



## METCOM 9-1-1

### Governing Board Meeting Minutes

March 10, 2026

#### MEMBERS IN ATTENDANCE:

Jay Alley  
Sherry Bensema  
Mike Corless  
Mark Daniel  
Jordan Donat  
Levi Eckhardt  
Todd Engstrom  
Damian Flowers  
Brandon Hamilton  
Alan Hume  
Gwen Johns  
Michael Kahrman  
Jason Millican

Bill Miles  
Dan Mullen  
Don Parise  
Fred Patterson  
Jim Trierweiler  
Keith Veit

#### METCOM:

Wendy Patterson  
John Thompson

#### Others in Attendance:

Danny Freitag, Santiam Hospital  
James Montgomery – Day Wireless  
Daniel – Day Wireless

#### **METCOM regular Governing Board meeting called to order at 10:05 AM by Mark Daniel.**

The January 13, 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. John Thompson advised that in the last board meeting he stated that METCOM did not answer calls for the City of Gervais. This was incorrect and wanted the meeting minutes to show the correction of information. The motion to accept the minutes, with the correction by John Thompson was made as follows:

- Motion to accept the January 13, 2026, Board Meeting minutes; Levi Eckhardt
- Second by Jason Millican
- Discussion: None other than the correction made by John Thompson.
- Motion passed all in favor, no opposition.

#### **Budget Committee:**

A draft of the proposed 2026-2027 fiscal year METCOM budget was provided. John Thompson opened discussion regarding the continued collection of the radio project dollars. The current draft budget includes the \$128,000 radio project collection. Discussion:

Q: How much has already been collected?

A: As of the 2025-2026 FY, \$780,000 has been collected for the radio project.

Q: Will funds be withdrawn for those agencies who will be participating in the Marion County (MC) radio project?

A: Yes. We are anticipating that the funds that have been collected by the agencies who will be participating in the MC radio project will be withdrawn and provided to Marion County.

Q: Will the agencies who are not moving to the MC radio system continue to contribute to a radio project fund?

A: At this time, that is the intent of the remaining agencies. John will provide information at the next board meeting on who is planning on moving to the MC radio system and who will remain on the METCOM system.

Marion County had an expectation of approximately \$1.2 million contribution from METCOM for the radio project. John had advised MC of the anticipated dollars they would receive and has not had further discussion.

Q: Does the \$1.2 million include the \$950,000 that Marion County received from the Senator's office on behalf of METCOM?

A: No. However, these funds will be used to update the METCOM radio consoles as part of the radio project. John has been in communication with Tait and anticipated the console update to occur later this summer.

John asked the board if they wish to continue to collect the \$128,000 in radio project funds in the 2026-2027 fiscal year budget.

- A motion was presented to continue to collect the \$128,000 for the radio project in the 2026-2027 budget year – Motion by Sherry Bensema.
- Motion second – Todd Enstrom
- Discussion: Marion County will not be charging subscriber fees until after the system goes live.
- All in attendance voted in favor of the \$128,000 collection, none apposed; motion carried.
- No further discussion regarding the presented 2026-2027 budget details.

Additional discussion:

- Any idea on what type of system the agencies who are not moving to the MC radio system are looking into? Levi Echardt advised they have spoken with both Day Wireless and Complete Wireless regarding a VHF system with repeated channels.
- What is the term of the contract with MC for the radio project: 5 years.

#### **Pro QA:**

There has been discussion regarding the use of a priority dispatch program. John has received a quote from a company, Pro-QA, who is a vendor for priority dispatch software. Mike Corless provided basic information on how a priority dispatch program works for EMS calls. The system dispatches using a priority A-E "rating". It provides a set list of nationally approved pre-arrival questions, which the dispatchers are required to ask. This system instills continuity in call dispatching, call type and questions that are asked on all EMS calls for service. He believes this is the direction that METCOM should move towards for EMS dispatching and may also help with the QA program. Mike indicated that he does not have experience of how the system works with fire calls and has received feedback that it is not widely used for law enforcement.

Q: How does this work on EMS calls but not for fire calls?

A: Each fire agencies would need to set up how they would like their agency to respond to the Pro-QA call types (i.e. A-E dispatch indicator).

Q: What is the cost of the Pro-QA program?

A: EMS only: \$179,566 for the 1<sup>st</sup> year and \$47,596 per year for years 2-5.

EMS/Fire: \$319,716 for the 1<sup>st</sup> year and \$83,926 per year for years 2-5.

EMS/Fire/Law: \$459,544 for the 1<sup>st</sup> year and \$119,934 per year for years 2-5.

Currently METCOM uses an internal EMD system recognized by DPSST along with oversight from a physician advisor. A priority dispatch program provides the consistency in questions asked and the dispatching of a call. Using this system will increase call taking time due to the number of and length of questions asked as well as pre-arrival instruction time. A priority dispatch program will be better for METCOM from a liability aspect. In addition to the costs of the program itself, there would also be additional costs for staff over time for training and possible costs that might be associated with Tyler. The Pro-QA software is the most widely used priority dispatch system used in Oregon.

Q: Are you looking at wanting to implement this budget year (2026-2027) or the next budget year (2027-2028)?

A: John has identified some dollars that have been collected in past budget years for projects that are not moving forward and may be considered for reallocation.

- USFS/BLM \$88,000 collected 2025-2026
- USFS/BLM \$88,000 to be collected 2026-2027

- ASAP2PASP \$43,000 collected 2023-2024 (alarm company reporting)
- Wipper Roof \$7,300 collected 2023-2024

These would provide enough funds for the implementation and 1<sup>st</sup> year, but METCOM would still need to budget for the ongoing subsequent maintenance years. John will continue to gather information and quotes for a priority dispatch program and present them to the board as it becomes available. This maybe something that is discussed for implementation in 2027-2028 budget year. John advised the board that demos are available and can be presented at a board meeting if requested.

**User Fee Discussion:**

The user fee committee met and was able to verify, through reports, that the current user fee split is correct at 59/41%. From there, each discipline will need to meet to determine the fee schedule for the law enforcement agencies and the fire agencies.

Levi Eckhardt presented a user fee formula for the fire agencies. This includes a base fee and fees based on a 3-year call average which will be updated annually.

Discussion:

- Q: Are EMS calls removed from the call average?
- A: No, not with the formula presented
- Q: Are AOA calls removed from the call average, as not to “double dip”?
- A: No, not with the formula presented.

There was general discussion regarding if EMS calls and AOA calls should be removed from the call average. Why the significant increase/decrease to agencies, other user fee formulas and when it would be implemented.

It was decided that there should be two additional committees that meet, one for law enforcement and one for fire agencies to discuss applicable user fee formulas. These committees should meet prior to the next board meeting and be prepared to present formulas options at the April 14<sup>th</sup>, 2026, board meeting for voting consideration. The formulas will then be implemented for the 2027-2028 fiscal year budget. In addition, the formulas will be identified in the ORS190 agreement.

A motion was presented to approve the presented METCOM 2026-2027 fiscal budget.

- Motion presented by: Sherry Bensema
- Motin second by: Damian Flowers
- Further discussion: None
- All present voted in favor of approving the METCOM 2026-2027 fiscal budget as presented. No opposition. Motion carried.

**Marion County Radio Project:**

Marion County asked if METCOM would be willing to give them the Wipper radio site. As this is an important site for METCOM users, METCOM has declined. METCOM is currently working with Marion County on an agreement regarding the use of the Wipper site. Marion County (MC) would build a 180-foot radio tower at the location and remove the current tower. MC would be responsible for all utilities, site prep, site upkeep, building upkeep, etc. METCOM would retain ownership of the site and MC would not incur a lease expense. Currently METCOM has three contracts that allow vendor use of the site. METCOM will retain the revenue from these contracts and MC will receive the revenue from other additional vendors that may use the new tower. In addition, METCOM will be asking for language that ensures that current radio operations remain for METCOM users should MC pull out of the site. The final verbiage of the agreement is still in the works, but it is anticipated to have this complete shortly.

**Hubbard Police Department Notice to Terminate:**

METCOM has consulted with SDAO legal counsel as well as having had conversations with OEM. OEM is opting to remain neutral about the situation at this time and has stated that they will provide contact information of general counsel if METCOM wants to pursue this further. There is direct conflict between the statue and language in the ORS190 agreement. As METCOM did not pursue any action when Aroura Fire Department left the agency and Hubbard Police Department has followed the language in the ORS190 agreement, it comes down to whether METCOM wants to spend money to

pursue legal action. It was the consensus of METCOM board members in attendance, that METCOM will not move forward with further legal action. METCOM will accept Hubbard Police Department's notice to withdraw and will provide Hubbard Police Department with notice to accept the withdrawal along with language expressing METCOM's position.

**ORS190 Agreement:**

METCOM will need to address updating the ORS190 agreement after the user fee formulas and 2026-2027 fiscal year budget have been adopted.

Chair Mark Daniel closed the meeting and adjourned at 11:58 am.

**Future Meeting Dates:**

Location to be determined.

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

- April 14, 2026 @ 10:00 am      Silverton City Hall – 410 N. Water Street, Silverton
- May 19, 2026 @ 10:00 am      (adoption of 2026-2027 FY Budget) - TBA
- September 8, 2026 @ 10:00 am      TBA
- November 10, 2026 @ 10:00 am      TBA