

Washington County Consolidated Communications Agency
Chief Executive Officers Board
Meeting Minutes

July 21, 2022

TEAMS VIDEO MEETING

Present Rob Drake, Board Chair, City of Cornelius
Kathy McAlpine, Police Chief, City of Tigard
Deric Weiss, Fire Chief, TVF&R
Ernie Happala, Police Chief, City of King City

Staff Present Mark Buchholz, Executive Director
Jennifer Reese, Assistant Director
Ron Polluconi, Technical Services Manager
Michael Stout, Chief Financial Officer
Kim Foster, Operations Manager
Dyneen Polluconi, Administrative Coordinator
Barbi Denman, Administrative Specialist

Guests John Koch, Chief Deputy, WSCO

A. Call to Order

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

B. Roll Call

Introduction of Attendees

C. Public Comment - None

D. Written Communication - None

E. Approval of Meeting Minutes

McAlpine moved to approve the June 16, 2022 minutes as distributed. Second by Happala. All were in favor and the Motion carried.

F. Finance Report (Stout)

Stout presented the preliminary numbers for the June financials. We are in the process of winding up our fiscal year and making some adjustments. June so far has been a typical month.

G. New Business

1. EMS Franchise Agreement FY24 Update (Buchholz)

Several members from the WCCCA CEO board are participating in an effort to renew the EMS franchise agreement. This will be a different environment or stance in the relationship WCCCA holds with an EMS provider.

Washington County has given notice to the current provider, Metro West. They intend to put an RFP out and select a provider by July 1, 2023.

There is an expectation that the RFP will include a requirement of a single dispatch center. This will mean that the new provider will be dispatched by WCCCA. With that comes an expense of dispatch costs. Several of the board members have met with WCCCA and the county, looking at charging for those services. Traditionally, WCCCA has provided these services, but have not charged for them.

Also, in the RFP, Washington County needs to give the potential respondents an approximate value of what the costs might be. Buchholz has talked with WCCCA's CFO on what the methodology might be to figure out how the costs are shared. They walked through a sample on how we think the charges should be allocated to the provider. This was based on the call statistics from the calendar year 2021. The county has hired a consultant to review the data and help with the process.

Currently, all of our fire member agencies cover the cost. WCCCA already dispatches an ambulance service provider. The amount of additional expense for WCCCA, is not a lot. It would however, be a shift in expense. Getting a buy in from the fire side and the county is something we will be working on. We will continue to update the board over the next few months, before the RFP goes out.

Question was asked if the current provider was picked, a year from now, does that mean they will have reduced costs? Will their call center go away or will they still have a call center? It is a possibility that they would keep their call center along with a position at WCCCA. There is a component of their natural business, that traditionally is not a business that WCCCA provides. It could lead to a question of whether WCCCA supporting their business for normal expenses and charges.

H. Project Reports

1. Emergency Communications System Update (Polluconi)

- Continuing to work final punch lists to complete non-critical but outstanding issues at radio sites.
- Began true ups of all construction projects and scheduling the deconstruction of four west end towers.
- Have stopped the regular meetings to review radio user/system problems. Now working issues 1:1 directly with our radio users.
- Continuing with post cut over programming.
 - Restoration of the "home button" for users to go to primary zone/channel.

- Revised roaming parameters for improved overall system performance/experience.
- Added one audio profile to increase and normalize audio levels for all microphone accessories that are currently used by law enforcement.
- Continuing to work with TVF&R on SCBA equipment radio programming.
- Conventional system controllers are in hand and will be distributed and made operational in August/September.
- Pinefarm Emergency Communications Center
 - Continue installation of ECSU equipment and processes. Just began the first installation of a radio/CAD/phone position for functional and operational confirmation.
 - WCCCA Technical Services continues to install and support building, security, access control and general IT systems and dispatch equipment while punch list items are being worked.

2. New Facility Update (Polluconi)

- WCCCA team is working with Washington County and the general contractor on the final punch list. The list is quite extensive as of today. We continue to work away at it.
- Raised floor in dispatch area has had improvements but still has outstanding issues, including an alignment issue.
- Ventilation problems, in two key areas of the building, are holding up access control, security, and building maintenance.
- Move in date is unknown. Continuing to work on the schedule with Washington County and the general contractor.
- Security gates are operational, manual or operated on a timer at this time.
- Preparing to seal and restripe the parking lots.

Questions were raised whether WCCCA will be charged for the re-seal and restriping of the parking lots. The cost of the reseal and restriping is included in the original quote. The new sealant will have a bit of an up charge, due to it being upgraded to a “highway” grade sealant.

Questions were asked if anyone is applying pressure on the county or sub-contractors to move a bit faster. The project seems to be drifting. Buchholz confirmed that it is drifting and he does not think it is normal. Some causes are due to Covid and supply chain issues. However, WCCCA is not driving this project. This is a project that is controlled, driven and decided upon by Washington County. WCCCA tried to influence as much as we could about what they should do and why. Change orders are being sent in by the contractor, but not being acknowledged.

Fundamentally, there was a start of a design of a building that was woefully underestimated. A bond measure that was put together with woefully underestimated total costs for both radio and building projects. Then there was an effort, at the last minute, to try and solve the problem, and scale back the size of the WCCCA facility. In doing so, there was rapid, short notice, changes made or modifications made to the plans

before they were vetted. This allowed for things to be incomplete. There are items that are in the written documentation, that need to be provided, that are not displayed on the diagrams of the building. Contractors, in our observation, have taken advantage of that to the max. They have successfully said, “this is not my job, not my fault or my responsibility”. This ultimately, has left the county with a lot of items to try to put on the contractor. Either to force them to do it or accept change orders. In some cases, they cannot get to a common ground and we burn time.

For example, the cabinet doors in one of the conference rooms, cannot be closed. The cabinet needs proper ventilation to cool the equipment. If we put the equipment in the cabinet and close the door, the equipment will overheat and we will be wasting equipment. We have known about this issue, easily for four months and nothing has changed. The frustration here is not knowing what the right answer is or the right timing for resolution. These are the kinds of things we are dealing with. It could be Covid or even changes in the sub-contractors.

Buchholz, Reese, and Polluconi met with members from Washington County, including Erin Calvert, the facilities manager and the project manager. We talked about each of the outstanding items. We think the county sees the situation, as they are way over budget on the project. We will have to work together to prioritize the remaining items. Over the next two weeks, we will try to work out those items that we feel we cannot accept, or take possession. There is also, all those punch list items, that need to be taken care of, but we could take ownership of the building, if we knew they were going to be taken care of. At that point, the county would tell us which ones they are going to take care of and which ones they are not. They want us to prioritize them. They believe they do not have enough money left in the project to be able to complete them all. They also do not believe they can force the contractor to do them.

This is where we stand today. It is a very challenging environment to try and operate in. I get the impression that they are trying to do what they can. So many days, we have been over there, not to find a contractor onsite. This means that nothing is changing and the building is just sitting. I know there are items that have not arrived. There is a HVAC part that won't be here until the 10th of August. Another example is there is no threshold on the door to dispatch, which is also a supply chain result.

Drake stated a facilities person should be able to help with some of the items, especially the threshold molding under the dispatch doors. They are on order – supply chain delay.

The question of why no move in date has been set was raised. Originally, we were setting dates, but not meeting them. It was making it very difficult to arrange (slippage) with our Vendors. We did reach occupancy from the City of Hillsboro on Friday, July 15th. We are probably at ninety days or less.

If we accept the building, we will take on the punch list fixes. In the scheme of things, we do not feel that any of these are a great deal to fix. We feel there is a workable solution. All solvable. The challenge is, who is going to do it and who is going to pay for it.

Weiss, thank you, I appreciate your candidness. I sense frustration from a lot of staff at WCCCA. I understand the series of events and the frustration, etc.

3. IS Update (Polluconi)

- Focus has been on Pinefarm start up
 - Telephone systems are installed and ready to begin provisioning.
 - Admin phone system on hold for network equipment cabinet cooling solution.
 - WCCCA network was revised since last month and design goals have been met and resilience remains as required.
 - Continue with network installation and connection into building system.
- CAD – No substantial activity or issues.

J. Director's Report

Staffing Update (Reese)

- 64 of 67 dispatchers. Losing one dispatcher today.
- Three new hires starting on Monday, July 25th.
- 11 are in training.
- Admin interviews for the facility technician are complete. The background process will begin.
- Two dispatcher interviews today for October hiring date.
- Record Specialist – four applicants have applied.

C800 - Buchholz

We have a huge partnership in the radio system with Clackamas County. This includes quite a few challenges. They are roughly 3 to 4 million dollars over budget. They are changing out their project manager and have given him notice for August 15th. We will assume those duties. Ron and the team will help close out their construction project that was on the bond measure. They will pay us for hours directly related to the project. They will decide in FY23, if they still want our help.

On the labor side, there was a grievance filed and has since been denied. The union has asked us to take this to mediation. We have agreed. It is an issue regarding being “forced” for overtime. If you refuse, there is new language in the contract that indicates while you do have a freebie, or something similar, after your first “no” you will have to “burn time”. They do not like the “burning” of the time. If denied, the dispatcher will get charged two hours of sick leave. The association does not like that. This is the crux of the mediation. If they do not like the outcome, they can still go to arbitration.

Please see the invite to special BOC after the CEO meeting in August. Sole purpose of the meeting is to discuss filling the empty chair position.

Weiss attended the Fire Defense board today. Four of the fire departments went on and on about challenging calls they have had in the last several weeks and how well WCCCA dispatch has performed. It did not matter if we had an advisor there or not. WCCCA is doing it right! There was a lot of great feedback from the Fire Defense board.

K. Adjournment

The meeting was adjourned by Chair Drake at 2:24 pm.

Next CEO meeting is August 18, 2022 at 1:30 pm.

Special BOC following CEO at 3:00