

SUNRIVER SERVICE DISTRICT

MINUTES OF BOARD REGULAR MEETING

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

Virtual Meeting Via Zoom

- Call to Order:** Vice-Chair Ralston convened the meeting at 3:00 p.m.
- Roll Call:** Dir. Dishaw, Dir. Ralston, Dir. Beenen, Dir. Stephens, Dir. Foster, Dir. J. Schmid, Chair Hepburn joined the meeting at 3:29 p.m.
- 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:** None

Presentation:

Chief Moor introduced Shelley Brewington, with Systems Design to provide an ambulance billing informational report to the Board.

Ms. Brewington shared the 4 major payor groups of Sunriver Fire ambulance patients:

1. 45% are Medicare. The Medicare allowable payment is \$537 for Advance Life Support (ALS) and \$452 for Basic Life Support (BLS) transport. The balance from the \$1,500 ambulance transport fee cannot be forwarded to the patient and is disallowed.
2. 15% are Medicaid. The Medicaid allowable payment is \$420 for ALS and \$311.42 for BLS transport. Once again, the balance from the \$1,500 ambulance transport fee is disallowed.
3. 31% are Commercial. Commercial patients have private insurance, through their employer or is billed to auto insurance for accidents. Sunriver Fire accepts the portion paid by the insurance carrier and the balance is patient responsibility. Ms. Brewington shared some patients will pay this balance, and some will not. The latter are sent to collections after a process of trying to collect the outstanding balance.
4. 9% are Uninsured. These fees are generally not collected.

It takes, on average 3 to 4 months to process a bill before receiving payment from insurance carriers and the patient. Systems Design utilizes a process to work with the patient to collect the unpaid balance, which can include setting up monthly payment plans. If this doesn't work, the unpaid balance is sent to a collection company.

Chief Moor said he would provide information and data on how the collections process is going next meeting. The Chief also added that Sunriver has a 2-step process internally to ensure complete patient care reports are submitted, which improves processing time to receive payment.

Consent Agenda

1. Motion to approve:

- a) The February 18, 2021 Regular Board meeting minutes
- b) The February 18, 2021 Work Session Meeting minutes
- c) SROA monthly invoice in the amount of \$15,230.28
- d) Invoice to Robberson Ford for vehicle repairs in the amount of \$5,187.22
- e) Invoice to Deschutes 911 for police services in the amount of \$21,717.25
- f) Invoice to Deschutes 911 for fire in the amount of \$5,092.66

Director Ralston noted in the February Regular Board meeting minutes he is to send the qualifications and experience of the Phase 1 consultant to the Board. He received confirmation from the Board that they would like to have this information.

Director Ralston asked that line 8 of the February Regular Board meeting minutes be changed from "interview others" to "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 asked about the charges from Robberson Ford. Chief Darling stated a patrol car needed repairs after small car crash during a pursuit. Insurance paid everything but the \$1,000 deductible.

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

Old Business

2. Motion to adopt 2021-2025 Strategic Plan

Director Dishaw discussed the final Strategic Plan, and provided the Board with an opportunity make any additions or changes. Administrator Baker suggested to review the items to be included in the Police and Fire Performance Measures and the tasks for the Board to address. The Plan should be reviewed on an annual basis. Administrator Baker will work with Chair Hepburn to set up this process to address the Board tasks.

Director Dishaw moved to adopt the 2021-2025 Strategic Plan; seconded by Director Foster. Motion passed unanimously.

3. Update on Phase I of Building analysis

Director Ralston would like to give a monthly update to the Board each meeting about the status of the proposed Public Safety Building.

- Feb. 18, 2021 the Board approved the Scope Document for Phase 1, which included evaluating and engaging a consultant.
- March 2 met with Mr. James Lewis, SROA. He was willing to participate and had several suggestions. One of the scenarios is the District purchasing the existing site which would involve negotiations with the SROA Board of which Mr. Lewis would be involved. He said SROA is here for the community and will cooperate to move forward with this project together to ensure continuity of services in Sunriver. He recommended the current site be appraised.
- For due diligence the District should look at alternative sites. Deschutes County Community Development could assist in identifying compatible zoning parcels.

- Director Ralston sent parameters Bratton Appraisal Group to appraise the current facility. The cost is \$3,800 dollars and Administrator Baker signed the agreement on March 15. The appraiser will start in early April and have final report done in 30 days. Director Ralston said the building does have structural deficiencies and they will not be in the appraisal. However, they will be addressed in Phase 1 with the consultant later in the process.
- Met with the partnership of KMB Architects from Olympia, Washington and Pinnacle Architects from Bend on March 4, 2021. Chair Hepburn, Administrator Baker, and both chiefs were present as they discussed how they work together. Pinnacle is local, and have partnered with KMB on various local public projects. Director Ralston is committed to having these representatives from each company be the primary contacts for the entire process. Director Beenen asked the amount of financial commitment right now. Director Ralston said there is \$50,000 in the current fiscal year budget and the total cost of phase 1 will be determined in the near future. Director Foster shared concerns about billing for time and materials, as it opens the door for abuse. Director Ralston assured him this is always a discussion point, and there must be a level of trust with assurances met.
- Chair Hepburn added that a site hasn't been selected and no decisions have been made on the current building. The team is engaging in due diligence and will see proposals next week. The Board has final approval.
- Director Ralston said both KMP and Pinnacle have a lot of experience for community outreach, which is another positive.

Chair Hepburn resumed chair duties at 3:50 p.m.

New Business –

1. Monthly Chief/Administrator's Reports

Police Chief Darling

- February 2020: (510) calls for service, (37) cases. There were (8) calls for service outside of Sunriver. Emergency calls were (40) and non-emergency calls were (102). These numbers were similar to last year.
- Citizen Patrol assisted Deschutes County Public Health (DCPH) with a pop-up Covid-19 vaccination clinic at the SHARC. One hundred doses were given to community members. Citizen Patrol did such an amazing job that DCPH asked them to assist with vaccination clinics in Bend and La Pine.
- Met with KMB and Pinnacle Architecture on Public Safety Building possibilities.
- Attended the final meeting of the Rules Education and Compliance Task Force. SROA will give a final presentation to SSD/SROA Boards at their joint meeting in April. Chief Darling shared that Director Beenen created a great database for rental units, property management companies, and owners. The task force has been beneficial. The Nuisance Rule Regulation was accepted by the SROA legal team, with a few format changes from what was originally presented. It will now go to Convenance Committee to finalize. Police will then implement the new rule and regulation for chronic nuisance properties. Director Beenen said information about rules will be sent to rental agencies and additional signage will be posted in Sunriver. Chief Darling stated citations will be issued to the owners, following a matrix provided by the Convenance Committee. Owners will then go to a magistrate and can mitigate. He said the goal is to solve the problem. If the owner does not take action and nuisances continue, each additional infraction goes from Class C, to Class B, to Class A. This escalating scale hopefully motivates property

owners to solve the issue. An email will be sent to the property owner, rental agency, SROA, etc. so everyone has the information and isn't surprised. Chief Moor said the database will be helpful for the Fire Department too.

- Operations and Training: Lieutenant Womer, Sergeant Lopez and Chief Darling attended the weekly OACP leadership symposium. Sgt. Lopez is completing the PCOD class to be certified in Oregon. Officer Sosa is finishing an aggravated theft investigation involving \$10,000 in illegal credit card transactions in which an arrest was made. Officer Ross completed a search warrant for a cellular phone, which was evidence in a sexual abuse case. Additional evidence has been reported to outside agencies for follow up on additional crimes. Officer Ross assisted the Major Incident Team in Jefferson county on a suspicious death investigation. Officer Paranto attended the Reid School of Interviewing.
- Citizen patrol is resuming normal operations. Members must have had both vaccinations and waited 14 days after the last dose. 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.

Chief Moor-

- Emergency calls were slow in January and February, which is normal. (45) calls for service, which is an 18% increase over January 2020. Chief concluded this was due to the Covid-19 pandemic. Response times continue to be very good.
- Training: Chief Bjorvik has had staff complete many trainings during the slower months. Reserve staffing completed 455 hours in 2021 so far, which in 2020 they completed 1,812.5 for the entire year. The changes and reorganization of the reserve program has been very beneficial to the department.
- Administrative: Continue to work on budget process. Due to the lower levels of Covid-19, the department has relaxed its mask mandates in the station. PPE is still required for all emergency responses. Front door also continues to be locked to protect staff, considering the high visitor population in Sunriver.
- Attended the monthly officers meeting, in which a new leadership training portion has started. The objective is for one individual to bring a leadership article every month, show how it applies to Sunriver, and how to use it in a leadership role. It could be a magazine article, Ted talk, etc.
- Central Oregon Fire Chiefs are working with the State of Oregon for statewide wildfire zones. They are trying to identify target hazard areas that could cause significant wildland fires. SSD Board sent a letter to Deschutes County Building Project to help strengthen homes to make them more fire safe, and Chief Moor said it should be at the state level soon through state legislature. The County is receiving push back, as these measures increase the cost of construction. Sunriver is not in a wildfire zone on the report because there have not been recent wildfires in the area. They are using historical data for the preliminary report and zoning is geographic zones based on volume of historical fires. Chief Moor will share more once he receives the report.
- Summer staffing: Chief Bjorvik created a small working task force to address deployment to wildfires during the summer months.
- Lexipol: 3 updates were state/federal. Received 1 new policy with highway safety, but it has not been implemented yet. Chief Bjorvik will implement as Operations Chief.
- Operations: monthly trainings were advanced cardiac life support, fire

investigation, and fire shelter deployment. Nick Newcomb trains with Bend Fire and Rescue specialty training team on a monthly basis. The goal is to work with Bend Fire and bring information back to Sunriver.

- The La Pine mutual aid agreement was modified to reflect radio system use when responding and receiving mutual aid from La Pine Fire District. La Pine has agreed to respond to structure fires in Sunriver, however, Sunriver Fire will no longer be responding in the La Pine Fire District for structure fires or Immediate Death Life or Health (IDLH) situations. IDLH is triggered when staff need to use air tanks. Due to La Pine still not using the 800-radio system in their district, Sunriver Fire believes it is a safety issue for Sunriver staff. La Pine will use the 800-radio system when assisting on calls in Sunriver. The Board shared concerns about Sunriver Fire not responding to a fire at the Sunriver Business Complex or other areas just south. Chief Moor stated Deschutes County 911 Dispatch is sending a team to La Pine soon to provide an analysis of radio coverage of the 800-radio system. Chair Hepburn spoke with his counterpart at the La Pine Fire District Board in addition to sending the Board approved letter on this issue.
- Reserve update: in the recruitment phase, as they are down four Reserve Firefighters.
- Seasonal paramedics: in the process of getting the program going and hope to advertise vacancies soon.
- Long time reserve, Bob Gaede accepted a full time FF/EMT position in Medford.
- Blue card incident command: a copy has been included in the Board packet. Sunriver Fire is working closely with Bend, as they have several certified Blue Card incident commanders. Bend Fire came to Sunriver and provided instruction.

Administrator Baker

- Budget process – the Board will review the proposed budget spreadsheets later in this meeting. There will not be any additional Budget Committee meetings scheduled unless the Board requests additional work by the committee. Administrator Baker reminded the Board that the millage rate has been \$3.31/\$1,000 of tax assessed property value for many years, and can be increased to the maximum of \$3.45/\$1,000. Once the maximum is met, the millage rate cannot be increased and past Boards have been cautious of raising to the maximum amount. The Board will have a better idea of the costs needed for phase 1 for the next fiscal year after the consultants complete their proposal. Currently \$75,000 is listed in the 2021/2022 fiscal year budget as a place holder. Director Dishaw asked if it is too late to include other items in the budget. Administrator Baker answered the Board hasn't voted on the final budget; therefore, the Board can make adjustments up until the final vote. The Board needs to get the budget to Deschutes County by May 1, and must vote to approve in April.
- Met with the Rental Registry Task Force, which is now the Rules Education and Compliance Task Force. The Sunriver Resort, Cascara Vacation Rentals and Bennington Properties were very proactive and excited to partner in solutions. This should aid in getting the other property management companies on board. Director Stephens mentioned these entities offered to share numbers of vacation renters with the chiefs, which will give a better sense of how many people are in Sunriver at a given time.
- Tort Claim Notice – Former Police Officer Kasey Hughes sent a Tort Claim Notice. SDIS was notified and no further action will be taken at this time.
- Strategic plan was already discussed.
- Met with architects for the Public Safety Facility.

- Administrator Baker was selected to the Sunriver Chamber of Commerce Board.

2. Motion to approve Resolution 2021-005 adopting changes to the Local Contracting Rules

Administrator Baker brought to the February Board meeting changes to the Local Contracting Rules, which would make the limits up to date with state law.

Director Beenen shared concern about increasing the limits to \$150,000, and suggested to keep this amount as small as possible without hindering efforts. He added this provides the chiefs and Administrator Baker with protections. Administrator Baker stated by increasing this limit it would be consistent with state law. The District Policies require Board approval for all contracts and agreements, including any purchase over \$5,000. The local contracting rules do not change that requirement.

Director Foster moved to approve Resolution 2021-005, adopting changes to the Local Contracting Rules; seconded by Director Ralston. Motion passed with Chair Hepburn, Director Ralston, Director Schmid, Director Foster, and Director Stephens voting in favor, and Director Beenen voting against.

3. Motion to approve Resolution 2021-006 adopting changes in the fee schedule

Administrator Baker shared the only change from the information provided at the February meeting was both Fire and Police have combined the fees charged for reports to the public. In addition, the research fee has been increased from \$25/hour to \$40/hour, reflecting the actual costs of staff (wages plus burden). Lastly, the Ambulance transport fee increased from \$1,500 to \$1,750. The fee schedule is available at the front desk, and can be added to the website.

Director Dishaw moved to approve Resolution 2021-006, adopting changes in the fee schedule; seconded by Director Foster. Motion passed unanimously.

Director Stephens left the meeting at 5 p.m.

4. Discussion on revision to the District Board Policies

Administrator Baker provided proposed revisions to the District Board Policies.

State law changed to include elected officials, which includes volunteer Board members, being responsible to adhere to Discrimination and Harassment policies. These policies are outlined in the Employee Handbook but this document is not directed to the Board. Language has been added to the District Policies to ensure Board members know they are responsible for the Discrimination and Harassment policies outlined in the Employee handbook, and includes a process to follow in the event of a violation.

There will be a resolution at the next meeting for a vote to approve these changes.

5. Presentation of FY 2021-22 Budget, projected 5-year forecast, and report on the Reserve Study

After budget meetings, contributions from chiefs and budget committee members, Director Beenen provided a summary of work to the Board.

Fund 716 (Capital Reserves):

The report shows historical actuals, current fiscal year, projections going forward, and the budget for the coming year. The budgeted Resources for 2020-2021 is \$1.3 million, and the

Resources for FY 2021-2022 is projected at \$1.4 million. 716 Requirements include new vehicles and bicycles for Police, and AED packs and radio equipment for Fire. \$75,000 was included for phase 1 for public safety building. There is also a \$250,000 contingency from this year that was not used, which could increase the overall fund balance in the proposed budget.

Reserve Contribution:

Robert Felix completed the reserve study. The final recommendation includes increasing the reserve fund contributions. He concluded if the District had a \$2.06 million in the reserve account, they would be 100% funded and currently the District is 43% funded. Fully funded, from a reserve perspective, is above 70%. Mr. Felix is recommending an increase in contributions of 8-10% for the next several years due to being underfunded. The expenditures listed in the report are replacing various trucks and equipment, showing an estimate based on age.

Director Beenen created an optional approach, based on the same assumptions as above. One approach contributes \$1.5 million for next year, 2021-2022. The fund immediately becomes 100% funded, which isn't necessary but helpful moving forward. This allows contributions made annually to be much smaller moving forward than the previous schedule. The District has the money to make this contribution right now from the working capital.

If the District makes a purchase of real property and adds a future building, it would go into reserve account and needs to be reserved for future replacement.

Director Foster supported making a large contribution now as the District has been under-reserving in the past. There is a large working capital balance, and this cash would have been in the Reserve anyway. Some of the margins are very tight in the scenario where a smaller amount is contributed each year. In addition, the interest gained on a larger up-front contribution would be beneficial.

Director Beenen said Fund 716 must be used for new capital asset purchases and replacement. If replacing equipment on the reserve list is extended past the estimated life, reserve contributions could be reduced. Chair Hepburn suggested running scenarios if the equipment had additional years added before replacement. Director Beenen worried about putting things off too long, and then a replacement cost earlier than anticipated could skew the fund.

Chief Moor will do an apparatus replacement plan for the next 10-15 years. The Ladder truck was discussed and if the life can be extended since it is not used often. Some insurance premiums use the ISO ratings to set rates for owners. Equipment in the departments does factor in these ratings and the ladder truck can play a part. There are other options, as there are not any significantly tall buildings in Sunriver and some apparatus can be replaced with a lesser costing apparatus.

Chair Hepburn questioned why Director Beenen's scenario put Fund 716 at a 90% funded rate with the \$1.5 million contribution if over 70% is considered fully funded. Director Beenen said it would decrease future annual contributions. The District could contribute \$1 million, but then annual contributions would be higher to maintain a reasonable number in the 2031-time frame. He added it is whether the Board wants to pay up front or pay as you go. Paying up front provides compounding interest. Both approaches are valid, the Board needs to decide how to move forward.

Fund 715:

This report assumes a 3% increase in property values, 97% tax collection rate, no increase in personnel, slight increase in reserve contribution, and a \$500,000 contingency is included but assumed not to be needed. With these scenarios the FY 2021-2022 year ends with \$583,000 surplus.

5-year financial forecast:

Director Beenen analyzed three scenarios one with current staffing, one adding a firefighter/paramedic and the last one with an additional firefighter/paramedic and increasing the millage rate to the maximum of \$3.45. Director Beenen concluded by sharing an example of how the increase in the millage rate will financially impact a Sunriver homeowners property taxes. He also reminded the Board about the many variables in all these scenarios.

Chief Moor said overtime is driver for the 3rd position. Without this position it creates issues for scheduling, especially in busy months. The 2 new positions have only been on board for a few months, but there is already a significant trend downward of overtime hours. There are a few funding options, such as Coronavirus \$250,000 funding, and GEMT funding has been consistent over the last 5-year period with an average of \$45,000 in that line item. A significant amount of overtime is reimbursed from conflagration reimbursement.

Administrator Baker suggested a few Board members meet to look at the reserve study and make a recommendation on the reserve contribution after getting updated data from Chief Moor. The Reserve contribution decision as well as additional staff and setting the millage rate all have to be decided before a final budget can be approved. These decisions can be deferred to the next regular meeting but it would require a special Board meeting before the end of April to approve the final budget.

6. Motion to approve Chair's signature on Systems Design contract

Systems Design is the business Sunriver Fire uses for ambulance billing. The Professional Services Agreement and Business Associate Agreement were reviewed and approved by David Doyle, Deschutes County Legal Counsel. Chief Moor provided information to the Board about the new electronic billing by Systems Design and how the department is charged. He also confirmed to the Board that this process meets all HIPAA and patient confidentiality guidelines.

Director Ralston moved to approve the Chair's signature on the Systems Design contract; seconded by Director Dishaw. Motion passed unanimously.

7. Adoption of Police & Fire 2020 annual Reports

Chief Darling confirmed the Fire and Police 2020 annual reports have been distributed to the Board for review. The reports will be posted on the website, and Susan Berger has agreed to put an article in the Sunriver Scene. Administrator Baker can email copies to the Deschutes County Commissioners and other points of contacts.

Director Dishaw moved to approve the adoption of the Police and Fire 2020 annual Reports; seconded by Director Beenen. Motion passed unanimously.

8. Motion to approve the February 2021 unaudited financials

Director Beenen provided the February 2021 unaudited financials. He gave an update and concluded the budget year-to-date numbers are acceptable. Director Beenen encouraged the Board to focus on year-to-date numbers, due to the timing of the property tax revenue being deposited. Police and Fire are underbudget for the month, and Administration is on budget.

Director Beenen moved to approve the February 2021 unaudited financials; seconded by Director Ralston. Motion passed unanimously.

9. Discussion on agenda items for the Joint SSD/SROA meeting in April

The Board discussed agenda topics for the joint SSD and SROA Board meeting next month. Topics include the Public Services Building and Cardinal Landing Bridge. The Board can email agenda item requests to Administrator Baker.

Director Gerhard added that this is a good time to start campaign for additional funds from Deschutes County for the Public Services Building, as they are receiving stimulus funds.

10. Review February 2021 SROA Board meeting

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

- Rules Education and Compliance Task force has multiple aspects, such as communication, enforcement, and database. Chief Darling would like the ability to have communications with the owner about their home.
- Proposed rule change to allow a Class 2 ebikes on the pathways. Class 1 is a pedal-assist with a maximum speed of 20mph. Class 2 is a throttle, pedal isn't necessary, and has a maximum speed of 20mph. Some homeowners wanted a change to Class 2, however, there was not a motion made and it died. The SROA received significant input to not add Class 2 ebikes to the pathways.
- The Recycling Task Force brought forward a proposal to move the location to outside of the maintenance yard. The Task Force recommended to wait 6 months, as the garbage collector is starting to offer side-yard recycling in Sunriver for a free.

11. Motion to approve Chair's signature to Oregon Health Authority Agreement for GEMT reimbursement and fee to OHA in the amount of \$984.43 & \$4,922.16

The Oregon Health Authority Agreement for GEMT is the same agreement as last year except for dates, which had a legal review at the time. OHA requires Sunriver Fire to pay a fee of \$984.43. However, OHA also requires a deposit to be sent at the same time of \$4,922.16, which is reimbursement after receipt of the check for \$984.43.

Director Dishaw moved to we have the chairman sign the Oregon Health Authority agreement; seconded by Director Ralston. Motion passed unanimously.

There was a second motion by Director Ralston to approve this expenditure, as sums mentioned, in the amount \$984.43 and \$4,922.16, which totals over the \$5,000 amount needing Board approval; seconded by Director Foster. Motion passed unanimously.

12. Discussion on meeting in person next month, or a hybrid

The Board discussed moving the April to in-person, or a hybrid of in-person and virtual attendees. Director Beenen shared some issues SROA had having a hybrid meeting. Director Dishaw added the meeting size is under the limit required by the state of Oregon.

The Board decided to proceed with in person meeting with a virtual option available.

Other Business

- The next SSD Regular Board meeting is April 15, 2021 items on the agenda: Approval of the Reserve Study; Approval of the FY 2021-22 Operating 715 & Reserve 716 budget with the narrative. Note: It may be necessary to have a special meeting late April to approve the final budget if some budget decisions are deferred to April; Chair reports on quarterly meeting with SROA President; Annual Joint SSD/SROA meeting Friday April 16, 2021. It will be held at the SHARC and is a morning meeting.

Director Ralston requested to move the SSD Board Regular Meetings to begin at 2 p.m. starting in April. The Board agreed with changing the start time.

Director Foster moved to adjourn; seconded by Director Beenen. Motion passed unanimously.

Meeting adjourned at 6:15 p.m.

SSD Chair, Bill Hepburn
Office Assistant, Mindy Holliday

APPROVED