

MARION COUNTY PUBLIC SAFETY COORDINATING COUNCIL
MINUTES

May 8, 2018 4:00 PM
WVCC 911 Call Center
595 Cottage St. NE, Salem, OR

MCPSCC: Mark Caillier, Kevin Cameron, Janet Carlson, Kim Doster, Jayne Downing, Jim Ferraris, Don Frederickson, Courtland Geyer, Tamra Goettsch, Troy Gregg, Greg Leo, Rick Lewis, Pete McCallum, Ed McKenney, Cary Moller, Jerry Moore, Jason Myers, Tracy Prall, Mike Runyon, Cari Sessums, John Teague, John Van Dreal, Kim Wallis, and Hitesh Parekh (recorder).

GUESTS: Gina Audritsh, Mark Bucholz, Robert Carney, Tony Collins, Justin Hopkins, Julie Huckestein, Rachel Leo, Ashley Marshall, Darren Rice, John Thompson, and Ievgen Vorobiov.

1. ADMINISTRATIVE (INFORMATION/ACTION)

Meeting called to order at 4:02 P.M. by Commissioner Janet Carlson.

- **Welcome and Introductions**
 - Council members made introductions around the table.
 - Commissioner Carlson welcomed Ievgen Vorobiov, a guest from the Ukraine who is studying the American criminal justice system.
- **Approve April 10, 2018 meeting minutes (Action)**

MOTION: Jerry Moore made a motion to approve the April 10, 2018 meeting minutes. Seconded by Jayne Downing. Motion carried. A voice vote was unanimous.
- **Announcements and Upcoming Events**
 - Mid-Valley Behavioral Care Network Executive Director Cindy Becker has retired. Justin Hopkins, the new BCN Executive Director, is recommended to join the council. Mr. Hopkins introduced himself and described his background in mental health services. MOTION: Ed McKenney moved to nominate Justin Hopkins to Board of Commissioners for appointment to the MCPSCC. Seconded by Greg Leo. Motion carried. A voice vote was unanimous.
 - Oregon Forum on Behavioral Health and Criminal Justice is on May 24. A team from Marion County will be attending.
 - Sheriff Myers, District Attorney Beglau, and Health and Human Services Administrator Moller will participate in a presentation to the Board of Commissioners on May 16 to commemorate a national day of action for the Stepping Up Initiative.
 - Conference on Opioids, Pain, and Addiction Treatment is on May 17-19 in Eugene.
 - A large number of council members' terms will expire July 31, 2018. These will be renewed by the Board of Commissioners in August. Members not wishing to serve another term should let staff know as soon as possible.

1. 911 CALL CENTER PRESENTATIONS

Marion Area Multi-Agency Emergency Telecommunications (METCOM 911)

Gina Audritsh, Director of METCOM 911 presented this item. [Summary of presentation:](#)

- METCOM 911 is located in the Woodburn Police Department.
- Became operational in 2013 when the Santiam Canyon Communications Center and North Marion County Communications Center merged.

- METCOM 911:
 - Provides 911 call answering and emergency dispatch for the greater Marion, Southern Clackamas, and Northern Linn County areas.
 - Serves 31 communities and 29 agencies: including the Bureau of Land Management and U.S. Forest Service.
 - Has an intergovernmental agreement with the 29 entities.
 - All members have equal representation and provide tax revenues to run the center.
 - The executive director answers to the governing board of 29 entities.
 - Serves approximately 1,300 square miles (but dispatches to 4,500 square miles) including the U.S. Forest Service and U.S. Bureau of Land Management.
 - Has an annual budget of \$2.8 M and a staff of approximately 25. Nineteen are dispatchers/call takers.
 - 18% of revenues come from 911 taxes.
 - METCOM 911 invests approximately \$2,000 per employee in dispatch services training before he or she becomes a dispatcher.
 - Dispatchers must undergo 26 weeks of training for a total of 1,040 hours. Requirements include:
 - Two weeks training at the Department of Public Safety Standards and Training academy.
 - Three day emergency medical dispatch training in first aid.
 - Dispatchers must be adept at multi-tasking.
 - Will view seven screens at their station along with monitoring radio and phone communications.
 - On a daily basis the center answers approximately 133 emergency and 480 non-emergency calls.
 - Accredited as a Public Safety Answering Point or (PSAP) in September 2017.
 - Only one of seven in the state.
 - Member of the National Center for Missing and Exploited Children.
- The center is a proud leader in the use of innovative technology:
 - Center has an integrated computer aided drafting (CAD) system with pictometry enabling dispatchers to review all four sides of a building during an emergency call.
 - Can text to 911 anywhere in Marion County.
 - Has access to Clackamas County's CAD system.
 - Center's director serves on the national CAD standards advisory team.
 - METCOM works with Marion County Emergency Management team.
 - The Everbridge Mobile App allows residents to see public safety alerts. It is the "reverse" 911 system.
 - Almost 140,000 residents of Marion County are registered and receive alerts.
 - METCOM and the Willamette Valley Communications Center (WVCC) share a back-up location at the old Santiam Canyon 911 Center.

Willamette Valley Communications Center 911 (WVCC 911)

Mark Buchholz, Director of the Willamette Valley Communications Center (WVCC) presented this item. [Summary of presentation:](#)

WVCC:

- Was formed in 1991 through the consolidation of four area dispatch centers.
- Is a division of the Salem Police Department.

- Currently has 29 police, fire, and EMS agencies with members in Lincoln, Marion and Polk Counties.
 - Each member has an individual contract with the City of Salem.
 - A rate model determines who pays what.
 - Revenues are from cell phones and land lines.
 - As land lines are becoming obsolete, revenue is decreasing.
 - FY 2017-18 budget of \$10,528,000.
 - Operates in a 10,000 sf. facility on Cottage St.
 - Has a back-up center in Newport and also one in Stayton.
 - Has 21 call takers and a total of 73 FTE employees. All are employees of the City of Salem.
 - Center's highest call volumes are in July and August of each year.
 - There are roughly forty 911 centers in the State of Oregon today.
 - Wants to be able to regionalize resources, so can provide help to people wherever they are.
 - Some of the nation's 911 centers are overloaded. If WVCC has a smaller workload, they can help other call centers.
 - Next generation 911 is an all "Internet Protocol" based network.

Q: Technology is changing. Where do you see yourself five years from now?

A: Seeing more partnerships and having a backup center. Also ability to defer to another 911 center if overwhelmed with calls.

Q: Is your equipment compatible across the various 911 jurisdictions?

A: No. Myriad of CAD system choices and all are different.

The council meeting adjourned at 5:15 PM. Members formed small groups and participated in call center tours until 6 PM.