



## METCOM 9-1-1

### Governing Board Meeting Minutes

May 19, 2026

#### **MEMBERS IN ATTENDANCE (in person or via remote option):**

Sherry Bensema  
Mike Corless  
Mark Daniel  
Jordan Donat  
Levi Eckhardt  
Todd Engstrom  
Damian Flowers  
Mark Gaither  
Rob Garrison  
Alan Hume  
Gwen Johns  
Michael Kahrman  
Jason Millican

Frank McGrew  
Bill Miles  
Don Parise  
Jim Trierweiler  
Keith Veit

#### **METCOM:**

Wendy Patterson  
John Thompson

#### **Others in Attendance:**

Danny Freitag, Santiam Hospital  
James Montgomery, Day Wireless

#### **METCOM regular Governing Board meeting called to order at 10:13 AM by Mark Daniel.**

Absentee ballots were received by the following board members not in attendance:

Jay Alley Voted in favor of the April 14, 2026, board meeting minutes  
Voted in favor of Adopting the 2026-2027 FY METCOM budget

Dan Mullen Voted in favor of the April 14, 2026, board meeting minutes  
Voted in favor of Adopting the 2026-2027 FY METCOM budget

Fred Patterson Voted in favor of the April 14, 2026, board meeting minutes  
Voted in favor of Adopting the 2026-2027 FY METCOM budget

The April 14, 2026, Board meeting minutes were provided to Board members via email and available in hard copy form or by request at the meeting. Board Chair, Mark Daniel, asked members if there were any changes to the minutes provided. None were voiced. The motion to accept the minutes was made as follows:

- Motion to accept the April 14, 2026, Board Meeting minutes; Levi Eckhardt
- Second by Jason Millican
- Absentee ballots: as shown above
- Discussion: None. Motion passed all in favor, no opposition.

#### **METCOM 2026-2027 FY Budget (Resolution 2026-01):**

Director John Thompson confirmed that METCOM met the required super majority of members present either in person, remote access or by ballot to vote on the adoption of the 2026-2027 FY METCOM budget that was approved on March 10, 2026. Resolution 2026-01: A resolution adopting a budget for fiscal year 2026-2027 and making appropriations was read by Board Chair, Mark Daniel. The floor was open for questions.

Q: Requesting clarification that the approved budget and Resolution 2026-01 referenced user fees under the current user fee schedule and did not reflect a new user fee formula currently in discussion for implementation.

A: That is correct. The 2026-2027 FY budget under Resolution 2026-01 reflects user fees under the current user fee structure. A new user fee schedule is still in discussion and has not yet been approved for implementation.

No further questions.

- Motion to adopt Marion Area Multi Agency Emergency Telecommunications Resolution 2026-01: A resolution adopting a budget for fiscal year 2026-2027 and making appropriations – made by Michael Kahrman
- Motion to adopt Resolution 2026-01 – Second by Todd Engstrom
- Further discussion – None
- Motion passed – All in favor, no opposition

### **APCO Intellicom Software:**

Director John Thompson introduced information regarding a second option for EMD/QA software. Previously discussed was the Priority Dispatch Pro QA product. APCO offers an EMD product called Intellicom. Both systems integrate with CAD but operate a bit differently. Both systems meet the national standards for QA. The APCO product includes law, fire and EMS QA. Pro QA is set up for each discipline to be purchased as an add on product with additional costs.

APCO quote (approximate):

\$52,000	Startup costs and training of all staff, or
\$46,000	Startup costs and training of a “train the trainer”
\$ 6,000	Approximate annual maintenance costs

Priority Dispatch Pro QA quote (approximate):

\$300,000	Startup costs – EMS product only
\$ unknown	Additional costs to add fire and/or law product
\$100,000	Approximate annual maintenance costs

There will also be additional costs with either product for the CAD interface. John does not have this dollar amount yet but anticipates it would be approximately \$5,000 - \$6,000.

Q: With the annual costs of the Pro QA system being about \$100,000, should we even continue to look at the product?

A: Director Thompson: Yes. I believe it is important to look at both products to see how they would work with our system and to gather all the information to make an informed comparative of the two. I think we need to look at what is available and how they work. I think it is important to look at both products to ensure they will provide the consistency we are looking for in an EMD product.

Q: What systems do CCOM and WVCC use?

A: CCOM uses the Priority Dispatch, Pro QA and WVCC uses the APCO Intellicom product. WVCC is currently in the process of moving to the updated version of the APCO system.

Q: What software is METCOM currently using?

A: A modification of what DPSST uses. We incorporate it into our own electronic program in addition to using a physician advisor for any updates/changes to medical pre-arrival protocols. What we are using today does not include the guidelines for meeting the national standards for QA.

Q: Does this affect accreditation?

A: No. Currently using our existing system does not affect accreditation. However, implementing one of the two QA programs will provide consistency, national standards and will just improve our agency.

John has been able to view the Priority Dispatch Pro QA system in a live CAD environment but has only viewed a demo of the APCO Intellicom product. He would like to have a committee that will review both the products and make a recommendation to the Board.

Volunteers for the committee:

- Damian Flowers

- Mike Corless
- Mark Gaither
- Levi Eckhart
- Danny Freitag
- Jordan Donat

**Open Agenda:**

Mt Angel Fire District and Monitor Fire District have gathered the necessary signatures for the proposed merger. This should be on the November ballot.

Jim Trierweiler asked if Director Thompson could provide a list of committees and committee members.

Director Thompson provided a staffing update. Two more employees have completed the pre-employment process. One will be starting with METCOM at the end of this month and the other will be starting at the end of June due to previously scheduled vacation time. METCOM will be posting for the last vacant position in the next few days.

**Future Meeting Dates:**

Please contact John or Wendy if you are interested in hosting a Board Meeting.

September 8, 2026 @ 10:00 am - location to be determined

November 10, 2026 @ 10:00 am – location to be determined