



Board of Commissioners Meeting
Thursday | September 17, 2026 | 3:00 pm
In-Person at 5900 NE Pinefarm Ct, Hillsboro, OR 97124
or Online via Microsoft Teams (for link contact 503-690-4911)

Agenda

- A. Call to Order**
- B. Roll Call**
- C. *Approval of June 18, 2026 Meeting Minutes**
- D. Public Comment**
- E. Written Communication**
- F. *August 2026 Financial Summary Report**
- G. New Business**
 - 1. *Agenda Bill – Correction to Supervisor Classification Transition
- H. Project Reports**
 - 1. Technical Services update
- I. Director's Report**
- J. Adjournment**

Next meeting is December 17, 2026 at 3:00 pm

*** Requires Action**

**Washington County
Consolidated Communications Agency**

Minutes

Washington County Consolidated Communications Agency
Board of Commissioners
Meeting Minutes

June 18, 2026

In person and online via Microsoft Teams

Present Keith Mays, Board Chair, City of Sherwood
John Koch, Under Sheriff, alternate for Erin Calvert, Washington County
Bob Wyffels, Board of Directors, Tualatin Valley Fire & Rescue
David Downey, Fire Chief, City of Hillsboro
Cyndy Hillier, Councilor, City of Tualatin
Jamey McDonald, Police Chief, City of Tigard
Mandy Hagedorn, Councilor, City of North Plains
Ernie Happala, Police Chief, City of King City
Rodney Linz, Fire Chief, Banks Fire

Also, Present Alex Haven, Deputy Fire Chief, TVF&R
Ivan Resendiz Gutierrez, Attorney, Miller Nash
Liani Reeves, Attorney, Miller Nash

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

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 March 19, 2026, as written.
Seconded by Linz.

Mays–aye, Koch–aye, Wyffels–aye, Downey–aye, Hillier–aye, McDonald–aye
Gustafson–aye, Happala–aye, Linz–aye

Motion carried unanimously.

D. Public Comment – None

E. Written Communication - None

F. Public Hearing on Recommendation FY27 Budget

No Public Testimony.

G. Executive Session – Per ORS 192.660(2)(h)

Permitting a governing body to hold an Executive Session, closed by to the public, to consult with legal counsel concerning the body's legal rights and duties regarding current litigation.

Entered into Executive Session at 3:08 pm.

Returned from Executive Session at 3:45 pm.

H. May 2026 Financial Summary Report (Stout)

General Fund balance of \$10.3 million, appears normal to date. The projected balance for year end is approximately \$9.4 million. The 9-1-1 phone tax was received in May. Also received in May, in the amount of \$490,000, was reimbursable CAD expenses. Expenditures seem to be tracking for the month of May.

The Capital Projects Fund balance is \$3.628 million. This account is being used as a "Savings Account" for the future CAD upgrade, with \$1.1 million of the account for emergencies.

McDonald motioned for acceptance of the May 2026 financials as presented.
Seconded by Hillier.

Mays – aye Koch – aye Wyffels – aye Downey – aye Hillier – aye
McDonald – aye Gustafson – aye Happala – aye Linz - aye

Motion carried unanimously.

I. New Business

1. Agenda Bill – Classification Update (Buchholz)

A compensational study was performed on twelve non-represented classifications, resulting in recommendations for range adjustment and salary increases.

CEO Board recommend the following: **1.** Adjust the salary range for six (6) classifications based on the market analysis performed by HR Answers, thereby replacing the old salary range with a new range. The six classifications and specific adjustments, are identified in Attachment A. **2.** Make the six range adjustments effective retroactively back to January 1, 2026, and **3.** Move incumbent employees into their newly adjusted range, to the nearest step equal to or higher than their current salary, providing retroactive pay back to January 1, 2026.

Wyffels motioned for acceptance of the CEO Board recommendation as presented. Seconded by Hillier.

Mays – aye Koch – aye Haven – aye Downey – aye Hillier – aye
McDonald – aye Gustafson – aye Happala – aye Linz - aye

Motion carried unanimously.

2. Agenda Bill – Recommended FY27 Budget and Adjustments (Stout)

The Agency's proposed budget for FY27 was presented to WCCCA Stakeholders on January 22, 2026 and was previewed by the CEO Board on February 19, 2026. The Budget was then presented to the WCCCA Budget Committee at its meeting on the same day and recommended for adoption to the BOC.

Subsequent to the approval, the Agency has identified the need for additional General Fund appropriations for the FY27 budget. This need is based on projects which have been previously budgeted but will not be completed by the end of the current fiscal year or have otherwise arisen since the development of the budget and the Budget Committee's review and approval in February.

Changes for FY27

• Citizen Input Transcription / Translation	\$100,000
• Vesta Mapping	96,000
• WCCCA Facility Sidewalk Work	25,000
• Prism Maintenance	<u>16,000</u>
Total	\$237,000
• Materials and Services	\$ 16,000
• Capital Outlay	<u>221,000</u>
Total	\$237,000

Pending public comment on the budget approved by the Budget Committee and the recommendation of the Chief Executive Officer Board of the changes illustrated on this agenda bill, staff recommends the BOC accept the revision of the FY27 proposed budget.

Hillier motioned for acceptance of the recommended FY27 Budget and adjustments, as written. Seconded by McDonald.

Mays – aye Koch – aye Haven – aye Downey – aye Hillier – aye
McDonald – aye Gustafson – aye Happala – aye Linz - aye

Motion carried unanimously.

J. Resolution 26-03 to Adopt FY27 Budget (Stout)

Wyffels motioned to approve Resolution 26-03 and adopt the recently revised FY27 Budget. Seconded by Downey.

Mays – aye Koch – aye Haven – aye Downey – aye Hillier – aye
McDonald – aye Gustafson – aye Happala – aye Linz - aye

Motion carried unanimously.

K. Projects

Technical Services Update (Buchholz)

Radio -

- A significant upgrade has begun this week, regarding Motorola and full system upgrades. This upgrade is part of a ten-year agreement, with every two-years a full upgrade.
 - There is both hardware and software being upgraded.
 - June 15-26, 2026 for full system upgrade.

Facilities -

- WCCCA recently discovered that if you are an owner of underground utilities, you are technically required to identify utility paths for the underground power. You need to file with “811” at the State level.
 - Issues were found within C800, at several sites.
 - We are currently filing paperwork with the State/811.

IT Services –

- Aurelian – Using AI in Dispatch.
 - Currently in use are four different products.
 - Currently, the most significant use of AI is within Non-Emergency Call Taking by the company Aurelian with their product called “Ava”.
 - Current testing is moving along very well.
 - The product has been active from two hours to six/eight hours.
 - Ava is answering the Non-Emergency line.
 - All of the calls going through have been validated by a live person.
 - There is a delay in the project, due to a phone system problem.
 - We believe it is un-related to the AI software.
 - For several weeks we have had some issues with the audio, which has a long delay.
 - This occurs on a small portion of the call volume. Making it difficult to isolate. We have been working with Ziply and Aurelian

- **CAD Update –**

- There is a plan to significantly upgrade the CAD system in November 05, 2026.
 - Currently, there is a problem with the product, that has not been delivered or been functional. There is a component we need that we have been waiting on for approximately 6 months.
 - WCCCA had a call yesterday with the Executive Vice President of Central Square, the CAD Vendor.
 - WCCCA's significant concerns were addressed, regarding the lack of delivery, several broken promises. Currently, they are six months behind on getting a solution.
- Central Square is now stating we will get a beta version to test in the first couple weeks of July.
 - Due to the lack of delivery, we are nervous about the cut-over scheduled for November 5th.
 - WCCCA shares the CAD system with three other dispatch centers.
 - If we do not see adjustments by Central Square over the next couple of months, we will be adjusting the November install date to sometime in late January or early February 2027.

L. Director's Report – Buchholz

- Buchholz shared with the Board the accreditation plaque for the current year.
 - WCCCA was the first 9-1-1 Communication Center in Oregon to be accredited. WCCCA was first accredited back in 2012.
 - The accreditation process is for 3 years.
 - Jennifer Kilcoin has taken on accreditation for the agency and this cycle was completed with no issue.
- Two of the areas WCCCA is using AI:
 1. Training and Quality Assurance on every call.
 2. WCCCA is also using AI in Hiring and Testing process.

M. Adjournment

The meeting was adjourned by Chair Mays at 4:10 pm.

The next BOC meeting is June 18, 2026

**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, Kovola & 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

BOARD OF COMMISSIONERS

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.

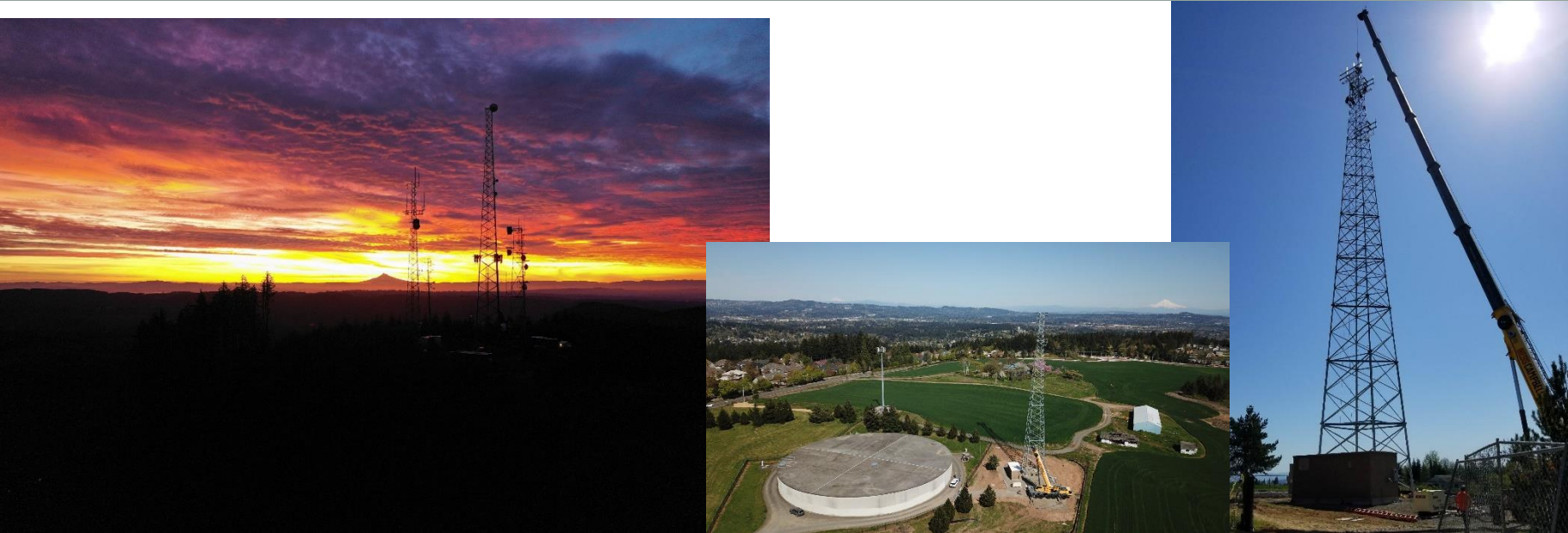
To prevent WCCCA from being in violation of Oregon Law, we moved all supervisor to Step F on January 1, 2026.

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.