# Washington County Consolidated Communications Agency

**Chief Executive Officers Board**

**Meeting Minutes**

**May 15, 2025**

**TEAMS VIDEO MEETING / IN PERSON**

Present Keith Mays, Board Chair, City of Sherwood Council President

Jim Coleman, City of Hillsboro Chief of Police

Deric Weiss, TVF&R, Fire Chief

Ernie Happala, City of King City, Chief of Police

Guest John Koch, Undersheriff, Washington County Sheriff’s Office

Staff Present Mark Buchholz, Executive Director

Jennifer Reese, Assistant Director

Kim Foster, Operations Manager

Jennifer Kilcoin, Human Resource Manager

Barbi Denman, Administrative Specialist

Amanda Kasmeyer, Accounting Technician

Jennifer Cooper, Accounting Specialist

**A. Call to Order**

Chair Mays called the meeting to order at 1:32 pm

**B. Roll Call**

**C. Approval of Meeting Minutes**

Coleman moved to accept the April 17th minutes as presented. Second by Weiss.

Keith Mays – aye

Jim Coleman – aye

Deric Weiss – aye

Ernie Happala - aye

All were in favor and the Motion carried.

**D. Public Comment** None

**E. Written Communication** - None

**F. Finance Report (Buchholz)**

Weiss moved to approve the April 2025 financials as presented. Second by

Coleman.

Keith Mays – aye

Jim Coleman – aye

Deric Weiss – aye

Ernie Happala - aye

All were in favor and the Motion carried.

**G. Unfinished Business**

**1. Non-Represented Compensation Study – Tabled**

(Coleman) We have identified three firms that could provide the services we are looking for. Request for a Bid has gone out to the three firms. Bids are due by May 23rd. The committee has been given a budget. The firms were asked to fulfill the following points:

1. Creation of the Director’s performance review. (Basis for initial evaluation)
2. Progress reports and future reviews.
3. Training for the full Board on performance evaluations.
4. Development of a full staff survey tool.
5. Development of a tool for interviewing a cross section of the staff.
6. Development of a tool for Stakeholder input.
7. Executive Report and Analysis.

**H. New Business (Buchholz)**

**1. Rate Model Work Group**

Today’s discussion is a follow-up from the Budget meetings. Discussions took place around the rate model and the 3% rate increase. After discussing with Chair Mays, he asked that a work group be created, that will discuss over the next few months, to determine if there’s any actions that should be taken prior to the next budget year. If actions are taken, what the next steps would be.

Work group has been appointed:

Vice Chair Bob Wyffels, TVF&R, Board of Directors

Mayor Marsha Kirk, Mayor of Banks

Chair Mays,

Eric Kennedy, TVF&R

Beaverton Rep

Hillsboro Rep

**I.** **Technical Services Update (Reese)**

**Activity and Projects:**

**Radio Update:**

* All agencies have been asked to create a notification domain, for the following:
  + Radio Outages: radionotifications@domain.com.
  + Station Alerting: tapoutnotifications@domain.com
  + CAD outages and updates: cadnotifications@domain.com
* Site PM’s are underway. Nineteen sites have been completed, with the remainder to be scheduled and completed by late May.
* Microwave, WCCCA does not support anything with 4.9Ghz.
* Still working on WAVE. Researching, how to deal with licensing. If you have a compatible radio on the system, then you can get a WAVE license. The licenses have to be equal to or more than the number of radios you have on the system.

* CAD maintenance was on May 14th.
* Currently testing CAD version 23.1.5.7
* Replacement of the current work order system is underway. (Micromain)

We are upgrading to the latest version. Micromain is used to track work orders and some assets.

* + Down the road, users will see new ways to log in. Training to follow for the end users, to submit work orders for Radio, IT and Facilities.

**Facilities** **Update:**

* One of the automatic generator transfer switches was malfunctioning and was replaced.
* Plumbing contractor is moving forward to installation of laundry facilities for the Custodians.
* WCCCA contracted with a logging company to clear some Clackamas sites. Oak Grove, Memaloose and Whale Head have been cleared of trees and snow.
* A transfer switch, at Hayward, malfunctioned and a replacement part is on order.
* Oak Grove Butte underground power line replacement project should begin in mid-June. Day Wireless was awarded the contract in mid-April.

Aspire Grant – Additional research is being done by WCCCA, to see if the chosen snow-cat is a good fit. The equipment selected by the State, may not fill the needs of WCCCA. After research and review, WCCCA will decide if this equipment should be accepted.

**J. Director’s Update (Buchholz)**

* Negotiations – Mediation is continuing. The difficulty has been rescheduling all parties. Two specific dates are being reviewed at this time.
* Included in today’s packet is WCCCA’s Recruiting and Retention report, requested by Chair Mays.
  + In response to staffing challenges, turnover, and market competition, WCCCA has been making strategic adjustments in hiring practices as well as efforts to improve employee retention.
  + Some of the proactive steps taken to improve recruiting efforts are showing positive early results, specifically the social media efforts.
  + Key recruitment activities underway:
    - Outreach & Marketing
      * Social Media Campaigns.
      * Career fairs, military partnerships, school visits, associations, business partnerships.
      * Open House events.
    - Streamlines Hiring Process
      * Additional HR staff to reduce recruitment timeline and focus efforts.
      * Increase ability to reduce wait time between applicant interest and onboarding.
      * Review of current processes to determine impact of any revisions.
    - Competitive Compensation & Incentives
* Settlement of contract to increase wages to remain competitive.
* Research referral program.
  + - Improved WCCCA Branding
      * Recruitment videos, staff testimonials.
      * Public awareness campaigns/community events.
      * Consistent social media presence.

A suggestion was made in regards to taking a second look at the background and psychological processes and requirements.

* **Mobile Data:**

As we move forward with the newest version of CAD, the mobile data application will follow with changes out in the field. Law enforcement is testing the next version. These tests are creating a substantial amount of concern for safety.

* Buchholz recently attended the User group seminar for Central Square. This attendance was to locate other user’s like WCCCA, having to upgrade with Mobil UX and get the opinions. Current users, as well as newer customers were pleased with the application.
  + **Investigation of AI solutions:**

Recently mentioned in CEO meeting, WCCCA would like to investigate the usage of AI, (Artificial Intelligence) use in non-emergency dispatch calls. Buchholz has talked to a couple vendors of AI and recently attended a demonstration of one of the products.

Currently, there are a handful of vendors providing AI services. One vendor in particular, stands out. We are looking at costs, which are ranging between 60¢ to a $1.00 per call handled. In terms of WCCCA, this could be $160,000 to $230,000, depending on the per call rate.

So far, the demos have met the criteria we set forth. The products have addressed the idea of getting through to dispatch. One vendor in particular, has an interface that allows it to collect data and place that data from AI directly into the CAD system.

There is a gatekeeper, to make sure it fits all of the criteria and that the data is correct and will submit the call.

Our next step is to figure out the purchasing method. Purchasing this product, will take both the CEO and BOC boards for approval.

**K. Adjournment**

The meeting was adjourned at 2:19 pm.

Next CEO meeting is June 19, 2025 at 1:30 pm

MS