

**DRAFT**

**NORCOM  
9-1-1 USER BOARD MEETING  
MINUTES**

**March 25, 2009**

**PRESENT:** Dan Johnson, Brent Earhart, Rod Yoder, Gordon Jensen and Rick Lewis.  
Staff: Gina Audritsh

**The User Board Meeting was called to order at 10:08 a.m. by Chair Dan Johnson.**

**Minutes**

Brent Earhart moved to approve the minutes as presented. Rod Yoder second the motion. Motion carried with all in favor.

**Minutes stand as written with no opposition.**

**Bills**

**Motion made by Rod Yoder to approve the bills as presented. Gordy Jensen seconds the motion. Motion carried with all in favor and no opposed.**

**Chaplain Program**

Discussion took place with reference to the various chaplain programs that are in place with user agencies. Gina identified that there are areas of concern between the various chaplains, user agencies and NORCOM when the services are not coordinated. Gina explained that some of the chaplains only assist with family needs, some only assist with emergency service needs and some only work with their own department. Some of the chaplains have CISM and PTSD training and are subject to background investigations and some do not have all these same credentials. Some of the chaplains self dispatch themselves and some are dispatched and coordinate through the dispatch centers and protocols. Gina gave an example of a recent call where there were different chaplain organizations that were represented at the same scene and two different public safety agencies. Often when the self response occurs from chaplains there is a disconnect between the responding agencies and the dispatch center and often resources are left out. It was recognized that the chaplain programs have come a long way and that we are pleased that we have such a strong resource but there is an understanding and appreciation for coordination of efforts. The Executive Board suggested that Gina send out an email inquiring of each of the user agencies what their intent for Chaplain use is and the protocols that they have in place for activation. Gina expressed the concern that there should be one method in place for NORCOM to make contact with chaplains rather than having several methods for various users. There was a consensus that NORCOM should use the Marion County Chaplain program and any

other programs or protocols that are in place should be taken care of by individual user agencies with the knowledge that coordination of efforts need to occur so that there is not a conflict on scene with more than one chaplain resource and confusion for families and/or emergency responders.

### **PSAP Consolidation**

Gina provided an update on the PSAP Consolidation Task Force Committee that has been established with the leadership of the Oregon APCO/NENA Committee. Gina advised that Rob Porrier (Director of Santiam Canyon) is going to be the representative for the Marion and Yamhill County PSAP's however Gina shared she would be attending the meetings as well if not in person via conference call. Gina summarized the messages and feedback that has been coming from General Caldwell and the State 9-1-1 Program and Legislative Committees regarding the 9-1-1 Tax Raid and consolidation discussions. The discussion included that there are a lot of ways to consolidate resources on a different scale without consolidating into a single building. It was recognized that various forms of consolidation are already being recognized throughout the state and even in our county with the MCIC and the Interoperability Microwave Project.

Additional concerns exist pertaining to the 9-1-1 Tax Raid and the continuance of the State to receive revenue from wireless carriers due to being in direction violation of Federal mandates. The NORCOM budget is in a stable state for this next fiscal year; however that could change with the next biennium if additional cuts or diversions are made. Gina advised that the bill that was on the table to provide funding sources as an incentive for PSAP's to consolidation utilizing the resources set aside has been withdrawn from the table. This doesn't mean that consolidation is not an issue, but there will not be an incentive fund for consolidation established during this biennium.

Gina will continue to keep the Board informed of Legislative Discussions that are related to the consolidation and 9-1-1 Tax Revenue.

### **ORS190 Agreement**

The returned signature from the Marion County Sheriffs Office is still waiting. Once that signature is complete with the document, a final document will be distributed to all User Agencies and Jurisdictions.

### **Dallas Police**

The process of answering the non-emergency calls for Dallas Police as their contracting answering service is seamless and flawless. We are tracking calls in their system as well as our CAD system on a single entry so that reports can be generated for call tracking. To date we have facilitated 54 calls for service in three weeks.

### **North 7 Fire Radio**

Gordy advised that we are still working on the "static" problem which may be related to interference from another frequency or something near by or it could be related to equipment that was installed on the tower / repeater. Brad will be out later in the week to work on it. There seems to be more of a problem with the portable radios over the mobile radios.

### **Woodburn Ambulance Contract**

Dan advised that he and Brent had discussed the Woodburn Ambulance Contract Agreement with Shawn and that some modifications were made to the Agreement. Discussion took place with reference to the modifications. Dan advised that Gina's concerns included that any time a change is made to the operations that a discussion take place with NORCOM to ensure that standards and protocols are discussed and revised as appropriate. Discussion took place with reference to implementing response protocols associated with the EMD PAI's. The discussion about a new PAI system or integrated system with CAD took place. Discussion took place with reference to the closest ambulance being dispatched and how that would work with the PAI system. After discussing the projected user fee projection and the recommended change to make consistent with the Fire and Police Users – the concern was addressed what if the cost of user fee increases for Police and Fire beyond the 5% and we have a contract with Woodburn Ambulance that we can not increase above 5% to share the burden. After discussion it was agreed that the contract should have a clause for unforeseen circumstances. Gina will revise the Agreement and forward for review and then adoption at the June 2009 board meeting.

### **Administrative Personnel**

Dan took the lead on this discussion. A motion was made by Rick Lewis to grant the Administrative Personnel salary increase as discussed. Brent Earhart seconded the motion. Motion carried with all in favor.

### **Fiscal Year 2009-Budget**

Gina advised the budget has been distributed to all user agency members. No further discussion from user jurisdictions has been conducted. The budget hearing is scheduled for our June 10<sup>th</sup> board meeting.

### **3n Public Safety Notification System**

Gina provided a brief overview of a typical Reverse 911 System and how it can be used to make emergency notification to land line subscribers in the event of specific and certain public safety needs. Gina explained how she received a 90 minute demo of the 3n System and explained how it works differently than the typical Reverse 911 System and how the 3n System engages new and innovative technology [text messaging, email, cell phone, more than one method] to notify the public rather than the one method of land line communication. Gina expressed a desire to make contact with other governmental entities that could benefit from an emergency notification system to include the school districts in our community and partner with the use and maintenance of the system. Both Linn and Benton County have an RFP open for an Emergency Notification System and if awarded to 3n NORCOM would have the opportunity to purchase from their proposed quote at a discount from the standard quote.

Gina will work to facilitate a live demo for other user members and potential partners. Once the date is confirmed – notification will be sent to user board members and then they can in turn invite other public safety partners that would be of interest to include the school and public works departments.

### **Good of the Order**

Rick Lewis gave information on the disaster mitigation process that the City of Silverton is participating with. Rick also discussed the grant for radios through the county and some discussion took place with reference as to which agencies will benefit first and how the priorities will be met. It was identified that those processes have yet to be identified. Rick announced that Silverton Police Department finished the accreditation process recently. Rick thanked Gina for her participation in the process.

Rod Yoder had nothing to report.

Gordy Jensen had nothing to report.

Brent Earhart acknowledged that the City of Mt Angel has hired an Interim City Manager for 6 months.

Dan Johnson shared information about the thermal camera that their department has purchased.

Gina advised that several members of her staff have been nominated for awards through the Oregon APCO/NENA program and if receive the award, they will be recognized at the annual awards banquet in October to be held in Bend.

**Meeting adjourned at 10:45 a.m.**  
**Next meeting scheduled for June 10, 2009 at 1:00 p.m.**  
**User Board Meeting**  
**NORCOM / Woodburn PD – Community Room**