

**WESTERN LANE FIRE AND EMS AUTHORITY
SIUSLAW VALLEY FIRE AND RESCUE
WESTERN LANE AMBULANCE DISTRICT
BOARD OF DIRECTORS**

“One Team, One Mission”

JOINT BOARD MEETING AGENDA

August 28, 2025, 6:00pm

2625 Highway 101 North, Florence

Zoom Meeting URL: <https://us02web.zoom.us/j/82683268796>

Or call 1-669-900-6833 and enter Meeting ID: 826 8326 8796

- I. 6:00pm Call to Order**
- II. Pledge of Allegiance**
- III. Roll Call / Establishment of Quorum**
- IV. Appointment of Director Heppel (SVFR)**
- V. Swearing In of Lieutenant: Doug Unrein**
- VI. Public Comment: *This is the opportunity for the public to speak to the Board of Directors. The maximum time for public comment will be 30 minutes and three minutes will be allotted for each speaker.***
- VII. City of Florence:**
 1. Public Safety Fee
 2. WLEOG
[Natural Disaster & Emergency Preparedness | What is WLEOG?](#)
- VIII. Consent Agenda**

Meeting Minutes: Regular Meeting July 24, 2025
Staff Reports
Correspondence
- IX. Monthly Financials for SVFR, WLAD, WLFEA**
- X. Old Business**
 1. Modular Building Committee
 2. Policies from July 24, 2025:

- a) 606 – Heat Illness Prevention Training
- b) 607 – Health Insurance Portability and Accountability Act (HIPAA) Training
- c) 608 – National Incident Management System (NIMS) Training
- d) 609 - Repetitive Motion Injuries and Ergonomics Training
- e) 610 – Respiratory Protection Training

XI. New Business

- 1. Employer Incentive Fund PERS
- 2. OnBoard Software
- 3. RFP for IT Services
- 4. Preferences for Board Retreat
- 5. Policies for Review:
 - a) 611 – Wildland Fire Shelter Deployment Training
 - b) 612 – Training Records
 - c) 613 – Emergency Action Plan and Fire Prevention Plan Training
 - d) 614 – Firefighter and Paramedic Health, Safety and Survival Training
 - e) 615 – Live-Fire Training

XII. Director Comments

This is an opportunity for Directors to comment on topics not on the agenda.

XIII. Future Business: Joint Board Meeting Thursday, September 25, 2025, at 6:00pm.

XIV. Adjournment



250 Highway 101
Florence, OR 97439
ci.florence.or.us

ADMINISTRATION
541.997.3437

CITY COUNCIL
541.997.3437

**COMMUNITY
DEVELOPMENT**
541.997.8237

**FLORENCE
EVENTS CENTER**
541.997.1994

MUNICIPAL COURT
541.997.3123

PUBLIC SAFETY
541.997.3515

PUBLIC WORKS
541.997.4106

Dear Florence Community,

We're writing to inform you about the City of Florence's current budget situation and the steps we've taken to protect the public safety services our community relies on. To help maintain these essential services, a new \$5 Public Safety Fee will appear on your August utility bill.

Florence, like many Oregon cities, is facing a growing gap between rising service costs and limited revenue. While we've worked hard to reduce expenses and have made cuts across departments for over a decade, the City can no longer maintain current service levels without additional funding. This challenge is largely due to state laws passed in the 1990s (Measures 5 and 50), which permanently capped how much cities can collect in property taxes. Meanwhile, the costs of providing services have continued to rise with inflation, population growth, and increased demand.

Over the past several months, the City Budget Committee and City Council held a series of public meetings to explore funding options. After careful consideration, we chose to implement a Public Safety Fee: a dedicated monthly charge that supports police, 911 dispatch, jail operations, and municipal court services. These services are a core public good. Unlike utilities or permits, they do not generate revenue to cover their own costs, yet they benefit everyone in our community. The fee was unanimously supported by the City Council.

The Public Safety Fee will be phased in gradually for all developed properties in Florence:

- \$5 per month beginning July 2025
- \$15 per month beginning January 2026
- \$18 per month beginning July 2026

Public safety is one of the most essential and consistently relied-upon services the City provides. As a core responsibility of local government, it plays a vital role in maintaining the well-being of our community. That's why we've taken a careful approach, keeping the fee as low as possible and phasing it in gradually to reduce the impact on residents.

More information about the Public Safety Fee, including details about how it will be used and why it was needed, is available at www.ci.florence.or.us/police/public-safety-fee.

Thank you for being part of this community and for all you do to help make Florence a safe and vibrant place to live. We look forward to continuing to serve you.

Sincerely,

Rob Ward
Florence Mayor

Erin Reynolds
City Manager

John Pitcher
Chief of Police



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City of Florence Public Safety Fee Overview

We want our community to have the facts needed to understand the new Public Safety Fee, including what it is, why it's needed, and how it will work. To maintain essential public safety services, the City of Florence has implemented a new Public Safety Fee that will appear on monthly utility bills starting July 2025. The fee is dedicated to funding critical services like police, 911 dispatch, corrections, and municipal court operations.

Public Safety services are among the most valued by the community, but unlike utilities or permit services, they don't have a cost recovery revenue source. These services are a core public good, and everyone benefits from a safe, well-served community.

How the Fee Works

The fee will be applied to all developed properties, per residential and/or commercial dwelling unit, in Florence and will appear as a line item on monthly City Services Bills. To reduce impact on residents and businesses, the fee will be phased in over time:

- \$5 per month in July 2025
- \$15 per month in January 2026
- \$18 per month in July 2026.

To help offset the cost during the first year, the City is pausing utility rate increases for water, wastewater, and stormwater services.

Why the Fee Is Needed

Like many Oregon cities, Florence is facing a gap between rising service costs and limited revenue. State laws passed in the 1990s (Measures 5 and 50) permanently limited how much cities can collect in property taxes, while the cost of providing essential services continues to rise beyond that limit. Even after a decade of cost-saving efforts, revenue has not kept pace with inflation, population growth, or service demand, and the City can no longer maintain current service levels without new funding.

Public Safety is a critical government service benefiting everyone, and the costs should be shared by everyone. Funding public safety services protects our quality of life.

Learn More

More information about the Public Safety Fee can be found on the City of Florence's website at www.ci.florence.or.us/police/public-safety-fee or by scanning the QR code.





Florence Public Safety Fee

Frequently Asked Questions

1. Why is the City implementing a Public Safety Fee?

The Public Safety Fee was approved to ensure the City can continue providing essential services like police, 911 dispatch, corrections and municipal court. These services are critical to public safety and currently cost more to provide than the City receives in property tax revenue.

2. How much will the fee cost residents and businesses?

The fee will be phased in gradually to reduce immediate impact. It will start at \$5 per month on July 1, 2025, increase to \$15 per month on January 1, 2026, and reach \$18 per month on July 1, 2026. The fee will appear on monthly City Services Bills. The City did not increase utility rates to water, wastewater, and stormwater during at July 1st to help balance overall monthly costs for customers in year one of the Public Safety Fee implementation.

3. Who will be required to pay the fee?

All residential and commercial utility customers within the City of Florence will pay the Public Safety Fee. It applies to each residential dwelling unit and each commercial development and will be included as a line item on City Services Bills.

4. How will the money from the fee be used?

Revenue from the Public Safety Fee will go directly towards funding the City's public safety services, including the Florence Police Department, jail operations, municipal court, and the City's share of 911 dispatch services. These services make up the largest portion of the City's General Fund budget and the fee will ensure the community continues to receive the level of service residents expect and depend on every day.

5. Why is the fee being implemented now?

The City has reached a point where the cost of providing public safety services exceeds what can be covered by existing revenues. Public safety services are paid for by the City of Florence out of property taxes. Property tax increases are capped at 3% per year by state law, but public safety costs have grown well beyond that. After years of cost-saving measures and using one-time federal funds, the City Council unanimously approved this fee to prevent cuts to essential services.

6. Has the City done anything to cut costs before implementing the fee?

Yes. Over the past decade, the City has worked to control costs by updating planning fees, creating new revenue sources, maintaining staff levels, and reorganizing City Hall operations for greater efficiency. The City of Florence also does not cover the employee share of the Public Employees Retirement System (PERS), unlike most other cities. Fire and library services were transitioned out of the General Fund, and the City has consistently pursued grants, partnerships and donations to reduce the cost burden on general fund dollars. For the biennium beginning July 1, 2025, the City also reduced staffing in Administrative Services by two positions in the General Fund and reallocated that work to existing staff.

7. Are other cities facing similar financial challenges?

Yes. Cities across Oregon are dealing with the same structural funding limitations caused by statewide property tax caps. Many have already adopted additional fees or local taxes to maintain service levels. Florence's permanent tax rate is one of the lowest in the state, making local solutions like this fee necessary.

8. Could the City use other funding sources instead of adding a new fee?

The City explored other funding options before proposing the Public Safety Fee. However, most other revenue sources are either restricted to specific uses or already fully allocated. Property tax revenue, which funds public safety, is capped by state law and hasn't kept pace with rising costs. After years of cost-saving measures and using one-time general funds, the City determined that a dedicated fee is the most sustainable way to maintain essential public safety services without cutting other community programs. The City has already reduced spending across departments and cannot sustainably fund public safety without this new revenue.

9. Why wasn't cutting services a viable solution?

The City has already made cuts, including eliminating two General Fund positions and reducing discretionary spending across departments. Further cuts would directly impact essential services, including public safety, parks, and community programs. The Public Safety Fee provides a more sustainable way to maintain core public safety service levels.

10. Does the City partner with mental health services to support public safety?

In some situations, the best first response to a public safety concern involving a person in a mental health crisis is not a police response. The City partners with Western Lane Crisis Response to provide a mobile crisis response service that helps support individuals experiencing a behavioral health crisis. They are available 24/7 and are dispatched through 9-1-1, coordinating with police services as needed. This approach helps reduce the burden on law enforcement and ensures people receive the appropriate care when and where they need it.

11. Where can I find more information about the Public Safety Fee?

More information about the fee and how it will be used can be found on the City's website at www.ci.florence.or.us/police/public-safety-fee.

PROPERTY TAXES

The City of Florence and Florence Urban Renewal Agency are estimated to receive approximately 25% of the total taxes levied on Florence properties during the biennium. The remaining taxes go to the county, school district, port, fire district, and other special districts. The projected current year property tax revenue for the City is \$6.801 million over the biennium. This represents approximately 32.9% of the General Fund revenue and approximately 10.8% of total City-wide estimated revenue.

Property Tax Comparison

The City of Florence's permanent tax rate of \$2.8610² per thousand of taxable assessed value is one of the lowest in the State of Oregon. When comparing the City's permanent tax rate to other similar sized communities the rate for Florence residents is 51% of the average (\$5.5879) of communities demonstrated below. Statewide, permanent tax rates for cities range from \$0 to \$10.62, with the average rate at \$3.55 per thousand of taxable assessed value. Florence's permanent tax rate falls below that statewide average as well.

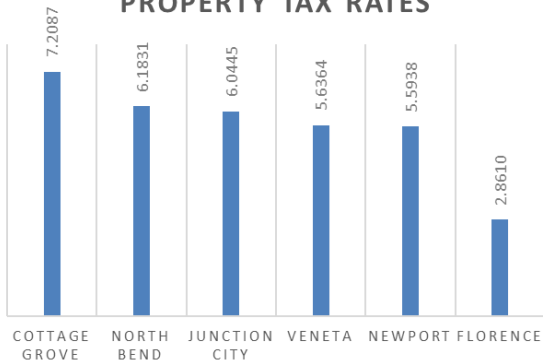
Where Do My Property Taxes Go?



Total Estimated Tax Assessment for Florence Properties 2025-27

Taxing District	Tax Rate ¹	% of Total
City of Florence (Operating)	\$ 2.6973	19.8%
Florence Urban Renewal Agency	0.6540	4.8%
Port of Siuslaw	0.1390	1.0%
Siuslaw Public Library District	0.4868	3.6%
Siuslaw Valley Fire & Rescue	1.4517	10.6%
Western Lane Ambulance District	0.7515	5.5%
Lane County	1.9441	14.2%
Education (District 97J, LCC, & Related Levies/Bonds)	5.5230	40.5%
Total	\$ 13.6474	100.0%

COMPARISON OF LOCAL PROPERTY TAX RATES



The City's property tax revenue is projected to be \$6.801 million for during the 2025-27 biennium, and funds approximately 82% of the City's Public Safety service costs of \$8,288,700. This results in expenses for Public Safety exceeding property tax revenue by approximately \$1.49 million over the biennium.

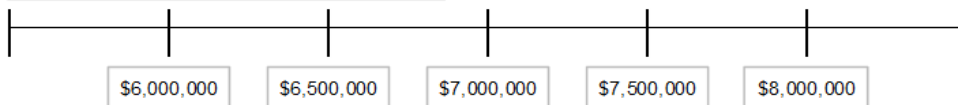
The remaining funding needed to pay for public safety services and other City programs, such as community development, parks, municipal court, administration, streets, water, wastewater, stormwater, code enforcement, and the Florence Events Center comes from other fees and charges for service, intergovernmental sources, fines, transient lodging taxes,

franchise fees, grants, and donations.

2025-27 Biennium Cost of Public Safety Services:

Public Safety Services \$8,288,700

Property Tax Revenue \$6,801,000



¹ All permanent and applicable special levy and bond levy rates are shown net of urban renewal impact.

² City rate of \$2.8610 is prior to allocation of increment to the Florence Urban Renewal Agency.

Understanding Property Taxes

Below are excerpts from the *FAQ on Measures 5 and 50* produced by the League of Oregon Cities in March 2023. The League of Oregon Cities is a membership organization for incorporated cities in Oregon, and provides informational resources, training, and advocacy for member cities. Additional information on the League Oregon Cities can be found at www.orcities.org.

FAQ on Measures 5 & 50 March 2023

Oregon's current property tax system is shaped by two Oregon constitutional amendments passed in the 1990s: Measures 5 and 50. Prior to Measures 5 and 50, property taxes in Oregon were assessed under a levy-based system, with the levy amount applied to each property's real market value (RMV). To meet community service demands, each taxing district calculated its own levy according to budgetary needs. However, both Measures 5 and 50 created a rate-based tax system while reducing taxable values and limiting tax rate growth. The rate became a constitutionally fixed amount, leading to a restriction of local government and school revenues.

For Measure 5, What are the Tax Limits and Compression? Passed in 1990, Measure 5 sets limits on the amount of tax levied per \$1,000 of a property's real market value (RMV): \$5 per \$1,000 of RMV for education districts and \$10 per \$1,000 of RMV for general government districts, which includes city and county governments.

Property Tax Limits

Schools:

\$5 per \$1,000 of RMV

General government:

\$10 per \$1,000 of RMV

If taxes in either the education or general government category exceed their designated limits, the taxes are reduced until the limits are met. The reduction of taxes to Measure 5 limits is known as "compression." Compression results in millions of dollars in lost revenue for schools and local governments each year. An allowance exists for temporary voter-approved debt service to be outside the \$10 limit.

What Does Permanent Rate for Measure 50 Mean? Passed in 1997, Measure 50 gave all existing tax districts a

Permanent Tax Rates

Forever set at 1997 level

permanent operating rate limit. A district's permanent rate was primarily determined by combining whatever tax levies existed locally when Measure 50 passed. These tax rates cannot be changed by any action of the district or its voters, and remains at the 1997 rates. However, voters can approve a "local option levy," which allows a taxing authority to temporarily exceed the permanent rate limit. Local option levies are restricted to five years for operations and ten years or the useful life of the project for capital projects.

What Does Assessed Valued Mean for Measure 50? Measure 50 also separated property tax from RMV. As a result, properties in Oregon are no longer taxed at their actual market value. Instead, taxation is now based on a newly-created assessed value (AV), which was established by reducing the RMV of the property in 1995-96 by 10%. The permanent rate was then applied to the assessed value. Prior to Measure 50, properties were typically assessed across a county on a six-year cycle to produce fair and equitable taxation. However, the 1995-96 snapshot dictated by Measure 50 captured properties wherever they may have been during the assessment cycle; assessed value on properties at the beginning of the cycle during this snapshot would be set higher than a similar property at the end of the cycle, creating inequities between taxpayers.

Created Assessed Value

Properties no longer taxed at their actual value

What are the Growth Limits Imposed by Measure 50? Measure 50 also limited the annual growth rate of taxable

Capped Annual Rate of Growth *Increases limited to 3% annually*

property value to 3% of the assessed value, well below average rate of inflation. By setting assessed values based on 1995-96 market levels and capping the annual rate of growth, Measure 50 permanently locked into place assessed value imbalances, allowing similarly valued property to pay dramatically different property tax amounts.

The full FAQ document can be read at www.orcities.org/application/files/2216/8685/9599/FAQonMeasures5and_50-updated5-23.pdf.

**Western Lane Ambulance District
Siuslaw Valley Fire and Rescue
Western Lane Fire and EMS Authority
2625 Highway 101 North, Florence, OR 97439
Joint Board Meeting Minutes, July 24, 2025, 6:00 p.m.
The Zoom recording will be on the WLFEA Website.**

SVFR & WLFEA BOARD MEMBERS PRESENT:

Director Laurie Heppel, Director Jim Palisi, Director Keith Stanton, Director David Carrillo and Director Stephanie Restrepo

WLAD & WLFEA BOARD MEMBERS PRESENT:

Director Cindy Russell, Director Mike Webb, Director Vanessa Buss and Director Linda Stent

Not Present Director Adam Holbrook

STAFF PRESENT:

Fire and EMS Chief Michael Schick, Office Manager Trish Lutgen, Deputy Chief Rob Chance, Division Chief Andy Gray and Recording Secretary Mary Dimon

Chief Schick called the meeting to order at 6:00 p.m. The flag salute was completed, and a roll call established quorums for SVFR, WLAD, and WLFEA.

Swearing In of SVFR New Board Member

Stephanie Restrepo was sworn in by Director Carrillo.

Elect Officers

1. SVFR Action Item: Elect President, Vice President, Secretary/Treasurer
Elect President: Director Carrillo nominated Director Heppel. Seconded by Director Palisi and the motion passed.
Vice President: Director Heppel nominated Director Palisi. Seconded by Director Carrillo and the motion passed.
Secretary/Treasurer: Director Palisi nominated Director Restrepo Seconded by Director Carrillo and the motion passed.
2. WLAD Action Item: Elect President, Vice President, Secretary/Treasurer
Elect President: Director Buss nominated Director Webb. Seconded by Director Stent and the motion passed.
Vice President: Director Webb nominated Director Holbrook. Seconded by Director Buss and the motion passed.
Secretary/Treasurer: Director Webb nominated Director Buss. Seconded by Director Stent and the motion passed.
3. WLFEA Action Item: Elect President, Vice President, Secretary/Treasurer
Elect President: Director Webb nominated Director Russell. Seconded by Director Palisi and the motion passed.
Vice President: Director Webb nominated Director Stent. Seconded by Director Buss and the motion passed.
Secretary/Treasurer: Director Russell nominated Director Carrillo. Seconded by Director Palisi and the motion passed.

Ultrasound Device Presentation:

- Deputy Chief Chance explained the district purchased new ultrasound devices to have on the medic units.
- Dustin Pearson presented the device and explained that the model we went with is the most user friendly. Everyone that responds to call, EMT and above, can use it. There is a task book and procedure in place. The ultrasound can be uploaded to the cloud and sent to the hospitals prior to arrival of the patient. All medic units will have this device. Pearson will do a full demonstration at a future joint board meeting.

CONSENT AGENDA: Director Stanton asked that the minutes be pulled for the consent agenda and a correction made to his attendance reflecting that he was fulfilling his duty to the district by attending the LCOG meeting and that is why he wasn't present at the June Meeting.

Meeting Minutes: Regular Meeting June 26, 2025.

Staff Reports

Correspondence

REVIEW OF FINANCIALS – WLAD, SVFR, WLFEA:

- Office Manager Trish Lutgen reports that we are still working through getting financial reports setup on the new financial system. The year end transfers have been made but are not reflected in this month's reports.
- We have processed approximately 1500 LifeMed applications to compared to 2024 where we processed 1695.
- Lutgen asked the board to approve opening LGIP accounts for SVFR and WLAD and transfer existing capital accounts to the LGIP as the interest rate was at 4.60%.

SVFR Director Carrillo made a motion to move the SVFR Capital bank account at Oregon Pacific Bank to a new LGIP account. Second by Director Restrepo. A roll call vote was made; Director Palisi, Director Carrillo, and Director Heppel, Director Stanton and Director Restrepo voted Aye. The motion passed.

WLAD Director Webb made a motion to move the WLAD Capital bank account at Oregon Pacific Bank to an LGIP account. Second by Director Buss. A roll call vote was made; Director Webb, Director Russell, and Director Buss, Director Stent voted Aye. The motion passed.

OLD BUSINESS:

Polices from June 26, 2025, Meeting

- 600 – Emergency Vehicle Operator Training
- 601 – CPR and Automated External Defibrillator (AED)
- 602 – Communicable Disease Training Program
- 603 – Hazard Communication Program Training
- 604 - Hazardous Materials (HAZMAT) Training
- 605 – Occupational Noise Exposure and Hearing Conservation Program Training

NEW BUSINESS:

1. **Swishhome Deadwood Rural Fire: Quick Response Team (QRT) IGA**
Chief Schick asked the WLAD Directors to agree to help Swishhome Deadwood Fire with a Quick Response Team (QRT) and enter into an IGA.

WLAD Director Webb made a motion to enter into an IGA with Swisshome Deadwood to help with a Quick Response Team (QRT). Second by Buss Roll call vote made; Director Webb, Director Russell, and Director Buss, Director Stent voted Aye. The motion passed.

2. Expanding Dormitory Space presentation by Director Stanton:

Director Stanton presented a PowerPoint with some examples of modular buildings that would work as office or dormitory space for WLFEA, Stanton explained that this would save the district a large amount of money and could be used on the property already owned by the district. Stanton also explained that there are grants out here that could be applied for. Webb suggested forming a committee to research on this. Chief Schick asked Director Russell to establish a committee and to see if we could get volunteers to do so. Director Palisi volunteered to be on the committee. Director Russell suggested tabling this to the August joint board meeting with hope of getting more interested.

3. Policies for Review:

- II. 606 – Heat Illness Prevention Training
- III. 607 – Health Insurance Portability and Accountability Act (HIPAA) Training
- IV. 608 – National Incident Management System (NIMS) Training
- V. 609- Repetitive Motion Injuries and Ergonomics Training
- VI. 610 – Respiratory Protection Training

Bank Accounts: Lutgen explained that we needed to update our signers on the OPB bank accounts removing Keith Stanton, adding Director Stephanie Restrepo, and keeping the remaining signers the same.

SVFR Director Carrillo made a motion to approve removing Director Stanton and adding Director Palisi, Director Carrillo, Director Heppel, Director Restrepo, Chief Michael Schick and Deputy Chief Rob Chance as new signers to the OPB bank accounts, Second by Director Restrepo. A roll call vote was made; Director Palisi, Director Carrillo, and Director Heppel, Director Stanton and Director Restrepo voted Aye. The motion passed.

WLFEA Director Stent made a motion to approve removing Director Stanton and adding Director Russell, Director Buss, Director Webb, Director Stent, Director Holbrook, Director Palisi, Director Carrillo, Director Heppel, Director Restrepo, Chief Michael Schick and Deputy Chief Rob Chance as new signers to the OPB bank accounts, Second by Director Carrillo. A roll call vote was made WLFEA Director's: Director Webb, Director Russell, Director Buss, Director Stent, Director Palisi, Director Carrillo, Director Restrepo, Director Heppel and Director Stanton, voted Aye. The motion passed.

DIRECTOR COMMENTS: Director Stanton gave a Lane Council of Governments (LCOG) overview. He informed the board that they should all attend the Public Meeting Law training and cautioned them on hitting "reply all" on emails.

Director Stanton presented on Dormitory space. His ideas included a modular unit for housing. Chief Schick mentioned that we didn't want folks crossing the street to respond to emergency calls. Director Stanton stated that the current parking lot could hold the modular and we could make the lot across the street into parking. Director Russell would like to take volunteers to form a committee. It was decided to bring up at the next meeting.

FUTURE BUSINESS:

The next Regular Joint Board Meeting is scheduled for August 28, 2025, at 6:00 p.m.

The Regular meeting adjourned at 7:01 p.m.

Respectfully submitted,

Mary Dimon, Recording Secretary

DRAFT

Operations – Logistics

July

- Deployed with Lane County Task Force 40 to the Cram Fire in north of Madras for 7 days
- RFP meetings with IT Vendors

Apparatus

- Side x Side trailer storage box and shore tie wiring installed for radios
- M-617: Charging system test
- Boat-1: Fuel injector and navigation lights replaced
- M-613: Coolant leak troubleshooting, service
- M-612: Front brakes replaced
- WT-631: Post conflagration inspection
- BR-651: Post conflagration inspection
- M-611: Service
- WLCR-2: Service

Equipment

- Annual hose and ground ladder testing

Facilities

- Station 1
 - Final inspection with Central Lincoln PUD for commercial lighting rebate program following LED light upgrade in the apparatus bays at Station 1.
 - Roof mounted HVAC motor replaced

Report submitted by:

Andy Gray

Division Chief



WLFEA

Western Lane Crisis Response

2625 Highway 101 North
Florence, OR 97439-9702
(541) 997-3212

August 2025

Western Lane Crisis Response (WLCR) Manager's Board Report

Prepared by Melissa House, QMHA-I

General STATS for the month of July

Total of **68** calls of those **22** were phone contacts

Average amount of time spent per call: **1.6** hours

WLCR prevented **42** individuals from being arrested or seen in the hospital

5 individuals were taken to Peace Harbor Hospital

The Justice Department requested WLCR **2** times, and the Hospital requested WLCR **4** times/Clinic **0**

13 Mental Health calls

4 Suicidal Ideations

11 Homelessness

9 Family Disputes

5 Welfare Checks

5 Acute Trauma/Sudden Death

9 Drug/Alcohol

0 Structure Fire

4 Cancelled Enroute

5 Needing Resources

3 Other calls

1 Youth

6 Veteran

39 Medicaid

Program Update:

WLCR remains well-staffed and continues to provide 24/7 in-person coverage with two responders available at all times. Currently, one team member is on medical leave, and another recently resigned; however, we have already hired a new part-time responder to ensure continued coverage and service continuity.

WLCR recently renewed our contracts with both our Licensed Clinical Social Worker (LCSW) and Qualified Mental Health Professional (QMHP) for another year. In accordance with Oregon Health Authority (OHA) requirements, a clinician is required to be available on-call to provide clinical support.

Peace Health/Peace Harbor wrote a great article about us in their Needs Assessment. See article here:

<https://www.peacehealth.org/sites/default/files/2025-04/PeaceHealth%20Peace%20Harbor%20Medical%20Center%20CHNA%202025-28.pdf>

Our team had a great time participating in the Florence Community Block Party on July 18th alongside Fire and EMS. We enjoyed connecting with many community members and handing out some fun WLCR swag—it was a fantastic event!

We're also looking forward to National Night Out at Miller Park on Tuesday, August 5th at 6 PM. This is one of the most fun and meaningful community events of the year. Come out and show your support for our amazing local law enforcement officers!

Western Lane Crisis Association:

SAVE THE DATE! Western Lane Crisis Association is partnering with the Elks and the Elks Share Shop to host a bingo night with a Spaghetti dinner. This will be a family event at the end of October so dress up for a Halloween themed event. October 25th from 4-7pm.

Lane County:

Evan Olson, our contract manager at Lane County Behavioral Health, has recently submitted a three-month extension request to the Oregon Health Authority (OHA) for continued funding under MHS 25 Mobile Crisis Intervention Services. As of now, we have not received an official amendment confirming an approved budget effective July 1, 2025. However, Evan remains confident that the extension will be approved.

SAMHSA: N/A

HRSA:

Still waiting.....We continue to wait for word from HRSA Federal Grant to learn if we will be awarded the grant WLCR applied for with the library district and other partners. We contacted our HRSA project office who says it was delayed from a May to an August start, but they still expect to award the funds. We should hear by late July for a start in August.

Client Advocate Update:

57 Clients needing follow-up
124 total F/U calls made- 2 were in person
12 clients with Suicidal Ideations
40 cases closed successfully

Brief Success Stories: We recently worked with a client who was a frequent EMS caller due to heavy alcohol use and an inability to care for himself, often resulting in falls. Our team helped

him reconnect with his family, ensured he had access to a working phone, and collaborated with support systems to successfully transition him into a detox and treatment facility.

Youth Client Advocate Update:

- **Open Cases: 7**
- **Referrals Received:**
 - 2 early suicide intervention referrals from the Mapleton School District
 - 2 suicidal ideation referrals from the Siuslaw Resource Officer
 - 3 suicidal ideation referrals from WLCR
- **Follow-up Support:**
 - 31 follow-up phone calls
 - 9 in-person visits
- **Community Outreach:**
 - Engaged an additional 57 youth (ages 5–15) through the Siuslaw Public Libraries in Florence and Mapleton
 - Offered ongoing support for their summer youth programs, attending activities twice a week

Total youth served in July: 64

Brief Success Stories: WLCR was contacted regarding an 18-year-old experiencing suicidal ideation. The youth shared that they had endured significant life changes over the past three years, which triggered unresolved trauma. They had recently left home due to a parent's ongoing alcohol abuse and expressed a sense of hopelessness, stating, "nothing is worth living for." Concerning behaviors included reckless driving, withdrawing from previously enjoyed activities such as video games, and giving away personal belongings. The youth also reported feeling abandoned and unsupported by friends—all indicators of potential suicide risk.

WLCR offered several mental health resources, which the youth initially declined. The case was then referred to the WLCR Youth Client Advocate (YCA), who contacted the student's school administration and counselors to share concerns. The school confirmed that the youth was considered high risk due to recent events, including their inability to graduate with their class.

In response, the YCA collaborated with the WLCR Client Advocate to provide weekly outreach and support in the weeks leading up to graduation. As a result of this coordinated effort, the youth made it safely through graduation night, reconnected with friends and extended family, and began planning for their future with a renewed sense of hope.

Request WLCR by calling the non-emergency dispatch number at 541.997.3515 and asking for MCR or WLCR.

The song of the sea . . . music to my ears



FLORENCE PARAMEDICS/FIREFIGHTERS,

AS OF JAN. THIS YEAR I HAD NEVER BEEN IN AN AMBULANCE. THAT CHANGED ON JAN. 17TH WITH A RUN TO THE E.R. AT RIVERBEND. THANK YOU, TOMMY, FOR INTRODUCING ME TO "EMERGENCY." I NOW HAVE THE ENTIRE COLLECTION AND WHAT AN INSIGHT INTO HOW FIREHOUSES FUNCTION. I HAVE SO MUCH RESPECT FOR THE DEDICATION YOU EACH HAVE FOR YOUR CHOSEN PROFESSION.

APRIL 27TH. I SEEM TO HAVE BECOME A "FREQUENT FLYER" WITH 3 AMBO RIDES TO 3 DIFFERENT HOSPITALS FOR A TOTAL OF 10 DAYS OF HOSPITALIZATION. THERE IS MUCH OF THOSE RIDES THAT I DON'T REMEMBER, BUT I'M GREATFUL FOR THE PROFESSIONAL CARE AND GENTLENESS I EXPERIENCED.

MY LAST RIDE WAS A TRANSFER TO RIVERBEND FROM Peace Harbor. I WAS EXTREMELY UPSET IT HAD TO LEAVE Peace Harbor WITH THE

INCREDIBLE CARE THAT I WAS RECEIVING. CHIEF CHAPLAIN, YOU MADE WHAT COULD HAVE BEEN A MISERABLE RIDE, BEARABLE. THANK YOU.

I'M NOW HOME AND DOING WELL. HOPEFULLY, I WON'T BE NEEDING ANY ASSISTANCE IN THE NEAR FUTURE, BUT IT'S SO REASSURING TO KNOW THAT YOU ARE THERE, WILLING TO HELP THOSE OF US IN NEED.

THANK YOU DOESN'T BEGIN TO COVER ALL THAT I FEEL FOR EACH OF YOU THAT I ENCOUNTERED, BUT FROM THE BOTTOM OF MY HEART,

Thank You

Bob & Sue, Watson

Balance Sheet
For Period Ending 7/31/2025

Book Value
Jul 2025
Actual

Assets

Current Assets

Cash

Capital Replace Savings 7216	509,638.93
Capital Replace Savings 7224	469,567.27
Checking 1151	269.90
LGIP 6355	755,597.14
Money Market 0832	47,208.01
PERS UAL 6512	153,669.05

Other Current Assets

Cash with County	7,242.00
Prepaid Expenses	22,720.50
Property Tax Receivable	110,393.27

Total Current Assets	\$2,076,306.07
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Total Assets	\$2,076,306.07
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Liabilities

Current Liabilities

Other Current Liabilities

Accounts Payable	23.00
Deferred Revenue	95,990.43

Total Current Liabilities	\$96,013.43
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Total Liabilities	\$96,013.43
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Fund Balance

Accumulated Surplus (Deficit)

Investment in Capital	974,580.83
Retained Earnings	1,005,711.81

Total Fund Balance	\$1,980,292.64
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Total Liabilities and Equity	\$2,076,306.07
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SVFR
General Fund

Statement of Revenue and Expenditures

	Current Period Jul 2025 Jul 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
Revenue & Expenditures			
Revenue			
Fee for Service			
OR Dept of Forestry	0.00	500.00	0.00%
Three Rivers Casino	0.00	61,689.00	0.00%
Total Fee for Service	\$0.00	\$62,189.00	
Other Income			
Donations	0.00	500.00	0.00%
Interest	2,945.07	65,000.00	4.53%
Office Fees	0.00	500.00	0.00%
Reimbursements and Refunds	0.00	1,000.00	0.00%
Sale of Assets	0.00	1,000.00	0.00%
Total Other Income	\$2,945.07	\$68,000.00	
Tax Income			
Douglas County Tax Revenue	0.00	4,520.00	0.00%
Lane County Tax Revenue	7,020.27	3,280,667.00	0.21%
Other County Tax Revenue	15.15		0.00%
Prior Tax Years	1,338.01	35,000.00	3.82%
Total Tax Income	\$8,373.43	\$3,320,187.00	
Revenue	\$11,318.50	\$3,450,376.00	
Gross Profit	\$11,318.50	\$3,450,376.00	
Expenses			
Administrative Expenses			
Administrative & Bank Fees	5.00	1,000.00	0.50%
Total Administrative Expenses	\$5.00	\$1,000.00	
Capital Outlay			
Furniture	0.00	5,000.00	0.00%
Technology/Computers	0.00	10,000.00	0.00%
Total Capital Outlay	\$0.00	\$15,000.00	
Insurance			
Property & Liability	0.00	62,274.00	0.00%
Total Insurance	\$0.00	\$62,274.00	
Non Allocated			
Operating Contingency	0.00	50,000.00	0.00%
PERS UAL	0.00	151,000.00	0.00%
Total Non Allocated	\$0.00	\$201,000.00	
Professional Services			
Audit	1,000.00	11,000.00	9.09%
Total Professional Services	\$1,000.00	\$11,000.00	
Expenses	\$1,005.00	\$290,274.00	
Revenue Less Expenditures	\$10,313.50	\$3,160,102.00	
Net Change in Fund Balance	\$10,313.50	\$3,160,102.00	

SVFR
General Fund
Statement of Revenue and Expenditures

	Current Period	Annual Budget	Jul 2025
	Jul 2025	Jul 2025	Jun 2026
	Jul 2025	Jun 2026	Percent of
	Actual		Budget
Fund Balances			
Beginning Fund Balance	759,679.87		0.00%
Net Change in Fund Balance	10,313.50	3,160,102.00	0.00%
Ending Fund Balance	769,993.37		0.00%

Report Options
Fund: General Fund
Period: 7/1/2025 to 7/31/2025
Detail Level: Level 1 Accounts
Display Account Categories: Yes
Display Subtotals: Yes
Revenue Reporting Method: Budget - Actual
Expense Reporting Method: Budget - Actual
Budget: GENERAL FUND MASTER (Don't Enter #)

SVFR
Property & Facilities Fund
Statement of Revenue and Expenditures

	Current Period Jul 2025 Jun 2026 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
Revenue & Expenditures			
Revenue			
Other Income			
Interest	398.47	5,000.00	7.97%
Total Other Income	\$398.47	\$5,000.00	
Transfers In			
Transfers	0.00	82,000.00	0.00%
Total Transfers In	\$0.00	\$82,000.00	
Revenue	\$398.47	\$87,000.00	
Gross Profit	\$398.47	\$87,000.00	
Revenue Less Expenditures	\$398.47	\$87,000.00	
Net Change in Fund Balance	\$398.47	\$87,000.00	
Fund Balances			
Beginning Fund Balance	600,783.83		0.00%
Net Change in Fund Balance	398.47	87,000.00	0.00%
Ending Fund Balance	601,182.30		0.00%

Apparatus Fund, Equipment Fund, General Fund, Property & Facilities Fund

Bank Register

7/1/2025 to 7/31/2025

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
1001 Checking 1151							
General Fund							
		Beginning Balance			0.00	0.00	1,274.90
7/17/2025	28938	Accuity			0.00	1,000.00	274.90
7/31/2025					0.00	5.00	269.90
General Fund Totals					\$0.00	\$1,005.00	\$269.90
1001 Checking 1151 Totals					\$0.00	\$1,005.00	\$269.90
1005 Money Market 0832							
General Fund							
		Beginning Balance			0.00	0.00	47,193.98
7/31/2025					14.03	0.00	47,208.01
General Fund Totals					\$14.03	\$0.00	\$47,208.01
1005 Money Market 0832 Totals					\$14.03	\$0.00	\$47,208.01
1010 LGIP 6355							
General Fund							
		Beginning Balance			0.00	0.00	744,292.67
7/10/2025	June 2025	Lane County Treasurer			8,350.66	0.00	752,643.33
7/15/2025	000016	Douglas County Treasury			22.77	0.00	752,666.10
7/31/2025					2,931.04	0.00	755,597.14
General Fund Totals					\$11,304.47	\$0.00	\$755,597.14
1010 LGIP 6355 Totals					\$11,304.47	\$0.00	\$755,597.14
1050 PERS UAL 6512							
General Fund							
		Beginning Balance			0.00	0.00	153,669.05
General Fund Totals					\$0.00	\$0.00	\$153,669.05
1050 PERS UAL 6512 Totals					\$0.00	\$0.00	\$153,669.05
1052 Capital Replace Savings 7216							
Apparatus Fund							
		Beginning Balance			0.00	0.00	539.91
Apparatus Fund Totals					\$0.00	\$0.00	\$539.91

Apparatus Fund, Equipment Fund, General Fund, Property & Facilities Fund

Bank Register

7/1/2025 to 7/31/2025

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
Equipment Fund							
		Beginning Balance			0.00	0.00	508,036.58
7/31/2025					540.48	0.00	508,577.06
		Equipment Fund Totals			\$540.48	\$0.00	\$508,577.06
General Fund							
		Beginning Balance			0.00	0.00	521.96
		General Fund Totals			\$0.00	\$0.00	\$521.96
		1052 Capital Replace Savings 7216 Totals			\$540.48	\$0.00	\$509,638.93
1054 Capital Replace Savings 7224							
General Fund							
		Beginning Balance			0.00	0.00	384.97
		General Fund Totals			\$0.00	\$0.00	\$384.97
Property & Facilities Fund							
		Beginning Balance			0.00	0.00	468,783.83
7/31/2025					398.47	0.00	469,182.30
		Property & Facilities Fund Totals			\$398.47	\$0.00	\$469,182.30
		1054 Capital Replace Savings 7224 Totals			\$398.47	\$0.00	\$469,567.27
1111 InterFund Transfer							
Apparatus Fund							
		Beginning Balance			0.00	0.00	50,000.00
		Apparatus Fund Totals			\$0.00	\$0.00	\$50,000.00
Equipment Fund							
		Beginning Balance			0.00	0.00	50,000.00
		Equipment Fund Totals			\$0.00	\$0.00	\$50,000.00
General Fund							
		Beginning Balance			0.00	0.00	(232,000.00)
		General Fund Totals			\$0.00	\$0.00	(\$232,000.00)

Apparatus Fund, Equipment Fund, General Fund, Property & Facilities Fund

Bank Register

7/1/2025 to 7/31/2025

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
Property & Facilities Fund							
		Beginning Balance			0.00	0.00	132,000.00
		Property & Facilities Fund Totals			\$0.00	\$0.00	\$132,000.00
		1111 InterFund Transfer Totals			\$0.00	\$0.00	\$0.00
		Report Totals			\$12,257.45	\$1,005.00	\$1,935,950.30
		Records included in total = 21					

Report Options
Trans Date: 7/1/2025 to 7/31/2025
Display Notation: No

SVFR
Apparatus Fund
Statement of Revenue and Expenditures

	Current Period Jul 2025 Jun 2026 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
Revenue & Expenditures			
Revenue			
Other Income			
Sale of Assets	0.00	20,000.00	0.00%
Total Other Income	\$0.00	\$20,000.00	
Transfers In			
Transfers	0.00	50,000.00	0.00%
Total Transfers In	\$0.00	\$50,000.00	
Revenue	\$0.00	\$70,000.00	
Gross Profit	\$0.00	\$70,000.00	
Revenue Less Expenditures	\$0.00	\$70,000.00	
Net Change in Fund Balance	\$0.00	\$70,000.00	
Fund Balances			
Beginning Fund Balance	50,539.91		0.00%
Net Change in Fund Balance	0.00	70,000.00	0.00%
Ending Fund Balance	50,539.91		0.00%

Report Options

Fund: Apparatus Fund

Period: 7/1/2025 to 6/30/2026

Detail Level: Level 1 Accounts

Display Account Categories: Yes

Display Subtotals: Yes

Revenue Reporting Method: Budget - Actual

Expense Reporting Method: Budget - Actual

Budget: Apparatus Budget

SVFR
Equipment Fund
Statement of Revenue and Expenditures

		Current Period	Annual Budget	Jul 2025
		Jul 2025	Jul 2025	Jun 2026
		Jul 2025	Jun 2026	Percent of
		Actual		Budget
Revenue & Expenditures				
Revenue				
Other Income				
Interest		540.48	6,200.00	8.72%
Total Other Income		\$540.48	\$6,200.00	
Transfers In				
Transfers		0.00	50,000.00	0.00%
Total Transfers In		\$0.00	\$50,000.00	
Revenue		\$540.48	\$56,200.00	
Gross Profit		\$540.48	\$56,200.00	
Revenue Less Expenditures		\$540.48	\$56,200.00	
Net Change in Fund Balance		\$540.48	\$56,200.00	
Fund Balances				
Beginning Fund Balance		558,036.58		0.00%
Net Change in Fund Balance		540.48	56,200.00	0.00%
Ending Fund Balance		558,577.06		0.00%

Report Options

Fund: Equipment Fund

Period: 7/1/2025 to 7/31/2025

Detail Level: Level 1 Accounts

Display Account Categories: Yes

Display Subtotals: Yes

Revenue Reporting Method: Actual - Budget

Expense Reporting Method: Actual - Budget

Budget: Equipment Budget

WLAD

Balance Sheet

For Period Ending 7/31/2025

**Book Value
Jul 2025
Actual**

Assets

Current Assets

Cash

Capital Equipment Reserve 1060	196,312.13
Cash with County	3,391.00
Checking 0046	53,356.93
LGIP 6353	1,049,712.37
LifeMed Account 9411	167,035.05
Money Market 9835	217,939.55
PERS UAL 6407	59,795.98
Petty Cash	400.00

Accounts Receivable

Accounts Receivable	1,260.00
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Other Receivables

Patient Accts Receivable	1,271,812.49
Property Tax Receivable	66,336.00

Other Current Assets

Accounts Receivable	5,229.00
Allowance for Bad Debt	(196,370.88)
Allowance for Contractual Adj	(496,006.88)
Grant Receivable	50,000.46
Prepaid Health Insurance	12,774.49

Total Current Assets **\$2,462,977.69**

Total Assets **\$2,462,977.69**

Liabilities

Current Liabilities

Accounts Payable

Accounts Payable	13,022.00
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Other Current Liabilities

MIH Deferred Revenue	53,277.00
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Total Current Liabilities **\$66,299.00**

Total Liabilities **\$66,299.00**

Fund Balance

Accumulated Surplus (Deficit)

Capital Reserve	195,491.30
Fund Balance Unrestricted	2,067,051.47
Investment in Capital	134,135.92

Total Fund Balance **\$2,396,678.69**

Total Liabilities and Equity **\$2,462,977.69**

Bank Register
7/1/2025 to 7/31/2025

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
1001 Checking 0046							
General Fund							
		Beginning Balance			0.00	0.00	35,435.80
7/2/2025	000276	Systems Design			4,956.08	0.00	40,391.88
7/10/2025	000332	Systems Design			86.98	0.00	40,478.86
7/11/2025	000333	Systems Design			3,664.40	0.00	44,143.26
7/14/2025	000305	Systems Design			6,021.68	0.00	50,164.94
7/15/2025	000300	Systems Design			1,739.32	0.00	51,904.26
7/16/2025	000299	Systems Design			545.93	0.00	52,450.19
7/17/2025	21190	Accuity			0.00	1,000.00	51,450.19
7/21/2025	000267	State of Oregon - Judicial	7/21/2025	000024	7.47	0.00	51,457.66
7/29/2025	000334	Systems Design			1,791.16	0.00	53,248.82
7/30/2025	000335	Systems Design			117.73	0.00	53,366.55
7/31/2025					15.38	0.00	53,381.93
7/31/2025					0.00	25.00	53,356.93
General Fund Totals					\$18,946.13	\$1,025.00	\$53,356.93
1001 Checking 0046 Totals					\$18,946.13	\$1,025.00	\$53,356.93

1005 Money Market 9835

General Fund

		Beginning Balance			0.00	0.00	57,143.35
7/1/2025	000317	Systems Design			9,036.58	0.00	66,179.93
7/1/2025	000274	Systems Design			21.75	0.00	66,201.68
7/1/2025	000262	Systems Design			3,106.20	0.00	69,307.88
7/1/2025	000228	Systems Design			2,643.14	0.00	71,951.02
7/2/2025	000318	Systems Design			145.57	0.00	72,096.59
7/2/2025	000278	Systems Design			250.57	0.00	72,347.16
7/2/2025	000277	Systems Design			87.05	0.00	72,434.21
7/2/2025	000275	Systems Design			4,067.45	0.00	76,501.66
7/3/2025	000386	PCS GEN Trust			391.51	0.00	76,893.17
7/3/2025	000280	Systems Design			666.94	0.00	77,560.11
7/3/2025	000279	Systems Design			2,409.36	0.00	79,969.47
7/3/2025	000225	Systems Design			2,017.63	0.00	81,987.10
7/3/2025	000226	Systems Design			1,334.41	0.00	83,321.51
7/4/2025	000281	Systems Design			70.32	0.00	83,391.83
7/7/2025	000355	Systems Design			6,411.86	0.00	89,803.69
7/7/2025	000385	Systems Design			211.14	0.00	90,014.83

Bank Register
7/1/2025 to 7/31/2025

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
7/7/2025	000320	Systems Design			446.42	0.00	90,461.25
7/7/2025	000283	Systems Design			1,566.42	0.00	92,027.67
7/7/2025	000282	Systems Design			475.34	0.00	92,503.01
7/8/2025	000287	Systems Design			138.66	0.00	92,641.67
7/8/2025	000286	Systems Design			16.09	0.00	92,657.76
7/8/2025	000285	Systems Design			4,301.55	0.00	96,959.31
7/8/2025	000284	Systems Design			115.23	0.00	97,074.54
7/9/2025	000378	Systems Design			992.05	0.00	98,066.59
7/9/2025	000376	Systems Design			1,348.59	0.00	99,415.18
7/9/2025	000372	Systems Design			1,359.18	0.00	100,774.36
7/9/2025	000371	Systems Design			5,621.93	0.00	106,396.29
7/9/2025	000321	Systems Design			315.64	0.00	106,711.93
7/10/2025	000375	Systems Design			144.91	0.00	106,856.84
7/10/2025	000373	Systems Design			749.29	0.00	107,606.13
7/10/2025	000356	Systems Design			1,182.05	0.00	108,788.18
7/10/2025	000288	Systems Design			112.46	0.00	108,900.64
7/11/2025	000374	Systems Design			899.71	0.00	109,800.35
7/11/2025	000319	Systems Design			686.86	0.00	110,487.21
7/13/2025	000307	Systems Design			3,522.15	0.00	114,009.36
7/13/2025	000306	Systems Design			1,070.78	0.00	115,080.14
7/14/2025	000379	Systems Design			145.31	0.00	115,225.45
7/14/2025	000377	Systems Design			2,269.72	0.00	117,495.17
7/14/2025	000324	Systems Design			373.44	0.00	117,868.61
7/15/2025	000380	Systems Design			134.78	0.00	118,003.39
7/15/2025	000316	Systems Design			6,594.68	0.00	124,598.07
7/16/2025	000325	Systems Design			329.96	0.00	124,928.03
7/16/2025	000311	Systems Design			88.69	0.00	125,016.72
7/16/2025	000310	Systems Design			2,204.94	0.00	127,221.66
7/16/2025	000309	Systems Design			2,342.16	0.00	129,563.82
7/16/2025	000308	Systems Design			378.32	0.00	129,942.14
7/17/2025	000326	Systems Design			448.18	0.00	130,390.32
7/17/2025	000313	Systems Design			2,136.03	0.00	132,526.35
7/17/2025	000312	Systems Design			394.06	0.00	132,920.41
7/17/2025	000302	Systems Design			10,006.58	0.00	142,926.99
7/17/2025	40023	Thomas Harrison			0.00	175.00	142,751.99
7/17/2025	40022	Patrick Thompson			0.00	290.00	142,461.99
7/18/2025	000327	Systems Design			29.40	0.00	142,491.39
7/18/2025	000304	Systems Design			5,439.36	0.00	147,930.75

Bank Register
7/1/2025 to 7/31/2025

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
7/18/2025	000297	Systems Design			732.04	0.00	148,662.79
7/18/2025	000296	Systems Design			2,549.22	0.00	151,212.01
7/20/2025	000295	Systems Design			3,660.12	0.00	154,872.13
7/20/2025	000294	Systems Design			2,580.32	0.00	157,452.45
7/21/2025	000328	Systems Design			24.26	0.00	157,476.71
7/21/2025	000303	Systems Design			3,443.44	0.00	160,920.15
7/21/2025	000301	Systems Design			1,859.79	0.00	162,779.94
7/22/2025	000329	Systems Design			48.52	0.00	162,828.46
7/22/2025	000298	Systems Design			13,865.07	0.00	176,693.53
7/23/2025	000384	Systems Design			366.63	0.00	177,060.16
7/23/2025	000370	Systems Design			3,869.97	0.00	180,930.13
7/23/2025	000369	Systems Design			454.99	0.00	181,385.12
7/23/2025	000330	Systems Design			346.45	0.00	181,731.57
7/24/2025	000368	Systems Design			365.18	0.00	182,096.75
7/24/2025	000367	Systems Design			7,567.79	0.00	189,664.54
7/24/2025	000366	Systems Design			1,390.12	0.00	191,054.66
7/24/2025	000357	Systems Design			3,243.16	0.00	194,297.82
7/25/2025	000365	Systems Design			7,666.27	0.00	201,964.09
7/25/2025	000364	Systems Design			155.57	0.00	202,119.66
7/28/2025	000363	Systems Design			311.42	0.00	202,431.08
7/28/2025	000362	Systems Design			1,646.30	0.00	204,077.38
7/28/2025	000361	Systems Design			192.69	0.00	204,270.07
7/28/2025	000289	State of Washington - Dept	7/28/2025	000023	1,290.85	0.00	205,560.92
7/29/2025	000360	Systems Design			144.91	0.00	205,705.83
7/29/2025	000354	Systems Design			0.00	0.00	205,705.83
7/29/2025	000315	Systems Design			8,209.03	0.00	213,914.86
7/29/2025	000314	Systems Design			1,924.42	0.00	215,839.28
7/30/2025	000382	Systems Design			480.60	0.00	216,319.88
7/30/2025	000359	Systems Design			133.11	0.00	216,452.99
7/30/2025	000358	Systems Design			409.08	0.00	216,862.07
7/30/2025	000331	Systems Design			427.01	0.00	217,289.08
7/31/2025					80.83	0.00	217,369.91
7/31/2025					0.00	10.00	217,359.91
7/31/2025	000381	Systems Design			579.64	0.00	217,939.55
General Fund Totals					\$161,271.20	\$475.00	\$217,939.55
1005 Money Market 9835 Totals					\$161,271.20	\$475.00	\$217,939.55

Bank Register
7/1/2025 to 7/31/2025

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
1010 LGIP 6353							
General Fund							
		Beginning Balance			0.00	0.00	1,040,753.31
7/10/2025	June 2025	Lane County Treasurer			4,879.51	0.00	1,045,632.82
7/31/2025					4,079.60	0.00	1,049,712.42
7/31/2025					0.00	0.05	1,049,712.37
General Fund Totals					\$8,959.11	\$0.05	\$1,049,712.37
1010 LGIP 6353 Totals					\$8,959.11	\$0.05	\$1,049,712.37

1030 LifeMed Account 9411
LifeMed Fund

		Beginning Balance			0.00	0.00	138,470.39
7/1/2025	CC ONLINE 6-	LifeMed Membership			390.00	0.00	138,860.39
7/1/2025	CC #605 7-1-	LifeMed Membership			780.00	0.00	139,640.39
7/1/2025	LM7 7-1	LifeMed Membership			1,885.00	0.00	141,525.39
7/1/2025	LM6 7-1	LifeMed Membership			1,625.00	0.00	143,150.39
7/1/2025	LM5 7-1	LifeMed Membership			1,625.00	0.00	144,775.39
7/1/2025	LM4 7-1	LifeMed Membership			1,625.00	0.00	146,400.39
7/1/2025	LM3 7-1	LifeMed Membership			1,625.00	0.00	148,025.39
7/1/2025	LM 7-1	LifeMed Membership			1,625.00	0.00	149,650.39
7/2/2025	CC ONLINE 7-1	LifeMed Membership			65.00	0.00	149,715.39
7/2/2025	CC #606 7-1-	LifeMed Membership			195.00	0.00	149,910.39
7/2/2025	LM1 7-2	LifeMed Membership			1,625.00	0.00	151,535.39
7/2/2025	LM2 7-2	LifeMed Membership			1,690.00	0.00	153,225.39
7/2/2025	LM3 7-2	LifeMed Membership			1,625.00	0.00	154,850.39
7/2/2025	LM4 7-2	LifeMed Membership			1,949.00	0.00	156,799.39
7/3/2025	CC ONLINE 7-3	LifeMed Membership			65.00	0.00	156,864.39
7/3/2025	CC #607 7-2-	LifeMed Membership			455.00	0.00	157,319.39
7/3/2025	CC # 607 7-2-	Regency			60.00	0.00	157,379.39
7/4/2025	CC #608 7-3-	LifeMed Membership			260.00	0.00	157,639.39
7/7/2025	CC ONLINE 7-6	LifeMed Membership			65.00	0.00	157,704.39
7/7/2025	LM1 7-7	LifeMed Membership			780.00	0.00	158,484.39
7/8/2025	CC ONLINE 7-7	LifeMed Membership			65.00	0.00	158,549.39
7/8/2025	CC #609 7-7	LifeMed Membership			260.00	0.00	158,809.39
7/9/2025	CC ONLINE 7-9	LifeMed Membership			130.00	0.00	158,939.39
7/9/2025	CC #610 7-8	LifeMed Membership			390.00	0.00	159,329.39
7/9/2025	LM1 7-9	LifeMed Membership			1,690.00	0.00	161,019.39

Bank Register
7/1/2025 to 7/31/2025

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
7/9/2025	LM2 7-9	LifeMed Membership			845.00	0.00	161,864.39
7/10/2025	CC #611 7-9	LifeMed Membership			195.00	0.00	162,059.39
7/11/2025	CC ONLINE 7-	LifeMed Membership			65.00	0.00	162,124.39
7/11/2025	CC #612 7-10	LifeMed Membership			260.00	0.00	162,384.39
7/12/2025	cc #613 7-11	LifeMed Membership			195.00	0.00	162,579.39
7/14/2025	CC ONLINE 7-	LifeMed Membership			65.00	0.00	162,644.39
7/15/2025	CC ONLINE 7-	LifeMed Membership			130.00	0.00	162,774.39
7/15/2025	CC #614 7-14	LifeMed Membership			315.00	0.00	163,089.39
7/16/2025	CC #615 7-15	LifeMed Membership			325.00	0.00	163,414.39
7/17/2025	04190	Siuslaw Consulting, LLC			0.00	200.00	163,214.39
7/18/2025	CC ONLINE 7-	LifeMed Membership			195.00	0.00	163,409.39
7/21/2025	CC ONLINE 7-	LifeMed Membership			195.00	0.00	163,604.39
7/21/2025	CC #616 7-18	LifeMed Membership			65.00	0.00	163,669.39
7/21/2025	LM1 7-21-25	LifeMed Membership			1,820.00	0.00	165,489.39
7/21/2025	000269	CPR class	7/21/2025	000021	140.00	0.00	165,629.39
7/21/2025	000268	Spruce Point	7/21/2025	000021	720.00	0.00	166,349.39
7/22/2025	CC #617 7-21	LifeMed Membership			195.00	0.00	166,544.39
7/23/2025	CC ONLINE 7-	LifeMed Membership			65.00	0.00	166,609.39
7/24/2025	CC ONLINE 7-	LifeMed Membership			65.00	0.00	166,674.39
7/24/2025	04191	Stepup IT Services LLC			0.00	135.00	166,539.39
7/25/2025	CC #619 7-25	USFS - Siuslaw National			60.00	0.00	166,599.39
7/25/2025	CC #619 7-25	LifeMed Membership			65.00	0.00	166,664.39
7/25/2025	CC #618 7-24	LifeMed Membership			130.00	0.00	166,794.39
7/28/2025	000291	LifeMed Membership	7/28/2025	000022	325.00	0.00	167,119.39
7/28/2025	000293	LifeMed Membership	7/28/2025	000025	65.00	0.00	167,184.39
7/28/2025	000292	Spruce Point	7/28/2025	000025	240.00	0.00	167,424.39
7/28/2025	000290	Oregon Home Care	7/28/2025	000022	60.00	0.00	167,484.39
7/29/2025	CC ONLINE 7-	LifeMed Membership			65.00	0.00	167,549.39
7/29/2025	CC #620 7-28	LifeMed Membership			130.00	0.00	167,679.39
7/31/2025					4.12	0.00	167,683.51
7/31/2025					0.00	648.46	167,035.05
LifeMed Fund Totals					\$29,548.12	\$983.46	\$167,035.05
1030 LifeMed Account 9411 Totals					\$29,548.12	\$983.46	\$167,035.05

Bank Register
7/1/2025 to 7/31/2025

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
1050 PERS UAL 6407							
General Fund							
		Beginning Balance			0.00	0.00	59,795.98
		General Fund Totals			\$0.00	\$0.00	\$59,795.98
		1050 PERS UAL 6407 Totals			\$0.00	\$0.00	\$59,795.98
1090 Capital Equipment Reserve 1060							
Equipment Fund							
		Beginning Balance			0.00	0.00	196,145.54
7/31/2025					166.59	0.00	196,312.13
		Equipment Fund Totals			\$166.59	\$0.00	\$196,312.13
		1090 Capital Equipment Reserve 1060 Totals			\$166.59	\$0.00	\$196,312.13
1099 Petty Cash							
General Fund							
		Beginning Balance			0.00	0.00	400.00
		General Fund Totals			\$0.00	\$0.00	\$400.00
		1099 Petty Cash Totals			\$0.00	\$0.00	\$400.00
1111 InterFund Transfer							
Equipment Fund							
		Beginning Balance			0.00	0.00	100,000.00
		Equipment Fund Totals			\$0.00	\$0.00	\$100,000.00
General Fund							
		Beginning Balance			0.00	0.00	(100,000.00)
		General Fund Totals			\$0.00	\$0.00	(\$100,000.00)
		1111 InterFund Transfer Totals			\$0.00	\$0.00	\$0.00

Bank Register

7/1/2025 to 7/31/2025

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
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1245 Cash with County
General Fund

Beginning Balance			0.00	0.00	3,391.00
General Fund Totals			\$0.00	\$0.00	\$3,391.00
1245 Cash with County Totals			\$0.00	\$0.00	\$3,391.00
Report Totals			\$218,891.15	\$2,483.51	\$1,747,943.01
Records included in total = 170					

Report Options
Trans Date: 7/1/2025 to 7/31/2025
Display Notation: No

WLAD
Equipment Fund
Statement of Revenue and Expenditures

	Current Period Jul 2025 Jul 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
Revenue & Expenditures			
Revenue			
Other Income			
Interest	166.59	500.00	33.32%
Total Other Income	\$166.59	\$500.00	
Transfers In			
Transfers	0.00	10,000.00	0.00%
Total Transfers In	\$0.00	\$10,000.00	
Revenue	\$166.59	\$10,500.00	
Gross Profit	\$166.59	\$10,500.00	
Revenue Less Expenditures	\$166.59	\$10,500.00	
Net Change in Fund Balance	\$166.59	\$10,500.00	
Fund Balances			
Beginning Fund Balance	296,145.54		0.00%
Net Change in Fund Balance	166.59	10,500.00	0.00%
Ending Fund Balance	296,312.13		0.00%

**Western Lane Ambulance District
MONTH END SUMMARY**

Transaction Date	7/1/2024
Transaction Date	7/31/2024
Company Code	Western Lane Ambulance District

Balance Forward	1,251,369.36
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Charges by Level of Service	606,494.20
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Batch #	ALS 1 E	ALS 1 NE	ALS 2	BLS E	BLS NE	SCT	Total
APR24	0.00						0.00
FEB22					1,285.00		1,285.00
JUL24	334,366.36	78,044.40	26,021.24	83,556.12	48,192.84	35,028.24	605,209.20
Total	334,366.36	78,044.40	26,021.24	83,556.12	49,477.84	35,028.24	606,494.20

Payments - ALL	-197,627.64
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Payments - EFT

<u>Trans Date</u>	<u>Payer</u>	<u>Ref #</u>	<u>Amount</u>
7/1/2024	BCBS OR Blue Card MedAdv	0155251477	-2,289.91
7/1/2024	XO Regence Federal Oregon	0261241050	-130.80
7/1/2024	UMR	CI446090779598430	-591.92
7/2/2024	Oregon Medicaid	600231792	-70.52
7/2/2024	UMR	CI44624092465774	-2,003.97
7/2/2024	UHC West/Secure Horizons	R2394597	-1,891.06
7/3/2024	Medicare B Oregon	894604564	-1,580.10
7/3/2024	UHC West/Secure Horizons	R2467223	-1,570.91
7/5/2024	XO ChampVA Office of Comm Care	01128808	-134.32
7/5/2024	VA Regional Payment Center	1050561	-5,271.96
7/5/2024	MODA	24187B1000151424	-638.60
7/5/2024	United Healthcare	29444746	-1,632.20
7/5/2024	Aetna Medadvantage HMO	882418101093833	-613.23
7/5/2024	Medicare B Oregon	894609242	-2,542.81
7/5/2024	XO AARP Medicare Supplemental	91093410969	-140.27
7/7/2024	Pacific Source Community Solutions	24189B1000107632	-2,414.52
7/8/2024	VA Regional Payment Center	1257012	-2,258.44
7/8/2024	Medicare B Oregon	894613150	-2,672.73

**Western Lane Ambulance District
MONTH END SUMMARY**

7/8/2024	UHC West/Secure Horizons	R2636962	-3,213.75
7/9/2024	XO Blue Cross Blue Shield Oregon	0155262371	-3,863.23
7/9/2024	XO Regence Federal Oregon	0261243871	-114.69
7/9/2024	MODA MedAdvantage	24191B1000003393	-395.25
7/9/2024	XO Tricare for Life	2505609840	-141.90
7/9/2024	United Healthcare	29508888	-949.91
7/9/2024	Oregon Medicaid	600233877	-61.46
7/9/2024	Aetna Medadvantage HMO	882418501092249	-654.19
7/9/2024	UMR	CI44628109332934	-1,561.57
7/9/2024	UHC West/Secure Horizons	R2696812	-1,964.86
7/10/2024	Trillium Community Health Plan	0900206234	-528.25
7/10/2024	VA Regional Payment Center	1844109	-4,992.80
7/10/2024	Medicare B Oregon	894620574	-1,664.45
7/11/2024	XO AARP Medicare Supplemental	91096778356	-897.83
7/12/2024	MODA	24194B1000110641	-2,767.48
7/12/2024	XO Tricare for Life	2505680251	-115.23
7/12/2024	Medicare B Oregon	894628270	-4,383.49
7/14/2024	Pacific Source MedAdvantage	24196B1000014997	-1,984.81
7/14/2024	Pacific Source Community Solutions	24196B1000083628	-2,297.62
7/15/2024	Blue Cross Blue Shield Oregon	0155273323	-3,218.92
7/15/2024	UHC West/Secure Horizons	60757104	-566.74
7/15/2024	Medicare B Oregon	894632191	-5,099.07
7/16/2024	XO Tricare for Life	2505749370	-146.77
7/16/2024	VA Regional Payment Center	2728046	-4,971.20
7/16/2024	Oregon Medicaid	600235948	-441.14
7/17/2024	XO Tricare for Life	2505791135	-143.94
7/17/2024	VA Regional Payment Center	2920761	-8,069.56
7/17/2024	Medicare B Oregon	894638579	-1,125.98
7/18/2024	Trillium Community Health Plan	0900207224	-2,316.73
7/18/2024	VA Regional Payment Center	3073941	-3,193.00
7/18/2024	Medicare B Oregon	894640890	-3,455.13
7/18/2024	UHC West/Secure Horizons	R3259661	-243.74
7/19/2024	UHC West/Secure Horizons	R3324503	-341.46
7/21/2024	Pacific Source MedAdvantage	24203B1000020993	-1,714.16

**Western Lane Ambulance District
MONTH END SUMMARY**

7/21/2024	Pacific Source Community Solutions	24203B1000099624	-1,025.34
7/22/2024	BCBS OR Blue Card MedAdv	0155283917	-1,133.79
7/22/2024	XO Regence Federal Oregon	0261247110	-3,620.79
7/22/2024	XO AARP Medicare Supplemental	11101296432	-373.55
7/22/2024	Medicare B Oregon	894647903	-4,290.05
7/23/2024	VA Regional Payment Center	3647288	-3,205.97
7/23/2024	Medicare B Oregon	894651464	-6,052.70
7/23/2024	UMR	CI44615097279024	-3,201.64
7/23/2024	UHC West/Secure Horizons	R3446369	-2,272.30
7/24/2024	Medicare B Oregon	894655279	-1,699.43
7/24/2024	UHC West/Secure Horizons	91592078	-342.78
7/24/2024	United Healthcare	TZ88102369	-751.37
7/25/2024	Medicare B Oregon	894659145	-2,158.11
7/25/2024	UHC West/Secure Horizons	R3611683	-1,836.55
7/26/2024	XO MODA	24208B1000135750	-150.56
7/26/2024	OPTUM Care MedAdvantage	2489679992	-514.87
7/26/2024	Medicare B Oregon	894663439	-4,214.91
7/26/2024	UHC West/Secure Horizons	R3675403	-1,659.76
7/28/2024	Pacific Source MedAdvantage	24210B1000019841	-1,692.70
7/28/2024	Pacific Source Community Solutions	24210B1000095877	-1,784.24
7/29/2024	Blue Cross Blue Shield Oregon	0155293869	-6,778.47
7/29/2024	ChampVA Office of Comm Care	04310645	-290.00
7/29/2024	Aetna Medadvantage HMO	882420501077757	-680.72
7/29/2024	UHC West/Secure Horizons	R3732235	-745.42
7/30/2024	XO Tricare for Life	2506036097	-120.65
7/30/2024	UHC West/Secure Horizons	R3800692	-785.59
7/31/2024	XO ChampVA Office of Comm Care	04855674	-115.23
7/31/2024	Medicare B Oregon	894675040	-537.13
7/31/2024	UMR	CI44622101321414	0.00
7/31/2024	UHC West/Secure Horizons	R3864073	-1,855.35

EFT TOTAL**-149,938.55****Payments - Credit Card****(VISA, MC, AMX, Disc)****Trans Date****Amount**

**Western Lane Ambulance District
MONTH END SUMMARY**

7/1/2024	-413.33
7/6/2024	-200.00
7/8/2024	-25.00
7/9/2024	-1,013.00
7/11/2024	-25.00
7/12/2024	-85.00
7/15/2024	-340.00
7/17/2024	-50.00
7/18/2024	-50.00
7/19/2024	-896.80
7/22/2024	-313.46
7/25/2024	-131.00
7/29/2024	-50.00
7/31/2024	-670.36

CREDIT CARD TOTAL	-4,262.95
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Payments - Bank Deposit
(Cash, Chk Ins, Chk Pvt, Coll Pmt, MO)

<u>Trans Date</u>	<u>Amount</u>
7/2/2024	-5,917.70
7/9/2024	-10,705.06
7/16/2024	-9,244.85
7/23/2024	-10,264.33
7/30/2024	-6,312.46

BANK DEPOSIT TOTAL	-42,444.40
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Payments - Paid at FD

<u>Date</u>	<u>Pd at FD, Ins</u>	<u>Total</u>
7/23/2024	-900.62	-900.62
7/30/2024	-2,443.68	-2,443.68
Total	-3,344.30	-3,344.30

Payments - Refunds/Refund Reversals

<u>Date</u>	<u>Ref Ins</u>	<u>Ref Prv</u>	<u>Total</u>
7/1/2024	1,985.78	143.25	2,129.03

**Western Lane Ambulance District
MONTH END SUMMARY**

Date	Ref Ins	Ref Prv	Total
7/3/2024	233.53		233.53
Total	2,219.31	143.25	2,362.56

Payments by Level of Service

Date	ALS 1 E	ALS 1 NE	ALS 2	BLS E	BLS NE	SCT	Total
7/1/2024	-2,466.42			-791.28		1,960.77	-1,296.93
7/2/2024	-9,248.62	-442.06		-111.99	-80.58		-9,883.25
7/3/2024	-1,899.37	-798.85	233.53	-452.79	0.00		-2,917.48
7/5/2024	-7,584.59		-1,632.20	-1,756.60			-10,973.39
7/6/2024			-200.00				-200.00
7/7/2024	-2,103.10			-311.42			-2,414.52
7/8/2024	-5,328.56	-815.32		-1,554.44	-471.60		-8,169.92
7/9/2024	-11,570.21	-832.06	-2,660.27	-2,152.28	-2,586.86	-1,623.44	-21,425.12
7/10/2024	-3,986.02	-3,199.48					-7,185.50
7/11/2024	-897.83	-25.00					-922.83
7/12/2024	-1,767.95	-4,508.38		-1,074.87			-7,351.20
7/14/2024	-2,429.44	-827.43		-880.65	-144.91		-4,282.43
7/15/2024	-1,660.35	-3,218.92	-1,036.12	-1,903.88		-1,405.46	-9,224.73
7/16/2024	-7,846.16	-4,294.35	0.00	-2,530.30	-133.15		-14,803.96
7/17/2024	-4,821.04			-595.67	-3,972.77		-9,389.48
7/18/2024	-6,968.91	-857.95		-1,122.23	-309.51		-9,258.60
7/19/2024	0.00		-896.80	-341.46			-1,238.26
7/21/2024	-297.85	-857.95		-1,072.45	-289.82	-221.43	-2,739.50
7/22/2024	-8,047.55	-333.23		-464.58	-886.28		-9,731.64
7/23/2024	-13,229.89	-7,191.47		-2,328.63	-396.78	-2,750.79	-25,897.56
7/24/2024			-752.49	-1,698.31	-342.78		-2,793.58
7/25/2024	-3,002.98	-788.24		-334.44			-4,125.66
7/26/2024	-5,159.33		-661.84	-718.93			-6,540.10
7/28/2024	-841.24	-836.17		-1,799.53			-3,476.94
7/29/2024	-3,963.26	-1,072.43		-290.00	-3,218.92		-8,544.61
7/30/2024	-7,633.71	-1,858.02	-50.00	-120.65	0.00		-9,662.38
7/31/2024	-1,314.38			-506.38	-1,357.31		-3,178.07

**Western Lane Ambulance District
MONTH END SUMMARY**

Date	ALS 1 E	ALS 1 NE	ALS 2	BLS E	BLS NE	SCT	Total
Total	-114,068.76	-32,757.31	-7,656.19	-24,913.76	-14,191.27	-4,040.35	-197,627.64

Transaction Adjustments by Level of Service	-335,042.45
----------------------------------------------------	--------------------

	ALS 1 E	ALS 1 NE	ALS 2	BLS E	BLS NE	SCT	Total
Bad Debt Adjustment Reversal	-2,048.03						-2,048.03
Bad Debt Payment Reversal	-529.37						-529.37
Financial Assist/Charity	-675.00					-250.00	-925.00
Fire Med Adjustment	-8,413.72	-993.86	-840.00	-3,265.00	-1,917.73		-15,430.31
W/O Credit Balance					0.10		0.10
W/O Fee Schedule	-149,306.47	-31,469.06	-5,005.97	-56,052.32	-10,457.89	-9,090.16	-261,381.87
W/O Patient Deceased	-893.57	-3,218.92				-1,506.16	-5,618.65
W/O to collections	-22,336.35	-8,509.17	-5,604.48	-7,477.28	-4,692.04	-350.00	-48,969.32
Waiver per FD					-140.00		-140.00
Total	-184,202.51	-44,191.01	-11,450.45	-66,794.60	-17,207.56	-11,196.32	-335,042.45

Ending Balance	1,325,193.47
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Western Lane Ambulance District

ANNUAL COLLECTION STATISTICS

Date Of Service	8/1/2023
Date Of Service	7/31/2024
Invoices	0
Company	Western Lane Ambulance District

Month	Tickets	Charges	Payments	%	FireMed	%	Disallowed	%	Uncollected	%	Pending	%
Aug 23	224	515,944.92	-209,550.97	41 %	-7,827.34	2 %	-256,815.67	50 %	-33,032.76	6 %	8,718.18	2 %
Sep 23	212	471,081.72	-150,353.69	32 %	-10,087.50	2 %	-258,709.65	55 %	-29,037.94	6 %	22,892.94	5 %
Oct 23	206	471,176.00	-186,856.69	40 %	-8,915.93	2 %	-244,368.94	52 %	-18,308.43	4 %	12,726.01	3 %
Nov 23	226	479,787.12	-192,105.54	40 %	-6,380.37	1 %	-243,820.32	51 %	-17,942.49	4 %	19,538.40	4 %
Dec 23	185	413,762.60	-154,808.91	37 %	-5,951.91	1 %	-223,202.91	54 %	-22,162.00	5 %	7,636.87	2 %
Jan 24	198	425,788.38	-148,040.10	35 %	-7,240.00	2 %	-242,650.37	57 %	-16,493.03	4 %	11,364.88	3 %
Feb 24	235	495,172.72	-158,601.37	32 %	-4,785.02	1 %	-282,973.49	57 %	-10,367.84	2 %	38,445.00	8 %
Mar 24	210	437,874.76	-152,842.44	35 %	-8,982.52	2 %	-230,742.02	53 %	-10,588.38	2 %	34,719.40	8 %
Apr 24	220	440,266.04	-143,976.55	33 %	-4,465.08	1 %	-233,677.52	53 %	-5,969.41	1 %	52,177.48	12 %
May 24	261	542,689.28	-165,823.63	31 %	-9,138.09	2 %	-228,434.50	42 %	-2,376.72	0 %	136,916.34	25 %
Jun 24	249	500,875.24	-123,595.59	25 %	-5,862.30	1 %	-203,395.56	41 %	-3,218.92	1 %	164,802.87	33 %
Jul 24	294	605,209.20	-16,910.37	3 %	0.00	0 %	-29,018.85	5 %	0.00	0 %	559,279.98	92 %

2,720

5,799,627.98

-1,803,465.85

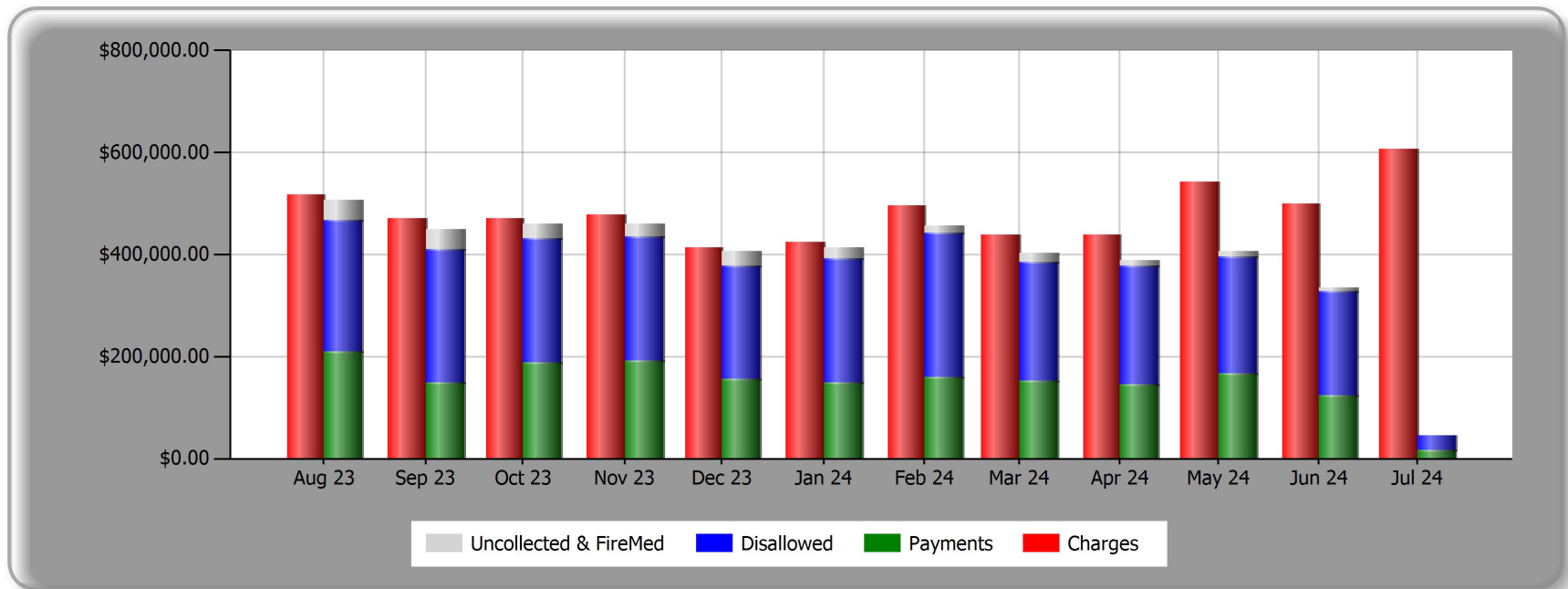
-79,636.06

-2,677,809.80

-169,497.92

1,069,218.35

All amounts shown relate directly to each month's charges. They will not reconcile to monthly deposit reports



Statement of Revenue and Expenditures

	Current Period Jul 2025 Jul 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
Revenue & Expenditures			
Revenue			
Other Income			
CPR Classes	260.00	25,000.00	1.04%
Interest	4.12	25.00	16.48%
LifeMed Subscription	28,144.00	105,000.00	26.80%
Total Other Income	\$28,408.12	\$130,025.00	
Revenue	\$28,408.12	\$130,025.00	
Gross Profit	\$28,408.12	\$130,025.00	
Expenses			
Administrative Expenses			
Administrative & Bank Fees	648.46	3,000.00	21.62%
Advertising	200.00	7,000.00	2.86%
Membership Dues	0.00	500.00	0.00%
Office Supplies	0.00	5,000.00	0.00%
Refunds	0.00	300.00	0.00%
Shipping/Postage	0.00	4,000.00	0.00%
Training & Conferences	0.00	5,000.00	0.00%
Total Administrative Expenses	\$848.46	\$24,800.00	
Operations - Training			
Training Equip & Supplies	0.00	5,000.00	0.00%
Total Operations - Training	\$0.00	\$5,000.00	
Expenses	\$848.46	\$29,800.00	
Revenue Less Expenditures	\$27,559.66	\$100,225.00	
Net Change in Fund Balance	\$27,559.66	\$100,225.00	
Fund Balances			
Beginning Fund Balance	140,435.39		0.00%
Net Change in Fund Balance	27,559.66	100,225.00	0.00%
Ending Fund Balance	167,995.05		0.00%

Report Options

Fund: LifeMed Fund

Period: 7/1/2025 to 7/31/2025

Detail Level: Level 1 Accounts

Display Account Categories: Yes

Display Subtotals: Yes

Revenue Reporting Method: Budget - Actual

Expense Reporting Method: Budget - Actual

Budget: LifeMed Budget

General Fund, WLCR Fund
WLFEA
Balance Sheet
For Period Ending 7/31/2025

Book Value
Jul 2025
Actual

Assets

Current Assets

Cash

Checking 5400	867,428.12
LGIP 6553	1,271,934.79
WLFEA - WLCR 2199	1.36

Accounts Receivable

Accounts Receivable	35,387.13
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Other Current Assets

Accounts Receivable	65,480.37
Capital Assets:Accumulated Dep	(26,682.00)
Capital Assets:Vehicles	109,533.97
Deferred Outflows of Resources	3,239,396.99
OPEB - RHIA	64,587.00
Prepaid Expenses	(28,214.17)
Prepaid Health Insurance	127,787.10

Total Current Assets	\$5,726,640.66
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Total Assets	\$5,726,640.66
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Liabilities

Current Liabilities

Accounts Payable

Accounts Payable	1,714.02
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Credit Cards

US Bank CC 5241	21,147.48
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Short Term Debt

AFLAC Payable	1,534.81
Clearing Account	1,402.29
Flex Spending Payable	(855.00)
Medical Care Payable	3,182.77
OSGP Payable	7.20
PERS Payable	(338.46)
PLO Payable	50.74
SVFR Association Dues	32.00

Other Current Liabilities

Credit Card	(255.16)
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Total Current Liabilities	\$27,622.69
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Total Liabilities	\$27,622.69
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Fund Balance

Accumulated Surplus (Deficit)

Investment in Capital	12,150.00
Retained Earnings	5,686,867.97

Total Fund Balance	\$5,699,017.97
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Total Liabilities and Equity	\$5,726,640.66
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General Fund, WLCR Fund
Bank Register
7/1/2025 to 7/31/2025

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
1001 Checking 5400							
General Fund							
		Beginning Balance			0.00	0.00	765,796.76
7/1/2025	June 2025	Oregon Savings Growth			0.00	3,379.58	762,417.18
7/1/2025	June 2025	VALIC			0.00	525.00	761,892.18
7/1/2025	June 2025	VOYA			0.00	5,816.00	756,076.18
7/1/2025	ACH	Aladtech LLC			0.00	8,123.00	747,953.18
7/2/2025	ACH	State of Oregon-			0.00	150.00	747,803.18
7/3/2025	ACH CL IAP 07-	CL IAP JE			269.78	0.00	748,072.96
7/3/2025	CL 07-03-25	CL JE			0.00	365,094.02	382,978.94
7/3/2025	ACH 07032025	PAYROLL JE			37,400.04	0.00	420,378.98
7/3/2025	ACH	Taxes JE			3,401.01	0.00	423,779.99
7/3/2025	June 2025 PAC	IAFF Local 851			0.00	99.50	423,680.49
7/3/2025	June 2025	IAFF Local 851			0.00	3,155.76	420,524.73
7/4/2025	ACH	U.S. Bank Credit Card			0.00	20,445.71	400,079.02
7/9/2025	ACH	HRA VEBA Trust			0.00	106,000.00	294,079.02
7/10/2025	12432	Jennifer Graham			0.00	300.00	293,779.02
7/10/2025	12439	Phil's Saw Shop			0.00	59.00	293,720.02
7/10/2025	12420	West Coast Media Group			0.00	200.00	293,520.02
7/10/2025	12446	Vend West Services Inc			0.00	104.00	293,416.02
7/10/2025	12445	U.S. Bank Equipment			0.00	191.00	293,225.02
7/10/2025	12444	TK Elevator Corporation			0.00	538.27	292,686.75
7/10/2025	12421	Trevor Smith			0.00	650.00	292,036.75
7/10/2025	12441	Shervin's Automotive, Inc.			0.00	762.00	291,274.75
7/10/2025	12422	SCBA Sales & Rental Co			0.00	4,933.83	286,340.92
7/10/2025	12440	Rotary Club of Florence			0.00	135.00	286,205.92
7/10/2025	12437	Oregon Fire Service Office			0.00	225.00	285,980.92
7/10/2025	12436	Lighthouse Electrical			0.00	167.36	285,813.56
7/10/2025	12435	Laurel Bay Gardens, Inc.			0.00	211.25	285,602.31
7/10/2025	12434	L.N. Curtis and Sons			0.00	473.33	285,128.98
7/10/2025	12431	Henry Schein, Inc.			0.00	724.71	284,404.27
7/10/2025	12430	Gannett Oregon LocaliQ			0.00	1,277.40	283,126.87
7/10/2025	12429	Country Media, Inc.			0.00	24.91	283,101.96
7/10/2025	12428	Coastal Paper & Supply			0.00	994.20	282,107.76
7/10/2025	12427	Coast Broadcasting			0.00	1,385.00	280,722.76
7/10/2025	12426	Christoffer Poulsen			0.00	2,000.00	278,722.76
7/10/2025	12424	Airgas USA LLC			0.00	876.98	277,845.78

General Fund, WLCR Fund
Bank Register
7/1/2025 to 7/31/2025

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
7/10/2025	12423	AFLAC			0.00	596.89	277,248.89
7/10/2025	12419	Accuity			0.00	1,000.00	276,248.89
7/10/2025	12443	Standard Insurance			0.00	4,219.02	272,029.87
7/11/2025	ACH	ADP Payroll Services			0.00	707.80	271,322.07
7/11/2025	ACH	PERS			0.00	6,567.49	264,754.58
7/15/2025	12448	Philip Gerhards			0.00	959.51	263,795.07
7/17/2025	12470	City of Florence			0.00	206,106.00	57,689.07
7/17/2025	12481	Stericycle, Inc (Shred-It)			0.00	262.98	57,426.09
7/17/2025	12480	Special Districts Insurance			0.00	73,577.49	(16,151.40)
7/17/2025	12479	South Coast Water			0.00	51.14	(16,202.54)
7/17/2025	12478	SAIF			0.00	255,189.51	(271,392.05)
7/17/2025	12477	RICOH			0.00	58.27	(271,450.32)
7/17/2025	12476	Les Schwab Warehouse			0.00	1,175.51	(272,625.83)
7/17/2025	12475	Lane Council of			0.00	1,020.00	(273,645.83)
7/17/2025	12474	Joseph G Mirvis			0.00	135.00	(273,780.83)
7/17/2025	12473	Florence True Value			0.00	26.36	(273,807.19)
7/17/2025	12472	Day Wireless Systems			0.00	750.00	(274,557.19)
7/17/2025	12471	Coastal Fitness Inc			0.00	1,044.00	(275,601.19)
7/17/2025	12469	Benton County Public Works			0.00	9,938.07	(285,539.26)
7/21/2025	000024	Multiple Income			1,610.26	0.00	(283,929.00)
7/22/2025	ACH	Oregon Pacific Bank			475,000.00	0.00	191,071.00
7/24/2025	12497	Airgas USA LLC			0.00	404.35	190,666.65
7/24/2025	12496	Zoll Medical Corporation			0.00	641.45	190,025.20
7/24/2025	12495	Vend West Services Inc			0.00	172.68	189,852.52
7/24/2025	12494	Tyler Technologies, Inc.			0.00	3,962.47	185,890.05
7/24/2025	12493	TNT Sales & Repair Inc			0.00	730.41	185,159.64
7/24/2025	12492	Systems Design			0.00	5,742.32	179,417.32
7/24/2025	12491	Stepup IT Services LLC			0.00	5,379.26	174,038.06
7/24/2025	12490	PacificSource Administrators			0.00	630.00	173,408.06
7/24/2025	12489	Lane County Elections			0.00	7,389.37	166,018.69
7/24/2025	12488	Lane Council of			0.00	1,200.00	164,818.69
7/24/2025	12487	Henry Schein, Inc.			0.00	6,153.23	158,665.46
7/24/2025	12486	Florence Chamber of			0.00	275.00	158,390.46
7/24/2025	12485	Enerspect			0.00	482.33	157,908.13
7/24/2025	12484	Coastal Paper & Supply			0.00	200.76	157,707.37
7/24/2025	12483	CARSON (CECO)			0.00	5,419.33	152,288.04
7/25/2025	ACH	PERS			0.00	98,959.84	53,328.20
7/28/2025	Refund Iversen	PacificSource Administrators 7/28/2025		000014	1,000.00	0.00	54,328.20

General Fund, WLCR Fund
Bank Register
7/1/2025 to 7/31/2025

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
7/28/2025	000026	State of Oregon	7/28/2025	000013	150.00	0.00	54,478.20
7/29/2025	ACH	Oregon Pacific Bank			800,000.00	0.00	854,478.20
7/31/2025					21.33	0.00	854,499.53
7/31/2025	000027	Michael Lalor	8/4/2025	000015	121.07	0.00	854,620.60
General Fund Totals					\$1,318,973.49	\$1,230,149.65	\$854,620.60

WLCR Fund

		Beginning Balance			0.00	0.00	54,459.64
7/3/2025	ACH 07032025	PAYROLL JE			0.00	37,400.04	17,059.60
7/3/2025	ACH	Taxes JE			0.00	3,401.01	13,658.59
7/4/2025	ACH	U.S. Bank Credit Card			0.00	3,512.19	10,146.40
7/9/2025	ACH	HRA VEBA Trust			0.00	10,000.00	146.40
7/10/2025	12433	Karen Wilhite			0.00	1,050.00	(903.60)
7/10/2025	12425	bio-MED			0.00	32.00	(935.60)
7/10/2025	12447	Qualifacts Systems LLC			0.00	1,202.00	(2,137.60)
7/10/2025	12438	Pacific Research &			0.00	12,134.20	(14,271.80)
7/17/2025	12468	Montana G Trotta			0.00	1,050.00	(15,321.80)
7/17/2025	12480	Special Districts Insurance			0.00	56.02	(15,377.82)
7/17/2025	12467	Melissa House			0.00	78.96	(15,456.78)
7/17/2025	12466	Cindy Gentry			0.00	141.34	(15,598.12)
7/21/2025	000025	Lane County Health &	7/21/2025	000012	37,127.88	0.00	21,529.76
7/24/2025	12498	Qualifacts Systems LLC			0.00	1,500.00	20,029.76
7/24/2025	12491	Stepup IT Services LLC			0.00	120.24	19,909.52
7/24/2025	12483	CARSON (CECO)			0.00	103.40	19,806.12
7/25/2025	ACH	PERS			0.00	6,998.60	12,807.52
WLCR Fund Totals					\$37,127.88	\$78,780.00	\$12,807.52
1001 Checking 5400 Totals					\$1,356,101.37	\$1,308,929.65	\$867,428.12

1010 LGIP 6553

General Fund

		Beginning Balance			0.00	0.00	2,537,920.66
7/22/2025	ACH	Oregon Pacific Bank			0.00	475,000.00	2,062,920.66
7/29/2025	ACH	Oregon Pacific Bank			0.00	800,000.00	1,262,920.66
7/31/2025					9,014.18	0.00	1,271,934.84
General Fund Totals					\$9,014.18	\$1,275,000.00	\$1,271,934.84

WLCR Fund

7/31/2025					0.00	0.05	(0.05)
WLCR Fund Totals					\$0.00	\$0.05	(\$0.05)
1010 LGIP 6553 Totals					\$9,014.18	\$1,275,000.05	\$1,271,934.79

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
1060 WLFEA - WLCR 2199							
WLCR Fund							
		Beginning Balance			0.00	0.00	(14.64)
7/10/2025	000033	Pacific Source Community			0.12	0.00	(14.52)
7/15/2025	000037	Oregon Pacific Bank			5.00	0.00	(9.52)
7/15/2025	000036	Oregon Pacific Bank			10.00	0.00	0.48
7/21/2025	000023	Pacific Source Community	7/21/2025	000009	0.27	0.00	0.75
7/24/2025	000034	Pacific Source Community			0.47	0.00	1.22
7/31/2025	000035	Pacific Source Community			0.14	0.00	1.36
WLCR Fund Totals					\$16.00	\$0.00	\$1.36
1060 WLFEA - WLCR 2199 Totals					\$16.00	\$0.00	\$1.36
Report Totals					\$1,365,131.55	\$2,583,929.70	\$2,139,364.27
Records included in total = 107							

Report Options
Trans Date: 7/1/2025 to 7/31/2025
Display Notation: No

General Fund

Statement of Revenue and Expenditures

	Current Period Jul 2025 Jul 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
Revenue & Expenditures			
Revenue			
Other Income			
Conflag Receipts	0.00	213,656.00	0.00%
Donations	200.00	500.00	40.00%
Grant Admin	0.00	81,102.00	0.00%
Interest	9,035.51	60,000.00	15.06%
Reimbursements and Refunds	964.06	20,000.00	4.82%
Rental Income	301.07	3,660.00	8.23%
Smoke Alarm Donations	544.00	10,000.00	5.44%
Total Other Income	\$11,044.64	\$388,918.00	
Transfers In			
Transfer from SVFR	0.00	3,581,543.00	0.00%
Transfers from WLAD	0.00	4,925,764.00	0.00%
Total Transfers In	\$0.00	\$8,507,307.00	
Revenue	\$11,044.64	\$8,896,225.00	
Gross Profit	\$11,044.64	\$8,896,225.00	
Expenses			
Administrative Expenses			
Administrative & Bank Fees	80.00	10,000.00	0.80%
Advertising	1,277.40	5,000.00	25.55%
Break Room/Hospitality	538.78	3,000.00	17.96%
Education Reimbursement	0.00	5,000.00	0.00%
Employee Recognition	0.00	31,000.00	0.00%
Membership Dues	3,895.00	35,000.00	11.13%
Office Equipment Agreements	440.27	11,000.00	4.00%
Shipping/Postage	5.18	2,000.00	0.26%
Supplies	345.75		0.00%
Training & Conferences	0.00	10,000.00	0.00%
Travel Expenses	0.00	10,000.00	0.00%
Total Administrative Expenses	\$6,582.38	\$122,000.00	
Board of Directors			
Board Conferences	0.00	10,000.00	0.00%
Board Elections/Lane County El	7,389.37	10,000.00	73.89%
Board Expenses - Other	290.00	10,000.00	2.90%
Board Meetings	0.00	6,000.00	0.00%
Total Board of Directors	\$7,679.37	\$36,000.00	
Building Property & Maintenance			
Maintenance	1,456.75	97,000.00	1.50%
Utilities	4,683.99	91,123.00	5.14%
Total Building Property & Maintenance	\$6,140.74	\$188,123.00	
Insurance			
Property & Liability	0.00	32,686.00	0.00%
Workers Compensation	255,189.51	233,612.00	109.24%
Total Insurance	\$255,189.51	\$266,298.00	
Non Allocated			
Operating Contingency	0.00	50,000.00	0.00%
Reserved for Future Expenditur	0.00	811,104.00	0.00%
Total Non Allocated	\$0.00	\$861,104.00	
Operational Supplies			
Equipment Maintenance	6,237.13	35,000.00	17.82%

Statement of Revenue and Expenditures

	Current Period Jul 2025 Jul 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
iPads & Mounting Supplies	1,039.92	3,000.00	34.66%
Operational Supplies	199.00		0.00%
Personal Protection Equipment	0.00	35,000.00	0.00%
Small Tools	0.00	10,000.00	0.00%
Supply Room Cleaning Supplies	1,089.28	15,000.00	7.26%
Uniforms	673.16	30,000.00	2.24%
Total Operational Supplies	\$9,238.49	\$128,000.00	
Operations - Emergency Services			
Asset Management Services	0.00	8,000.00	0.00%
First Arriving	0.00	5,000.00	0.00%
ImageTrend	0.00	22,200.00	0.00%
Public Safety Answering Point	206,106.00	206,106.00	100.00%
Total Operations - Emergency Services	\$206,106.00	\$241,306.00	
Operations - Medical			
Hospital Transfer Meals	0.00	1,000.00	0.00%
Medical Gas/O2	1,281.33	25,000.00	5.13%
Medical Supplies	9,435.57	110,000.00	8.58%
MIH Expenses	4.80	1,000.00	0.48%
Pharmacy Expense	2,059.83	37,500.00	5.49%
Physician Advisor	2,000.00	24,000.00	8.33%
Total Operations - Medical	\$14,781.53	\$198,500.00	
Operations - Prevention/ Fire Investigation			
Fire Marshal Dues & Subscript	0.00	2,500.00	0.00%
Fire Prevention Software/iPADS	3,962.47	3,750.00	105.67%
Fire Prevention Supplies	26.36	5,000.00	0.53%
Fire Prevention Training	0.00	3,000.00	0.00%
Public Education Supplies	1,659.91	11,000.00	15.09%
Smoke Detector Expense	0.00	10,000.00	0.00%
Total Operations - Prevention/ Fire Investigation	\$5,648.74	\$35,250.00	
Operations - Recruitment			
Advertising & NTN Testing	0.00	1,000.00	0.00%
Pre-Employment Testing	0.00	7,000.00	0.00%
Total Operations - Recruitment	\$0.00	\$8,000.00	
Operations - Training			
Academy & EMT Scholarships	0.00	5,000.00	0.00%
Certification Renewals	125.00	7,650.00	1.63%
Conference & Travel	1,562.99	12,000.00	13.02%
Critical Care Paramedic Train	0.00	15,000.00	0.00%
MIH Training	0.00	1,500.00	0.00%
Misc Training	0.00	700.00	0.00%
On Site Training	0.00	9,000.00	0.00%
Paramedic School - Career	0.00	6,000.00	0.00%
Reserve Training	0.00	2,500.00	0.00%
Target Solutions	0.00	12,845.00	0.00%
Training Equip & Supplies	550.00	5,000.00	11.00%
Total Operations - Training	\$2,237.99	\$77,195.00	
Operations - Vehicles			
Fuel	5,501.96	70,000.00	7.86%
Repairs & Maintenance -Vehicle	12,853.30	180,000.00	7.14%
Total Operations - Vehicles	\$18,355.26	\$250,000.00	
Payroll Taxes & Benefits			
457 Plans	327.29		0.00%

General Fund

Statement of Revenue and Expenditures

	Current Period Jul 2025 Jul 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
AFLAC	596.89		0.00%
Cell Phone Stipend	1,825.00	25,800.00	7.07%
Health & Wellness	1,044.00	43,469.00	2.40%
Health Insurance	70,004.97	921,938.00	7.59%
HRA VEBA	106,000.00	96,000.00	110.42%
Life & Accident	0.00	24,633.00	0.00%
LOSAP	0.00	3,000.00	0.00%
Paid Leave OR	2,327.57	27,185.00	8.56%
Payroll Taxes	26,357.83	316,785.00	8.32%
PERS	105,239.97	1,252,371.00	8.40%
Provident AD & D- A & H	0.00	17,526.00	0.00%
Total Payroll Taxes & Benefits	\$313,723.52	\$2,728,707.00	
Personnel Services			
Administrative Staff	14,633.68	214,414.00	6.82%
Captains	17,026.00	314,213.00	5.42%
Conflagration	456.92	50,000.00	0.91%
Deputy Chief	11,764.32	140,421.00	8.38%
Duty Chief Stipends	1,400.00	18,200.00	7.69%
Fire & EMS Chief	13,007.78	145,451.00	8.94%
Fire Inspector	3,057.60		0.00%
Fire Prevention	0.00	58,891.00	0.00%
Firefighter/Engineers	24,421.10	336,425.00	7.26%
Firefighter/Paramedics	65,169.48	936,367.00	6.96%
Lieutenants	30,099.73	271,133.00	11.10%
Logistics Chief	8,573.58	105,455.00	8.13%
Mobile Integrated Health	5,633.80	68,930.00	8.17%
Office Manager	7,813.26	96,103.00	8.13%
Overtime - Wages	55,571.44	550,000.00	10.10%
Part Time EMT/Paramedics	14,454.05	250,000.00	5.78%
Part Time Firefighters	28,870.80	250,000.00	11.55%
Reserve Volunteers	210.00	30,000.00	0.70%
Shift Stipends	1,550.00		0.00%
Single Role Paramedic	13,599.20	174,200.00	7.81%
Training Division Chief	0.00	130,784.00	0.00%
WLCR Workers - Shifts	(635.87)		0.00%
Total Personnel Services	\$316,676.87	\$4,140,987.00	
Professional Services			
Audit	1,000.00	11,500.00	8.70%
Billing Service	5,742.32	84,666.00	6.78%
Business Consulting	0.00	5,000.00	0.00%
GEMT Admin & Consulting Fees	0.00	64,000.00	0.00%
Legal	0.00	20,000.00	0.00%
Payroll Service	707.80	12,000.00	5.90%
Peer Support/ Temporary Service	300.00	10,000.00	3.00%
Total Professional Services	\$7,750.12	\$207,166.00	
Technology			
Computers	0.00	10,000.00	0.00%
Internet	1,209.90	16,000.00	7.56%
IT Services	4,217.50	65,000.00	6.49%
Software & Licenses	9,507.77	50,000.00	19.02%
Telephones & Cell Phones	4,128.69	29,892.00	13.81%
Website	200.00	5,000.00	4.00%
Total Technology	\$19,263.86	\$175,892.00	

General Fund
Statement of Revenue and Expenditures

	Current Period Jul 2025 Jul 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
Expenses	\$1,189,374.38	\$9,664,528.00	
Revenue Less Expenditures	(\$1,178,329.74)	(\$768,303.00)	
Net Change in Fund Balance	(\$1,178,329.74)	(\$768,303.00)	

Fund Balances

Beginning Fund Balance	6,899,352.70		0.00%
Net Change in Fund Balance	(1,178,329.74)	(768,303.00)	0.00%
Ending Fund Balance	5,721,022.96		0.00%

Report Options
Fund: General Fund
Period: 7/1/2025 to 7/31/2025
Detail Level: Level 1 Accounts
Display Account Categories: Yes
Display Subtotals: Yes
Revenue Reporting Method: Budget - Actual
Expense Reporting Method: Budget - Actual
Budget: GENERAL FUND MASTER

Statement of Revenue and Expenditures

Account Number		Current Period	Annual Budget	Jul 2025
		Jul 2025 Actual	Jul 2025 Jun 2026	Jun 2026 Percent of Budget
Revenue & Expenditures				
Revenue				
Lane County Health & Human Services				
4300	Grant Income	31,558.83	388,270.00	8.13%
Lane County Health & Human Services Totals		\$31,558.83	\$388,270.00	
Unallocated				
4450	Grant Admin	3,124.50		0.00%
4405	Reimbursements and Refunds	15.00		0.00%
Unallocated Totals		\$3,139.50		
WLCR				
4450	Grant Admin	1.00		0.00%
WLCR Totals		\$1.00		
Revenue		\$34,699.33	\$388,270.00	
Gross Profit		\$34,699.33	\$388,270.00	
Expenses				
Lane County Health & Human Services				
7420	Business Consulting	16,936.20	90,000.00	18.82%
5671	Cell Phone Stipend	0.00	4,350.00	0.00%
6005	Fuel	65.71	3,000.00	2.19%
5610	Health Insurance	0.00	23,974.00	0.00%
5620	HRA VEBA	10,000.00		0.00%
6111	Misc Training	0.00	12,000.00	0.00%
7900	Other Expenses	0.00	600.00	0.00%
5600	Payroll Taxes	1,857.41	33,633.00	5.52%
5605	PERS	2,145.46	60,684.00	3.54%
7204	Software & Licenses	45.24		0.00%
7200	Technology/Computers	0.00	48,217.00	0.00%
7202	Telephones & Cell Phones	44.16	5,700.00	0.77%
7110	Travel Expenses	0.00	9,500.00	0.00%
6905	Uniforms	0.00	2,000.00	0.00%
5310	WLCR Full Time Staff	0.00	42,031.00	0.00%
5300	WLCR Manager Wages	5,633.33	84,972.00	6.63%
5325	WLCR Workers - Hourly	6,344.68	64,237.00	9.88%
5330	WLCR Workers - Shifts	13,462.50	136,875.00	9.84%
Lane County Health & Human Services Totals		\$56,534.69	\$621,773.00	
SAMHSA Grant				
6101	Conference & Travel	2,134.51		0.00%
7106	Education Reimbursement	78.96		0.00%
6005	Fuel	37.69		0.00%
7102	Membership Dues	273.65		0.00%
5600	Payroll Taxes	1,543.60		0.00%
5605	PERS	4,853.14		0.00%
7204	Software & Licenses	75.00		0.00%
7202	Telephones & Cell Phones	64.45		0.00%
5310	WLCR Full Time Staff	2,318.34		0.00%
5325	WLCR Workers - Hourly	9,641.19		0.00%
SAMHSA Grant Totals		\$21,020.53		
Unallocated				
7101	Administrative & Bank Fees	0.05		0.00%
5610	Health Insurance	56.02		0.00%
Unallocated Totals		\$56.07		

WLCR Fund
Statement of Revenue and Expenditures

		Current Period	Annual Budget	Jul 2025
		Jul 2025	Jul 2025	Jun 2026
		Jul 2025	Jun 2026	Percent of
		Actual		Budget
Account Number				
WLCR				
6602	Pre-Employment Testing	32.00		0.00%
	WLCR Totals	\$32.00		
	Expenses	\$77,643.29	\$621,773.00	
	Revenue Less Expenditures	(\$42,943.96)	(\$233,503.00)	
	Net Change in Fund Balance	(\$42,943.96)	(\$233,503.00)	
Fund Balances				
	Beginning Fund Balance	20,938.97		0.00%
	Net Change in Fund Balance	(42,943.96)	(233,503.00)	0.00%
	Ending Fund Balance	(22,004.99)		0.00%

Heat Illness Prevention Training

606.1 PURPOSE AND SCOPE

The purpose of this policy is to establish and maintain a training program that complies with Western Lane Fire and EMS Authority policy for the prevention of heat illness in members who are exposed to high-heat conditions. This policy identifies which members must receive training, the required curriculum, supervisory training and responsibilities, and training record documentation.

606.1.1 DEFINITIONS

Definitions related to this policy include:

Acclimatization - The temporary adaptation of the body to work in the heat. Acclimatization peaks in most people within four to 14 days of working at least two hours per day in the heat.

Heat-related illness - A serious medical condition resulting from the body's inability to cope with a particular heat load and includes, but is not limited to, heat cramps, heat exhaustion, heat syncope (temporary loss of consciousness usually related to insufficient blood flow to the brain) and heat stroke.

606.2 POLICY

It is the policy of the Western Lane Fire and EMS Authority to promote member health and safety by establishing a heat illness prevention training program and requiring member participation. In addition to the safety precautions described in the Heat Illness Prevention Program Policy, the Authority shall ensure that effective training is provided to members before the member begins work that should reasonably be anticipated to result in heat illness.

606.3 TRAINING REQUIREMENTS

Training should be provided to all members whose duties may include exposure to high-heat conditions and shall include:

- (a) The environmental and personal risk factors for heat illness.
- (b) The authority's procedures for complying with the Heat Illness Prevention Program Policy for the prevention of heat illness.
- (c) The importance of hydration, including frequent consumption of small quantities of water and electrolyte replacement fluid, up to four cups per hour, when the work environment is hot and members are likely to be sweating more than usual in the performance of their duties.
- (d) The importance of acclimatization.
- (e) The different types of heat illness and the common signs and symptoms of heat illness.
- (f) The importance of members immediately reporting to a supervisor, directly or through others, symptoms or signs of heat illness in themselves or in coworkers.

Heat Illness Prevention Training

- (g) The authority's procedures for responding to symptoms of possible heat illness, including how emergency medical services (EMS) will be provided if necessary.
- (h) The authority's procedures for contacting EMS and, if necessary, for transporting members to a place where they can be reached by an EMS provider.
- (i) The authority's procedures for ensuring that, in the event of an emergency, clear and precise directions to the work site can and will be provided to other emergency responders.

606.4 SUPERVISOR TRAINING REQUIREMENTS AND RESPONSIBILITIES

Supervisors should be provided additional training on the following topics prior to supervising members who will be working in the heat:

- (a) The procedures to follow to implement the applicable provisions in this policy.
- (b) The procedures to follow when a member exhibits symptoms consistent with possible heat illness, including emergency response procedures.
- (c) The procedures for moving or transporting a member to a rendezvous location accessible to an EMS provider, if necessary.

606.5 TRAINING RECORDS

The Training Coordinators shall be responsible for maintaining records of all heat illness prevention training provided to members. Records should include, but are not limited to, the following:

- (a) The dates of the training sessions.
- (b) A list of the topics or a summary of the content of the training sessions.
- (c) The names or other identifier and job title of all members who received the training.
- (d) The names, certificate numbers and qualifications of persons conducting the training.

The Training Coordinators should maintain the training records in accordance with established records retention schedules.

Health Insurance Portability and Accountability Act (HIPAA) Training

607.1 PURPOSE AND SCOPE

The purpose of this policy is to ensure all members receive proper training in recognizing and handling protected health information (PHI), as set forth in the Health Insurance Portability and Accountability Act (HIPAA) and its implementing regulations (42 USC § 201; 45 CFR 164.530).

607.1.1 DEFINITIONS

Definitions related to this policy include (45 CFR 160.103):

Health information - Information, whether oral or recorded in any form or medium, that is created or received by a health care provider, health plan or employer and relates to a person's past, present or future physical or mental health or condition, or past, present or future payment for the provision of health care.

Individually identifiable health information - Health information, including demographic information, created or received by a covered entity or employer that relates an individual's past, present or future physical or mental health or condition, the provision of health care to an individual, or the past, present or future payment for the provision of health care to an individual, that can either identify the individual or provide a reasonable basis to believe the information can be used to identify the individual.

Protected health information (PHI) - Individually identifiable health information that is created or received by a covered entity or employer. Information is protected whether it is in writing, in an electronic medium or communicated orally.

607.2 POLICY

It is the policy of the Western Lane Fire and EMS Authority to provide HIPAA privacy training to all members as necessary and appropriate for their duties, and to apply appropriate sanctions against members who violate the privacy policies and procedures (45 CFR 164.530(b); 45 CFR 164.530(e)).

It is also the policy of the Authority that no member shall be retaliated or discriminated against for filing a complaint about violations of HIPAA regulations (45 CFR 164.530(g)).

607.3 TRAINING REQUIREMENTS

To ensure confidentiality and compliance with the HIPAA regulations, the Authority shall provide training to all members likely to have access to PHI. The training shall be completed for all newly hired members prior to being allowed access to PHI. Training for all current members shall also occur any time material changes are made to the authority's privacy policies and procedures.

Health Insurance Portability and Accountability Act (HIPAA) Training

The Training Coordinators shall be responsible for establishing a periodic schedule for retraining and a method of ensuring that all members acknowledge receipt of all HIPAA training (45 CFR 164.530(b)).

Training should include a review of the:

- (a) Authority's statutory obligations imposed by HIPAA.
- (b) Patient Medical Record Security and Privacy Policy, including a thorough treatment of the security procedures the Authority uses to protect written and electronic health information.
- (c) Methods and procedures to be used during the collection of PHI.
- (d) HIPAA-imposed statutory limitations on the dissemination of PHI to the family members of patients.
- (e) Proper procedures when responding to media requests for information regarding incidents at which the Authority provided medical services.
- (f) Procedures for the secure destruction of written instruments containing PHI, including handwritten field notes, Pre-Hospital Care Reports or other documents containing PHI.
- (g) Approved method for transferring PHI to receiving hospitals or other receiving medical facilities.
- (h) Photography and Electronic Imaging Policy as it pertains to PHI.
- (i) Authority's procedures for protecting employee health information.

607.4 TRAINING RECORDS

The Training Division shall be responsible for maintaining the records of all HIPAA-related training for all members for six years (45 CFR 164.530(j)).

National Incident Management System (NIMS) Training

608.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the training requirements for members to successfully operate under the Incident Command System (ICS) and the National Incident Management System (NIMS).

608.2 POLICY

It is the policy of the Western Lane Fire and EMS Authority to utilize NIMS/ICS in order to effectively manage personnel and resources when responding to a wide range of emergency incidents. All Western Lane Fire and EMS Authority members whose job duties may include a role in emergency management or incident response shall be appropriately trained to the NIMS standards to improve all-hazards capabilities nationwide.

608.3 PROCEDURE

All authority personnel with job duties that include a direct role in emergency management or incident response must complete the Federal Emergency Management Agency (FEMA) NIMS IS-700 course.

Additional training is available on an as-needed basis, depending on the regional role of the Authority or the role of a member within the Authority as follows:

- (a) Entry Level:
 - 1. FEMA IS-700: NIMS, An Introduction
 - 2. ICS-100: Introduction to ICS or equivalent
- (b) First Line, Single Resource, Field Supervisors:
 - 1. IS-700, ICS-100, and ICS-200: Basic ICS or its equivalent
- (c) Middle Management: Strike Team Leaders, Division Supervisors, Emergency Operations Center Staff:
 - 1. IS-700, IS-800: National Response Framework, an Introduction; ICS-100, ICS-200, and ICS-300: Intermediate ICS for Expanding Incidents
- (d) Command and General Staff, Area Emergency and EOC Managers:
 - 1. IS-700, IS-800, ICS-100, ICS-200, ICS-300, and ICS-400: Advanced ICS

Refresher training will be offered on a regular basis to ensure that NIMS/ICS knowledge and skills are maintained, especially for personnel who are not regularly involved in complex multijurisdictional incidents nationwide (i.e., incidents that require responders to hold credentials under the National Emergency Responder Credentialing System).

National Incident Management System (NIMS) Training

608.4 TRAINING RECORDS

The Training Coordinator shall be responsible for maintaining records of all NIMS training provided to members. Records should include but are not limited to:

- (a) The dates of the training sessions.
- (b) A list of the topics or a summary of the content of the training sessions.
- (c) The names or other identifiers and job titles of the members who received the training.
- (d) The names, certificate numbers, and qualifications of persons conducting the training.

The Training Coordinator should maintain the training records in accordance with established records retention schedules.

Repetitive Motion Injuries and Ergonomics Training

609.1 PURPOSE AND SCOPE

The purpose of this policy is to minimize the occurrence of work-related repetitive motion injuries (RMIs) through work site evaluation, control of exposures, and training of members whose assigned duties have a risk of RMIs.

609.2 POLICY

It is the policy of the Western Lane Fire and EMS Authority that members should be provided initial training any time their assigned duties have a risk of RMIs, as duties change, and when members encounter new exposures to the risk of RMIs.

The Authority should correct any exposure that has caused an RMI in a timely manner. If the exposure cannot be corrected, the Authority shall take steps to minimize member exposure to the degree feasible, considering engineering controls such as workstation redesign, adjustable fixtures, and tool redesign and administrative controls such as job rotation, work pacing, and work breaks.

609.3 TRAINING GUIDELINES

- (a) Members should be provided training that includes but is not limited to an explanation of:
 - 1. The authority's program to minimize RMIs.
 - 2. The exposures that have been associated with RMIs.
 - 3. The symptoms and consequences of injuries caused by repetitive motion.
 - 4. The importance of reporting symptoms and injuries to the Authority.
 - 5. Methods used by the Authority to minimize RMIs.
- (b) Refresher training should be provided on an annual basis.
- (c) Members should receive RMI prevention training prior to performing duties that are known to be associated with the following circumstances:
 - 1. Work-related causation - RMIs have been predominantly caused (e.g., 50 percent or more) by a repetitive job, process, or operation.
 - 2. Relationship between RMIs and the workplace - Members incurring RMIs were performing a job, process, or operation of identical work activity. Identical work activity means that the members were performing the same repetitive motion task (e.g., word processing, assembly, loading).
 - 3. The RMIs were musculoskeletal injuries that a licensed physician objectively identified and diagnosed.
 - 4. The RMIs were reported by members to the Authority in the previous 12 months.

Repetitive Motion Injuries and Ergonomics Training

609.4 ADDITIONAL TRAINING AND INFORMATION

Additional training and information should be provided to members:

- (a) When the work site evaluation is updated.
- (b) When exposure control measures are updated.
- (c) When the Authority becomes aware of new work-related exposures associated with RMIs.

609.5 TRAINING RECORDS

The Training Coordinator shall be responsible for maintaining records of all RMI prevention training provided to members. Records should include but are not limited to:

- (a) The dates of the training sessions.
- (b) A list of the topics or a summary of the content of the training sessions.
- (c) The names or other identifiers and job titles of the members who received the training.
- (d) The names, certificate numbers, and qualifications of the persons conducting the training.

The Training Coordinator should maintain the training records in accordance with established records retention schedules.

Respiratory Protection Training

610.1 PURPOSE AND SCOPE

The purpose of this policy is to protect the health of members through the appropriate training on the use of respirators to avoid breathing air that is contaminated with harmful dusts, fogs, fumes, mists, gases, smokes, sprays and vapors.

This policy identifies which members must receive respiratory protection training, the minimum training curriculum and the requirements for recurrent training (OAR 437-002-0120; 29 CFR 1910.134(k)).

610.1.1 DEFINITIONS

Definitions related to this policy include:

Respirator or respiratory protection - Personal protective equipment (PPE) designed to protect the wearer from airborne contaminants, oxygen deficiency or both.

610.2 POLICY

It is the policy of the Western Lane Fire and EMS Authority to protect the health of members by providing respiratory protection training (OAR 437-002-0120; 29 CFR 1910.134(k)).

610.3 TRAINING REQUIREMENTS

610.3.1 IDENTIFICATION OF MEMBERS TO BE TRAINED

The Authority shall provide effective respiratory protection training to all members who are required or expected to utilize respirators.

Members shall be trained, based on their duties, if they do any of the following:

- (a) Use respirators
- (b) Supervise respirator users
- (c) Issue, repair or adjust respirators

610.3.2 MANNER OF TRAINING

The Authority will present effective training using qualified instructors. Training may be provided using audio-visuals, slide presentations, formal classroom discussion, informal discussions during safety meetings, training programs conducted by outside sources or a combination of these methods.

Instructors should be available to provide responses to questions, evaluate the participants' understanding of the material and provide other instructional interaction.

Respirators used in training shall be cleaned and disinfected after each use (29 CFR 1910.134).

610.3.3 FREQUENCY OF TRAINING

The Authority will provide respiratory protection training (29 CFR 1910.134(k)):

Respiratory Protection Training

- (a) Initially, before worksite respirator use begins.
- (b) Periodically but within 12 months of the previous training.
- (c) Additionally, when the following occurs:
 - 1. The member has not retained knowledge or skills.
 - 2. Changes in the worksite or type of respirator make previous training incomplete or obsolete.

After completing initial training, each member should practice, at least quarterly, for each type and manufacturer of respiratory equipment available for use, the step-by-step procedure for donning the respirator and checking it for proper function.

610.3.4 CONTENTS OF TRAINING

Members shall receive training for each type and manufacturer of respiratory equipment that is available for their use, the step-by-step procedure for donning the respirator and checking it for proper function. Required training should include (OAR 437-002-0134):

- (a) When respirator protection is necessary.
- (b) What respiratory protection is necessary.
- (c) How to properly don, doff, adjust and wear respiratory protection.
- (d) The limitations of the respiratory protection.
- (e) The proper care, maintenance, useful life and disposal of respiratory protection.
- (f) Hands-on practice in the operation of the respiratory protection equipment (OAR 437-002-0182).

Members should be thoroughly trained in accordance with the manufacturer's instructions on emergency procedures, such as the use of regulator bypass valve, corrective action to take for facepiece and breathing tube damage, and breathing directly from the regulator (where applicable).

610.3.5 SUCCESSFUL COMPLETION

In order to successfully complete training, members must be able to demonstrate the following knowledge and skills, as required by their duties (OAR 437-002-0120; 29 CFR 1910.134(k)):

- (a) Why the respirator is necessary, including identifying respiratory hazards, such as hazardous chemicals, the extent of the members' exposure and potential health effects and symptoms.
- (b) The respirator's capabilities and limitations, including how the respirator provides protection and why air-purifying respirators cannot be used in oxygen-deficient conditions.
- (c) How improper fit, use or maintenance can compromise the respirator's effectiveness and reliability.
- (d) How to properly inspect, put on, seal check, use and remove the respirator.

Respiratory Protection Training

- (e) How to clean, disinfect, repair and store the respirator.
- (f) How to use the respirator effectively in emergency situations, including what to do when a respirator fails and where emergency respirators are stored.
- (g) Medical signs and symptoms that may limit or prevent the effective use of respirators (OAR 437-002-0134; OAR 437-002-0120; 29 CFR 1910.134(k)).

610.4 TRAINING RECORDS

The Training Coordinators shall be responsible for maintaining records of all respiratory protection training that is provided to members. At a minimum, the Authority shall document:

- (a) The dates of the training sessions.
- (b) A list of the topics or a summary of the content of the training sessions.
- (c) The names or other identifiers and job titles of the members who received the training.
- (d) The names, certificate numbers and qualifications of persons conducting the training.
- (e) Documentation of each member's demonstrated performance in meeting the standards detailed in this policy.

The Training Coordinators should maintain the training records in accordance with established records retention schedules.

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-  Enhanced Search
-  Meeting Feedback
-  Meeting Brief Emails
-  Intelligent Assistant

Industry Best Security & Compliance

-  Azure GLBA, FERPA, HIPAA, etc
-  AES-256 Encryption Transit/Rest
-  Two-Factor Authentication
-  User & Group Permissions
-  Disable Downloading & Printing
-  Mobile Device Remote & Idle Wipe

 [Less Features](#)



VC3 Manage Order

Western Lane Fire & EMS Authority

410 9th Street
Florence, Oregon 97439
United States

Trish Lutgen

trish@wlfea.org
+1 541-997-3212

VC3

1301 Gervais St.
Suite 1800
Columbia, SC 29201
United States

Prepared by: Dan Delinko

Account Executive
dan.delinko@vc3.com

Products & Services

PRODUCTS & SERVICES	QUANTITY	UNIT PRICE	PRICE
VC3 Manage - Full User 24x7x365 Remote & Onsite Support: Users, Servers, Network Foundational Protection Components: EDR Including 24x7x365 SOC, Cloud Protect, Cloud Data Recovery, Cyber Aware Complete, Dark Web Credential Monitoring, Web Protection & Content Filtering, Email Protection & Spam Filtering, VC3 Security Team Proactive Monitoring, Maintenance & Patching: Workstations, Servers, Network Strategic IT Planning: Alignment with IT Best Practices, IT Budgeting, Technology Roadmap M365 License Management Vendor Co-Ordination Hardware, Software, Domain and License Procurement / Renewals	13	\$180.00 / month	\$2,340.00 / month for 3 years

PRODUCTS & SERVICES	QUANTITY	UNIT PRICE	PRICE
<p>VC3 Manage - Shared User</p> <p>24x7x365 Remote & Onsite Support: Users using a shared workstation.</p> <p>Foundational Protection Components: EDR Including 24x7x365 SOC, Cloud Protect, Cloud Data Recovery, Cyber Aware Complete, Dark Web Credential Monitoring, Web Protection & Content Filtering, Email Protection & Spam Filtering, VC3 Security Team</p> <p>Proactive Monitoring, Maintenance & Patching: Shared Workstations.</p>	15	<p>\$75.00</p> <p>/ month</p>	<p>\$1,125.00 / month</p> <p>for 3 years</p>
<p>VC3 Manage - Email Only User</p> <p>Support for email only users includes troubleshooting send/ receive issues and access issue to email platform.</p> <p>Foundational Protection Components: Cloud Protect, Cloud Data Recovery, Cyber Aware Complete, Dark Web Credential Monitoring, Email Protection & Spam Filtering, VC3 Security Team</p>	39	<p>\$40.00</p> <p>/ month</p>	<p>\$1,560.00 / month</p> <p>for 3 years</p>
<p>Data Recovery - Server Direct To Cloud Backup</p> <p>Server Direct To Cloud Backup</p>	5	<p>\$55.00</p> <p>/ month</p>	<p>\$275.00 / month</p> <p>for 3 years</p>

PRODUCTS & SERVICES	QUANTITY	UNIT PRICE	PRICE
Data Recovery - Server Direct To Cloud Backup Cloud Storage (GB) Server Direct To Cloud Storage (Per GB)	1,498	\$0.05 / month	\$74.90 / month for 3 years
Microsoft 365 Apps For Enterprise	1	\$12.00 / month	\$12.00 / month for 1 year
Office 365 E3 NCE Annual Subscription	4	\$23.00 / month	\$92.00 / month for 1 year
Exchange Online (Plan 1) NCE Annual Subscription	25	\$4.00 / month	\$100.00 / month for 1 year
Exchange Online (Plan 2) NCE Annual Subscription	14	\$8.00 / month	\$112.00 / month for 1 year
M365 Business Standard NCE Annual Subscription	23	\$12.50 / month	\$287.50 / month for 1 year
Microsoft Entra ID P1	67	\$6.00 / month	\$402.00 / month for 1 year
M365 MFA Tenant Configuration	1	\$819.00	\$819.00
M365 MFA User Configuration	67	\$68.25	\$4,572.75

PRODUCTS & SERVICES	QUANTITY	UNIT PRICE	PRICE
VC3 Managed Services Onboarding	1	\$5,374.90	\$5,374.90
SUMMARY			
Monthly subtotal			\$6,380.40
One-time subtotal			\$10,766.65
<div>Comments<p>Prices shown above are valid for 30 days from date of Order.</p><p>This work order is provided with the following acknowledgements and assumptions:</p><ul style="list-style-type: none">• No discovery was performed prior to work order creation. Numbers presented are an estimation based on client provided documents. If onboarding discovery presents different findings, monthly costs will be adjusted accordingly.• Backup data was not able to be retrieved from all servers. Numbers provided in this work order are an estimate of backup data. Current active client data will be determined during onboarding and will affect monthly backup cost accordingly.• Printers will be supported as commercially reasonable. Extensive printer support will be provided through a separate third party printer support contract which VC3 will manage through vendor management.• Client has enterprise grade firewalls with active support agreements at all locations.• VC3 will support only Microsoft 365 on personal devices such as phones or iPads. Additional support of these hardware devices is not included in the scope of this work order.• Customer shall be entitled to three (3) months of Services at no charge once during each twelve (12) month period of the Service Term, which credit is non-cumulative, non-transferable, and not retroactive.<p>Promotional Billing Abatement - 3 months Free (Q3 2025 Promo) - \$16,124.70</p><p><i>This promotional billing abatement is valid for contracts signed by September 30, 2025, and applies only to eligible services.</i></p></div>			

This Order is entered into as of August 18, 2025 between VC3 Inc., a Delaware corporation ("Company") and Western Lane Fire & EMS Authority ("Client")

Order Governed by the Master Agreement

This Order is subject to and governed by Company's Master Agreement in effect on the date this Order is entered into between Company and Client. The Master Agreement is available [here](#) and is incorporated in full into and made a part of this Order by this reference. The Client may also request a copy of the Master Agreement by submitting an email request to betterit@vc3.com identifying the Client and the applicable Orders. Company's entering into this Order is conditioned on Client's agreement to the Master Agreement, and by entering into this Order with Company, Client accepts and agrees to the Master Agreement.

Deliverables & Services

Discovery & Deployment

Setup the Client System for management and provide training to help the Client get the most out of the services. This includes:

1. Deployment of all services listed above.
2. Full documentation and inventory of your network
3. Best-practice configuration of the network for monitoring and management
4. Orientation and training for your staff
5. MacOS Note: If Client is utilizing Mac OS, Company will provide documentation to end users on how to install Company's monitoring and management platform. MacOS does not allow a remote deployment of standard Company tools. Should Mac OS users require onsite assistance to install VC3's monitoring and management platform, support will be provided on a Time and Materials basis at the rates detailed within Client Master Agreement.
6. Implement performance monitoring of client's network prior to and during implementation.
7. Deployment of Self-Service Password Reset service.
8. Provision Client Portal.

24x7 Monitoring and Incident Response Services

1. Provide 24X7 Incident response services for all included user, server, and network devices.
2. Provide phone, remote and onsite support to authorized users for all included devices.
3. Track all incidents through an ITIL (Information Technology Infrastructure Library) based Service Desk system. All requests will be prioritized and processed per the 'Priority' guidelines listed in Addendum A.
4. Provide 24x7 collection of performance data for the client's included server and network devices per Company's best practices.
5. Utilize industry best practices for remote access, control, and management of all devices.
6. Patching: Deploy, manage, and monitor the installation of approved service packs, security updates and firmware updates as deemed necessary on all applicable devices. Some devices such as tablets and cell phones may not be compatible with included patching methodologies.
7. Resolution of monitoring alerts.
8. Resolution of performance issues.
9. Resolution of availability issues.

10. Resolution of end-user reported problems.
11. Routine additions, deletions, and changes to included devices and users.

Foundational Protection

1. Deployment & Implementation Services:

1. Provision **Dark Web Protect** -Dark web monitoring platform, including provisioning Client's domain(s), reviewing existing data with Client point of contact, and configuring real time alerting:
 1. Configure monitoring service to monitor corporate domains in scope.
2. Provision **Cyber Aware** – Cyber Security Training platform. Includes synchronizing employees between Client's domain and training platform. Company will configure initial and ongoing testing and training at a frequency determined by Client.
 1. Whitelisting emails from the Cyber Aware server to maximize delivery rates.
 2. Maintaining active user list within the platform.
 3. Creating phishing campaigns targeting users on Client domain.
 4. Management of phishing campaigns monthly.
 5. Creating training campaigns, educating users on Client domain.
 6. Management of training campaigns monthly.
 7. Providing phishing / training reports to Client.
3. Configure **Endpoint Protect** – Endpoint Detection & Response (EDR).
 1. Deploy Endpoint Protect agent to all devices with Company RMM deployed.
 2. Configure initial policy settings for application whitelisting.
4. Provision **Email Protect** – Advanced Email Threat Protection platform.
 1. Deploy Email protect to Client Microsoft 365 environment.
 2. Updating MX Records.
 3. Customizing Spam settings.
 4. Creating filter policies and approve/block sensor list items.
5. Provision **Web Protect** - Advanced DNS/Web protection platform. Filters content accessible by employees when connected to the corporate network or using corporate devices:
 1. Deployment of agent to all devices with Company RMM deployed.
 2. Initial configuration of web and content filtering policy within the solution.
6. Provision **Cloud Protect** – Cloud Platform Security Event and Incident Reporting platform.
 1. Authentication with Client Microsoft 365 and/or G Suite tenant.
 2. Alerting threshold tuned to meet industry best practices.
7. Provision **Cloud Data Recovery** – Microsoft 365 and/or G Suite Backup Service:
 1. Configure backups for all accounts licensed with appropriate Microsoft 365 and/or G Suite license.
 2. Backup the following items within Clients Microsoft 365 environment:
 1. SharePoint
 2. Teams
 3. OneDrive
 4. Exchange Online

3. Backup the following items within Clients G Suite environment:

1. Google Drive
2. Google Calendar
3. Gmail
4. Google Shared Drives

4. Configure infinite backup data retention.

5. Configure backups to occur 3 times a day.

8. M365 MFA

1. Deployment & Implementation Services:

1. MFA Configuration: Configure all 365 users to have MFA enforced. Using authenticator app only.

1. Kickoff Meeting with Client
2. Create Conditional Access Policy to Enforce MFA on All Users
3. Create Conditional Access Policy to Block Legacy Authentication
4. Create Azure Conditional Access Policy to Enforce MFA on Administrators
5. Create Azure Conditional Access Policy to Enforce MFA on Azure Management
6. Enable but do not enforce MFA
7. Create/Send Guide for MFA Enrolment
8. Run Script/Report to confirm all users have enrolled
9. Enforce MFA
10. Provide End-User MFA support

2. Provision/Setup M365 Entra ID Standards:

1. Setting up base policy for all users accessing remote materials.
2. Create Breakglass Account
3. Setup/Confirm Auditing is enabled
4. Limit GA roles and cloud only
5. Consent for Apps
6. Limit Guest invites to Guest users.

2. General Managed Security Services

1. 24x7 Monitoring and Incident Response Services:

1. Provide 24X7 Incident response services for all included deployed services.
2. Track all incidents through an ITIL (Information Technology Infrastructure Library) based Service Desk system. All requests will be prioritized and processed per the 'Priority' guidelines listed in Addendum A.
3. Provide 24x7 Partner Security Operations Centre (SOC) monitoring for all endpoints with Endpoint Protect deployed.
4. 24X7 response to critical event driven Incidents.
5. Utilize industry best practices for remote access, control and management of all devices.
6. Monitor and maintain backups for the applicable M365 and/or G Suite tenant and accounts protected.
7. Perform periodic updates to the backup software such as patches, and updates.
8. Perform data recovery actions at the request of Client in line with priorities outlined in Addendum A

Application Support

1. Provide support for client licensed 3rd party applications. If it is determined from the initial discovery and/or from third-party application vendors that an application requires additional servers, licensing or support resources, additional monthly costs may be required before the application can be supported.
2. Microsoft Applications:
 1. Includes Microsoft Office and Office 365 core applications. This is limited to Microsoft Access, Excel, OneDrive for Business, OneNote, Outlook, PowerPoint, SharePoint, Teams and Word.
 2. Application installs, synchronization issues, permission management and general troubleshooting are all within scope for these applications.

Strategic IT Planning

Provide the client with a named Strategic resource to assist Client with the following:

1. **Budgeting:** Work with the client to develop an annual technology budget for recurring expense items and new capital requirements in alignment with organizational goals.
2. **Strategic Planning:** Recommend technology solutions as well as provide roadmaps that support key business processes in order to help the client leverage technology appropriately. The Company will work with the client as part of the annual planning process to understand the current business drivers and goals and make recommendations targeted toward maximizing the effectiveness of the client's technology investment.
3. **Analyze IT Health data:** Perform a periodic analysis of the data collected by Company's monitoring systems to proactively resolve issues and assess potential risks within the environment. The Company will make this analysis available to key stakeholders and provide direction on business decisions regarding the level of investment.

IT Asset Administration

1. Hardware and software asset and warranty expiration tracking
2. Domain name expiration tracking
3. Hardware and software purchase specification
4. Web portal access for ticket creation and management
5. Maintaining network documentation and secure password storage
6. Interfacing with vendors such as internet service providers (ISPs)

Procurement

1. Server, Networking, and Power equipment.
2. Desktops, laptops, tablets.
3. Peripherals, including Printers.
4. Software, including subscription-based services.
5. Domain names and security certificates.

M365 MFA

1. **Deployment & Implementation Services:**

1. MFA Configuration: Configure all 365 users to have MFA enforced. Using authenticator app only.

1. Kickoff Meeting with Client
2. Create Conditional Access Policy to Enforce MFA on All Users
3. Create Conditional Access Policy to Block Legacy Authentication
4. Create Azure Conditional Access Policy to Enforce MFA on Administrators
5. Create Azure Conditional Access Policy to Enforce MFA on Azure Management
6. Enable but do not enforce MFA
7. Create/Send Guide for MFA Enrolment
8. Run Script/Report to confirm all users have enrolled
9. Enforce MFA
10. Provide End-User MFA support

2. Provision/Setup M365 Entra ID Standards:

1. Setting up base policy for all users accessing remote materials.
2. Create Breakglass Account
3. Setup/Confirm Auditing is enabled
4. Limit GA roles and cloud only
5. Consent for Apps
6. Limit Guest invites to Guest users.

Managed Backups

1. Installation and Configuration:

1. Install backup agents and initialize backups on all protected servers within the Client's environment.
2. Perform an initial seed of the Client's backup data and will load that data into the cloud.
3. Configure the cloud backups such that backups are performed per the backup retention schedule determined during implementation.
4. Configure the backup monitoring to alert VC3 of backup failures.
5. Perform an initial backup of all systems and will confirm that backups are performing as expected.

2. Backup Management:

1. Monitor and maintain backups for the servers protected.
2. Perform periodic updates to the backup software such as patches, and updates.
3. Provide replacement components for failures that occur as a result of internal equipment defects or end of life for Company provided hardware. This does not include physical damage to the equipment due to abuse or environmental factors (for example, fire, hurricane or flood damage).

3. Disaster Recovery Plan:

1. Work with Client to identify and document backup requirements to form a Disaster Recovery Plan. This includes:
 1. Servers to be backed up.
 2. Recovery Point Objective (RPO)
 3. Recovery Time Objective (RTO)
 4. Data Backup Plan
 5. Automatic Daily Restore Testing.

6. Disaster Recovery team
7. Requirements of Data Recovery

Exclusions

Items other than those included above are expressly excluded from the Services provided within this Order. The following exclusions and clarifications are intended to clarify the scope of services for this order:

1. Excluded services are those related to functionality upgrades, such as those required to evaluate, specify, purchase, and implement client system or server upgrades such as operating systems, Microsoft Office suite software unless included with a specific Company product, third party software deployments or upgrades, or equipment related to these services whose scope exceeds that defined above. Company will provide these services to the client on a Time & Materials Order basis at the rates outlined in the Master Agreement. If modification or replacement of a hardware device or component is required, client is responsible for all hardware and hardware vendor services costs, excluding Company owned hardware explicitly provided through this Order.
2. Software development, training and project work, including client-owned PC upgrades and non-patch upgrades of software, are not included.
3. When client requests services by Company not explicitly included in this agreement, they are agreeing to invoicing of said services per the terms outlined in the Master Agreement. For all services which incur additional hourly fees, Company will notify the client that these services are outside the scope of this work order and will receive approval from client prior to rendering these additional services.
4. Software and licensing purchased by the client directly from a third-party vendor are not included as a part of services to be supported.
5. Architectural changes, mass deployment, database management, data visualization and business process automation / troubleshooting are considered excluded from this Order.
6. Cybersecurity event or incident response activities or remediation efforts exceeding eight (8) hours of technician, engineer or project management time.
7. Should deficiencies, malware infections, or critical vulnerabilities be discovered during the deployment of services, Company will bring to Client attention and discuss the impact of the deficiencies on Company's ability to provision the Services and provide client with options to correct the deficiencies. Initial remediation hours will be billed outside of this Order unless otherwise explicitly stated in this Order.

Assumptions

1. The Order will not become effective unless and until it is agreed upon and signed by the Client and Company.
2. Client agrees to the Microsoft terms and conditions as stated in the Microsoft Customer Agreement found here: <https://www.microsoft.com/licensing/docs/customeragreement>
3. Microsoft NCE licenses and subscriptions run on an annual basis and cannot be terminated nor altered mid-term.
4. Company will audit client Microsoft License usage during onboarding. Any licenses in use by Client but not shown in the products and services section above will be added to Client invoice at the MSRP set by Microsoft.
5. Company reserves the right, at its discretion, to pass onto the client any changes to obligations, such as terms or pricing imposed on Company by a given vendor, for an offering that is currently resold to the client at any time during the current agreement term.

6. Company will make reasonable efforts to resolve all issues remotely prior to dispatching an engineer onsite. Travel hours incurred will be invoiced according to the Master Agreement.
7. The items defined in this Order are designed to enhance the security of the customer environment. There is no guarantee that any security measure will prevent a data breach, infection, or other cyber security incident.
8. Company is authorized to obtain any documentation or information regarding any and all accounts at all locations the Client may have with any telecommunications vendor. Company also has the authority to be added as an account contact and speak on behalf of the Client in negotiating services, billing, credits and/or connectivity of this Client's services with the Telecommunications company and/or vendor with the proviso that only the Client has authority to enter into contracts with any vendor or supplier.
9. Throughout the relationship between Company and Client, the Company will also make extensive use of Remote Management software. This software is used across all clients to monitor workstations and servers in real time. Company will also use this software to remotely connect and assist the Client's users when they have a technological problem if the user has an internet connection. In addition, endpoint protection software, ticketing, and asset management are managed through this software.

Client Responsibilities

1. Client will provide a primary point of contact for Company to work with on all services provided in this Order.
2. Client is responsible for authorizing access for Company to sites that are owned / controlled by third parties.
3. Client is responsible for proper disposal of client-owned devices.
4. Client will make a best effort to maintain the minimum infrastructure requirements as defined by Company.
5. Client will maintain both hardware and software maintenance agreements with the source Vendor whenever possible to allow for ongoing access to security updates and to provide quick replacement of non-functioning components.
6. Client must assign Company as their Microsoft Partner of record.
7. Client is responsible for procurement and ownership of all licenses, maintenance, and vendor support agreements required for support of their third-party applications, excluding the Microsoft licensing explicitly included in the per seat packages identified in Products & Services section.
8. Third party tool licensing may be required for additional cost.
9. Client will be financially responsible for any remaining or ongoing charges from Microsoft. Microsoft subscriptions can each have their own terms and renewal dates. It is the client's responsibility to engage Company to adjust Microsoft subscription counts and terminations prior to 12 months from the original work order or subsequent change order purchase date.

Invoicing

1. Recurring services, if included, shall be provided for term indicated in Products & Services, starting from the date of the first recurring invoice (Effective Services Start Date), unless terminated in accordance with the terms of this Order or the Master Agreement.
2. Upon execution of an Order, Company shall invoice Client for all non-recurring charges due for Company to commence Services, including any onboarding fees. Upon activation of the Services, billing shall commence, and Company shall invoice Client for monthly recurring charges in advance of providing managed services. If the Order start date does not fall on the first calendar day of a month, Company shall calculate the first month's Services on a prorated basis.

3. Any taxes related to services purchased or licensed pursuant to this Order shall be paid by Client or Client shall present an exemption certificate acceptable to the taxing authorities. Applicable taxes and freight charges shall be billed as a separate item on the invoice.
4. Unit rates will automatically increase annually on the anniversary of the Effective Services Start Date equivalent to the CPI change for All Urban Consumers or by 4.00%, whichever is higher.
5. The terms of this Order will automatically renew for an additional term of equivalent length to the current active term unless notice of termination is provided by either party no fewer than 90 calendar days prior to expiration of the current active term.
6. Company will audit the Client's usage of the quantity of Services on a monthly basis; for each quantity of Services found in excess of the amount stated in this Order above, Company will increase the monthly service fee amount by the corresponding unit price stated above.
7. At no time during the term of this Order will the fees payable under this Order (i.e. the monthly subtotal amount) drop below seventy-five percent (75%) of the initially agreed upon monthly subtotal stated above.
8. In the event of the early termination of the Agreement in accordance with Section 3.3 of the Master Agreement, Client agrees that the initially agreed upon monthly subtotal stated above shall be used for calculating fees due for the remaining term of the Agreement.
9. Additional services may be added at any time during the life of this Order at the unit price listed above.

Addendum A – Service Desk Priorities

Incidents and Service Requests are triaged and prioritized to effectively resolve the most important issues in a timely manner. Company utilizes the following priorities, criteria and response metrics:

- **Priority 1:**
 - System/device/application down causing work to cease and critical impact to the entire organization, a whole department, or a C-level executive or VIP user; no interim solution available; Client is in danger of or is experiencing a financial loss or the ability to make strategic business decisions is impaired.
 - **24x7 Support:** Priority 1 incidents will be addressed on a 24 hours a day, 7 days a week basis including holidays.
- **Priority 2:**
 - System/device/application down causing work to cease and potential business impact for up to 5 users, a C-level executive, or a VIP user; no interim solution available.
 - **24x7 Support:** Priority 2 incidents will be addressed on a 24 hours a day, 7 days a week basis including holidays.
- **Priority 3:**
 - Level of service degraded causing impact to an individual user; no interim solution available. Operational impact to the organization or a whole department though work continues as a result of implementing an interim solution or use of other system/device/service.
 - **Business Hours Support:** Priority 3 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.
- **Priority 4:**
 - Minor inconvenience to a department or user exists though work continues as a result of implementing an interim solution or use of another system/device/service.

- **Business Hours Support:** Priority 4 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.
- **Priority 5:**
 - Maintenance tasks, audits, or alignment work that is not requested by the client.
 - **Business Hours Support:** Priority 5 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.

Call Priority	Initial Client Contact Guidelines	Initial Client Contact Percentages
1	1 Hour	90%
2	2 Hours	90%
3	4 Business Hours	90%
4	8 Business Hours	90%
5	N/A	N/A

Addendum B - Maintenance Windows

All work performed within Company's Hosting or Client Infrastructure is a form of maintenance. Such work may or may not result in a disruption of service depending on the scope of the activity.

1. **Scheduled Maintenance:** All planned work performed on Company's Hosting or Client Infrastructure by Company engineers, or staff is defined as "Scheduled Maintenance". During Scheduled Maintenance, some or all of Company's Hosting or Client Infrastructure may be out of service and therefore may not be accessible to users. Regularly Scheduled Maintenance will occur between 2 AM and 6 AM in the local time zone for which the Client Infrastructure being maintained resides. Downtime to perform changes is expected during this window. If Client has a business need to avoid said downtime, they must provide their request via the Company Service Desk ten business days in advance.
 1. **Notification:** Client will be notified via email should Scheduled Maintenance be required to take place outside of the windows specified above.
2. **Emergency Maintenance:** All work performed in response to a disruption or a threat to the availability of a component of Company's Hosting or Client Infrastructure within the control of Company is defined as "Emergency Maintenance". Emergency Maintenance will be conducted based upon the timeframe that the emergency exists. Normal business hours will see an immediate response. For issues that occur during non-business hours, the impact of the event will be evaluated as soon as possible, and appropriate measures taken to return the system to normal availability.
 1. **Notification:** Client will be notified via email should Emergency Maintenance be necessary. Commercially reasonable efforts will be made to notify Client prior to emergency maintenance. Company reserves the right to complete Emergency Maintenance without prior notification to Client if necessary to mitigate risks posed by the need for Emergency Maintenance in a timely manner.

Signature

Signature

Printed name

Countersignature

Countersignature

Printed name

Date

Date



Response to

▶ **WESTERN LANE FIRE & EMS**
**RFP: INFORMATION TECHNOLOGY
MANAGED SERVICES - 3/31/2025**



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COVER LETTER

March 31, 2025

RE: RFP IT MANAGED SERVICES

Attention: Trish Lutgen

Dear Western Lane Fire & EMS:

VC3, Inc. respectfully submits the enclosed response for the captioned Information Technology (IT) Management Services RFP. We certify that VC3 is authorized to operate contractually and sell within the state of Oregon, and this response fully addresses all areas of the RFP.

As a company with over 30 years of IT and cybersecurity experience and 1,100 municipal government clients, VC3 is well positioned to ensure the solutions and services we provide will exceed your expectations. Our goal in every client relationship is to be a valuable partner, helping you get the greatest value from your IT dollars.

Company Information:

VC3, Inc.

USA Headquarters: 1301 Gervais Street, Suite 1800, Columbia, SC 29201

NAICS Code: 541512 - Computer Systems Design Services

Our key contact for this proposal is:

Dan Delinko

P:310-627-0150

Dan.delinko@vc3.com

VC3 appreciates the opportunity to submit this proposal. Should there be any questions, or you need additional information, please contact VC3 at your convenience.

Sincerely,

The team at VC3



COMPANY PROFILE

Business Overview

- Full legal company name: VC3, Inc.
- Years in business: 30+ years
- Incorporated in 1994
- Number of full-time employees: 800+
 - Key Personnel: www.vc3.com/leadership-team
- Number of existing clients relevant to this RFP:
 - Municipal/Local Government: 1,100+
- Dun & Bradstreet Number: 926120601
- NAICS Code: 541512 - Computer Systems Design Services
- Financially stable: Primary shareholder, [Home - Nautic](#), Billion-dollar private equity firm.

References:

McMinnaville Fire District, McMinnaville, OR

- VC3 provides fully managed IT support for the Fire District
- **Contact:** Reed Godfrey, Fire Chief: reed.godfrey@mcmminnavillefiredistrict.gov (971)746-9781

Special Districts Association of Oregon, Salem, OR

- VC3 provides co-managed IT support for SDAO
- **Contact:** Gary Byars, Director of Information Technology: gbyars@sdao.com (503)670-7066

Pauma Valley Community Services District, Pauma Valley, CA

- VC3 provides fully managed IT support for the District
- **Contact:** Eric Steinlicht, General Manager, eric.steinlicht@paumavalleycsd.ca.gov , (760) 742-1909

We would be happy to broker a call with you and the clients above. Let us know if you would like to chat with them. ***We have included Municipal references for you to contact.***



Why VC3?

VC3 offices serve over 1,100 satisfied local government clients in more than 30 states. We have the breadth of experience and depth of talent to build a rewarding partnership with the Authority and provide the information technology (IT) and cybersecurity services outlined in this RFP. See why we are the IT Partner of choice. [IT Support for Municipalities | VC3](#). (safe Hyperlink)

Since VC3's beginning, we have intentionally focused on municipal governments. The public sector is underserved and often overlooked by IT providers. We remedy this problem by developing long-term partnerships with municipalities seeking to unlock the full potential of outstanding IT. Our team creates reliable, secure, and powerful technology solutions. Clients say it feels like we are literally right down the hall.

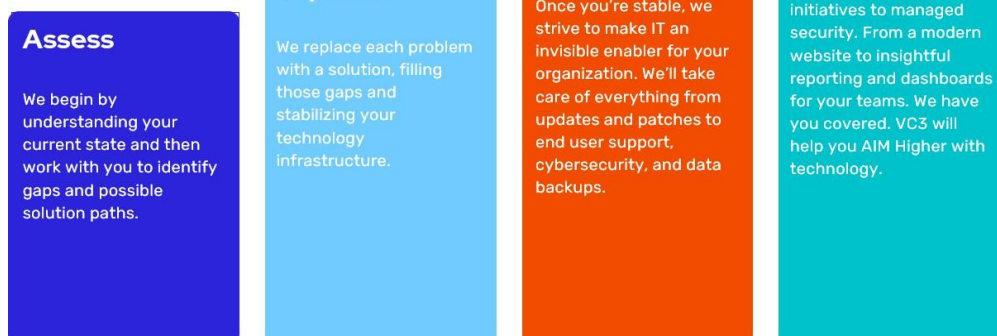
A dedication to excellent client service is the key ingredient in our partnerships. Your local VC3 team will be led by a highly skilled Strategic Advisor (SA) and a Customer Relationship Manager (CRM) who understands your goals, advocates for your organization, and provides IT guidance.

VC3 holds itself to a high standard of client satisfaction, incident response time, incident resolution, and more. VC3 consistently exceeds the national industry averages as reported by Zen Desk.

- **Client Satisfaction:** 96%
- **Client Retention Rate:** 93.7%.
- **Client Tenure:** average 11 years.
- **Reduced IT Disruptions:** 85% decrease in IT-related issues

It's not what we do that's different—
it's how we do it.

OUR PROCESS





Cybersecurity & Technology Services

Need an IT support provider that understands municipalities?
We help municipalities get out of the IT trenches and back to working on what matters.

VC3 has been making IT personal, making IT easy, and getting IT right for more than 30 years. Serving over 1,100 municipalities of all sizes, VC3's local engineers are supported by a deep bench of national talent.



MANAGE

We help you use technology to drive efficiency and mitigate risk. We do it while helping you avoid bloated solutions and unpredictable costs. In other words, working with VC3 means you'll never have to say "I thought we already fixed that" ever again.

- ▶ **MANAGED IT SERVICES:** Get 24/7 support and ongoing maintenance for your hardware, software, network, and backups.
- ▶ **CO-MANAGED:** Ideal for organizations with internal IT.
- ▶ **MANAGED VOIP:** Cost-effective, fully supported, and modernized phone systems.



PROTECT

We don't just tell you which tool to buy to protect your organization. We walk you through why you need it, which risks it mitigates, what that means for your larger cybersecurity strategy, and how we can help protect you moving forward.

- ▶ **MANAGED SECURITY SERVICES:** Our right-sized cybersecurity solutions keep your organization protected.
- ▶ **DATA BACKUP + DISASTER RECOVERY:** Minimize operational disruption and mitigate risk with onsite and offsite data backup solutions.
- ▶ **SECURITY ASSESSMENT:** Actionable assessments that keep you compliant and improve cybersecurity resilience.



ACCELERATE

Technology should exist to serve us, not the other way around. We balance simplicity and strength, serving as the guide through IT chaos.

- ▶ **SHAREPOINT:** Drive simplicity, efficiency, and secure collaboration.
- ▶ **POWER BI:** Use data and technology to increase efficiencies and achieve organizational goals.
- ▶ **WEB DESIGN + HOSTING:** Get an updated, user-friendly website.
- ▶ **APPLICATION DEVELOPMENT:** Custom software applications and solutions to meet your specific needs.

90% OF CYBERATTACKS BEGIN IN AN EMAIL.

To keep your employees trained and ready to resist a cyberattacker's tricks, VC3's **Security Awareness Training** service provides:

- Monthly automated phishing tests that identify people in your organization who are vulnerable to clicking on bad links and attachments.
- Quarterly security training that covers safe computing practices.
- Monthly management reports and ongoing training support.

**READY TO TACKLE YOUR
CYBERSECURITY AND
TECHNOLOGY ISSUES?**

Reach out to us today.
VC3.COM | 800-787-1160



IT & Cybersecurity Services for Municipalities

Get tech problems off your plate and keep your town or city secure with a municipal league-trusted partner.

[CONNECT WITH A LOCAL ADVISOR](#)



Nearly one-third of cities and counties would be unable to tell if they were under attack.

(Source: Governing.com Study)



Hardware failures are a leading cause of lost data, accounting for up to 43% of data loss.

(Source: Recovery Explorer)



Organizations as a whole budget 8% of revenue on average for information technology.

(Source: Flexera Report)



27% of [local government] IT executives say they have not conducted [a risk] assessment within the last 2 years.

(Source: Public Technology Institute)

VC3 has spent the last 30 years making IT personal, making IT easy, and getting IT right for over 1,100 municipalities.

It's simple. You need modern technology and solutions to deliver services to your community today. You need to avoid a cyberattack. And sometimes you may need specialized applications to empower your employees.

We understand your budgeting cycles and critical concerns. Our commitment to deep relationships and speedy support makes technology predictable and reliable for municipalities.



MANAGE

Managed Services

Get access to on-demand, 24/7 helpdesk support, and onsite support in less than 2 hours.

[READ MORE →](#)



PROTECT

Cybersecurity + Data Backup

Prevent, detect, and recover from security incidents that could have long-term effects on your town or city.

[READ MORE →](#)



ACCELERATE

Technology Enablement

Whether you need help archiving body camera video footage, revamping your website, or organizing your records, we've got you covered.

[READ MORE →](#)



Proposed solution overview

VC3 Fully managed key features

- 24x7x365 single point of contact for ALL IT issues
- Predictable Fixed Monthly Support Fee
- 24x7x365 Proactive and Reactive support of IT environment
- 24x7x365 Remote and On-Site Support included in monthly fee for areas of coverage.
- 24x7x365 auto-monitoring & alerting of IT environment.
- Strategic Advisor (SA Services)
- Best Practices guided by the Information Technology Infrastructure Library (ITIL)
- 3rd Party Vendor Support on behalf of the municipality
- Access to depth & breadth of support resources >300 engineers

Solution Methodology

An IT Strategic Advisor (SA) and Customer Relationship Manager (CRM) will be assigned to the WLFEA.

- **Strategic Advisor (SA)** specializes in relationship building and business strategy. Your Strategic Advisor will function as your IT consultant, providing guidance and advice whenever possible. The Strategic Advisor will suggest improvements, efficiencies, and cost saving initiatives based on their experience as well as your business goals and budget.
- **Customer Relationship Manager (CRM)** acts as your client advocate within VC3; they specialize in the day-to-day delivery of IT services to your organization and work with our internal departments to ensure your IT needs are met continuously. They coordinate recurring meetings to ensure your continued satisfaction with our IT partnership, function as your point of escalation for our provided IT services and ensure that the service you receive facilitates your goals and meets our standards.

With VC3's vast experience working with on-premises and cloud-based IT Managed Services, the importance of a robust, scalable, secure, and redundant IT environment is deeply embedded in our core philosophy and strategy. VC3 provides 24x7x365 management, monitoring and alerting, software patching and updates, and remote and onsite remediation for all server & infrastructure related issues, as necessary.



As part of the proposed VC3 solution, VC3 will work with existing WLFEA vendors to perform maintenance and updates. VC3 will deploy the VC3 Remote Support and antivirus agents to all applicable included devices. VC3 will manage the inventory and configuration of all network devices to ensure that they provide the expected security for WLFEA.

VC3 will provide IT support for customer-licensed third-party applications. VC3 will recommend that support contracts be maintained as is appropriate with third party vendors, and VC3 will manage these relationships for the WLFEA. For incidents requiring support from third party vendors, VC3 will function as the WLFEA's representative to facilitate the support from diverse vendors in a manner consistent with the WLFEA's best interests.

VC3 will continuously work with the WLFEA to assess their current environment and make recommendations. These recommendations will focus on projects that will create a more stable, secure, and efficient IT environment for WLFEA. These assessments will also help build WLFEA's IT annual Roadmap.

What does our fully managed solution look like in practice?

1 - Endpoint and Printer Management

For network, server, and workstation monitoring, VC3 will implement an industry leading professional services automation tool for its primary 24x7x365 Remote Monitoring and Management (RMM) tool. It allows VC3 to monitor the health and performance of the entire network, as well as allowing VC3 to proactively stay on top of whitelisted updates and patches, perform maintenance tasks, and address performance issues before they become larger problems.

VC3 will also leverage our monitoring services to provide an inventory of the equipment on the network, monitor and troubleshoot hundreds of services that run on WLFEA's infrastructure, perform scheduled system updates, install security patches, and remotely support the monitored IT systems and infrastructure.

Remote and onsite support is provided on an unlimited basis, 24x7x365. VC3's tool set will provide and manage the following:

- Inventory Control & Reporting
- Warranty Management
- Asset Tracking
- Patching and compliance for Operating Systems and Installed Applications
- Mobile Device Management (There will be an additional fee if VC3 provides this solution)
- Endpoint Encryption (This would be a project, and could be an increase in M365 licensing)
- Antivirus and Anti-malware management and remediation (this is replaced by EDR)
- Endpoint Detection and Response



- Security Policy Management
- Workstation patching
- Installation (project) and maintenance of UPS units
- Troubleshoot printer/scanning issues; interface with vendors to coordinate repairs.
- Remote monitoring of hardware and software for errors, warnings, or noncompliance

If existing UPS units have the capability of being monitored, they will be monitored 24x7x365 via the RMM tool. All maintenance and management of existing UPS units will be provided as part of this agreement. If the existing UPS units do not meet the best practice standards, the Strategic Advisor (SA) will advise on upgrades and installation of new units.

WLFEA's SA will work with individual departments to determine needs and deploy appropriate solutions for endpoint encryption as well as Mobile Device Management solutions.

All documented WLFEA staff will have unlimited access to VC3's helpdesk services when troubleshooting needs arise, and VC3 will interface with vendors to coordinate repairs and resolution.

2- Server Management

Note: VC3 will provide 24x7x365 support for all WLFEA's servers running a currently supported Microsoft Operating System.

Using the same Remote Monitoring and Management (RMM) tool, VC3 will manage, monitor, and track the performance of WLFEA's server infrastructure. Management will be administered by a long-standing team of network engineers.

VC3 will utilize its tool set to provide the following:

- Inventory Control & Reporting
- Warranty Management
- Asset Tracking
- Patching and compliance for Operating Systems and Installed Applications
- Antivirus & Antimalware management and remediation
- Endpoint Detection and Response
- Security Policy Management
- Remote Monitoring of hardware and software for errors, warnings, or noncompliance
- Daily backup verification provided and visible to WLFEA's staff.
- Management of Offsite Backup storage and Disaster Recovery of WLFEA's data and applications
- Management of WLFEA's Virtual Servers
- Monitoring of SNMP Enabled devices such as UPS's and Server Hardware.
- Monitoring and Maintenance of WLFEA's Server Backups.

VC3 will manage endpoint encryption for offsite servers (if applicable). VC3 will also assume management of third-party vendors and collaborate with them to provide support for their hardware and services.



VC3 will also maintain ongoing reports of server health performance via the WLFEA's Customer Relationship Manager (CRM). The CRM & SA will keep the WLFEA up to date with reporting on server health and coordinate with internal IT staff to guide the projects needed and upgrades.

3- Network Maintenance and Management

During annual alignment audits, WLFEA's Strategic Advisor (SA) and a VC3 networking specialist evaluate the WLFEA's use of its network and wireless technologies, create/update documentation, and provide recommendations to enhance network resiliency and reliability when necessary.

VC3 will monitor, maintain, and manage the WLFEA's network across all its locations 24x7x365. Along with its RMM tool, VC3 will utilize Professional Services Automation and monitoring software to monitor and track performance of the WLFEA's infrastructure.

VC3 will maintain expertise in network maintenance and management that includes senior level, long-term employees with advanced skill sets.

VC3's network monitor displays a real-time status of WLFEA's network components. Access to the dashboard can be available to WLFEA staff.

VC3 will use their network monitor to capture the status of all WLFEA network components and to capture data points around the utilization of these resources. With this data, VC3 can forecast and predict future performance issues.

VC3 will be able to monitor hundreds of services running on WLFEA's infrastructure and will automatically trigger failed services to restart and minimize user downtime without the need for the user to create a ticket.

When services are restarted, VC3 captures these events in the ticketing system to identify trends & patterns and resolve root-causes of failure. This minimizes the likelihood and impact of future failures and downtime.

VC3's network monitor can be configured to check the status of network assets as often as every 60 seconds. For any critical services, this in turn will automatically alert VC3's service desk so immediate action can be taken to remediate the failed service.

VC3 will provide regular review of the network for security updates to firmware and configuration.

Additionally, VC3 will provide the following for network maintenance and management via its various tools:

- Inventory Control & Reporting
- Warranty Management
- Asset Tracking
- Patching and compliance for Operating Systems, appliance upgrades, and all network equipment



including firewalls, switching, routing, and wireless infrastructure.

- Security Policy Management
- Monthly change control reporting
- Monthly reporting on configuration backup

VC3 will utilize the CRM (Customer Relationship Manager) and Service Delivery Team to ensure Change Management is being managed to the standards of ITIL (IT Infrastructure Library). CRMs and the Service Delivery Team are trained in the ITIL Change Management Methodology which is the IT Standard for Business Change Management.

The CRM and Strategic Advisor will drive and coordinate regular management update meetings to deliver reports on monthly and yearly accomplishments, needs, and trends. These meetings will take place at an interval agreed upon by WLFEA staff and VC3 based on the needs of the WLFEA.

4- Helpdesk Support

All documented WLFEA computer users will have direct access to VC3's helpdesk, and VC3 will provide a centrally managed ticketing system. Service will be provided by VC3's Service Delivery Team. The Service Delivery Team is trained to follow regimented processes that ensure optimal response times, high levels of client satisfaction, and prompt escalation to an advanced engineer (within 20 minutes) if a support request is beyond the initial receiving engineer's level of skill or expertise.

Every end-user support interaction is documented, and WLFEA staff will receive regular status updates and ongoing communication regarding support issues.

As a condition of employment, all VC3 technical staff are required to pass criminal background checks and maintain Level 4 CJIS certification to comply with federal CJIS and NCIC requirements.

During any project onboarding, the dedicated Project Manager will ensure that all WLFEA staff are trained in the four methods available to obtain support from VC3's helpdesk: phone, email, chat, and via the VC3 logo icon in the System Tray on WLFEA workstations (installed during implementation).

Users will be instructed that High Priority issues must be placed via phone to ensure the timeliest response, that is troubleshooting activities will begin immediately.

WLFEA staff will be encouraged to make VC3 the first call for all IT related issues. VC3's helpdesk will provide:

- Application and Operating System helpdesk services
- Guidance and user support pertaining to proper use of WLFEA applications and systems, where applicable
- Guidance and user support pertaining to proper response to security concerns such as websites, emails, and application behavior.

VC3 will maintain a knowledge base of support resolutions and instruction on best practices for quickly resolving WLFEA support needs tailored to the WLFEA's environment on VC3's documentation



management system. VC3's knowledge base platform housing this data, and the data within the platform is owned by VC3, but the appropriate WLFEA related information can be available to the WLFEA.

All support requests will flow through VC3, and VC3 will assign tickets to the appropriate resource based on need. VC3's helpdesk is staffed by direct employees of VC3 on all three shifts daily to provide 24x7x365 support for the WLFEA staff. All requests for assistance will be logged and tracked into a central ticketing system.

Support requests will first be addressed remotely. If unable to resolve remotely, VC3 will dispatch resources on-site.

Proactive alerts from all monitoring systems will be reviewed and triaged by the helpdesk to help prevent potential outages before they become an issue.

The WLFEA's CRM (Customer Relationship Manager) will regularly provide service desk reports on problems, issues affected users, and problem categories.

5- Cybersecurity

To provide a strong security posture for WLFEA, VC3 will evaluate WLFEA's existing environment against standards provided by the National Institute of Standards and Technology (NIST). VC3 will implement the best practices designed for an effective municipal cyber security strategy.

Effective security tools and policies must be configured in such a way that neither inappropriately hinders user productivity nor encourages staff to circumvent or bypass security systems.

The security strategy will be continually monitored for effectiveness and updated by VC3's internal security team – a dedicated team of credentialed, full-time security engineers including multiple Certified Information Systems Security Professionals.

VC3 will provide a 24x7x365 Security Operations Center (SOC) that will continually monitor for symptoms of an active breach and respond immediately to perceived threats.

When the WLFEA existing tools and systems meet enterprise-class standards and can adhere to best practices, VC3 will:

- Monitor and manage the existing DNS Security and content filtering system.
- Monitor and manage existing Anti-Malware System
- Monitor and manage existing Next-Gen Antivirus (Endpoint Detection and Response) security system.

Depending on criticality of function, tools and systems that are absent from the WLFEA's environment or cannot adhere to best practices in their current state will either be added to the IT roadmap, or the SA will recommend immediate action.

VC3 will provide standard Antivirus software and deploy, manage this software to all endpoints &



servers, and maintain any WLFEA-owned cyber security software already in place.

In the event of a security event, up to 8 hours of support and consulting from VC3's Chief Information Security Officer (CISO) will be provided.

VC3 will provide overall cybersecurity support and guidance for the WLFEA. When applicable, VC3 provides 24x7x365 threat monitoring and analysis, threat detection, response, and remediation related to the items listed below. VC3 will work with the WLFEA to review the current cybersecurity posture for the WLFEA and based on Best Practices, make recommendations (cybersecurity strategic roadmap) where gaps exist. VC3 has a broad suite of cybersecurity security options to draw from.

- Anti-virus, anti-spam, patch management
- Firewall management
- Password policies and enforcement
- Office 365 mail message encryption
- Maintain and enforce multi-factor authentication (MFA) and Conditional Access
- Periodic security scans
- Malware filtering
- Intrusion detection/prevention
- Advanced email security (anti-phish protection)
- Employee policy guidance
- Endpoint Detection and Response
 - Automated rapid response to advanced threats
 - Behavioral AI to detect fileless attacks.
 - Roll back feature may allow rapid recovery of infected endpoints.
 - OS firewall control to allow automatic termination of suspicious connections.
 - 24x7 Security Operations Center Monitoring
 - Device network quarantine to prevent lateral movement.
 - Escalation and notification to VC3 of detected security incidents

6- Vendor Management

VC3 will manage relationships with third party vendors who provide services and/or software to the WLFEA. VC3 will provide expertise in WLFEA applications.

To ensure reliable operation of WLFEA applications, VC3 will maintain subject matter expertise on managing systems for optimal use of WLFEA applications (requirements for hosting, configurations, etc.). VC3 will coordinate with vendors and WLFEA staff on appropriate timing to apply updates to the WLFEA's software.

If services stop working or troubleshooting is necessary, VC3 will initiate contact with vendors and provide support to resume services. VC3 will also assist in the management of vendor contracts and new purchases.



VC3 will maintain a knowledge base of support resolutions and instruction on best practices for quickly resolving WLFEA support needs tailored to the WLFEA's environment on VC3's documentation management system. VC3's knowledge base platform housing this data, and the data within the platform is owned by VC3, but the appropriate WLFEA related information is available to the WLFEA.

7- Network Architecture and Design

A Strategic Advisor (SA) will be assigned to the WLFEA. The SA will work with WLFEA to develop an annual technology budget for recurring expense items and new capital requirements in alignment with organizational goals. The SA will recommend technology solutions as well as provide strategic road maps that support key business processes to help the WLFEA leverage technology appropriately. The SA will constantly work with the district as part of the annual planning process to understand the current business drivers and goals and make recommendations aimed at maximizing the effectiveness of the customer's technology investment. The SA will also work with the district to create an IT Steering Committee to identify and facilitate all IT initiatives going forward.

The SA will work with the VC3 engineering staff to continually review the existing WLFEA IT infrastructure. The SA will also work with the management team to determine long and short-term goals for the district. These factors are taken into consideration when creating all the IT proposals and plans for the client. As the normal part of IT strategy and management, all plans will be designed to preserve existing resources and expenditures when possible.

- **Strategic Planning:** SA will recommend technology solutions as well as provide roadmaps that support key processes to help the client leverage technology appropriately. SA will collaborate with the client as part of the annual planning process to understand the current organizational drivers and goals and make recommendations targeted at maximizing the effectiveness of the client's technology investment.
- **Budgeting:** The SA will collaborate with the client to develop an annual technology budget for recurring expenses and new capital requirements in alignment with organizational goals.
- **Analyze IT Health Data:** The SA will perform a periodic analysis of the data collected by VC3's monitoring systems to proactively resolve issues and assess potential risks within the environment. The SA will make this analysis available to key stakeholders and provide directions on business decisions regarding the level of investment.
- **Hardware and Software Recommendations:** The SA will provide support in developing specifications for new equipment, hardware, software, and assist in identifying appropriate hardware or software solutions, including preparing quotes for purchase.

8 - Service Desk Priorities



The WLFEA's request incidents and service requests will be triaged and prioritized to effectively resolve issues in a timely manner, as listed below.

Priority 1:

- System/device/service down causing work to cease and critical impact to the WLFEA or a whole department; no work around available; customer is in danger of or is experiencing a financial loss or the ability to make strategic business decisions is impaired; begin resolution activities immediately.
- **24x7 Support:** Priority 1 incidents will be addressed 24 hours a day, 7 days a week, **including** holidays.

Priority 2:

- System/device/service down causing work to cease and potential business impact for an individual user; no work around available.
- The level of service degraded, causing impact to WLFEA or whole department, no work around available.
- **24x7 Support:** Priority 2 incidents will be addressed 24 hours a day, 7 days a week, **including** holidays.

Priority 3:

- Level of service degraded impacting an individual user, no work around available.
- Operational impact to the WLFEA or a whole department though work continues as a result of implementing a work around or use of other system/device/service.
- A request to enable or configure a system/device/service within 2 business days.
- Incidents related to Backup system failures.
- **Business Hours Support:** Priority 3 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays. WLFEA would request Support from 7 am to 6 pm Monday – Friday.

Priority 4:

- The operational impact to WLFEA, department or user exists though work continues as a result of implementing a work around or use of another system/device/service.
- A request to enable or configure a system/device/service within 5 business days.
- **Business Hours Support:** Priority 4 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays. WLFEA would request Support from 7 am to 6 pm Monday – Friday.

Priority 5:

- Operational impact to WLFEA, department or user is minimal or is mitigated by a



reliable workaround.

- A request to enable or configure a system/device/service beyond 5 business days from the date of the request.
- Requests that have longer lead times to implement than is possible within 5 business days.
- **Business Hours Support:** Priority 5 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays. WLFEA would request Support from 7 am to 6 pm Monday – Friday.

How do we deliver special projects?

Examples of the projects could include a material network upgrade, PC refresh, moving on-premises servers and storage to the cloud, a substantial change to the disaster recovery plan. Our hourly rates are defined in Appendix 1.

Proactive Services (Project Management)

What is the Proactive Services Department?

The Proactive Services department is responsible for delivering projects which include onboarding and one-time services. The team is responsible for providing new solutions for our current clients as well as onboarding new clients into our offerings and working to standardize their environment.

The Proactive Services department is comprised of six key areas of the business:

- Architecture/Technical Solutions
- Project Management (PMO)
- Implementation
- Deployment
- Onboarding & Alignment
- Application Development

Architecture Team

Why is the Architecture Team important to VC3 and our clients? Having a centralized team for Architecture ensures that clients get standardized solutions, quick turnaround for project requests, and provides assurance to internal staff that our clients get the same VC3 solution no matter where they are in the US or Canada. The Architecture Team works to align clients with our best-known practices for infrastructure, hardware, and cloud services by streamlining the process of converting client needs into a VC3 approved solution.

Project Management Office Team (PMO)

Why is the PMO Team important to VC3 and our clients? The Project Management Team is critical to ensuring client projects happen successfully for both our client and our internal teams by orchestrating projects from kick-off to closure. They provide a centralized team to drive projects identifying and reducing risks associated with change. They will schedule team members which provide excellent results



needed to make sure client environments receive the changes required. They are the anchors of the project, keeping the team on track and focused on the end goal. They check in with our clients to ensure they are satisfied throughout the process and understand what the next steps are. The feedback they receive allows us to iterate our projects to become more efficient, provide better experience for clients as well as our internal teams.

Implementation Team

Why is the Implementation Team important to VC3 and our clients? The Implementation Team works with clients as the primary project team for VC3 to efficiently deploy new solutions and infrastructure according to VC3 known best practices. Implementation Team members are at the front of VC3's one-time services and project implementation. They are constantly learning and growing in their role to provide high quality and efficient work for our clients. They act like the face and hands of projects and our clients grow to trust us more as partners by interacting with the Implementation Team and experiencing their expertise in technology.

Deployment Team

Why is the Deployment Team important to VC3 and our clients? The Deployment Team works with the PMO and Clients during workstation deployments to image, prep, place onsite (where regionally appropriate), migrate old settings/data and drive client satisfaction for their new systems. Utilizing a centralized and specialized Team to perform workstation deployment decreases the amount of time and increases the efficiency and automation used in getting workstations to our client base. This increases client satisfaction by allowing us to deploy hardware to our clients more effectively with a focus on the client experience, which makes the transition from the old workstation to the new much more enjoyable. The dedicated Team allows us to be laser focused on excellent results and a quick turnaround. Using a checklist driven approach for hardware prep prior to a project or deployment means that our best-known internal practices are always applied, new best practices are easily implemented in the deployment process and documentation starts at a high level from the beginning of a project.

Onboarding and Alignment

The Onboarding Team is the cornerstone of our client's experience with VC3 on the right foot. Onboarding new clients is the start of their journey with VC3. We have standardized our onboarding process using our known best practices to ensure that every client experiences the best of what VC3 has to offer right from the beginning. The Onboarding Team excels at documentation and attention to detail so that our Service Desk and Strategy Teams are set up for success on day one.

The Alignment Team understands best practices and they keep our clients on the straight and narrow path. Keeping our clients standardized as much as possible allows us to reduce service overhead and be prepared for new projects. The Alignment Team increases security for our clients and reduces their exposure to downtime and liability by ensuring we are constantly aligning them to the VC3 standards.



References

Find a couple of dozen client case studies here, [IT Support for Municipalities | VC3](#). Please be mindful of the entity's privacy. We would be happy to broker a call with you and the case client. VC3 provides comprehensive IT support & management, cybersecurity, vendor management, network design, and strategic planning city-wide for all departments across 1100 municipalities.

References we selected were based on characteristics you shared.

McMinnville Fire District, McMinnville, OR

- VC3 provides fully managed IT support for the Fire District
- **Contact:** Reed Godfrey, Fire Chief: reed.godfrey@mcminnvillefiredistrict.gov (971)746-9781

Special Districts Association of Oregon, Salem, OR

- VC3 provides co-managed IT support for SDAO
- **Contact:** Gary Byars, Director of Information Technology: gbyars@sdao.com (503)670-7066

Pauma Valley Community Services District, Pauma Valley, CA

- VC3 provides fully managed IT support for the District
- **Contact:** Eric Steinlicht, General Manager, eric.steinlicht@paumavalleycsd.ca.gov , (760) 742-1909

We would be happy to broker a call with you and the clients above. Let us know if you would like to chat with them



Filter by



Safe URL: [Case Studies](#)



Appendix 1- Hourly Service Rates for Additional Projects Outside of Scope of Work

Service Area	Hourly Bill Rate	Description of Service Area
Consulting & Project Management	\$ 175.00	Consulting (Design, Architecture, Planning); Technology Assessments; Security Audits. Project Management. CIO Consulting Services including without limitation product evaluations and application/infrastructure planning services.
Application Development	\$ 225.00	Application Software development, design, testing, and code revisions. Systems Programming (System Level Scripting/Automation). All SharePoint services.
Web Design Services	\$ 195.00	Web site design and implementation services which are NOT built on a Microsoft SharePoint platform.
Infrastructure Deployment Services	\$ 175.00	Installation and Setup of the following: Networks, Electronic Messaging Systems, Servers, SANs, VMWare, Citrix, Network Domains, and Desktop Deployments.
Infrastructure Maintenance Services	\$ 175.00	Maintenance Services for the following: Networks, Electronic Messaging Systems, Servers, SANs, VMWare, Domains, Microsoft Server, and Desktop support.
Travel Time	\$ 100.00	Travel time to and from the Client.
After Hours Support Services	\$ 1.5x Rates Listed Above	



Appendix 2 – Cost of Proposed Services in RFP

PRODUCTS & SERVICES	QUANTITY	UNIT PRICE	PRICE
VC3 Manage - Full User 24x7x365 Remote & Onsite Support: Users, Servers, Network Foundational Protection Components: EDR Including 24x7x365 SOC, Cloud Protect, Cloud Data Recovery, Cyber Aware Complete, Dark Web Credential Monitoring, Web Protection & Content Filtering, Email Protection & Spam Filtering, VC3 Security Team Proactive Monitoring, Maintenance & Patching: Workstations, Servers, Network Strategic IT Planning: Alignment with IT Best Practices, IT Budgeting, Technology Roadmap M365 License Management Vendor Co-Ordination Hardware, Software, Domain and License Procurement / Renewals	13	\$180.00 / month	\$2,340.00 / month for 3 years
VC3 Manage - Shared User 24x7x365 Remote & Onsite Support: Users using a shared workstation. Foundational Protection Components: EDR Including 24x7x365 SOC, Cloud Protect, Cloud Data Recovery, Cyber Aware Complete, Dark Web Credential Monitoring, Web Protection & Content Filtering, Email Protection & Spam Filtering, VC3 Security Team Proactive Monitoring, Maintenance & Patching: Shared Workstations.	15	\$75.00 / month	\$1,125.00 / month for 3 years



VC3 Manage - Email Only User Support for email only users includes troubleshooting send/ receive issues and access issue to email platform. Foundational Protection Components: Cloud Protect, Cloud Data Recovery, Cyber Aware Complete, Dark Web Credential Monitoring, Email Protection & Spam Filtering, VC3 Security Team	39	\$40.00 / month	\$1,560.00 / month for 3 years
Microsoft 365 Apps For Enterprise	1	\$12.00 / month	\$12.00 / month for 1 year
Office 365 E3 NCE Annual Subscription	4	\$23.00 / month	\$92.00 / month for 1 year
Exchange Online (Plan 1) NCE Annual Subscription	25	\$4.00 / month	\$100.00 / month for 1 year
Exchange Online (Plan 2) NCE Annual Subscription	14	\$8.00 / month	\$112.00 / month for 1 year
M365 Business Standard NCE Annual Subscription	23	\$12.50 / month	\$287.50 / month for 1 year
Microsoft Entra ID P1	67	\$6.00 / month	\$402.00 / month for 1 year
Data Recovery - Server Direct To Cloud Backup Server Direct To Cloud Backup	5	\$55.00 / month	\$275.00 / month for 3 years
Data Recovery - Server Direct To Cloud Backup Cloud Storage (GB) Server Direct To Cloud Storage (Per GB)	1,498	\$0.05 / month	\$74.90 / month for 3 years
M365 MFA Tenant Configuration	1	\$819.00	\$819.00



VC3 Managed Services Onboarding	1	\$5,374.90	\$5,374.90
SUMMARY			
Monthly subtotal			\$6,380.40
<p>Comments</p> <p>Prices shown above are valid for 30 days from date of Order.</p> <p>This RFP response work order is provided with the following acknowledgements and assumptions:</p> <ul style="list-style-type: none"> • No discovery was performed prior to work order creation. Numbers presented are an estimation based on client provided documents. If onboarding discovery presents different findings, monthly costs will be adjusted accordingly. • Backup data was not able to be retrieved from all servers. Numbers provided in this work order are an estimate of backup data. Current active client data will be determined during onboarding and will affect monthly backup cost accordingly. • Printers will be supported as commercially reasonable. Extensive printer support will be provided through a separate third party printer support contract which VC3 will manage through vendor management. • Client has enterprise grade firewalls with active support agreements at all locations. • VC3 will support only Microsoft 365 on personal devices such as phones or iPads. Additional support of these hardware devices is not included in the scope of this work order. 			

VOIP: VC3 understands that the Authority is interested in VOIP services. Cost estimate based on information provided:

PRODUCTS & SERVICES	QUANTITY	UNIT PRICE	PRICE
Voice User w/Phone	36	\$24.08 / month	\$866.88 / month for 3 years
Voice User w/ Conf Phone	1	\$38.74 / month	\$38.74 / month for 3 years
Hosted Fax Adapter (500 Pages Included)	2	\$25.75 / month	\$51.50 / month for 3 years
SUMMARY			
Monthly subtotal			\$957.12



Appendix 3 – Service Level Agreements (SLAs)

Order Governed by the Master Agreement

This Order is subject to and governed by Company's Master Agreement in effect on the date this Order is entered into between Company and Client. The Master Agreement is available at <https://www.vc3.com/canada-master-terms-conditions> and is incorporated in full into and made a part of this Order by this reference. The Client may also request a copy of the Master Agreement by submitting an email request to betterit@vc3.com identifying the Client and the applicable Orders. Company's entering into this Order is conditioned on Client's agreement to the Master Agreement, and by entering into this Order with Company, Client accepts and agrees to the Master Agreement.

Deliverables & Services

Discovery & Deployment

Setup the Client System for management and provide training to help the Client get the most out of the services. This includes:

1. Deployment of all services listed above.
2. Full documentation and inventory of your network
3. Best-practice configuration of the network for monitoring and management
4. Orientation and training for your staff
5. MacOS Note: If Client is utilizing Mac OS, Company will provide documentation to end users on how to install Company's monitoring and management platform. MacOS does not allow a remote deployment of standard Company tools.
Should Mac OS users require onsite assistance to install VC3's monitoring and management platform, support will be provided on a Time and Materials basis at the rates detailed within Client Master Agreement.
6. Implement performance monitoring of client's network prior to and during implementation.

24x7 Monitoring and Incident Response Services

1. Provide 24X7 Incident response services for all included user, server, and network devices.
2. Provide phone, remote and onsite support to authorized users for all included devices.
3. Track all incidents through an ITIL (Information Technology Infrastructure Library) based Service Desk system. All requests will be prioritized and processed per the 'Priority' guidelines listed in Addendum A.
4. Provide 24x7 collection of performance data for the client's included server and network devices per Company's best practices.



5. Utilize industry best practices for remote access, control, and management of all devices.
6. Patching: Deploy, manage, and monitor the installation of approved service packs, security updates and firmware updates as deemed necessary on all applicable devices. Some devices such as tablets and cell phones may not be compatible with included patching methodologies.
7. Resolution of monitoring alerts.
8. Resolution of performance issues.
9. Resolution of availability issues.
10. Resolution of end-user reported problems.
11. Routine additions, deletions, and changes to included devices and users.

Foundational Protection

1. Deploy Endpoint Detection and Response (EDR) to all workstations and servers with Company RMM deployed.
2. Monitor workstations and servers with EDR installed via 24x7x365 partner SOC.
3. Deploy M365 Monitoring and Backup Solutions to Client M365 Tenant.
4. Continually monitor M365 tenancy.
5. Backup M365 (SharePoint, OneDrive, Teams & Exchange Online) 3 times a day.
6. Configure infinite retention on M365 backups.
7. Respond to incidents and service requests. All requests will be prioritized and processed per the 'Priority' guidelines listed in Addendum A.

Application Support

1. Provide support for client licensed 3rd party applications. If it is determined from the initial discovery and/or from third-party application vendors that an application requires additional servers, licensing or support resources, additional monthly costs may be required before the application can be supported.
2. Microsoft Applications:
 - a. Includes Microsoft Office and Office 365 core applications. This is limited to Microsoft Access, Excel, OneDrive for Business, OneNote, Outlook, PowerPoint, SharePoint, Teams, and Word.
 - b. Application installs, synchronization issues, permission management and general troubleshooting are all within scope for these applications.



Strategic IT Planning

Provide the client with a named Strategic resource to assist Client with the following:

1. **Budgeting:** Work with the client to develop an annual technology budget for recurring expense items and new capital requirements in alignment with organizational goals.
2. **Strategic Planning:** Recommend technology solutions as well as provide roadmaps that support key business processes to help the client leverage technology appropriately. The Company will collaborate with the client as part of the annual planning process to understand the current business drivers and goals and make recommendations targeted toward maximizing the effectiveness of the client's technology investment.
3. **Analyze IT Health data:** Perform a periodic analysis of the data collected by Company's monitoring systems to proactively resolve issues and assess potential risks within the environment. The Company will make this analysis available to key stakeholders and provide direction on business decisions regarding the level of investment.

IT Asset Administration

1. Hardware and software asset and warranty expiration tracking
2. Domain name expiration tracking
3. Hardware and software purchase specification
4. Web portal access for ticket creation and management
5. Maintaining network documentation and secure password storage
6. Interfacing with vendors such as internet service providers (ISPs)

Procurement

1. Server, Networking, and Power equipment.
2. Desktops, laptops, tablets.
3. Peripherals, including Printers.
4. Software, including subscription-based services.
5. Domain names and security certificates.



Exclusions

Items other than those included above are expressly excluded from the Services provided within this Order. The following exclusions and clarifications are intended to clarify the scope of services for this order:

1. Excluded services are those related to functionality upgrades, such as those required to evaluate, specify, purchase, and implement client system or server upgrades such as operating systems, Microsoft Office suite software unless included with a specific Company product, third party software deployments or upgrades, or equipment related to these services whose scope exceeds that defined above. Company will provide these services to the client on a Time & Materials Order basis at the rates outlined in the Master Agreement. If modification or replacement of a hardware device or component is required, client is responsible for all hardware and hardware vendor services costs, excluding Company owned hardware explicitly provided through this Order.
2. Software development, training, and project work, including client-owned PC upgrades and non- patch upgrades of software, are not included.
3. When client requests services by Company not explicitly included in this agreement, they are agreeing to invoicing of said services per the terms outlined in the Master Agreement. For all services which incur additional hourly fees, Company will notify the client that these services are outside the scope of this work order and will receive approval from client prior to rendering these additional services.
4. Software and licensing purchased by the client directly from a third-party vendor are not included as a part of services to be supported.
5. Architectural changes, mass deployment, database management, data visualization and business process automation / troubleshooting are considered excluded from this Order.
6. Cybersecurity event or incident response activities or remediation efforts exceeding eight (8) hours of technician, engineer, or project management time.
7. Should deficiencies, malware infections, or critical vulnerabilities be discovered during the deployment of services, Company will bring to Client attention and discuss the impact of the deficiencies on Company's ability to provision the Services and provide client with options to correct the deficiencies. Initial remediation hours will be billed outside of this Order unless otherwise explicitly stated in this Order.



Assumptions

1. The Order will not become effective unless and until it is agreed upon and signed by the Client and Company.
2. If Company is providing or managing Client 's Microsoft Licenses, then Client agrees to the Microsoft terms and conditions as stated in the Microsoft Customer Agreement found here: <https://www.microsoft.com/licensing/docs/customeragreement>
3. Company reserves the right, at its discretion, to pass onto the client any changes to obligations, such as terms or pricing imposed on Company by a given vendor, for an offering that is currently resold to the client at any time during the current agreement term.
4. Company will make reasonable efforts to resolve all issues remotely prior to dispatching an engineer onsite. Travel hours incurred will be invoiced according to the Master Agreement.
5. Microsoft NCE licenses and subscriptions run on an annual basis and cannot be terminated nor altered mid-term.
6. If client Microsoft licenses are under a current annual NCE subscription, Company assumes they will migrate to become under Company's management at the point of renewal.
7. The items defined in this Order are designed to enhance the security of the customer environment. There is no guarantee that any security measure will prevent a data breach, infection, or other cyber security incident.
8. Company is authorized to obtain any documentation or information regarding any and all accounts at all locations the Client may have with any telecommunications vendor. Company also has the authority to be added as an account contact and speak on behalf of the Client in negotiating services, billing, credits and/or connectivity of this Client's services with the Telecommunications company and/or vendor with the proviso that only the Client has the authority to enter contracts with any vendor or supplier.
9. Throughout the relationship between Company and Client, the Company will also make extensive use of Remote Management software. This software is used across all clients to monitor workstations and servers in real time. Company will also use this software to remotely connect and assist the Client's users when they have a technological problem if the user has an internet connection. In addition, endpoint protection software, ticketing, and asset management are managed through this software.



Client Responsibilities

1. Client will provide a primary point of contact for Company to work with on all services provided in this Order.
2. Client is responsible for authorizing access for Company to sites that are owned / controlled by third parties.
3. Client is responsible for proper disposal of client-owned devices.
4. Client will make a best effort to maintain the minimum infrastructure requirements as defined by Company.
5. Client will maintain both hardware and software maintenance agreements with the source Vendor whenever possible to allow for ongoing access to security updates and to provide quick replacement of non-functioning components.
6. Client must assign Company as their Microsoft Partner of record.
7. Client is responsible for procurement and ownership of all licenses, maintenance, and vendor support agreements required for support of their third-party applications, excluding the Microsoft licensing explicitly included in the per seat packages identified in Products & Services section.
8. Third party tool licensing may be required for additional cost.
9. Client will be financially responsible for any remaining or ongoing charges from Microsoft. Microsoft subscriptions can each have their own terms and renewal dates. It is the client's responsibility to engage Company to adjust Microsoft subscription counts and terminations prior to 12 months from the original work order or subsequent change order purchase date.

Invoicing

Recurring services, if included, shall be provided for term indicated in Products & Services, starting from the date of the first recurring invoice (Effective Services Start Date), unless terminated in accordance with the terms of this Order or the Master Agreement.

Company will invoice the Client a pro-rated monthly fee based on any partial month of service plus the first full month of service on the Effective Services Start Date. All subsequent service months will be invoiced at the start of the month in which services are to be rendered. Services activated after the first of month may be invoiced on a pro rata basis the following month. All One-Time Fees will be invoiced to Client upon signature of this Order.



Any taxes related to services purchased or licensed pursuant to this Order shall be paid by Client or Client shall present an exemption certificate acceptable to the taxing authorities. Applicable taxes and freight charges shall be billed as a separate item on the invoice.

Unit rates will automatically increase annually on the anniversary of the Effective Services Start Date equivalent to the CPI change for All Urban Consumers or by 4.00%, whichever is higher.

The terms of this Order will automatically renew for an additional term of equivalent length to the current active term unless notice of termination is provided by either party no fewer than 90 calendar days prior to expiration of the current active term.

Company will audit the Client's usage of the quantity of Services on a monthly basis; for each quantity of Services found in excess of the amount stated in this Order above, Company will increase the monthly service fee amount by the corresponding unit price stated above.

At no time during the term of this Order will the fees payable under this Order (i.e., the monthly subtotal amount) drop below seventy-five percent (75%) of the initially agreed upon monthly subtotal stated above.

In the event of the early termination of the Agreement in accordance with Section 3.3 of the Master Agreement, Client agrees that the initially agreed upon monthly subtotal stated above shall be used for calculating fees due for the remaining term of the Agreement.

Additional services may be added at any time during the life of this Order at the unit price listed above.

Addendum A – Service Desk Priorities

Incidents and Service Requests are triaged and prioritized to effectively resolve the most important issues in a timely manner. Company utilizes the following priorities, criteria, and response metrics:

- **Priority 1:**
 - System/device/application down causing work to cease and critical impact to the entire organization, a whole department, or a C-level executive or VIP user; no interim solution available; Client is in danger of or is experiencing a financial loss or the ability to make strategic business decisions is impaired.



- **24x7 Support:** Priority 1 incidents will be addressed on a 24 hours a day, 7 days a week basis including holidays.
- **Priority 2:**
 - System/device/application down causing work to cease and potential business impact for up to 5 users, a C-level executive, or a VIP user; no interim solution available.
 - **24x7 Support:** Priority 2 incidents will be addressed on a 24 hours a day, 7 days a week basis including holidays.
- **Priority 3:**
 - Level of service degraded causing impact to an individual user; no interim solution available. Operational impact to the organization or a whole department though work continues as a result of implementing an interim solution or use of other system/device/service.
 - **Business Hours Support:** Priority 3 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.
- **Priority 4:**
 - Minor inconvenience to a department or user exists though work continues as a result of implementing an interim solution or use of another system/device/service.
 - **Business Hours Support:** Priority 4 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.
- **Priority 5:**
 - Maintenance tasks, audits, or alignment work that is not requested by the client.
 - **Business Hours Support:** Priority 5 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.

Call Priority	Initial Client Contact Guidelines	Initial Client Contact Percentages
1	1 Hour	90%
2	2 Hours	90%
3	4 Business Hours	90%
4	8 Business Hours	90%



5	N/A	N/A
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Addendum B - Maintenance Windows

All work performed within Company's Hosting or Client Infrastructure is a form of maintenance. Such work may or may not result in a disruption of service depending on the scope of the activity.

1. **Scheduled Maintenance:** All planned work performed on Company's Hosting or Client Infrastructure by Company engineers, or staff is defined as "Scheduled Maintenance." During Scheduled Maintenance, some or all of Company's Hosting or Client Infrastructure may be out of service and therefore may not be accessible to users. Regularly Scheduled Maintenance will occur between 2 AM and 6 AM in the local time zone for which the Client Infrastructure being maintained resides. Downtime to perform changes is expected during this window. If Client has a business need to avoid said downtime, they must provide their request via the Company Service Desk ten business days in advance.
 - a. **Notification:** Client will be notified via email should Scheduled Maintenance be required to take place outside of the windows specified above.
2. **Emergency Maintenance:** All work performed in response to a disruption or a threat to the availability of a component of Company's Hosting or Client Infrastructure within the control of Company is defined as "Emergency Maintenance."
Emergency Maintenance will be conducted based upon the timeframe that the emergency exists. Normal business hours will see an immediate response. For issues that occur during non-business hours, the impact of the event will be evaluated as soon as possible, and appropriate measures taken to return the system to normal availability.
 - a. **Notification:** Client will be notified via email should Emergency Maintenance be necessary. Commercially reasonable efforts will be made to notify Client prior to emergency maintenance. Company reserves the right to complete Emergency Maintenance without prior notification to Client if necessary to mitigate risks posed by the need for Emergency Maintenance in a timely manner.



Appendix 4 – onboarding process

It all starts with our proven onboarding process that typically takes 8-12 weeks.

Our Proven Process



Implementation, Training and Support

VC3's onboarding is an in-depth, weeks-long process that is essential for the long-term success of the WLFEA. **The following chart details what the typical onboarding schedule (60-90 days) is for a new client of VC3. Specific onboarding timelines and project deliverables will be determined during an official Technical Assessment performed by pre-sales/onboarding team.** We will create and provide you with an Onboarding Project Charter, customized to your WLFEA and timelines after kickoff.



EVENT	DETAILS
“Day One” On-site Visit	<p>VC3 will visit your site(s) to facilitate the onboarding.</p> <p>We will need all known administrative passwords, a user contact list, invoices for internet / telecom and recent hardware or software purchases.</p>
Information Gathering	<p>Our onboarding team will conduct interviews with key staff and gather technical information about your IT environment. This is an essential step in understanding your current technological situation and the information gathered will be used to identify business risks relating to technology and make recommendations to minimize them.</p>
What We Heard	<p>After interviewing key individuals, we formulate a document that represents our understanding of your business. We present this back to you to confirm our assessment and adjust, as necessary. Once finalized, this document is used to shape our recommendations to meet your business goals and strategies.</p>
Critical Risks	



We will identify and present critical risks found during initial information gathering. Critical risks must be addressed prior to commencing our best effort support.

WLFEA Meeting(s)

To facilitate the transition to our support, VC3 will host a WLFEA Meeting for as many staff members as possible. Lunch is provided while the onboarding team educates your users how to best leverage our new partnership.

Start of Transitional Support

VC3 requires a minimum of 2 - 3 weeks of discovery before we start supporting your users. This allows our team the time they need to discover, understand, and document your IT environment. The more we know about your business and technology, the better your initial support experience will be.

Information Technology Roadmap

The IT Roadmap provides an analysis based on our understanding of your business. By reviewing both your technical and business needs, we construct a framework to steer your future technology landscape. This plan addresses your goals by leveraging specific solutions to achieve consistent results.

Conversion Project(s)

VC3 professional services group executes pre-support conversion projects which are used to align the current environment with best practices.

Steady State Support Start

Following the conversion projects, the environment will be stabilized and thoroughly documented. Finally, your support POD takes over the management of your environment to give your organization all the benefits of a full IT department.



Appendix 5: What will you get? An enterprise class IT Team.

Support Staff Categories and Domain Expertise

The WLFEA, AB, will be managed on a day-to-day basis by key team members and will have access to the entire VC3 engineering staff when needed.

- Chief Technology Officer – 1
- Chief Information Security Officer – 1
- Strategic Advisors – 40+
- Service Delivery Managers – 10+
- Help Desk Engineers – 40+
- System Engineers – 100+
- Senior System Engineers – 10+
- Network Engineers – 5
- Architect & Escalation Engineers (domain experts) – 10+
- Client Relationship Managers – 25+
- Project Managers & Engineers – 25+
- Application Development Engineers – 20+

Total Engineering Resources - 300+

What qualifications do key personnel have?

VC3 Team Member Resumes – Confidential

This information is confidential. VC3 respects the privacy of our employees and does not share this information. Expect our team to be fully certified to manage your IT environment.

Example of Certifications

The certifications below are held by VC3 engineers, managers, and support staff — including senior-level, long-term employees:

- Certified Information Security Systems Professional (CISSP)
- Certified Government Chief Information Officer (CGCIO)
- VMware:
 - VMware Certified Professional
 - Data Center Virtualization
 - VMware Sales Professional
 - Multiple years and versions of each across staff
- Microsoft:
 - Microsoft Certified Solutions Associate (MCSA)
 - Microsoft Certified Professional (MCP)



- Microsoft Certified Systems Engineer (MCSE)
 - Microsoft Certified Technology Specialist (MCTS)
 - Microsoft Certified IT Professional (MCITP)
 - Microsoft Server (various years)
- Cisco/Fortinet:
 - Cisco Certified Entry Network Technician (CCENT)
 - Cisco Certified Network Associate (CCNA):
 - CCNA Routing & Switching
 - CCNA Security
 - Cisco Certified Network Professional (CCNP)
 - Cisco Certified Network Professional – Security (CCNP-S)
 - Fortinet Certified Fundamentals (FCF)
 - Fortinet Certified Associate (FCA)
 - Fortinet Certified Professional (FCP)
 - Fortinet Certified Solution Specialist (FCSS)
 - Fortinet Certified Expert (FCX)
- Certified Wireless Network Administration (CWNA)
- Project Management Professional (PMP)
- Lean Six Sigma
- Certified Business Continuity Professional
- Information Technology Information Library (ITIL) Certification
- CompTIA Security+

VC3 Employee Background Checks

All VC3 employees are screened for credit, criminal, and Department of Motor Vehicle (DMV) background checks.

All client support staff reside in USA .



Certification and Contract Offer

Proposal Title: WLFEA Information Technology Services
Services Proposal Due Date: March 31, 2025

I, the undersigned, having carefully examined the above referenced RFP document, and all other related material and information agree to furnish informational technology services to the Western Lane Fire and EMS Authority ("Authority").

I further agree that I will at all times protect the Authority's information and not make it available to any other source than Authority, unless so directed by the Authority in writing.

I further agree that this offer to furnish information technology services will remain in effect at the fees proposed for a period of not less than ninety (90) days from the date that proposals are due, and that this offer may not be withdrawn or modified during that time.

If this offer, or portion thereof, is accepted by the Authority and award is made thereon, I agree to enter into an agreement with the Authority to furnish information technology services as specified for the fees proposed.

I hereby certify that this proposal is genuine and that I have not entered into collusion with any other proposer(s), vendor(s) or any other person(s).

Authorized Signature 
13D52D07B68C4CF...

Date: 3/31/2025

Printed Name: Hunter Lindsay

Phone Number: 310-627-0150

Tax identification/SSN Director of Information technology: available by request, omitted for security purposes

Company Name: VC3 Inc.

RETURN THIS COPY (SIGNED) WITH YOUR PROPOSAL

Wildland Fire Shelter Deployment Training

611.1 PURPOSE AND SCOPE

The purpose of this policy is to ensure members who may participate in wildland firefighting, who perform in-field investigations of wildland fires or provide in-field support services to wildland firefighting operations have thorough and recurrent training on the quick and effective deployment of a wildland fire shelter.

611.2 POLICY

It is the policy of the Western Lane Fire and EMS Authority to provide initial and recurrent wildland fire shelter deployment training to all authority members who may be exposed to wildland fire conditions.

The highest priority for a firefighter in wildland fire conditions is to stay out of situations that can lead to entrapment. A fire shelter does not guarantee safety. It is a last resort in emergency conditions when there are no other options.

611.3 PROCEDURE

The Training Coordinators shall be responsible for scheduling wildland fire shelter deployment training annually, prior to the anticipated beginning of the main wildland fire season. All new members shall receive wildland fire shelter deployment training prior to being assigned to field operations.

Annual fire shelter deployment training shall include, but not be limited to, the following:

- (a) A review of the National Wildfire Coordinating Group (NWCG) pamphlet entitled National Fire Equipment System (NFES) #2710 "The New Generation Fire Shelter."
- (b) Either instructor-based fire shelter orientation or viewing of the NWCG Fire Shelter Training video NFES #2711 or #2712.
- (c) Performance of practice fire shelter deployment using NWCG recommended tasks and scenarios that include:
 - 1. Standard fire shelter deployment, including clearing a 4-foot by 8-foot site in preparation for deploying the shelter.
 - 2. Proper use of fire shelter shake handles. Members should practice locating and grasping the shake handles correctly to ensure that the shelter opens quickly, allowing the user to get inside the tent shelter quickly.
 - 3. Deployment of the shelter while lying on the ground, including practical exercises in deploying the shelter from the ground.
 - 4. Practical exercise of discarding extra gear and removing the shelter while escaping and utilizing the partially unfolded shelter as a heat shield while escaping.

Wildland Fire Shelter Deployment Training

5. Practical exercise of deploying the fire shelter in a strong wind (utilizing natural or machine-created wind).
6. Practical exercise of lying inside the shelter for a prolonged time.

Fire shelter deployment training should not be conducted in a live fire situation.

611.4 TRAINING RECORDS

The Training Coordinators shall be responsible for maintaining records of all wildland fire shelter deployment training that is provided to members. Training documentation should include:

- (a) The dates of the training sessions.
- (b) A list of topics or a summary of the content of the training sessions.
- (c) The name or other identifier and job title of the members who received the training.
- (d) The names, certificate numbers and qualifications of persons conducting the training.
- (e) Documentation of each member's demonstrated performance in meeting the standards detailed in this policy.

The Training Coordinators should maintain training records in accordance with established records retention schedules.

Training Records

612.1 PURPOSE AND SCOPE

The purpose of this policy is to establish procedures for accumulating and maintaining records of all training provided by the Authority and all training received by individual authority members. This policy shall apply to all training received but particularly training that is mandated by an external force such as a law, statute or regulation.

612.2 POLICY

It is the policy of the Western Lane Fire and EMS Authority to maintain comprehensive records of all training provided by the Authority, and all training received by authority members. The Training Coordinators or the authorized designee shall be responsible for creating and maintaining training records. All members of the Authority are responsible for assisting the Training Division in documenting training activities by signing course rosters, submitting certificates of completion from outside training or providing other means of training documentation.

Training records may be documented utilizing either hard copies stored in a traditional filing system or via electronic files. All electronic training records will be redundantly stored using authority-approved secure electronic file storage systems.

612.3 MASTER TRAINING CALENDAR

The Training Division will create and maintain an annual master training calendar for the Authority. This calendar will document all authority-provided, regularly scheduled training opportunities. The master training calendar should be a living document, reflecting any changes made in the actual training schedule or actual training opportunities provided throughout the year. The types of training opportunities that should be included in the master training calendar are:

- (a) All federal or state mandated training. Examples include courses that address sexual harassment prevention, medical records privacy, personal protective equipment, bloodborne pathogens, CPR and hearing protection.
- (b) All federal or state mandated training drills, manipulative drills, skills or equipment testing. These types of training shall include annual audiograms and fit testing for Oregon Occupational Safety and Health Administration/National Institute for Occupational Safety and Health (OR-OSHA/NIOSH)-approved masks and respirators.
- (c) All Oregon Department of Public Safety Standards and Training (DPSST) training provided by the Authority.
- (d) Specific training and certification for "all-hazards" positions, based on the Incident Command System (ICS), the National Incident Management System (NIMS) or other incident management system.
- (e) All National Incident Management System (NIMS), Incident Command System (ICS) and Incident Management System courses.

Training Records

- (f) All Emergency Medical Services (EMS) pre-hospital care, continuing education courses or programs provided by the Authority.
- (g) Any training opportunity scheduled through the Training Division and intended to be provided division-wide to each of the Divisions.
- (h) Any training opportunity utilizing instruction from outside the Authority.
- (i) Any interagency cooperative training program or activity.
- (j) Any regularly-scheduled skills, drills or job performance training and testing evolutions.

Copies of each year's master training calendar will be maintained and retained in the Training Division files based on authority established records retention schedules.

612.4 DIVISION TRAINING RECORDS

The Training Coordinators shall be responsible for maintaining records of all training provided by all Divisions of the Authority. All Divisions are required to submit documentation for each training session offered. The information in each record shall include, but is not limited to, the following:

- (a) The course title.
- (b) An outline of the subject matter and specific details of any information mandated by federal or state code, OR-OSHA regulation or other requirement.
- (c) The dates the course was provided to members.
- (d) The instructor names, qualifications and/or certifications.
- (e) Copies of course curriculum, course duration, information sheets or other course content provided to students.
- (f) Copies of course evaluations submitted by students.
- (g) Attendance records for each course session, including each member's name or other identifier.

612.5 INDIVIDUAL TRAINING RECORDS

The Training Division will create and maintain an individual training file for each member of the Authority. The training files will be kept separate from the authority's personnel files. The member training files should be used to document a member's training courses and training-related programs and activities.

The training files shall not be used to store any work-performance records, member conduct records, member disciplinary records or any other documentation that is not specifically training-related. Information entered into the member training files will be a permanent part of that record. No training information or entries will be removed from the file unless the record is found to be factually incorrect or erroneously entered into that member's training file. Each member's training file will be part of that member's permanent record of activity while employed by the Authority.

Training Records

When a member ends employment with the Authority, that member's training file will be archived and maintained for a minimum of seven full calendar years following the member's separation from service or in accordance with the authority's established records retention schedule.

Members of the Authority shall be provided access to their individual training file upon request. A member may request to review his/her training file either verbally or in writing. The Training Division should facilitate those requests as soon as practicable but in all cases within 21 days of the member's request to review his/her file. Members may not remove any document or information from the training file without the express approval of the Training Coordinators. Members may not add any documents or entries to their training file without the approval of the Training Coordinators or other approved member of the Training Division staff. Members shall be allowed to photocopy or otherwise reproduce images of any entries in their individual training file.

Member training files should be organized to readily allow for the retrieval of specific training subject documentation, particularly in regard to documentation of any mandated training subject compliance.

Member training files should contain documentation of all work- or job-related licensing and certification that the member earns, achieves or is awarded. Information regarding member progress toward or application for licensing and certification should also be stored in the member training files. Examples include National Wildfire Coordinating Group (NWCG) coursework, NWCG position task books and certifications, NIMS certifications, ICS certifications, Oregon DPSST certifications and Oregon Health Authority pre-hospital care provider continuing education coursework, and licensing and certification records (paramedic and Emergency Medical Technician).

612.6 TRAINING RECORDS FROM PREVIOUS EMPLOYERS

Members of the Authority may submit training records from previous employers to the Training Division for inclusion in their individual training file. The Training Division staff will evaluate any submitted training records obtained during previous employment and will add any pertinent information to the member's training file as appropriate. New members should submit to the Training Division copies of any licenses, certifications and coursework that are pertinent to their position with the Western Lane Fire and EMS Authority.

The Training Division staff may request that new members obtain and submit copies of any previous employer training files for inclusion in their Western Lane Fire and EMS Authority training file.

612.7 RELEASE OF FORMER MEMBER TRAINING RECORDS

Upon written request, the individual training file of any former Western Lane Fire and EMS Authority member may be copied and released to either the former member or to a third party upon receipt of a signed written request from a former member of the Authority. The written request should include the past member's full name, approximate dates of employment with the Authority and date of separation from employment with the Authority. In the event that the former member

Western Lane Fire and EMS Authority

Policy Manual

Training Records

is requesting that copies of his/her file be sent directly to a third party, the written request should include a statement authorizing the Western Lane Fire and EMS Authority to release copies to the named third party.

Emergency Action Plan and Fire Prevention Plan Training

613.1 PURPOSE AND SCOPE

The purpose of this policy is to establish training in support of the Western Lane Fire and EMS Authority Emergency Action Plan (EAP) and Fire Prevention Plan (FPP) in a manner consistent with Oregon Occupational Safety and Health Administration (OR-OSHA) regulations for all Western Lane Fire and EMS Authority facilities (OAR 437-002-0042; OAR 437-002-0043).

613.2 POLICY

It is the policy of the Western Lane Fire and EMS Authority to provide training to all members regarding the EAP and the FPP.

613.3 TRAINING GUIDELINES

The EAP and FPP training shall include, but is not limited to:

- (a) A review of the authority's EAP and FPP including any information specific to each member's workplace or assignment.
- (b) Information on where written copies of the EAP and FPP are located and how members may review the plan.
- (c) The Authority shall designate and train a sufficient number of people to assist in the safe and orderly emergency evacuation of members and visitors in the event of an emergency.
- (d) The Authority shall advise each member of his/her responsibility under the plans at the following times:
 - 1. Initially when the plan is developed
 - 2. Whenever the member's responsibilities or designated actions under the plans change
 - 3. Whenever the plans are changed
- (e) The Authority shall review with each member upon initial assignment those parts of the EAP and FPP that the member must know to protect the member in the event of an emergency.

The Training Coordinators should maintain the training records in accordance with established records retention schedules.

613.4 TRAINING OFFICER RESPONSIBILITIES

The Training Coordinators shall be responsible for developing and scheduling the authority's EAP and FPP training. The Training Coordinators shall maintain records of all EAP and FPP training provided to members. Records should include, but are not limited to:

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- (a) The dates of the training sessions.
- (b) A list of the topics or a summary of the content of the training sessions.
- (c) The names or other identifiers and job titles of the members who received the training.
- (d) The names, certificate numbers and qualifications of persons conducting the training.

The Training Coordinators should maintain the training records in accordance with established records retention schedules.

Firefighter and Paramedic Health, Safety and Survival Training

614.1 PURPOSE AND SCOPE

The purpose of this policy is to encourage a culture of safety first in an effort to increase firefighter and Paramedic health, safety and survival, and reduce the number of preventable injuries and deaths.

614.2 POLICY

The Western Lane Fire and EMS Authority is committed to providing leadership, accountability and training regarding firefighter and Paramedic health, safety and survival.

614.3 MEMBER RESPONSIBILITIES

Members are responsible for participating in health, safety and survival training required by the Authority. Members are also responsible for their own actions and are expected to follow Western Lane Fire and EMS Authority safety standards, practices and training.

Any member who observes another member engaging in unsafe behavior should report the behavior to his/her supervisor as soon as reasonably practicable.

614.4 SUPERVISOR RESPONSIBILITIES

Company Officers are responsible for ensuring members attend required health, safety and survival training.

All supervisors are expected to model safe behaviors and take appropriate action when unsafe behaviors are observed or reported.

614.5 TRAINING COORDINATOR RESPONSIBILITIES

The Training Coordinators are responsible for identifying health, safety and survival training required by the Authority.

Required training may include safety-related courses of the National Fallen Firefighters Foundation (NFFF), National Fire Academy, International Association of Fire Chiefs, International Association of Firefighters or other nationally recognized fire service organizations.

Required training should include the Courage to Be Safe® course of the NFFF for all members and should include the Leadership So Everyone Goes Home® course of the NFFF for all supervisors.

614.6 TRAINING RECORDS

The Training Coordinators are responsible for maintaining records of health, safety and survival training received by members. Records should include, but are not limited to:

- (a) The dates of the training sessions.

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- (b) A list of the topics or a summary of the content of the training sessions.
- (c) The names or other identifiers and job titles of the members who received the training.
- (d) The names, certificate numbers and qualifications of persons conducting the training.

The Training Coordinators should maintain the training records in accordance with established records retention schedules.

Live-Fire Training

615.1 PURPOSE AND SCOPE

The purpose of this policy is to protect the health and safety of members by providing guidelines and responsibilities for live-fire training (OAR 437-002-0182).

615.2 POLICY

It is the policy of the Authority to conduct live-fire training in a safe and effective manner that meets the standards of NFPA 1403 and any applicable state or local law.

615.3 MEMBER PREREQUISITES

Before participating in any live-fire training exercise, members shall, at a minimum, have completed training equivalent to the requirements of NFPA 1001, Firefighter I.

615.4 TRAININGMANAGER RESPONSIBILITIES

The Training Coordinator shall be responsible for:

- (a) Scheduling live-fire training.
- (b) Confirming that the Division Chief Training Division is notified when live-fire training is scheduled.
- (c) Ensuring that all live-fire training provided by the agency is conducted in accordance with state and local requirements (OAR 437-002-0182).
- (d) Providing a secure structure for the live-fire training consistent with the requirements of this policy.
- (e) Ensuring that all required permits and authorizations, if applicable, have been approved and received before conducting any training exercises.
- (f) Confirming that a sufficient number of instructors will be present for the live-fire training.
 - 1. In no event shall there be fewer than four instructors.
 - 2. There shall be no more than a 5:1 student-to-instructor ratio at any time.
- (g) Confirming that the number of instructors and instructor assignments are detailed in the live-fire training curriculum.
- (h) Designating a qualified safety officer for all live-fire training exercises.
- (i) Ensuring that all live-fire training is conducted using qualified instructors who meet the following requirements (OAR 259-009-0062):
 - 1. For the lead instructor, NFPA and any applicable state requirements for Fire and Emergency Services Instructor II and Live Fire Instructor in Charge
 - 2. For all other instructors, NFPA and any applicable state requirements for Fire and Emergency Services Instructor I and Live Fire Instructor

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- (j) Ensuring all injuries sustained during live-fire training are documented.

615.5 SAFETY OFFICER

A safety officer shall be designated for all live-fire training exercises and shall have the same qualifications as the lead instructor. The safety officer has the authority to intervene and control any aspect of the operations when a potential or actual danger, potential accident, or unsafe condition exists. The safety officer may require additional safety personnel as deemed necessary.

The safety officer shall not be assigned duties that interfere with their safety responsibilities.

The safety officer shall be knowledgeable about all the safety features at the training location.

615.6 TRAINING REQUIREMENTS

Before beginning any live-fire training, the designated safety officer shall be responsible for:

- (a) Inspecting all burn locations.
- (b) Ensuring that all members participating in the training meet the prerequisites for participation.
- (c) Inspecting each participant's personal protective equipment (PPE) and SCBA.
- (d) Ensuring that a pre-burn walk-through and briefing for all members and instructors has been conducted.
- (e) Ensuring an Emergency Medical Services (EMS) unit and advanced life support (ALS) crew capable of transporting a patient are on location.

In no event shall a person be used as a simulated victim during live-fire training exercises.

All structures used for live-fire training shall be inspected after use.

615.7 USE OF ACQUIRED STRUCTURES

An acquired structure should not be used for live-fire training unless there is no equivalent purpose-built structure or space for live-fire training (e.g., burn building) available.

Prior to using any acquired structure for live-fire training, the Training Coordinator shall:

- (a) Inspect the structure to determine whether it can be made sufficiently safe for live-fire training.
- (b) Facilitate the preparation of the structure for safe use (e.g., removal of all asbestos containing materials).
- (c) Confirm that the live-fire training will comply with all local, state, and federal regulations applicable to the open burning of buildings, including the Clean Air Act (42 U.S.C. § 7401 et seq.; OAR 340-264-0040; OAR 340-264-0050; OAR 340-264-0060).

615.8 TRAINING RECORDS

The Training Coordinator shall be responsible for maintaining records of all live-fire training that is provided to members. At a minimum, the Authority should document:

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- (a) The dates of the training sessions.
- (b) A list of the topics or a summary of the content of the training sessions.
- (c) The names or other identifiers and job titles of the members who received the training.
- (d) The names, certificate numbers, and qualifications of persons conducting the training.
- (e) Injuries sustained during training exercises.

The Training Coordinator should maintain the training records in accordance with established records retention schedules.