

Washington County Consolidated Communications Agency  
**Board of Commissioners**  
**Meeting Minutes**

**December 18, 2025**

In person and online via Microsoft Teams

Present Keith Mays, Board Chair, Council President, City of Sherwood  
Alan Juilfs, Deputy Chief, City of Beaverton  
Angela Godinez, Councilor, City of Cornelius  
Erin Calvert, Assistant County Administrator, Washington County  
Bob Wyffels, Board of Directors, Tualatin Valley Fire & Rescue  
Cyndy Hillier, Councilor, City of Tualatin  
Jamey McDonald, Police Chief, City of Tigard  
Donna Gustafson, Councilor, City of Forest Grove  
Marsha Kirk, Mayor, City of Banks  
Ernie Happala, Police Chief, City of King City  
Mandy Hagedorn, Councilor, City of North Plains  
Rodney Linz, Fire Chief, Banks Fire

Also, Present Kevin Butler, Day Wireless

Staff Present Mark Buchholz, Executive Director  
Jennifer Reese, Assistant Director  
Mike Stout, Chief Financial Officer  
Kim Foster, Operations Manager  
Jennifer Kilcoin, Human Resources Manager  
Barbi Denman, Administrative Specialist  
Amanda Kasmeyer, Accounting Technician  
Jennifer Cooper, Accounting Specialist

**Change/Update:**

- New Business, Item 2, Amend Executive Director's Employment Agreement – Pulled
- New Business, Item 5, Budget Calendar, was added after posting of Agenda.

**A. Call to Order**

Chair Mays called the meeting to order at 3:00 pm

**B. Roll Call**

**C. Approval of Meeting Minutes**

Wyffels motioned for acceptance of the minutes from November 2025 as written.  
Seconded by Linz.

Mays – aye  
Juilfs – aye

Hillier – aye  
McDonald – aye

Wyffels – aye  
Linz – aye

Calvert - aye  
Godinez - aye

Gustafson – aye      Happala - aye

Motion carried unanimously.

**D. Public Comment – None**

**E. Written Communication – None**

**F. Finance Report**

**November 2025 Financial Report (Stout)**

Stout presented the November 2025 financials. The 9-1-1 tax money was received for the month. November was a typical month for expenses. The current General Fund balance is \$9.6 million.

Capital Projects fund was also presented, showing a transfer in the amount of \$1.1 million, for the planned CAD upgrade in FY30. Current Capital fund balance is \$3.6 million.

McDonald motioned for acceptance of the financials as presented. Seconded by Hillier.

|                 |                |               |               |
|-----------------|----------------|---------------|---------------|
| Mays – aye      | Hillier – aye  | Wyffels – aye | Calvert - aye |
| Juilfs – aye    | McDonald – aye | Linz – aye    | Godinez - aye |
| Gustafson – aye | Happala - aye  |               |               |

Motion carried unanimously.

**G. New Business**

**1. Request to increase Capital Appropriation (Stout)**

On November 11, 2025 a WCCCA technician was involved in an automobile accident, which resulted in the total loss of a 2025 Ford Explorer, from the WCCCA fleet. The Employee is fine and WCCCA is insured for the loss but does not have sufficient capital appropriation in its FY26 budget to purchase and upfit a replacement vehicle. The immediate replacement of the totaled vehicle is necessary to ensure proper response to radio system issues.

Staff requests and CEO Board recommended the Board of Commissioners (BOC) approve this request to increase capital outlay appropriation by \$75,000 for FY26 budget and approve the resolution for the budget adjustment.

Wyffels motioned for acceptance of the increase in Capital Appropriation as presented. Seconded by Linz.

|                 |                |               |               |
|-----------------|----------------|---------------|---------------|
| Mays – aye      | Hillier – aye  | Wyffels – aye | Calvert - aye |
| Juilfs – aye    | McDonald – aye | Linz – aye    | Godinez - aye |
| Gustafson – aye | Happala - aye  |               |               |

Motion carried unanimously.

McDonald asked if it was known what the reimbursement amount from insurance might be? Stout reported the reimbursement will be in the ballpark of \$41,000.

Mays asked WCCCA to verify that the vehicle purchase is part of purchasing power through “buying groups”. WCCCA currently purchases through Landmark Ford which does provide us government pricing.

**2. Amend Executive Director’s Employment Agreement.** Item pulled from agenda.

**3. Non-Emergency Call Handling RFP Award (Reese)**

WCCCA Staff is requesting the Board of Commissioners (BOC) authorize the Executive Director to issue a notice of intent to award and negotiate a contract with Aurelian, the vendor evaluated by staff as having the highest score of all proposals received in response to the RFP WCCCA issued back in July.

The CEO Board reviewed and recommends to the Board of Commissioners (BOC), to authorize the Executive Director to notify all respondents of an intent to award a contract to Aurelian for Interactive Voice Response System handling Non-Emergency Public Safety Phone Calls. Following a one-week protest period, the Executive Director is authorized to enter into a two-year contract not to exceed two hundred ninety thousand dollars (\$290,000) with Aurelian for Interactive Voice Response System handling Non-Emergency Public Safety Calls, with an option to extend this same dollar amount for years three through five. If extended, the total five-year contract award would be seven hundred twenty-five thousand dollars. (\$725,000)

WCCCA will not automatically renew the contract for years three through five. Three to five months prior to the expiration, needs will be reviewed at that time.

Question was raised by a Board Member if there is any consideration of possibly tracking success metrics with this implementation. That way everyone can understand what the return on investment might be. They would also strongly recommend measuring results from the end users through a survey of sorts. It was mentioned previously, that AI is so new, there is a huge learning curve.

Reese confirmed that the providers product comes with a dashboard that allows us to view the metrics. We will be able to evaluate the results down to a granular level. We will be able to provide Customer Survey’s based off the dashboard data.

Linz motioned for acceptance of the RFP Award to Aurelian, for Non-Emergency Call Handling. Seconded by Kirk.

Mays – aye

Hillier – aye

Wyffels – aye

Calvert - aye

Juilfs – aye                  McDonald – aye                  Linz – aye                  Godinez - aye  
Gustafson – aye                  Happala - aye

Motion carried unanimously.

#### **4. Adjust Cap on Small Member Agencies (Stout)**

The WCCCA cost allocation structure features a cap on fees for its smallest members. Members whose costs do not rise above 1% of the total WCCCA costs have their annual cost increases capped at a 3% increase each year and consolidate their vote on the Board of Commissioners. The difference between the actual amounts owed by the small member and fire districts and the capped amount are redistributed amongst the larger members.

During the Budget meeting, held online in February 2025, a community member on the committee, expressed concerns about the WCCCA fee structure. As a result, the Board of Commissioners (BOC) initiated a work group to review the cost structure and make a recommendation to the BOC. A work group was chaired by Chair Mays and they met twice during August.

At the last meeting on August 18<sup>th</sup>, the work group recommended with discussion to the BOC, that the small member cap be increased from 3% to 5% either for the FY27 budget process, or graduated in two steps, with a 4% cap in FY27 and a 5% in FY28 and going forward.

King City (Happala) confirmed that there is no impact.

Staff recommends one of the following:

In order to create the FY27 budget, Staff recommends the BOC consider the work group's recommendation and vote to either:

1. Implement the increase of the cap on small members to 5% in FY27, or
2. Implement the graduated cap increase to 5% over two fiscal years beginning in FY27, or
3. Decline to change the existing cap of 3%.

#### **Comments:**

- Linz from Banks votes #1
- Wyffels from TVF&R agrees.

Linz motioned for acceptance of option one, implementing the increase of the cap on small city members to 5% in FY27. Seconded by Wyffels.

Mays – aye                  Hillier – aye                  Wyffels – aye                  Calvert - aye  
Juilfs – aye                  McDonald – aye                  Linz – aye                  Godinez - aye  
Gustafson – aye                  Happala - aye

Motion carried unanimously.

## 5. FY27 Budget Calendar (Stout)

Every year WCCCA presents financial policies for the upcoming budget year and a calendar reflecting key dates in the budget process. The CEO Board reviews the policies and calendar and comments, as necessary, and recommends the policies and calendar to the Board of Commissioners for approval.

Staff recommends the BOC approve the FY27 Budget Calendar and Policies. There were no changes to the Agency's written policies for FY26. The CEO Board approved the calendar and policies without comment at the November 20<sup>th</sup> meeting and recommends the BOC also approve them with this agenda bill.

McDonald asked Stout to forward the preliminary 5 year forecast to the BOC to review prior to the Budget meeting in February.

Buchholz indicated in the most recent Chief Executive Officers (CEO) meeting, just prior to this meeting, a preliminary 5-year forecast was presented for the first time. There were some modifications to the forecast recommended in that meeting. Buchholz asked if it was OK that we reflect the changes, add notes, then send out the revised 5-year forecast. Board agreed.

Linz moved to approve the Budget Calendar with changes, as suggested. Second by Kirk.

Mays – aye  
Juilfs – aye  
Gustafson – aye

Hillier – aye  
McDonald – aye  
Happala - aye

Wyffels – aye  
Linz – aye

Calvert - aye  
Godinez - aye

Motion carried unanimously.

## H. Project Reports (Reese)

### 1. Technical Services Update

#### Radio Team –

- Preventative Maintenance for partner agencies was completed in November, including Banks Fire and Hillsboro Fire.
- Working on Lake Oswego PD in January.
- Changes have occurred on the Fire side.
  - Salem has created a template called “Capital Fire” template. All of their names have been changed.
  - WCCCA is having to update all code plugs, with talk group names.
- Preventative maintenance was also completed at the Dispatch center in November.

- Lake Oswego to be done next during the first two weeks of January.
- Clackamas County Fire was also completed in November.
  - Technicians have been busy dealing with the weather
  - Work with BDA (Bi-Directional Antennas) is always continuing.

#### **Information Technology Team**

- CAD Maintenance work has been going on over the few months, with no issues.
- Working on the development and testing of the new CAD version 25.5.
  - Version 25.5, is still the future planned version. There have been discussions regarding version 26, nothing final, just conversations at this time.
- The current clearance form now includes a box for Federal Activity.
- WCCCA has had to realign some of the fire department responses with AMR, due to some district moves, this has been completed.
- Some of the Agencies are seeing move-ups on reader boards inside their stations. This was an on-going issue, which was finally resolved with help from US Digital.
- Still working on the new MicroMain system. All of WCCCA's current assets have to be re-entered, which is causing delay in the implementation.

#### **Facilities Team**

- Facility and Site PM's are constantly being worked on.
  - HVAC PMs were completed in November.
- Two extension tanks failed in the potable water system. These will need to be replace.
- We currently have an open Facilities position. This is not an add, we are replacing one that left recently.
- Asphalt roofing is being done at some of the radio sites.
- A power problem was discovered at a Clackamas site, TDH. A contractor is working on it to determine the root cause.

WCCCA has a Radio Tech that is retiring in February, he has almost twenty years with WCCCA. We are pre-hiring, to give him time to train, etc.

### **I. Director's Report – Buchholz**

#### **Staffing Update**

- Five (5) new call taker trainees were hired and then sent to the State DPSST Academy. They will graduate from DPSST tomorrow, December 19<sup>th</sup>, at 1400. Our own Tammy Davis is the Guest Speaker at graduation.
- We currently have a Facilities vacancy (moving) and an anticipated Radio Tech vacancy (retirement), in which applicants for both are currently in Background.
- The Regional CAD Coordinator position, final interviews were on Monday. We have selected a candidate and have extended a job offer. She is currently in background.

Buchholz clarified that at the previous BOC meeting in September 2025, we had moved forward with 15 job offers, with a possibility of dealing with a huge class. That comment may have sounded like at other times we've have more candidates eligible for a job offer that we didn't move forward. This is not the case. Staff confirmed with Buchholz that in the past 10 years all Dispatcher/Call-taker candidates eligible for a job offer have been moved forward. There has been no change in this practice over the past 10 years.

**Nurse Navigator** – The County has worked with GMR, parent company of AMR, to put WCCCA into a trial phase using their Nurse Navigator (NN) program. This trial expires in March of 2026. We are currently transferring 1% of our EMS calls to NN. Of that 1%, 60% of those calls are coming back, unable to service. There is a request from our member agencies to continue this program. The one (1) year trial period ends in March 2026.

Buchholz will be scheduling one on one's with each Board Member in the first quarter of 2026. The frequency of these meetings will be determined at a later date.

WCCCA's next large project is putting together the requirements for an operational assessment. We will seek a firm that has skills and expertise in the communication field to review our operations.

**AI** – Last September, WCCCA's training team presented examples of what AI can do for our training department. The volume of different calls that can be trained on has shown to be very impressive. New hires appear to be benefiting from the new technology. Coaches and Staff are very pleased. We will be utilizing a portion of the AI software to aid in hiring testing as well.

Operations Manager Foster says that the new recruits are much more comfortable when placed on live calls for the first time. We believe this is the case due to AI being so similar to a live person. Current groups are moving along much quicker than previous groups in training we believe due to this software.

Chair Mays suggested we look into AI for the transcription of meeting minutes.

Member Hillier added that we need to ensure we are using AI responsibly as well, due to its impact to the environment.

**Weather/Call Volume Update –**

WCCCA staff do their best to monitor the weather and adjust staffing accordingly. Sometimes, severe weather conditions are not identified in the forecast. As an example, we may hear that an atmospheric river and high winds were expected in our area. Yesterday morning it happened without warning. Dispatch experienced 252 calls in one hour, between 1:00 am and 2:00 am. These calls were handled by a crew of nine, who

did a great job, but could not keep up. There were calls waiting in the queue and on hold.

Notifications for additional help went out during that hour and by 2:00 am our Operations Manager responded and a Fire Dispatch Liaison (FDL) from Hillsboro, both came in to help. Another 112 calls came in between 2:00 am and 3:00 am. Normally at this time of year, WCCCA averages approximately 700 calls per day, not 364 in two hours in the middle of the night.

Currently, following the storm, we have fourteen radio sites with no power, and operating on generators. All sites are fueled by propane, no sites have natural gas.

The snow cat that we were awarded via a state-run SPIRE grant three years ago was finally ready to be ordered by Oregon Emergency Management (OEM). However, we declined the award when OEM changed the specifications at the very last minute, prior to placing the order from the manufacturer. While several issues were of concern, the primary was the change from a utility snow cat to a people mover. OEM wanted something they could use that took people (search and rescue teams) into the snow country.

**Metro West –**

Buchholz met with Metro West last month following many attempts to collect on past due invoices. They have since paid their balance in full, in the amount of \$46K. We'll see how they respond moving forward.

**J. Adjournment**

The meeting was adjourned by Chair Mays at 4:13 pm.

The next BOC meeting is March 19, 2026.