



METCOM 9-1-1

BOARD MEETING MINUTES September 20, 2017

Members in Attendance:

Sherry Bensema
Steve Brewer
Jack Carriger (by phone)
Greg Dyke
Jim Ferraris
Jeff Fossholm
Ed Grambusch
Mike Healy
Kevin Hendricks

Rick Heuchert
Alan Hume
Paul Iverson
Jack Krill
Bill Miles
Dan Mullen
Don Parise
Jon Remy
Mark Shelton
Peter Spirup

Don Taylor
Rod Yoder

METCOM Staff:

Gina Audritsh
Brad Johnson
Wendy Patterson
Jordan VanDyke

METCOM regular Governing Board meeting called to order at 10:00 AM with a quorum met by members present.

Meeting Minutes:

The Board Meeting Minutes for June 14, 2017 meetings were presented for approval.

- Motion to approve meeting minutes: Paul Iverson
- Motion second: Bill Miles
- Motion carried no opposition.

Monthly Financial Review:

The monthly financials for the months of June, July and August 2017 were presented for review. No discussion.

- Motion to approve the financials: Mike Healy
- Motion second: Paul Iverson
- Motion carried no opposition.

Eclipse After Action Report:

Gina reported the eclipse event went well. METCOM scheduled additional staff for the event which included dedicated dispatch personnel for specific geographical areas. The highest call volume was on Monday immediately following the eclipse through Tuesday morning. These calls for service consisted mainly of motor vehicle incidents. Gina asked for feedback from the board regarding METCOM processes during the eclipse for possible future events. No suggestions were provided.

RCO Activation:

Chief Paul Iverson addresses the board regarding RCO activations and training. He wanted to ensure that in the event of an RCO activation the RCO's needs are being met and the necessary training is provided. General discussion regarding RCO activation included:

- Ensuring the RCO has an assistant to help them make phone calls.
- The expectations of an RCO needs to be defined.
- When covering stations, not all stations will be "re-filled" through move-up of apparatus. It is intended that "hub" locations will be filled to allow units to cover calls for service during a large event.

- Chief Iverson would like feedback on how an RCO can help during incidents.
- It was suggested that an RCO should be activated at a level 2 incident rather than the current level 3. If an incident is already at a level 3, it is already largely involved and does not allow for RCO drive time to METCOM or other RCO location.
 - It was decided to keep the RCO activation at the current level 3. However, an ALL CHIEF page would be sent at the 2nd level as an alert that an RCO call out may be forthcoming.
- Louise Funk would like feedback on how METCOM should proceed if an RCO is not available during an RCO activation.
- Louise also suggested that the next RCO training should include the review of a past RCO call-out.
- An RCO activation should be added to MCI incidents at level 2.
- METCOM is looking into Active 911 to see if this will work for RCO activations. This would allow people to see who is responding as an RCO.
- Overall, the RCO activation process is working ok.

Forest Service Contract:

As of August 9, 2017 METCOM has a signed agreement with the US Forest Service to provide them with after-hours call answering and dispatching services. The contract was delayed due to the need for METCOM to negotiate operational needs involving the BLM/FS computer monitoring system and how it affects the safety of field officers.

The contract was signed for a minimum of three (3) year commitment with an option to extend two (2) additional years. The contract specifies a rate increase of 3% between years for the first three years of the contract. The Forest Service Law Enforcement Officer portion of the contract may not elect to continue service after the initial three-year agreement as they are exploring other options.

Chief Don Taylor inquired as to why Turner Police Department experienced a larger user fees increase than the Forest Service. Gina advised that contract agencies were negotiated at a 3% increase as directed and approved through METCOM budget discussions. No further discussion was brought forth.

Breitenbush Fire Department:

Chief Iverson advised the board that Idanha/Detroit was working with Breitenbush Fire Department providing limited contract services. At the last Fire Defense Board Meeting Jack Krill requested a fire department number for the Breitenbush Fire Department. There was discussion at the Fire Defense Board if there would be fees associated with Breitenbush receiving an identification number, etc. At that time it was determined that this may be a METCOM issue and not an issue for the Fire Defense Board. Chief Iverson is looking to the board to determine clear policy surrounding this situation to determine this and future situations are handled equitably. General discussion items brought forth included:

- Gina provided approximate call stats stating there had been less than 20 calls that would be effective by this discussion. Jack Krill stated that there have been 6 calls for service within the last year that Breitenbush had been requested to assist Idanha/Detroit.
- Per Jack Krill Breitenbush Fire has existed as a non-profit to provide service to the hot springs area and 72 summer homes. They have existed solely on their own radio systems as cell phone service is not available in either the Breitenbush or Idanha/Detroit areas. Breitenbush has their own method of volunteer notification and is not asking METCOM to provide dispatch services for their department. They need METCOM to be involved when Idanha/Detroit is requesting their assistance on a call for service as a mutual aid resource; much in the same way METCOM currently notifies Clackamas or Linn County units for other calls. Gina states that each department is unique in their own way as to how METCOM notifies them (i.e. Linn County, Salem, etc.) when a request for mutual aid

is initiated. Breitenbush does not have cell phone service in their area so an "alert" call is placed so it is received across all their radios. Breitenbush and Idanha/Detroit have a radio in each of their apparatus that allow for communication between the two department to confirm if services are needed or not.

- A phone call is made to Breitenbush from METCOM with request for aid as we do for other neighboring jurisdictions both private and public.
- It was confirmed that the intent was not for METCOM to notify Breitenbush of when they have a call for service in their area, but only notifying them when they are requested as a resource for an Idanha/Detroit call for service. This would be similar in nature to other mutual aid department resources.
- This was placed on the agenda to determine if Breitenbush would be determined as an identified mutual aid resource or is METCOM providing a dispatch service to them. Gina clarified that METCOM is not dispatching for Breitenbush Fire. Whatever is decided will need to be consistent with other agencies when providing this resource.
- It is the current understanding that Breitenbush is not a part of the count mutual aid agreement, they are not a mutual aid partner to any of the other agencies represented by METCOM; however they are a mutual aid partner with Idanha/Detroit. If there is an additional fee incurred to alert Breitenbush of the request for a mutual aid response, this fee should be incurred by Idanha/Detroit.
- A question was posed if a 911 call was placed by someone in the Breitenbush area would the call come into METCOM. Gina advised, if phone service was available in that area, it would. METCOM would then notify them through the "alert" system. However, Breitenbush only has one landline phone with no cell phone service in their area. So, if they received a call for service they would just keep it there and notify their department through the notification system they have set up, it would not be routed to METCOM. If they have a medical call, they handle it, METCOM does not know about it nor hear it on the radio. If a request was necessary for a medical transport unit, METCOM would be notified to dispatch Lyons Ambulance.
- There was mention by Jack Krill that down the road, many years from now, Breitenbush may become a sub-station of Idanha/Detroit. A question was posed if there was a process in place if a department were to add a sub-station. It was answered that user fees were not based on the number of stations or sub-station of a department. User fees were determined at this time by call volume.
- There was discussion that if a department or mutual aid partner was being called or notified to assist a METCOM user department in a call for service, they would not be charged for being utilized as a mutual aid partner. However, if a department is requesting METCOM to actually provide a dispatch service to a call for service within their own area, a user fee should be assessed. This would apply to both law and fire departments.
- The board would like for Gina to provide a "definition of service" at the next board meeting.
- Discussion also included the fact that Breitenbush is an agency that is not paying a dispatch or service fee to any agency. They are not actually a fire department agency, they are an association. Bringing them into the "fold" their radio traffic, their equipment, their people is not the same as other mutual aid resources who already pay someone for these services.
- There are additional situations regarding Breitenbush and Idanha/Detroit service areas that are under legal conversation.
- It was determined that this topic needs to be directed to the County Commissioners and possibly the State Fire Marshall, this is not a METCOM issue at this point.
- Gina provided clarification on current METCOM practice regarding mutual aid requests to Breitenbush from Idanha/Detroit. Currently METCOM is alerting Breitenbush through a single phone call. When Breitenbush comes up on the radio to communicate with Idanha/Detroit we will relay traffic if necessary, as we do with any other radio traffic, we document in the CAD their activity (as we do with any other neighboring jurisdiction that

provides mutual aid), that is it. METCOM is not communicating through their radio system, communication is completed on South 1 when they respond with Detroit.

- On the law side this is equivalent to a tow request. They are a private entity, they do not pay a dispatch fee, but they are helping law enforcement when called. They provide a service to us and we don't charge them.
- On the EMS side this is similar to making notification to another EMS provider that is private or to a private helicopter service.
- Idanha/Detroit has giving Breitenbush permission to use South 1 for radio transmission when on mutual aid calls so they can communicate. There was general discussion around the ability to use the South 1 frequency.
- Gina asked the board for direction if METCOM should continue doing business as currently provided, if not what is the directive? The board directed Gina to continue with service as currently provided, status quo, until otherwise directed and the questions below are answered. The board would like the following questions answered:
 - What is the METCOM definition of a "chargeable service?"
 - Gina will contact Special Districts for advise on if METCOM should be involved in the "talks" the lawyers are in regarding the Breitenbush Idanha/Detroit service areas as well as if METCOM has any liability in the current way we provide the mutual aid service to Idanha/Detroit when requesting Breitenbush.
 - Review policies to include direction on giving permission to others to use the radio channels.
- Motion made by Kevin Hendricks to table this topic until such a time that more detail is received.
 - Motion second: Jack Carriger
 - Motion Carries

User Fee Formula Committee Update:

The User Fee Committee has not yet met. No update to report.

Pulse Point:

Gina provided information on the Pulse Point project in the board packet. As Pulse Point is funded outside of user fees, METCOM has established a separate bank account at Columbia Bank to solicit donations to fund the project. The benefit of Pulse Point is to provide knowledge to community members who elect to receive notifications where there is a cardiac arrest call and identifies where the closest AED is to the patient. The total cost of the Pulse Point project to include the Pulse Point program that interfaces with CAD is \$34,000. The total maintenance for the size of our jurisdiction is \$8,000 a year from Pulse Point. A joint letter has been developed with the cooperation of all agencies participating, and was sent to over 300 key community organizations to date to solicit donated funds for this project.

Mindshare Console Radio Project and Voice Logger Update:

The voice logger upgrade was completed in June 2017. METCOM is still working on the microwave portion of the project. The network piece associated with the Microwave Path has provided challenges that are beyond the initial scope of the project but once completed will improve the capabilities of the console system to communicate with field units. Gina anticipates the project will be complete and expected to be "live" by 1 November 2017.

Radio System Assessment:

- MCEM Communication Planning – Gina received board support to continue to work with Marion County Emergency Management to develop and participate in a County Wide Communications plan, including participation in the SHSP grant. The next planning meeting is scheduled to take place the week of September 25th, 2017.
- State Radio System – Gina met with both State and Harris representatives. Gina is still in negotiations with the State of Oregon regarding subscriber fee rates and the Wipper Site.

Currently radios are being tested on a portable to portable basis. Gina is working on obtaining a mobile to perform radio testing that includes mobiles.

- Chief Jack Carriger asked that the radio proposal presented by Complete Wireless (approximately 2 years ago) be reviewed. Mark Shelton suggested that proposed options 1 and 2 may be the best to review.
- Gina stated she is anticipating proposed numbers and costs from the State by the end of November. She asked the board for approval and feedback on the direction she is moving with the State. The consensus of the board was to review the information from the State at the December board meeting prior to further action with the state. Also, Gina is to ask Complete Wireless to provide a presentation for the board at the December meeting. This presentation should include updated pricing and address potential frequency issues.

WVCC/METCOM Stakeholder Meeting:

The WVCC/METCOM group last met in April 2017 with no future dates scheduled. Gina shared with the board a letter from Chief Moore representing WVCC that indicated a decision was made by the WVCC Board to move forward with an RFP process for a CAD replacement. This indicates that a joint CAD to CAD interface or shared CAD with WVCC is undecided at this point. Until a CAD Vendor is selected by WVCC we will not know that direction. The METCOM board directed Gina to put any future WVCC/METCOM joint meetings on hold.

METCOM Back Up Center Maintenance:

In order to maintain the existing structure and maintain routine maintenance a cleaning agency has been hired to clean the interior of the backup center. The cleaning agency will clean the interior of the center once per month. Employees of the cleaning agency have completed the necessary CJS clearance. A landscaper has also been hired to maintain the outside of the facility to include an initial pressure washing of the building and yard maintenance as needed. Gina has been obtaining bids to replace the roof with both composition and/or metal roofing materials. The roof bids are still in process. Bids for adding fencing for security of the building are also being obtained. The goal is to secure an SDAO Safety and Security Grant to assist in funding a portion of the fence project.

METCOM Strategic Plan/Goals:

Gina asked the board to consider indicating a time to review and evaluate the Agency adopted goals. The current goals associated with the Strategic Planning Process have been in place for two years. Gina recommended bringing George Dunkle back to facilitate the discussion. The board agreed to table the discussion and place the topic on the January Board Meeting agenda. An agency goal for future strategic planning would be the topic of House Mountain.

Round Table:

- Gina advised the group that QA meeting minutes are available on the website for review.
- A "Save the Date" flyer was provided for the Oregon User Group Fall Training for the Tyler New World Software. Members of user agencies that use the software are encouraged to attend.

Upcoming Board Meeting Dates:

December 13th, 2017 @ 10:00

January 25, 2018

March 28, 2018

June 6, 2018

September 6, 2018

December 6, 2018

Meeting adjourned.