

Washington County Consolidated Communications Agency
Board of Commissioners
Meeting Minutes

September 18, 2025
Teams Video Meeting

Present

Keith Mays, Board Chair, City of Sherwood
Alan Juilfs, Police Captain, City of Beaverton
Angeles 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
Donna Gustafson, Councilor, City of Forest Grove
Mandy Hagedorn, Councilor, City of North Plains
Ernie, Happala, Police Chief, City of King City

Guests Present

Kevin Butler, Day Wireless

Staff Present

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

A. Call to Order

Chair Mays called the meeting to order at 3:03 pm

B. Roll Call

C. Approval of Meeting Minutes

1. Meeting minutes from June 26, 2025.
2. Meeting minutes from special meeting August 28, 2025.

Wyffels motioned for acceptance of the minutes as written. Seconded by Calvert.
Motion carried unanimously.

Mays – aye
Juilfs - aye
Godinez – aye
Calvert – aye
Wyffels – aye

Hillier – aye
Gustafson – aye
Hagedorn – aye
Happala - aye

D. Public Comment – None

E. Written Communication – TKW Letters (Stout)

1. **Engagement Letter** – The first letter, dated June 25th, explains the objective and scope of the audit, which details the responsibilities of WCCCA Management. This year's audit's cost is coming in around \$40k. The Audit started in June. They were here a second time in early September and will be back again middle of October.
2. **Beginning Communication** – The second letter explains the planning and what the Auditors are looking for. Specifically, they are looking for fraud or management override. Anything that is outside of the Generally Accepted Accounting Principles. (GAAP)

F. Finance Report

1. August 2025 Financial Report (Stout)

Stout presented the August financials. Also included, were the preliminary numbers for FY25. There maybe a few changes, once the Audit is completed. The 911 Telephone tax was received for August, as well as revenue sharing. The budget building process has started for the next fiscal year.

Hillier motioned for acceptance of the financials as presented. Seconded by Wyffels. Motion carried unanimously.

Mays – aye
Juilfs - aye
Godinez – aye
Calvert – aye
Wyffels – aye
Hillier – aye
Gustafson – aye
Hagedorn – aye
Happala - aye

G. New Business

1. **HR Answers – Reminder the Survey deadline is September 27th.**

H. Project Reports (Reese)

1. Technical Services Update

Radio Team

- Over the last couple of weeks, preventative maintenance work has been going on for Hillsboro PD radios. Out of 345 radios, a dozen or so still to be completed.
- Canby Fire is up next for preventative maintenance, as well as DVR reprogramming. Scheduled for October 7th & 8th.
- Several vacations are scheduled in October/early November. Radio PM's will start back up mid-November. Hoping to get Washington County Sheriff's office, which is the last larger agency left to be completed at this time.
- Finishing PMs with Microwave Networks, end of September/beginning of October.
- Adding a few, new control stations for WAVE. Tom, Dick and Harry (TDH) and Cornelius Pass.

Information Technology Team

- CAD Maintenance – August maintenance went well, however September's maintenance had a service shut down. The CAD and Mobile system did not go down but the dispatch consoles were not connecting to the CAD server. Trouble shooting was completed and a root cause analysis is being completed.
- MAJCs CAD environment testing is being done on the new version 25.5. Looking at March/May 2026 for the general release.
- WCCCA's new Work Order system project is on-going. Training is scheduled for 9/15/25.

Question was raised in regards to Mobile X: How much assistance is WCCCA getting from the Supplier in regards to training? A conference call with Central Square was on Monday. WCCCA is responsible for the training documentation. WCCCA will develop the actual layout. Central Square will provide the documentation guides, but will not be on-site to do the actual training of WCCCA staff. Target Go Live date is May 2026. Staff training is scheduled for February/March 2026.

Facilities Team

- WCCCA experienced a water leak over one of the UPS units. The HVAC system created condensation. A pump failure caused it to overflow, barely missing the UPS unit itself. No impact to the UPS unit. What was discovered, was this HVAC unit should have had a secondary unit.
 - Any HVAC unit that has a potential for condensed should have a secondary back-up. WCCCA currently does not. It is unknown at this time why a secondary back up was not installed.
 - The pump has been repaired and the HVAC unit is back on-line.
 - WCCCA is working with the architect to see what happened. Work is currently being done to correct installation, possibly including

installation of a secondary pan below the primary. You must have a primary flow line that is visible or an alarm system that monitors the water level. WCCCA has four HVAC systems that will need to be retrofitted. WCCCA most likely will need to cover the costs of this repair, due to two years past the initial install.

- New Facility Technician started on August 26th. Welcome Jeremiah!
- Site PMs for August have been completed, including testing batteries at WCCCA and C800 sites.
 - Roofing/siding project has started at Round Top. To be completed next week.
- Installation and repair at Round Top, with some tower components, due to ice damage.
- Oak Grove Butte had a powerline segment that was dug up last year, which was corrected with a temporary fix at the time. It was permanently fixed on August 28th. This was mostly affected C800 sites and has been submitted to Insurance for reimbursement.
- Pumpkin Ridge had an automatic transfer switch (ATS) that is on a generator, failed during the week of August 14th. This left us on utility power and battery backup. The board was replaced and the transfer switch is back in service.
- No site security issues this last month.
- Vehicle maintenance was completed for August.
- Thermo Bond, the manufacturer of some of the tower site buildings, came out and completed repairs on August 26th.
- Roof patching and failed grout repair is also being done at some of the Thermo Bond buildings.

I. Director's Report

When you hear C800, we are referring to Clackamas County. WCCCA manages fifty radio sites, roughly half are in Clackamas County with the other half in Washington County. The group that owns and oversees the Clackamas side is a an ORS190, and go by the nickname C800.

- Current staffing of Call Takers/Dispatchers is 54 of authorized 67.
- Three new hires completed WCCCA's in-house academy on September 12th.
- Currently nine candidates with conditional offers for the Fall hiring in November.
 - All currently in various stages of background and psych.
- We have two open positions within the Technical group.
 - Expansion position for the CAD environment, shared by WCCCA and three other 9-1-1 centers.
 - Anticipated retirement for a member on the Radio Team.
- WCCCA has moved forward with an RFP for an AI product that will help with non-emergency call management.
 - The RFP has closed, eleven proposals were received.
 - WCCCA has purchased an AI product from GovWorx, with additional components. One of the components assists with simulation of 9-1-1 calls.

WCCCA can configure these to different call types and it allows for faster evaluations.

- The second component allows Management to QI review all 9-1-1/Non-Emergency calls/dispatching at WCCCA.
- WCCCA has reviewed some of the other components, which are not available yet, that will help in the pre-employment process.
- Nurse Navigator has been in use for 6 months. These are calls that come in as EMS/Medical calls and rather than dispatching a non-emergency ambulance, they are transferred to a Nurse Navigator dispatch center. WCCCA recently met with Management from GMR, the parent company of AMR. One of the concerns, is transfer time. The calls are not transferring as fast as WCCCA would like. Numbers are being reviewed. The overall program is going reasonably well.

Update: Back in June, some questions were raised in regards to adopting/approving the budget. These questions were in regards to the rate model, 1% membership and the 3% restriction. Per the IGA, Chair Mays requested a review of the fees. A Member Fee sub-committee was created to review the fees. The committee has met and has landed on a recommendation. Per the IGA, this recommendation will now go the Technical Advisory Committee (TAC) and to Chief Executive Officers board (CEO) and then to the Board of Commissioners (BOC).

Rate Committee members:

- Keith Mays, Board Chair, City of Sherwood
- Marsha Kirk, Mayor, City of Banks
- Bob Wyffels, Board of Directors, Tualatin Valley Fire and Rescue
- Michelle Wareing, City of Hillsboro
- Alan Juilfs, Police Captain, City of Beaverton
- John Koch, Under Sheriff, WCSO (Observer)

NOTE: At December's BOC meeting, WCCCA will be looking for recommendations of representation from the different agencies to be on the Budget Committee for FY26.

J. Adjournment

The meeting was adjourned by Chair Mays at 3:42 pm.

The next BOC meeting is December 18, 2025.

Presentation:

Members of WCCCA's training team were introduced and presented the latest AI training tool, GovWorx. An example of calls was listened to by remaining meeting attendees, while a Dispatcher (Trainer) responded to the caller (generated by AI). These calls were all AI and could be changed to any of the call types WCCCA receives. WCCCA can set parameters, but the technology allows the call to be different every time, based on what is the call taker asks.

Call examples:

- Bank Robbery.
- Bear in the Road
- Something is wrong with my cat.

Great presentation and examples were used. Thank you, Monica, Jodi and Jeff.