those using Fire House can do with our current CAD.

Don Taylor asked if there has been any discussion regarding the rate structure for the 2015-2016 fiscal year. He would like to ensure that discussion occurs early enough to allow the time necessary for proper discussion and processes.

- The budget committee will start looking at this after the current budget process. This process should be completed by September.

- Motion to adjourn the meeting: Paul Iverson
- Motion Second: Jeff Fossholm
- Motion approve all in favor, no opposition.

Meeting Adjourned: 2:31 p.m.