



Chief Executive Officers Board Meeting
Thursday, September 17, 2026, 1:30pm
5900 NE Pinefarm Court, Hillsboro, Oregon 97214
or online via Microsoft Teams (for link call 503-690-4911)

Agenda

- A. **Call to Order**
- B. **Roll Call**
- C. **Approval of Meeting Minutes**
 - 1. *July 16, 2026, meeting minutes3
- D. **Public Comment**
- E. **Written Communication**
- F. **Finance Report**
 - 1. August 2026 Financial Summary
- G. **New Business**
 - 1. *Radio Management Subsystem Refresh.....17
 - 2. *Correction to Previously Approved Range Transition.....18
- H. **Project Reports**
 - 1. Technical Services Update
- I. **Director's Update**
- J. **Adjourn**

Next CEO Board meeting is October 15, 2026, at 1:30pm

* Requires Action

**Washington County
Consolidated Communications Agency**

Minutes

Washington County Consolidated Communications Agency
Chief Executive Officers Board
Meeting Minutes

July 16, 2026

Online using MS Teams/In Person

Present: Keith Mays, Board Chair, City of Sherwood
Erin Calvert, Assistant County Administrator, Washington County
Alex Haven, District Chief, TVF & R, alternate for Deric Weiss
Ernie Happala, Fire Chief, King City
Mike Leader, Deputy Chief, Hillsboro Police
John Koch, Undersheriff, WCSO

Staff Present: Mark Buchholz, Executive Director
Jennifer Reese, Assistant Director
Jennifer Kilcoin, HR Manager
Michael Stout, CFO
Barbi Denman, Administrative Specialist
Amanda Kasmeyer, Accounting Technician

A. Call to Order

Calvert called the meeting to order at 1:34 pm.

B. Roll Call

C. Approval of Meeting Minutes

June 18, 2026 meeting minutes.

Happala moved to accept the June 18, 2026 minutes as presented. Second by Haven.

Mays-aye, Calvert-aye, Haven-aye, Happala-aye, Leader-aye
All were in favor and the Motion carried unanimously.

D. Public Comment - None

E. Written Communication - None

F. Finance Report – June 2026 Financial Report pending fiscal year close.

G. New Business - Buchholz

1. Agenda Bill – Sharing WAVE licenses with C800.

WCCCA maintains 534 WAVE licenses through Motorola, purchased with 2016 bond funds at the time of the Emergency Communications Systems Upgrade. These licenses are owned by WCCCA and expire on January 1, 2032. Motorola has since changed their licensing model to an annual subscription fee of \$156 per license and WCCCA will begin to pay that annual fee for WAVE licenses in 2032.

WCCCA's member agencies, to date, are making use of less than 20% of the available licenses, Clackamas 800 Radio Group (C800) did not obtain WAVE licensing as part of their system upgrade.

Since WCCCA has many unused licenses, staff is recommending the Board approve allowing partner agencies on the radio system to use our excess licenses for a fee of \$72 per year, so long as sufficient licenses remain available to WCCCA member agencies. The use fees would go towards offsetting the expense of maintaining the WAVE system interface.

WCCCA would maintain a minimum of 5% license inventory for immediate use by WCCCA members. Should licenses fall below 5% inventory, WCCCA would cease annual renewal of partners use of the licenses in a last in first out order.

The WAVE licenses purchased by WCCCA have been paid in full and will remain owned by WCCCA until they expire on January 1, 2032.

Staff recommends the CEO Board approve partners to use WAVE licenses for a fee of \$72 per year, as supply allows.

Haven recommends the approval of partners to use WAVE licenses for a fee of \$72 per year. Seconded by Happala.

Mays-aye, Calvert-aye, Haven-aye, Happala-aye, Leader-aye
All were in favor and the Motion carried unanimously

2. Agenda Bill – Sharing Radio System Core with Tillamook County.

WCCCA owns and operates a Motorola 800 MHz Regional Digital Trunked Radio System that supports all public safety agencies in Washington County. The central processor, that makes the system work, is referred to the radio system "core".

The current radio system was funded by a 2016 Public Safety Bond measure. The Bond funded the build out of the new digital radio system that went online in January 2022.

WCCCA and C800 worked with Motorola to put their two independent cores together, resulting in a design that was fully and automatically redundant to meet the

uptime needs and capacity of public safety now and into the future. The joint system is referred to as the WCN system.

Tillamook County is seeking to use some of the excess capacity on the WCN system and is estimating they have less than 900 mobiles and portables to join the system and will have around 10 radio sites involved in their new network.

The available capacity of the WCN (WCCCA/C800) radio backbone has capacity far exceeding the use proposed by Tillamook County. All expenses associated with connecting Tillamook County to WCN backbone would be funded by Tillamook County.

Staff recommends the CEO Board approve the concept of Tillamook joining the shared WCN radio system and authorize staff to move forward working with Tillamook County and C800 to develop a detailed contract for service.

Haven recommended the approval of the concept that Tillamook County agencies sharing the WCN radio system core. Seconded by Happala.

Mays-aye, Calvert-aye, Haven-aye, Happala-aye, Leader-aye
All were in favor and the Motion carried unanimously

H. Technical Services Update (Buchholz)

Activity and Project highlights:

Radio Update:

- Motorola Project: (SUA)
Motorola upgrades occur every two years, for the next ten years, through 2031, per the contract. The upgrade was completed in June. All dispatch consoles to be upgraded in August 2026.
- Preventative Maintenance for WCSO mobiles/portables to be completed over the next 4-6 weeks.
- WCCCA Equature (Voice Recording system) upgrades took place July 14, for all WCCCA, CCOM, and LOCOM.
- WCCCA has contacted "811" to create accounts for WCCCA and C800 for private lines. WCCCA has an obligation to notify 811 when there is power cables underground.

Facilities Update:

- Christian Electric was contracted to replace all biometric readers in June. New readers will be card & PIN and will directly interface with our access control system. Eliminating the need and expense for two separate systems.
 - The new readers will have dual authentication required.

Information Technology Update:

- A large change in Operations took place this last week.
 - Aurelian Non-Emergency AI call taking testing is moving along.
 - There were some problems with the audio issues, and some latency issues. Ziply and Lumen were both involved to help WCCCA.
 - WCCCA moved forward over the 4th of July weekend, evaluations went well. AI officially went live on July 8th.
- CAD – WCCCA had a plan to move over to the new system on November 3rd.
 - For all sorts of reasons, WCCCA has been working with the vendor.
 - The current time line, for issues that have not been taken care of, has left us at a point that that we do not want to rely on them and their timelines.
 - They are coming along on the timelines, however, we are now in late July, where items were supposed to be taken care of, that have not been.
 - The CAD upgrade has now been scheduled for February 23, 2027.
 - This should give Central Square plenty of time to deliver the upgrades.
 - Central Square has provided WCCCA with milestone timelines.
 - WCCCA is meeting with Executives from Central Square every two weeks.

I. Director's Update (Buchholz)

Staffing:

- Currently there are 15 vacancies in Call Takers/Dispatchers.
- Two candidates confirmed for July, one pending psych testing.
- Six Call Taker – Trainees completing “suitability” testing.
- Operations Manager position was posted. Closes on July 26th. Interview process will include key stakeholders.
- On the recruitment side, WCCCA has a recruiting sign (electric bill board) on Tualatin Valley Highway, West of Reeds Crossing.

Last Fall, the contract was completed. This resulted in retro pay and the creation of retro pay spreadsheet. Through this process, a number of mistakes occurred. There was a bug in the calculation spreadsheet.

Last month, an employee notified WCCCA that it looks like a PERS deposit was missing, their statement balance was different than the actual. It was confirmed that the “off” payroll deposit failed to transfer to PERS for the retro payroll. WCCCA had contacted PERS about the problem, however, PERS never followed up, and WCCCA failed to as well.

Based on these incidents, WCCCA's Director and CFO met with our Auditor and requested expanded services to carefully review our payroll process for the past year.

J. Adjourn

The meeting was adjourned at 1:55 pm

Next CEO meeting is August 20, 2026 at 1:30 pm.

**Washington County
Consolidated Communications Agency**

Written Communications

August 25, 2026

Board of Commissioners
Washington County Consolidated Communications Agency
Hillsboro, Oregon

Attention: Board of Commissioners

We are writing this letter in connection with our audit of the financial statements of Washington County Consolidated Communications Agency (the Agency) as of and for year the ended June 30, 2026.

We are required by our professional standards to have certain communications with you to promote effective two-way communication between us, in our role as independent auditors, and yourselves, in your role as those charged with governance of the Agency. In this letter, we will:

- Address our responsibilities as independent auditors and provide an overview of the planned scope and timing of the audit.
- Request that you provide any additional information you may have that could be relevant to our audit.

Responsibilities

The respective responsibilities of ourselves and of management in relation to the audit of the financial statements are set out in our engagement letter dated June 16, 2026.

Our responsibility, as described by professional standards, is to form and express an opinion about whether the financial statements that have been prepared by management, with your oversight, are prepared, in all material respects, in accordance with accounting principles generally accepted in the United States. We are responsible for performing the audit in accordance with generally accepted auditing standards (GAAS). The matters that GAAS requires to be communicated, therefore, include significant matters arising during the audit of the financial statements that are relevant to you in overseeing the financial reporting process. We are not required to design procedures for the purpose of identifying other matters to communicate with you.

The audit of the financial statements does not relieve management or those charged with governance of their responsibilities.

Independence

We have determined that it is appropriate to communicate to you any circumstances or relationships that, in our professional judgement, may reasonably be thought to bear on independence. We are not aware of any circumstances or relationships that would impair our independence.

Planned Scope and Timing of Our Audit

In developing our audit plan, we will work with management to understand the nature of the agency and to identify and assess the risks of material misstatement in the financial statements, whether due to fraud or error. Our audit plan has been designed to focus on those identified areas of risk.

The concept of materiality recognizes that some matters, both quantitative and qualitative, are important for the fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States. Our responsibility is to plan and perform the audit to obtain reasonable assurance that material misstatements, either individually or in the aggregate, whether caused by errors or fraud, are detected.

Our audit of the financial statements includes consideration of internal control over financial reporting as a basis for designing audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Agency's internal control over reporting.

The proposed timing of our audit (as discussed with management) is as follows:

Action	Planned Date
Start of interim fieldwork	July 13, 2026
Start of final fieldwork	August 31, 2026

We communicate significant risks of material misstatement and areas of higher assessed risk of material misstatement that we identify to help you understand those matters and why they were determined to be significant risks. This communication may assist you in fulfilling your responsibility to oversee the financial reporting process. In planning our audit, we have preliminarily identified the following areas and plan to address them as follows:

Area	Type	Why Significant and Plans on How to Address
Fraudulent Revenue Recognition	Significant Risk	Management could overstate revenue by recording fraudulent revenue transactions. TKW will perform substantive testwork including test of details over revenue to ascertain the balances, as deemed significant.

Management Override of Controls	Significant Risk	Management could override controls in place to commit fraudulent financial reporting. TKW will perform testing over journal entries to identify if significant, unusual transactions are recorded.
Payroll Reconciliations	Significant Risk	Management may improperly record payroll and related liabilities and expense for the year. TKW will perform substantive testing over payroll and other accruals and expense testing.

If there are significant changes within the applicable financial reporting framework or in the Agency's environment, financial condition, or activities, we will modify our planned approach to address these implications. If there are other specific areas that warrant our particular attention during the audit or where you would like us to undertake additional procedures, please let us know.

We anticipate using specialized skills or knowledge to perform the planned audit procedures or to evaluate the audit results for the following areas:

- Valuation of liabilities and related balances associated with employee benefit plan.

Our engagement partner for the audit is Julie Fahey and can be reached at jfahey@tkw.com.

Communications

We did not discuss any significant issues with management in connection with our retention as auditors regarding the application of accounting principles and auditing standards.

Please communicate to us your views on the following matters, as appropriate:

- The allocation of responsibilities between those charged with governance and management.
- The Agency's objectives and strategies and the related business risks that may result in material misstatements.
- The important performance measures and how management measures and reviews the Agency's financial performance.
- The Agency's internal control and its importance, including how you oversee its effectiveness.
- The detection or the possibility of fraud at the Agency.
- Significant communications between the Agency and regulators.

- The Agency's response to developments in law, accounting standards, corporate governance practices, and other related matters; and the effect of such developments on the overall presentation, structure, and content of the financial statements, including the following:
 - The relevance, reliability, comparability, and understandability of the information presented in the financial statements;
 - Whether all required information has been included in the financial statements and whether such information has been appropriately classified, aggregated or disaggregated, and presented.
- Your actions in response to previous communications with us.
- Other matters you believe are relevant to the audit of the financial statements.

The persons with which we plan to communicate with, as those charged with governance, have been identified as the Board of Commissioners.

Internal Control Over Financial Reporting

In planning and performing our audit, we are considering the Agency's internal control over financial reporting (internal control) as a basis for designing appropriate audit procedures in order to express an opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the Agency's internal control. Accordingly, we do not express an opinion on the effectiveness of the Agency's internal control.

Restriction of Use

This letter is intended solely for the information and use of those charged with governance of Washington County Consolidated Communications Agency and, if appropriate, management and is not intended to be, and should not be, used by anyone other than these specified parties.

Talbot, Kovala & Warwick, LLP

**Washington County
Consolidated Communications Agency**

Financial Report

WCCCA**General Fund**

FY27

16.7%

	L	M	N	O	P	Q	Z	AA	AB	AC	AD
	Actuals FY25	PRELIM FY26	Actuals July	Actuals August	Projected September	Projected October	Actuals FY27 YTD	Projected FY27	Budget FY27	proj. budget variance	% budget
5 911 Telephone Tax	5,583,213	5,652,778	1,479,635	-	-	-	1,479,635	5,585,885	5,475,000	110,885	27.0%
6 Interest Income	513,028	462,230	34,404	37,138	37,500	37,500	71,542	446,542	450,000	(3,458)	15.9%
7 Member & Associate User Fees	11,651,561	12,571,216	1,103,307	1,103,307	1,103,307	1,103,307	2,206,613	13,239,683	13,233,850	5,833	16.7%
8 C800 Contract Revenue	1,129,486	1,259,985	107,631	136,081	107,631	107,631	243,711	1,320,021	1,346,553	(26,532)	18.1%
9 EMS Dispatch Fees	700,000	691,062	59,965	59,965	59,981	59,981	119,931	719,736	719,766	(30)	
10 Non-Member Contract Revenue	157,955	210,860	21,246	18,235	19,300	19,300	39,481	232,477	231,595	882	17.0%
11 Maintenance - Members	87,299	39,093	-	11,248	1,833	1,833	11,248	29,582	22,000	7,582	51.1%
12 Maintenance -C800	23,319	12,373	-	1,498	667	667	1,498	8,165	8,000	165	18.7%
13 Maintenance - Non-Members	7,082	16,723	-	9,161	500	500	9,161	14,161	6,000	8,161	152.7%
14 Tower Site Rent	41,779	122,011	81,799	-	-	-	81,799	133,922	130,306	3,615	62.8%
15 Insurance Claims	-	40,467	-	-	-	-	-	-	-	-	
16 Miscellaneous Revenue	148,613	209,184	2,941	26,735	16,250	16,250	29,676	192,176	195,000	(2,824)	15.2%
17 Pass Through	(28,581)	16,481	6,147	(21,621)	-	-	(15,474)	-	-	-	
19 Total Revenue	20,014,754	21,304,464	2,897,075	1,381,747	1,346,968	1,346,968	4,278,822	21,922,349	21,818,070	104,279	19.6%
21 Personal Services	15,915,524	17,207,584	1,647,644	1,600,094	1,726,958	1,726,958	3,247,738	20,517,317	20,243,117	(274,200)	16.0%
22 Materials and Services	2,655,591	2,973,134	440,138	274,292	366,615	366,615	714,430	4,410,581	4,898,323	487,741	14.6%
23 Capital Outlay	652,247	865,112	67,923	12,798	102,292	102,292	80,721	1,103,637	1,298,700	195,063	6.2%
24 Other, incl. Transfers	1,575,000	1,100,000	-	-	-	-	-	1,000,000	1,000,000	-	
25 Debt Service	130,975	150,773	14,870	962	14,453	14,453	15,832	160,364	173,438	13,074	9.1%
26 Total Operating Expense	20,929,337	22,296,603	2,170,574	1,888,146	2,210,318	2,210,318	4,058,720	27,191,900	27,613,578	421,678	14.7%
29 NET GAIN (LOSS)											
30 Beginning Fund Balance	11,302,866	10,388,285	10,388,285	11,114,785	10,608,386	9,745,036	10,388,285	10,388,285	10,388,285		
31 Net Operating Gain (Loss)	(914,583)	(992,139)	726,500	(506,399)	(863,350)	(863,350)	220,101	(5,269,550)	(5,795,507)		
32 Accounting Adjustment	2								-		
33 Ending Fund Balance	10,388,285	9,396,146	11,114,785	10,608,386	9,745,036	8,881,686	10,608,386	5,118,734	4,592,777		
35 Fund Balance Policy	4,542,059	5,232,334	4,207,047	4,207,047	4,207,047	4,207,047	3,752,234	3,752,234	6,231,975		
36 Unassigned Fund Balance	5,846,226	4,163,811	6,907,738	6,401,339	5,537,989	4,674,639	6,856,152	1,366,500	(1,639,197)		
37 Ending Fund Balance	10,388,285	9,396,146	11,114,785	10,608,386	9,745,036	8,881,686	10,608,386	5,118,734	4,592,777		
39 FTE	88.00	89.20	86.60	90.50			90.50		107.25		

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9/7/2026

WCCCA**Capital Projects Fund**

	L	M	N	O	P	Q	Z	AA	AB
FY27	Actuals FY25	PRELIM FY26	Actuals July	Actuals August	Projected September	Projected October	Actuals FY27 YTD	Projected FY27	Budget FY27
1 Interest Income	33,261	30,028	2,229	2,413	2,000	2,000	4,642	24,642	-
2 Intergovt'l Contracts	-	-	-	-	-	-	-	-	-
3 Wash. Cty. 2016 Bond Rev.	-	-	-	-	-	-	-	-	-
4 Transfer In	1,575,000	1,100,000	-	-	-	-	-	1,000,000	1,000,000
5 Total Revenue	1,608,261	1,130,028	2,229	2,413	2,000	2,000	4,642	1,024,642	1,000,000
6 Materials and Services	-	-	-	-	-	-	-	-	-
7 Capital Furniture	-	-	-	-	-	-	-	-	-
8 Wash. Co. Bond Cap. Exp.	-	-	-	-	-	-	-	-	-
9 Building Equipment	-	-	-	-	-	-	-	-	-
9 Total Operating Expense	-	-	-	-	-	-	-	-	-
NET GAIN (LOSS)									
10 Beginning Fund Balance	920,639	2,528,900	2,528,900	2,531,129	2,533,541	2,535,541	3,658,927	3,658,927	2,528,900
11 Net Operating Gain (Loss)	1,608,261	1,130,028	2,229	2,413	2,000	2,000	4,642	1,024,642	1,000,000
12 Accounting Adjustment									
13 Ending Fund Balance	2,528,900	3,658,927	2,531,129	2,533,541	2,535,541	2,537,541	3,663,569	4,683,569	3,528,900

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**Washington County
Consolidated Communications Agency**

New Business Items

WASHINGTON COUNTY CONSOLIDATED COMMUNICATIONS AGENCY
CHIEF EXECUTIVE OFFICER'S BOARD

Agenda Date: September 17, 2026

Agenda Item: Authorize purchase of Radio Management system refresh, including servers, software, configuration and installation for \$126,316.00

Overview:

The Motorola Radio Management (RM) subsystem is the component within our overall Radio system that manages the programming and templates for every mobile and portable we have configured on the system. This system also allows us to push configurations out to the radios over WiFi and Over-The-Air-Programming (OTAP), allowing updates to the radio without physically touching each one.

This subsystem was delivered in 2017 and is now roughly nine years old. The Operating systems are outdated and processor speeds are insufficient for the newer versions of the application.

This subsystem is not included in the 10-year prepaid maintenance agreement, but the refresh expense is included in the current FY27 Budget.

The total purchase amount exceeds the Director's purchasing authority.

Budget:

The cost of the RM subsystem refresh, at \$126,316.00 is included in the current year budget.

Recommendation:

Staff recommend CEO Board approve purchase of Radio Management subsystem for \$126,316.00.

WASHINGTON COUNTY CONSOLIDATED COMMUNICATIONS AGENCY
CHIEF EXECUTIVE OFFICER'S BOARD

Agenda Date: September 17, 2026

Agenda Item: Change required to approved decision of BOC regarding updated classification transition plan.

Staff Recommendation

Board approve moving six incumbent Dispatch Operations Supervisors to Step F of the newly approved classification range effective January 1, 2026.

Background

On June 18, 2026, the Board approve adjusting the salary range for six (6) classifications, effective January 1, 2026, based on the market analysis performed by HR Answers. Staff recommended, and the Board approved, moving incumbent employees into newly adjusted classification ranges at the nearest step equal to or higher than their current salary.

The Operations Supervisor Classification was the only classification with multiple incumbents. All supervisors were transitioned into Step E of the new classification, effective January 1, 2026. The classification has six (6) steps, A thru F. Each supervisor is eligible for a step increase on their anniversary date.

The order of calendar anniversary dates for the supervisors do not occur in seniority order. This presents a problem resulting in a low seniority and experience supervisor receiving higher compensation than a supervisor with more seniority and experience.

In the past few years, the Oregon Legislature past the Oregon Equal Pay Act (ORS 652.220), which requires any different in pay for performing the same work must be based entirely on factors such as seniority and experience. We confirmed with legal counsel that moving forward with our approved method would likely put us in violation of Oregon law.

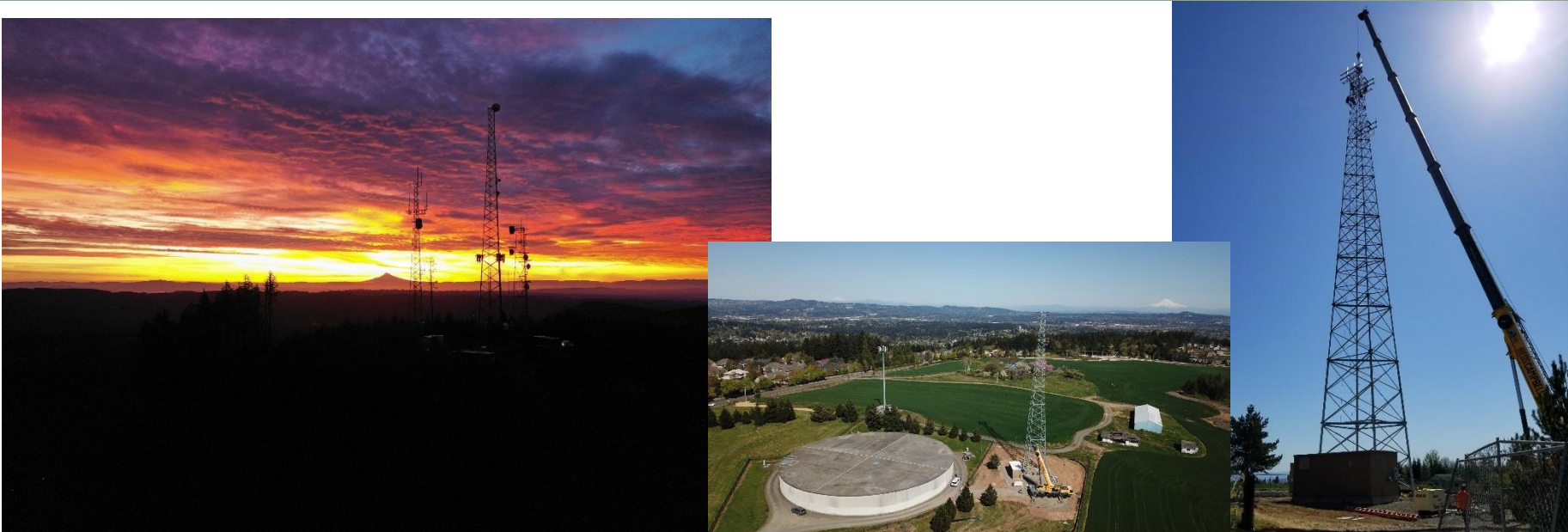
To prevent WCCCA from being in violation of Oregon Law, we moved all supervisor to Step F on January 1, 2026.

Financial

As proposed, this action will increase the Agency's salaries and wage expense by about \$23,400.

**Washington County
Consolidated Communications Agency**

Project Reports



WCN SYSTEMS

Technical Services

Manager: Mark Buchholz

Radio: Curtis Floyd

Facilities: Ted Leach

IT: Justin Haines

Activity for: AUGUST 2026



C800 Group



Radio Team

Activity and Projects:

- Motorola Projects: Aug Monthly patches complete
 - Disp Console Upgrades scheduled for first week of Sept at WCCCA; CCOM, LOCOM, and NEWCOM to follow.
 - Removed equipment disposition. C800 Equipment spoken for by listed members. WCCCA Equipment spoken for by members.
- Site Preventative Maintenance: Motorola completed 72 sites to date. (includes Simulcast, Conventional, Disp, and other)
- Station Alerting: Reminder: USDD Approved Vendors and WCCCA are only personnel allowed to work on ATX or peripherals.
 - ATX Upgrades completed to 3.57 with additional corrections to time zone.
- Backhaul: Working with Network Vendor on software-WCCCA will begin backhaul switch firmware updates.
- Microwave: TIMB < GOAT Frequency change, complete.
 - MW annual PMs Complete
- Member Agency (WCN) Preventative Maintenance
 - CCSO is continuing to cycle radios into WCCCA for PM
 - WCSO PMs on site at LEC and Fleet. 75% of portables complete, 97% of mobiles complete, 72% consolettes complete (as of Sept 8)
 - Reprogramming effort for Clack Fire District-Reengaging OTAP, planned for first week of Sept
- DVRS: LOPD (One test vehicle set up): No current updates
- WAVE: Fully cutover first week of Aug. Adding users as needed.
- BDA/DAS- Kaiser Westside-Working on an agreement and documentation
- OTHERS and REMINDERS:
 - JOT Form: on-line. <https://forms.office.com/g/uY1tn0sbbK> (QR Code can be provided)
 - Working with Slatercom on tower lighting and FAA/ODVA assessments for multiple C800 sites and WCCCA Pinefarm filing.
 - Discussion on Clackamas Fire Ops Channels going FULL encryption.

Facilities Team

Activity and Projects:

- Pine Farm Facility
 - The bio swales were cleaned out and excess vegetation was removed. The bio swales passed the City of Hillsboro inspection.
- Site Maintenance Status
 - Radio site maintenance for August was completed in both counties.
 - All Thermobond buildings in both counties were seal coated as recommended by the manufacturer with the exception of OGB because of the Austin Fire.
- Site Power Status
 - The OGB radio site has been on generator power since August 16, 2026.
- Site Security Status
 - No new issues. Many roads in the Clackamas River drainage area are closed due to fire activity.
- Vehicles
 - WCCCA received a new 2026 F350 pickup. Upfitting will be completed in October for the canopy cover and roof rack that are on order.
- Special Projects
 - No new updates.

Information Technology Team

Activity and Projects:

- **CAD Maintenance**
 - August CAD Maintenance was successful with all systems receiving latest security patches.
- **CAD Services**
 - Testing for CAD Upgrade Continues
 - CIM has been installed and functioning
 - TTMS (LEDS) Interface installed and working with MDCs
 - Query Forms are submitting with no errors.
 - CST Responsiveness to tickets has improved
- **IT Services**
 - WCCCA is moving to the final steps of migrating to our new work order tool.
 - We will be contacting user agencies to confirm user account for requestors and SPOCs for our IT and Radio Teams
 - Beginning work on CAD Console Operating System Upgrades

**Washington County
Consolidated Communications Agency**

Director's Report

Director's Monthly Staffing Report

Period: August 15, 2026 – September 11, 2026

Staffing Levels

	Call Takers & Dispatchers	Operations Supervisors and Support (Supervisors, Training, Records)	Technical Services (Radio, Facilities, IT)	Admin (Leadership, Finance, HR)	Total
Current Staff	53	11	18.5	8.75	91.25
Current Vacancies (recruiting)	14				14
Current Vacancies (on hold)		1	1		2
Budgeted Staff	67	12	19.5	8.75	107.25

Details for Vacancies	Dispatchers & Call Takers	Shift Supervisor & Operations Manager	Tech Services Manager	
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Staffing Activities

- Five Trainees (1 on phones + 4 on radios). *Trainees are included in the "Current Staff" count above*
- Ten conditional offers (two more possible if pass admin interview) – all in various stages of background and/or psych. These individuals will be either in the October or January hiring group.
- Skills Testing Software Audit: Completed an eight-month data review and comparison of two skills-testing platforms. Based on the findings, WCCCA will transition from CritiCall to GovWorx effective September 1. GovWorx provides comparable skills assessments, an updated platform and improved candidate experience and evaluates emotional resilience and stress tolerance.
- Marketing: Engaged a marketing consultant who is developing a six-month strategy focused on consistent, repeatable marketing activities and messaging. Completed an audit of current marketing efforts and messaging - recommendations now being incorporated into new activities.
- Operations Manager Recruitment – After panel interviews with multiple stakeholders represented (Users, operations staff, union representation, management) and final interview, position awarded to internal candidate. Current Operations Supervisor with over 24 years with WCCCA and 10 years in the Supervisor role.
- Operations Supervisor recruitment just posted (internal and external). Will close at the end of September.