



METCOM 9-1-1

Executive Board Meeting Minutes

February 19, 2020

Members in Attendance:

Jay Alley (via phone)
Jim Anglemier
Sherry Bensema
Joe Budge
Mark Daniel
Jordan Donat
Jim Ferraris
Jeff Fossholm

David Frisendahl
Ed Grambusch
Scott Heesacker
Bob Johnston
Michael Kahrmann
Bill Miles
Dave Rash
Scott Shepherd

Others in Attendance:

Jeff Stutiud - MCSO

METCOM Staff:

Louise Funk
Wendy Patterson
Mark Spross
John Thompson
Jordan VanDyke

METCOM regular Governing Board meeting called to order at 10:13 AM with a quorum met by members present and absentee ballot. Members present who have two voting rights to meet a super majority were; Bill Miles and Joe budge. Absentee ballots received by; Fred Patterson.

The board meeting was opened by Scott Shepherd.

Board Meeting Minutes: The December 9, 2019 were provided in the board packet for review.

Motion to approve minutes: Michael Kahrmann
Motion 2nd: Sherry Bensema
Motion carried no opposition

Annual Audit Report: The fiscal year 2018-2019 Annual Audit Review reports were provided to the Executive board for review. Board Members at large were advised copies were available to them should they wish to review the full audit report. The 2018-2019 audit review went well with no issues identified.

Motion to accept the 2018-2019 Audit Report: Mark Daniel
Motion 2nd: Joe budge
Motion carried no opposition

FY 2020-2021 Budget Presentation: Copies of the proposed 2020-2021 METCOM Budget were available to board members present for review and discussion. This 2020-2021 budget is the budget proposed to the full board by the METCOM Budget Committee members.

Overview of proposed budget:

- Proposed budget \$3,555,625
- User fees \$2,009,095
- The amount that would have been billed to Aurora Fire needed to be absorbed. This was presented though a "smoothing" process allocated to all users. If this did not occur, fire agencies would have experienced an approximate increase of 9.83% while police agencies would have seen approximately a 2.08% increase. Since the departure of Aurora Fire from METCOM resulted in an impact to METCOM as a whole, the recommendation from the budget committee was to spread this increase out to all

agencies. This was with the understanding that should a law enforcement agency leave in the future, the same process would occur. It should be noted that next year fire will experience a slightly larger percentage than normal in order to keep the 59%/41% split.

- The overall user fee increase was offset by the anticipated new revenue from the 9-1-1 tax. This is projected to be approximately \$105,000 to METCOM.
- The USFS has requested a six month extension for law enforcement dispatch. This will result in \$39,338 of revenue. These funds are currently allocated in the budget in Operating Contingency to cover unanticipated radio maintenance or funds for replacement of the backup generator at the Santiam facility.
- The budget supports the following funded positions: 19 Dispatchers, 3 Dispatch Supervisors, 1 Business Manager and one Director. Funds also remain for the continuation of part-time staff.
- The proposed budget includes funding for medical insurance based at the contractually agreed upon 5% increase. However, METCOM has been advised that projections show a possible 15% increase to medical insurance coverage. This will be further addressed in Executive Session.
- The overall budget increase year over year is at 8.94% Please note that this is somewhat artificially high due to the collection of \$85,000 for the radio project. Approximately every \$30,000 is a 1% change to the overall budget. The proposed budget currently shows an increase of 5.1% to user agencies.
- The floor was opened for further discussion regarding the proposed budget. No further discussion was brought forward.
- Vote for budget approval is currently scheduled to take place at the next board meeting April 14th, 2020. The Board agreed to cancel the March 10th, 2020 meeting date.
- Voting for budget adoption is scheduled to take place at the June 9, 2020 board meeting.

Resolution 2020-01 – Authorizing the transfer of appropriations within a fund during fiscal year 2019-2020 for the purpose of equipment repair, maintenance, and engineering work.

This resolution would transfer \$40,200 from Operating Contingency to Communications Equipment & Maintenance (\$15,000) and Engineering Technical Services (\$25,200).

Q: Will funds still remain in the Operating Contingency GL once the funds are moved?

A: Yes. \$40,000 of the funds transferred are from the USFS extension of dispatch services. These funds were placed in the Operating Contingency line item last budget cycle with the anticipation of moving the funds to cover unanticipated radio/equipment maintenance expenses with the loss of the radio technician.

Motion to approve Resolution 2020-01: Jeff Fossholm

Motion 2nd: Sherry Bensema

No further discussion, Motion carried no opposition

Resolution 2020-02 – Authorizing to surplus and sell agencies maintenance vehicle. Currently the anticipated costs to repair and upkeep the 2005 For Ranger Pickup is greater than the value of the vehicle. This vehicle was originally purchased for primary use by the agency radio technician. In addition to the costs identified above, this vehicle no longer meets the needs of the Agency.

Motion to approve Resolution 2020-02: Mark Daniel

Motion 2nd: Jeff Fossholm

No further discussion, Motion carried no opposition

2019 Stats Review / Agency Annual Report: METCOM process approximately 113,619 inbound calls for service in 2019. This is slightly less than last year, however is within the average over the last three years combined. This may have partially been due to the overall decline of wildland fires from the previous year. METCOM surpassed the National Standards of answering incoming

calls within 10 seconds or less with an average answer time of 6 seconds or less. In the 2019 calendar year METCOM staff played an active role in the Wilsonville homicide call and provided several lifesaving services. METCOM successfully rolled out Crew Force and Rapid SOS.

CAD Updates: Louise advised a new build for Crew Force has been rolled out. This resulted in the resolution of "trouble tickets" that identified issues with pre-plans in addition to the logging out process. Louise is looking into a site license for Crew Force. Initial set up costs for a site license is \$9,000. This would support up to 999 users. Maintenance fees would remain the same. The site license would allow the ability to include the law enforcement "Shield Force" product. Additional information is still being gathered and will be presented when available.

A "hot fix" for field reporting is currently being reviewed. An informational meeting will be taking place later today regarding the OD mapping program. This would allow agencies to track OD calls within the Agency boundaries and view OD trends in "live time" across the state. More information on integration, timeline and cost to come.

Radio Update:

- METCOM continues to move forward with the Simulcast project. Site visits are still in progress to determine coverage. It is anticipated that Day Wireless will have a final project presentation at the April 14th, Board Meeting.
- Marion County is starting their radio project and have contracted a consulting company, ADCOM, to perform their radio project survey. It is their intent to look at a radio system that supports future integration with partner/area agencies. METCOM, user agencies may be contacted by a representative from ADCOM. If you are contacted, please provided them with information on your radio system challenges, needs, operability and inter-operability needs, areas of poor service, financial challenges, etc. MCSO is currently working on a UHF system for the jail.
- City of Salem is moving towards an 800 system. Salem Fire and Falck Ambulance is transitioning to the 800 system today, with no encryption at this time. Keep this information in mind for mutual aid calls.
- Keizer Police will be moving to an 800 system in March. It is unknown at this time if it will be encrypted.
- Salem Police will be moving all channels to the 800 system in April (a specific date has not yet been identified). All channels will be encrypted. This will cause radio interoperability issues. Any agencies who wish to be able to communicate via radio with City of Salem departments must have an 800 radio with the software that allows for encryption. In addition, Salem dispatch channel will rebroadcast on the internet but will experience a 15 minute delay.
- City of Salem Public Works will be the last department within the city to migrate to the 800 system. No project date is currently available.

Q: What is MCSO plan with the City of Salem regarding the encryption?

A: WVCC/Salem should have the ability to switch over to the MCSO frequency if it is needed for communication. MCSO is still reviewing available options. Further information is unknown at this time.

Q: What is the timeline for our Simulcast system?

A: Currently we will need to obtain, board approval, any necessary equipment and necessary radio frequencies. The most likely cause for delay will be in obtaining the needed frequencies. Day Wireless will present information on the results from their study and inventory process at the April 14, 2020 Board Meeting. METCOM will also need to obtain a parts list from Day Wireless for purchase off of the Washington County contract. In addition,

there may be challenges with the backhaul (microwave). With that being said, it is the hope to have significant movement by the end of the year.

Q: When the budget was passed last year, did that not include funds needed to make a simulcast system functional using current equipment?

A: The simulcast system and funding was dependent/contingent upon the final inventory of equipment. In addition, some user agencies have indicated they may not be willing to "give up" their equipment. Depending upon if that equipment is needed for the simulcast system this may cause an additional challenge with the cost of the system. When the time comes to officially move forward with a simulcast project, a formal resolution will need to be in place along with a feasibility plan. Steps identified to move forward are:

Step 1 – Complete inventory and identify ownership

Step 2 – Day Wireless to identify which inventory items/equipment can be used in the proposed simulcast system.

Step 3 – Complete the presentation by Day Wireless in April.

It is important to remember that the cost to re-program fleet radios is not part of the radio project. All agencies need to plan for this.

Phone Messages for Law Enforcement: SOP 20.30 Officer Messages was reviewed with law enforcement agencies present. Outline of SOP 20.30 is as follows:

- Officer on Duty:
 - Enter message into CAD for the officer on duty
 - Officer will be advised of message when clear
 - Officers shall look for messages in CAD when available
 - Exceptions: DA, ME or officer waiting on scene for call
- Officer off Duty:
 - Transfer caller to officers voicemail
 - Do not advise public of officer's schedule.
- Officer Complaints:
 - Do not transfer complaint to Police Chief
 - Transfer call to general law enforcement phone number
 - Each agency will process the complaint in-house per their individual policies.

Everbridge Mobile App: Everbridge has developed an app that allows citizens to receive Everbridge notifications on their phone wherever they are. Persons who are already signed up for Everbridge can sign up for the app at no cost. The app also will send the citizen Everbridge notifications that are issued in the area in which they may be traveling using the GPS location on the phone. Citizens would still receive notifications in other formats they have previously selected. John will provide additional information to departments when available to share with PIO's and Pub Ed.

Open Agenda:

- METCOM, at the recommendation of the Oregon Health Authority, has updated PAI Cards to include questions to assist in identifying symptoms that may indicate the Coronavirus. SICKEID is a call type used to indicate possible symptoms of the virus. 211 Info is also a resource that provides information on Coronavirus updates.
- March Board Meeting has been canceled. The next Board Meeting date is April 14, 2020. Day Wireless will present information on the radio project and voting for budget approval will take place.
- MCSO is implementing a new report system (EIS). This will allow officers the ability to "pre-book" a person in their custody to the jail via a web based app. This should be available with the next year.

Open Board Meeting adjourned at 11:26. Move to Executive Session.
Open General Session at 11:55.

Motion to provide METCOM Executive Director, Mark Spross, with a 2% increase of his choice; 2% COLA or 2% to his deferred Comp effective July 1, 2020.

Motion presented: Jeff Fossholm

Motion 2nd: Sherry Bensema

No further discussion, Motion carried no opposition

The Executive Board will draft a summary of work performed over the last year and present to Director Mark Spross as a form of annual review. Board members who wish to submit comments for the summary should contact Chief Jim Ferraris.

Future Board Meetings:

March 10, 2020 – **Cancelled**

April 14, 2020 - Simulcast Presentation & vote to approve FY 2020-2021 Budget

May 5, 2020

June 9, 2020 – Public Hearing & Final Adoption of FY 2020-2021 Budget

September 22, 2020

December 8, 2020

Meeting adjourned at 11:58 AM.