

SUNRIVER SERVICE DISTRICT

MINUTES OF BOARD REGULAR MEETING

3:00 p.m. Thursday, February 18, 2021

Virtual Meeting Via Zoom

- Call to Order:** Chair Bill Hepburn convened the meeting at 3:02 p.m.
- Roll Call:** Chair Hepburn, Dir. Dishaw, Dir. Ralston, Dir. Beenen, Dir. Stephens, Dir. Foster, Dir. J. Schmid
- SSD Staff:** SSD: Administrator Debbie Baker, Office Assistant Mindy Holliday
Fire: Chief Moor
Police: Chief Darling, Lt. Womer
- SROA Staff:** Susan Berger, Sunriver Scene
- Other Fire Staff:** Tammie Waters

Public Input:

Consent Agenda

1. Motion to approve:
 - a) The January 14, 2021 Regular Board meeting minutes
 - b) The January 12, 2021 Work Session Meeting minutes
 - c) The January 13, 2021 Work Session Meeting minutes
 - d) The January 14, 2021 Work Session Meeting minutes
 - e) SROA monthly invoice in the amount of \$14,254.30

Director Dishaw moved to approve the consent agenda; seconded by Director Schmid. Motion passed unanimously.

Old Business

2. **Police & Fire Department proposed 2021 Performance Measures**

The chiefs presented a streamlined format of their performance measures to the Board.

Chief Darling recommend using the 6 different pillars in the 21st Century Policing Initiative: building trust and legitimacy in the community, use of technology for communications, policy oversight, community policing and crime reduction, training and education, and wellness for police officers. Using broader, overarching categories allows him to report on what the department is currently doing and how it falls under 21st Century Policing. Chief Darling will also include emergency operations and communications, and financial measures as categories. This will also help make the information easier for the Board to review. 21st Century Policing was put into place in 2015 by President Obama.

Chief Moor modified his department performance measures, but a desire to be consistent with the Police Department. He would like to continue using operations, personnel and financial categories, but will also include Emergency Operations due to the feedback given by the

Strategic Planning work groups. Chief Moor researched best practices in the industry and programs available, and proposes using the Blue Card System (a NIMS training program). For internal programs, Chief Moor is pursuing programs for engineers and captains, which also provide for officer development and succession. He concluded that it is important that the budget supports the department goals and processes.

Director Gerhard asked about the culture within their organizations. Chief Moor said there have been great strides made in this area internally by various teams, and many positive impacts have been observed. Chief Darling shared that there was some turmoil and low morale when he started a couple years ago. He viewed this as an opportunity for growth and development, and he focused on making Sunriver a professional police department in culture and systems.

Board approved changes in performance measures for both chiefs. The Board will receive the first reporting of progress in June.

New Business –

3. Monthly Chief/Administrator's Reports

Fire Chief Moor

- January was normal, and is usually the slowest month of the year due to cold and lower visitor population. The department utilized this down turn to increase training hours and received numerous certifications through the state certification board.
- 2020 Year-end statistics:
 - Fire incidents - (23) actual fire, overall a normal year for Sunriver.
 - Total calls - (540) calls, down 13%. February and March were very slow due to COVID.
 - Ambulance calls – significant comeback in summer months. (323) overall ambulance transports, which reflect in revenue.
- January 2021 Response Times:
 - Measured and monitored on a monthly basis.
 - Turnout time: from when alarm is first heard to when department is responding. In January 2021, Sunriver Fire had a 1.76-minute turnout time, which is outstanding.
 - Response time: from going on air with dispatch to when the department arrives on scene, which can vary significantly because of Sunriver's huge ambulance service area. In December 2020, Sunriver Fire had a 5.75-minute response time, which means the department didn't go out of Sunriver very often. In January 2021, the response time was higher (8.78-minutes) due to auto accidents on Highway 97.
 - Scene time: how long responders are working a trauma call. The golden rule is 10 minutes to get out of car and on way to hospital.
 - COVID has increased response times, as responders need to put on Personal Protective Equipment.
 - Ambulance service area: Sunriver Fire is meeting the target metrics for response times set by Deschutes County. This is an example of how response times are evaluated. It is also important to monitor how long it takes to do a round trip (to hospital/call and back), because often times that leaves zero firefighters in Sunriver during that time. Those numbers are valuable for operations, deployment and management.
- Administrative update: Working through budget process. Continue to monitor and follow Oregon Health Authority, Oregon Fire Chiefs and Oregon Firefighters council COVID-19 rules and regulations. The department brought back service calls for non-

emergency services, such as smoke alarms going off or to change alarm batteries. Staff go through COVID protocol with homeowners prior to responding to these calls.

- Majority of department has been fully vaccinated for COVID-19.
- Attended the Rental Registry meeting monthly.
- SROA ladder fuels program discussion for 2021 are under way. Currently providing ladder fuels program area surveys, making sure they are accessible for fire apparatus. Crews are also driving the routes.
- Attended Special District Association of Oregon virtual conference.
- Held monthly officer meeting with the leadership team.
- Operations update: many trainings, including monthly ice training at the north golf course, Hazmat training, command and control training, and attended Chief Bjorvik's Central Oregon Fire Operations monthly group.
- Reserve update: one reserve received EMS certificate, and the entire reserve force has their EMT at a minimum. The department lost two reserves to Eugene/Springfield and hope to fill those vacancies soon.
- Held monthly safety meeting, and are adhering to those requirements.
- Community event: firefighters were out on a morning run and helped community members load firewood in the back of their truck. The community members sent a very nice email and brought chocolates to the department to show their appreciation.

Police Chief Darling

- January 2020: (608) calls for service, (35) cases. There were (6) calls for service outside of Sunriver. Emergency and non-emergency calls are down 20 calls, respectively. COVID has had an impact in January, as well as the reduction in parking passes at Mt. Bachelor. When the population decreases there is a reduction of calls for service.
- Officers have received their 2nd round of vaccinations.
- RFID door locks have been installed.
- The department has moved to a new time and attendance scheduling software, which is the same system the Fire department utilizes.
- Deschutes County has hosted the police email system for many years; however, they will no longer be doing so. In July the department will make the migration to Microsoft Office 365, which is the same program Fire uses for their email system.
- The department hired Calvin Davis from Newport as a lateral officer, which means he is already certified and will not need to go to the police academy. He begins Feb. 22. Officer Thompson will work in the Deschutes County DA's office for a year beginning March 1.
- Measure 110, which in the state of Oregon many controlled substances have been reduced from felonies to violations. The impact is complex and significant, from how to use K9s to drafting a new standard operating procedure to deal with possession of controlled substances. Officers still confiscate the drugs, but the individual is now given a \$100 citation and must consent to an evaluation at a later date. Manufacturing and Delivery of a controlled substance are still felony crimes. If the officers find packaging materials, scales, etc. they can still investigate it as a potential felony. Chief stated rental agencies have called the department to confiscate and destroy drugs and paraphernalia at properties, and that will continue. Chief Darling will provide a new Standard Operating Procedure at the next meeting.
- The Office of Emergency Management is offering a Homeland Security Grant for 2021. Chief Darling would like to hire a consultant to evaluate the plan for evacuation and will

try to incorporate these costs into that Homeland Grant. Emergency communication is difficult due to the transient population. Chief Darling would also like to include in this grant to have permanent electronic reader boards placed throughout Sunriver with information. Director Gerhard felt SROA might not approve, based on discussions in the past, and it might help if they are transportable. Director Schmid shared additional SROA concerns about advertising and not providing just information, who manages them, and where they will be placed in the community. Ms. Susan Berger, Sunriver Scene, commented that the SROA, at one time pre-COVID budget cuts, had budgeted to replace the banner signage with a reader board at each entrance. The main goal was to replace the bed-sheet banners with something that looks nicer. It could be used for emergency purposes. Chief Darling said one would be needed at every traffic circle (9 total) and they range from \$20,000 on up. The Board recommends Chief Darling to investigate potential options further.

- Assisted Deschutes County and Bend PD with a robbery suspect in Bend.
- Sunriver PD recovered a vehicle containing stolen property out of Bend.
- Officers Paranto and Ross attended Bend PD Detective Academy.
- Finished in-service quarterly training to include CPR/First Aid recertification and Defensive Tactics.
- Citizens Patrol will create and organize different areas within Sunriver to start a neighborhood watch. They hope to get this process going again with homeowners.
- There were many Lexipol updates, and changes to statutory language.

Administrator Baker

- Attended SSD Budget meeting, and all three departments went through operating requests for next fiscal year. A meeting agenda item is capital requests to be discussed later in this meeting.
- Administrator Baker reminded the Board that the millage rate has been \$3.31/\$1,000 of tax assessed property value for many years, and that in discussions with stakeholders in the Strategic Plan workshops there was discussion to increase it to the max of \$3.45/\$1,000 for a reserve for building needs. She suggests the Board consider this and decide at the March meeting what to do with millage rate.
- The current budget has \$50,000 allocated for building advance work. The 2021-22 budget currently suggested \$75,000. Administrator Baker received confirmation from the Board that this amount is adequate.
- Attended the SDAO virtual conference, and the Public Contracting Session provided valuable information. Later in the meeting she will address proposed changes to the local contracting rules to meet State requirements and amounts. Another course was on Harassment Claims against elected/public officials. There is a new law that harassment claims apply to public officials. These changes are in the Employee Handbook and should be included in District Board Policies. She will bring recommended policy changes next meeting.
- The Employee Handbook is printed and has been given to both departments. Each department will do roll call training as there are important changes that all employees need to know.
- Met with Mr. James Lewis to make minor changes to several agreements between SROA and SSD that are due to be updated.
- The Rental Registry Taskforce is now the Rules Awareness Compliance Task Force. This group will look at communication with rental agencies to give to their clients to lessen the impact of rule breakers. Director Beenen worked on database with names and

contact info for all Sunriver homeowners. The goal is if an incident occurs at the property, SROA can track and take appropriate action. Also, there will be a notation if a home has a rental agency locally to be the first point of contact. This database will also provide more knowledge on how many renters are in Sunriver, which is critical for emergency preparedness. The rental companies were very engaged in this process, however, VRBO and AirBnB were not represented.

- Mindy is updating the website and needs pictures and bios from the Chiefs and Board. She will email everyone when it is live. Her background is in communications, and Administrator Baker would like to utilize her expertise.

4. Election of SSD Treasurer

Chair Hepburn nominated Director Beenen to the Treasurer position.

Director Dishaw moved to approve Director Beenen as the SSD Treasurer; seconded by Director Stephens. Motion passed unanimously.

5. Presentation of Capital requests for FY 2021/22

Chief Moor presented three capital requests. The first is VHF mobile hand-held radios, which are utilized on wildland fires. They are not used every day. Fire currently has 6, and need to replace 4. The second request is to replace all 7 of the AED life packs, which are small and carried in the apparatus. It is a 10-year device, and they are all at end of life. The last request is a station computer server, which is also at end of life. The new server would be adequate for a new facility, if that is decided.

Chief Darling is requesting to replace 1 patrol vehicle, which is a 2016 Ford Interceptor that has 80,000 miles and will have over 100,000 miles when replaced. The cost is \$39,542.19 and includes the patrol vehicle light package. The uplift is an additional \$3,000. The car will come with the typical warranty, not extended. Sunriver Police currently has 7 vehicles total. The second request is replacing 6 mobile data transmitters, which are the computers in patrol vehicles. They are at end of life, keep failing, and do not take updates. The total amount for those is \$27,000. Lastly, Chief Darling is requesting to replace 8 seasonal patrol bikes for a total cost of \$12,000. E-bikes have been considered, but they are still very expensive. The current bikes are 10 years old and have a lot of miles.

6. Proposed SROA Nuisance Ordinance Rule

Chief Darling discussed nuisance properties that regularly receive various complaints. A proposed SROA Nuisance Rule will allow the Police Department to engage in conversations with the homeowners to come to a successful resolution to mitigate the nuisance. Currently, there isn't any incentive to solve the problem. Chief Darling is in communications with the SROA to create a multistep problem-solving solution. One option would be to add civil infractions with monetary fees. The SROA Nuisance Rule is a SROA rule and regulation, not an ordinance. Chief Darling said the SROA Convenience Committee will review these suggestions.

7. Proposed Fee changes with analysis

Chief Moor shared the department's 2021/2022 proposed changes and fee schedule. For item 11, he is asking the Board to increase the cost to send patient care reports, legal documents and insurance requests from \$20 to \$50. Some requests are 2-3 pages, but others can take up almost an entire ream of paper. This is an ongoing issue. He added that Fire reports are less labor intensive, therefore he is only requesting a \$5 increase for those items. The Board

discussed if the work justifies a \$30 increase. Chief Moor added that this is not on a daily basis, but some cases do require an immense amount of employee time and materials. Administrator Baker suggested to look at the fee schedule from last year and research an hourly fee. If a case takes a lot longer, the department has the ability to add on an hourly charge or charge by the page. Administrator Baker also added that these fees are already identified in other District fees and there should be consistent. Chief Moor will do more research and report back to the Board.

Chief Moor is also request to increase the rate for ambulance transports from \$1,500 to \$1,750 after an analysis with other central Oregon departments. He added that the ambulance billing company shared that the payer mix in Sunriver is 45% Medicare, 35% commercial, and 20% Medicaid. If the charges are increased to \$1750, the insurance companies will pay the cost, not the customer in Sunriver.

Administrator Baker added that the Board needs to do a resolution to approve any fee changes, separate from the budget, which they can do in March.

Chief Moor concluded this agenda item by sharing various other items that need to be removed from the fee schedule that are no longer applicable.

8. Motion to approve retaining consultant for Phase I building analysis per Scope of Work

Director Ralston created a Scope of Work document that included results of the Strategic Plan studies and ways to move forward on a solution. He suggests the Board utilize a consultant to provide information on whether to build a new Public Safety facility or to upgrade the current Fire Department. The consultant would condense the different options and provide a study to arrive at a final recommendation. SSD does not need to go out for bid for this portion of the project.

Director Ralston stated that the budget currently has \$50,000 available from now until July 1 to pay for this consultant, and that starting July 1 there will be an additional \$75,000 in the budget. Director Ralston said the budget accurately reflects enough to get the consultant started. Administrator Baker said the Board can do a resolution to transfer money if it is not enough.

Director Ralston shared his suggestion of who to consider for this phase and that he has worked with him in the past. Director Ralston will email the Board his qualifications and experience. The Board, chiefs and Administrator Baker will interview the consultant, and if satisfied will move forward in the process. If they are unsatisfied, other consultants will be recommended and interviewed.

Director Dishaw moved to approve retaining a consultant for Phase I building analysis per Scope of Work with a limit of \$50,000 this fiscal year; seconded by Director Stephens. Motion passed unanimously.

9. Motion to approve the Fire Department to submit Safer Grant for an additional FTE Firefighter/Paramedic

Chief Moor requested this agenda item be removed due to additional conversations with the grant writer. It is highly unlikely the department would meet the criteria for the Safer Grant.

10. Request to add FF/P to the FY 2021/22 budget if grant is not secured

Chief Moor is requesting approval from the Board to hire a full-time firefighter/paramedic. Last year, the Board approved the addition of two of these positions for two of the three shifts. Chief Moor would like to add the third to balance the shifts. Each shift is 48 hours on duty, and 96 hours off duty with a total of three shifts. The Board didn't add the third position when approving the other two due to budget considerations at the time. Chief Moor added that the request is in this year's budget process, and that the estimated salary and benefits is \$111,000, with additional onboarding costs of \$9,800.

Director Dishaw shared concerns about costs for the department, in which Director Beenen responded that building costs and operational costs should be separate. Director Beenen suggested the Board find funding for building costs outside of the operational budget.

Chief Moor stated that adding this position would reduce overtime, which he has been monitoring and there is a trend downward in recent months due to the addition of the other two full time positions for each shift. There are other positive impacts, such as higher morale and employees are able go to training sessions easier.

Administrator Baker will create a budget for the Board to compare the addition of one employee and one without. She can add a 5-year forecast on both budgets, and show future trends based on this position. The Board stressed that it is important to keep current on projections and make sure assumptions are accurate when forecasting.

11. Discussion on proposed changes to the Local Contracting Rules for the District

Administrator Baker attended an SDOA Contracting seminar, and she drafted updates to the SSD Local Contracting Rules to bring into alignment with state law.

One of the updates is in addition to the Board Administrator, the two chiefs are contracting agents for their departments. They will have to comply with the state rules, and the Board still has to authorize expenditures of funds. The second major update was increasing the monetary contracting amounts to be in line with the state limits. The last update was adding the Board Chair, in addition to the Board Administrator, as an authorized signature during an emergency situation.

Administrator Baker reminded the Board that they decide their local contracting rules, but the state sets various limits. Administrator Baker recommends all Board members read the rules, before voting on these proposed changes at the March meeting. She had the proposed changes reviewed by legal.

12. Motion to approve Chair's letter to La Pine Fire District Board regarding safety concerns of different radio systems on mutual aid calls

Chief Moor stated that all central Oregon fire departments are using the new radios, except La Pine. There have been many discussions about this, as it creates numerous issues when Sunriver responds to calls in La Pine. The main concern is safety, and the burden of monitoring multiple radios. La Pine Fire has the new radios, but chooses not to use them.

Chief Moor requested Chair Hepburn draft a letter to the La Pine Fire Board expressing SSD's concerns. 911 Dispatch and the Central Oregon Fire Chiefs Association have also given their support to Sunriver Fire Department in this situation.

Director Dishaw moved to approve the Chair's letter to La Pine Fire District Board regarding safety concerns of different radio systems on mutual aid calls; seconded by Director Schmid. Motion passed unanimously.

13. Motion to approve wage increase of 1.5% for non-represented employees of Chiefs, Administrative Assistants, Deputy Fire Chief, Fire PIO, Police Lieutenant, Police Sergeants, Board Administrator, Office Assistant, to be effective July 1, 2021

This motion would give the same wage increase to these non-represented employees that Police and Fire receive from their CBAs.

Director Foster moved to approve the wage increase of 1.5% for non-represented employees of Chiefs, Administrative Assistants, Deputy Fire Chief, Fire PIO, Police Lieutenant, Police Sergeants, Board Administrator, Office Assistant, to be effective July 1, 2021; seconded by Director Schmid. Motion passed unanimously.

14. Motion to approve Resolution 2021-004, approving updated Board signature authority

This motion will give Director Beenen signing authority, and remove former Director Murray.

Director Schmid moved to approve Resolution 2021-004; seconded by Director Ralston. Motion passed unanimously.

15. Discussion on first draft of Police & Fire 2020 annual Reports

Administrator Baker suggested that the Board read these reports on their own and send suggestions to the Chiefs to save time. The SSD Board will approve both annual reports next month.

16. Report on Executive Advisory Committee Meeting

Director Ralston stated that most topics covered in the Executive Advisory Committee meeting had already been discussed in this meeting. The only exception is river usage and rules. Chief Darling is in discussions with the SROA Covenants Committee, and Chair Hepburn will also be talking about this in an upcoming meeting with SROA President Skinner. Both will report back to the Board.

17. Motion to approve the January 2021 unaudited financials

Director Beenen provide the January 2021 unaudited financials in a new format to make it easier to read and understand. He gave an update and concluded that the budget year to date numbers are acceptable.

Director Foster moved to approve the January 2021 unaudited financials; seconded by Director Dishaw. Motion passed unanimously.

18. Motion to approve Chair's signature on 911 Technical Agreement for Fire Department

This agreement is the annual IT services through 911, and it is the same as the Police Department. The amount is \$2,800 and it is a yearly expense. The agreement for Fire was delayed due to an issue on getting the new server.

Director Beenen shared some date discrepancies, and Chief Moor will verify that they align with the fiscal year. Administrator Baker added that District Policies require the Chair to sign all agreements.

Director Beenen moved to approve the Chair's signature on 911 Technical Agreement for Fire Department; seconded by Director Ralston. Motion passed unanimously.

19. Review January 2021 SROA Board meeting

Director Beenen provided an update to the Board on the January SROA Board meeting.

- There was discussion about COVID.
- The North Pool is on schedule to open in June of 2021.
- Telecommunications update: SROA is currently negotiating with Bend Broadband, and their contract expires in June of 2022. SROA is also researching alternatives.
- No additional updates to the Rental Registry Task force that haven't already been discussed in this meeting.
- The Recycle Task Force has sent a recommendation for review at the SROA Board meeting.
- SROA is evaluating how to change the regulations so river access doesn't become a nuisance issue.
- Regulations for e-bikes on pathways: Class 1 is a pedal assist, and Class 2 is pedal only.
- Fireworks are a Class A offense, and the fine was increased from \$500 to \$2,500.

Other Business

- The next SSD Regular Board meeting is March 18, 2021 items on the agenda: Presentation & Discussion of FY 2021/22 budget; Approval of any changes to the FY 2021/22 fee schedule; Approval of 2020 Police & Fire Annual Reports.

Director Schmid moved to adjourn; seconded by Director Dishaw. Motion passed unanimously.

Meeting adjourned at 5:39 p.m.

SSD Chair, Bill Hepburn
Office Assistant, Mindy Holliday