# Washington County Consolidated Communications Agency

**Chief Executive Officers Board**

**Meeting Minutes**

**March 20, 2025**

**TEAMS VIDEO MEETING / IN PERSON**

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

 Deric Weiss, Fire Chief, TVF&R

Ernie Happala, Police Chief, King City

Guest Michelle Wareing, Assistant Finance Director, City of Hillsboro

Staff Present Mark Buchholz, Executive Director

 Jennifer Reese, Assistant Director

 Jennifer Kilcoin, Human Resources Manager

 Michael Stout, Chief Financial Officer

 Kim Foster, Operations Manager

 Barbi Denman, Administrative Specialist

 Amanda Kasmeyer, Accounting Technician

 Jennifer Cooper, Accounting Specialist

Katie Fischer, WCDA, President

 **A. Call to Order**

 Chair Mays called the meeting to order at 1:30 pm

**B. Roll Call**

**C. Approval of Meeting Minutes**

Happala moved to accept the February 20th minutes as presented. Second by Weiss. All were in favor and the Motion carried.

 Keith Mays – aye

 Deric Weiss – aye

 Ernie Happala - aye

**D. Public Comment** – Michelle Wareing, Budget Committee Member, City of Hillsboro.

Waring commented that she has been on WCCCA’s Budget Committee for many years, representing the city of Hillsboro.

Over the last couple years, she has noticed that the 9-1-1 telephone tax funds have flattened out. This is the second largest revenue source, in WCCCA’s budget.

Wareing is hoping that over the next year or so, WCCCA’s staff starts looking at the numbers. She is hoping WCCCA and other 9-1-1 agencies, lobby with the state to either increase the telephone tax rate or review how it is calculated.

Wareing went through WCCCA’s last few budgets and found that it was increasing on average 21% over the last few years and now has remained flat for a few years. The new budget proposes that the tax may even decrease by this time next year. If we do nothing, the member’s share will continue to increase and at some point, it maybe unsustainable for some of the members.

If WCCCA cannot get the 9-1-1 tax increased or changed, we may need to look at the State to provide another source of funding for us and other call centers.

**E. Written Communication** - None

**F. Finance Report (Stout)**

Stout presented the February 2025 financials. Nothing unusual this month in the General Fund. We received our portion of the telephone tax, which helped boost the fund balance. We also received funds for GIS work that was completed.

 The annual CAD expenditure is coming up in the Spring of 2025, which will be several

 hundred thousand dollars.

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

Happala. All were in favor and the motion carried.

 Keith Mays – aye

 Deric Weiss – aye

 Ernie Happala - aye

**G. Unfinished Business**

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

Chair Mays talked with Coleman, who reached out for consensus and approval to place a bid for a Consultant to complete the Director’s review, along with a review of the Director’s compensation. As there were no objections from the Board, Coleman, with the assistance of Weiss, will continue the process of selecting a Consultant for the Director’s review process as well as the compensation.

**H. New Business**

**1. Discussion – AI handling of non-emergency calls (Buchholz)**

WCCCA has been watching the advancements in software for AI. Traditionally, WCCCA answers both non-emergency and emergency calls in person. In the AI arena, there has been significant advancements over the last couple years in call handling (bots). There are a number of communication agencies across the nation, that are using this technology. There has been rapid advancement in the success of these products.

There is a portion of our community, who would prefer to handle calls using AI technology. Buchholz presented at LEC (Law Enforcement Council) last week, this concept, to see if there would be any objections.

Buchholz is bringing this to the CEO Board today, to see if there are any objections to the concept of using AI technology at WCCCA. Specifically, looking at AI products that would handle our non-emergency calls. There were no objections at LEC or at the Fire Defense Board.

BOEC has starting using AI technology in the last few months and is happy so far.

Question was asked what the percentage of WCCCA calls are non-emergency, it was determined to be approximately 65-70%. AI will try to interpret the callers needs and answer those that do not require an emergency response. For those true emergencies, AI will transfer to a Dispatcher.

There were no objections raised related to exploring Ai for non-emergency calls.

**I.** **System Status (Reese)**

**Activity and Projects:**

 **Radio, IS and Facilities updates. (Packet attached)**

* Motorola has been onsite doing PM’s at some of the lower sites.
* Radio PM’s on track, currently working with Hillsboro Fire.
* WCCCA ‘s Radio team is assessing new firm ware for Motorola XVE500.
* CAD maintenance on 3/12/2025, was successful, with no issues.
* Firewall upgrade went very well.
* New Custodians began in February, everyone has noticed the fabulous job they have been doing.

**J. Director’s Update (Buchholz)**

* 2 Call Takers scheduled to start on April 1st,
* 1 Lateral in process to be interviewed.
* 1 Call Taker to start in June.

**Nurse Navigator –**

Two weeks ago, we cut over to Nurse Navigator. The roll out went well. There have been a few bugs to work out. The Fire Defense Board reported this morning, that the call data provided, does not match the call stats. All calls are recorded, we will be comparing these to call and answer times. The program is averaging 50 calls per week. Staff is becoming more familiar with the program. There have been a few experiences with a delay in answers at the GMR location.

**CAD Update –**

WCCCA is moving to the next release of CAD. This is the final release, before technology comes into play and we have to replace our base mobile data system. Fire agencies are ready. Law enforcement is trying to resolve a number of issues and concerns.

**K. Adjournment**

The meeting was adjourned at 2:00 pm.

Next CEO meeting is April 17, 2025 at 1:30 pm

 and BOC meeting is March 20, 2025 at 3:00 pm.