

**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**

September 25, 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. **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.*
- V. **Presentation:** Certificate of Appreciation, Jessica Marchinski
- VI. **Presentation:** WLCR
- VII. **Presentation:** Tiffany Brown, Lane County Emergency Management
- VIII. **Consent Agenda**  
Meeting Minutes: Regular Meeting August 28, 2025  
Staff Reports  
Correspondence
- IX. **Monthly Financials for SVFR, WLAD, WLFEA**
- X. **Old Business**
  1. WLAD: Close PERS UAL Account
  2. RFP: IT Services
  3. Board Retreat Update
  4. Policies from August 28, 2025:
    - 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

**XI. New Business**

1. Policies for Review:

- a) 700 – Use of Authority-Owned and Personal Property
- b) 701 – Personal Communication Devices
- c) 702 – Vehicle Inspections, Testing, Repair and Maintenance
- d) 703 – Use of Authority Vehicles
- e) 704 – Information Technology Use

**XII. Director Comments**

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

**XIII. Future Business: Joint Board Meeting Thursday, October 30, 2025, at 6:00pm.**

**XIV. Adjournment**

**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, August 28, 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 Mike Webb, Director Vanessa Buss

**Not Present** Director Cindy Russell, Director Adam Holbrook, and Director Linda Stent

**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 6:01 p.m. The flag salute was completed, and a roll call established a quorum for SVFR.**

**Appointment of Director Heppel (SVFR): Director Restrepo made motion to appoint Laurie Heppel to the SVFR Board of Directors. Seconded by Director Carrillo and the motion passed.**

**Swearing in of Lieutenant:** Doug Unrein was sworn in By Chief Schick.

**City of Florence: Presentation**

- Members of The City of Florence were present at the Board Meeting to give a presentation of the Public Safety Fee. Members present were Mayor Rob Ward, Chief of Police John Pitcher, City Manager Erin Reynolds, and Assistant City Manager Megan Messmer. The city presented a PowerPoint which explained the current budget, the reason behind to Public Safety Fee and the fees themselves.
- The city also presented as a part of the PowerPoint on what is next for the Western Lane Emergency Operations Group (WLEOG). The PowerPoint explained the emergency operations plan, evaluating purpose and effectiveness and informed the group about the 2025 Preparedness EXPO and passed out information of signing up for Lane Alerts.

**CONSENT AGENDA:**

**Meeting Minutes:** Regular Meeting July 24, 2025.

**Staff Reports**

**Correspondence**

**REVIEW OF FINANCIALS – WLAD, SVFR, WLFEA:**

- Office Manager Trish Lutgen reports that we are finishing last years financials and getting ready for the audit.
- The new phone system was installed on yesterday, August 27, and staff are learning the new system. The system utilizes VoIP (voice over internet) instead of traditional landlines.
- A new copier vender has been selected, and we are updating the copier/printers. By updating we will be saving the district a third of what we are currently spending.

- Director Webb asked why WLAD had two account receivable lines on the report. Trish stated that this item had been corrected, but we are still finding these weird little items with the new system.

#### **OLD BUSINESS:**

##### **Modular Building Committee:**

- Director Stanton informed the group that we need to pursue alternative options for adding sleeping quarters to station 1. There are grants available for increasing housing and personnel. Chief Schick informed the board that this would be a larger conversation around the capital plan during the Board Retreat.

##### **Polices reviewed from the July 24, 2025 meeting:**

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

#### **NEW BUSINESS:**

1. Employer Incentive Fund PERS: Trish informed the Board that PERS opened the Employer Incentive Fund match program to all entities and WLFEA was approved for \$151,000 with a \$37,750 match from PERS. Because there is a \$1500 setup fee and \$500 annual fee for each side account, we will be depositing these funds into an existing side account that has a Rate Offset End Date of 12/31/2041. We would like to close the WLAD and SVFR PERS UAL accounts and have WLFEA send PERS the \$151,000.  
**Director Palisi made a motion to close the SVFR PERS UAL account and transfer \$151,000.00 to WLFEA to Fund the WLFEA side account. Seconded by Director Restrepo and the motion passed.**
2. OnBoard Software: Trish informed the board that we were in year two of the three-year OnBoard contract and now is they time to make any changes if the board would like. **The board did not want to make any changes.**
3. RFP for IT Services: **Deferred to the September Meeting due to WLFEA and WLAD not having a quorum.**
4. Preferences for Board Retreat: **A discussion on having a Board Retreat occurred. It was determined that staff would send out a poll with potential agenda items to see what the Directors want.** Director Buss would like to see the group come together in a thoughtful way.
5. Policies for Review
  - i. 611 – Wildland Fire Shelter Deployment Training
  - ii. 612 – Training Records
  - iii. 613 – Emergency Action Plan and Fire Prevention Plan and Training
  - iv. 614- Firefighter and Paramedic Health, Safety and Survival Training
  - v. 615– Live-Fire Training

#### **DIRECTOR COMMENTS:**

- Director Buss would like to get an update from WLCR on the youth advocate position the grant for this position will be terminated as of 9/30/2025. She would like to know what the future holds for the youth in our community and the WLCR program.



**FUTURE BUSINESS:**

The next Regular Joint Board Meeting is scheduled for September 25, 2025, at 6:00 p.m.

**The Regular meeting adjourned at 7:00 p.m.**

Respectfully submitted,

Mary Dimon, Recording Secretary

DRAFT



## Memorandum

To: WLFEA Board of Directors

From: Fire and EMS Chief Michael Schick

CC: Trish Lutgen, Dep. Chief Chance

RE: Chief's Board Report September 25, 2025

### 1) WLCR recognized by City of Florence

Our Western Lane Crisis Response team was recognized at the September 15<sup>th</sup> City Council meeting with a proclamation designating September 14<sup>th</sup> – September 20<sup>th</sup> as National Crisis Responder Week.

### 2) Community Emergency Response Team (CERT) update

Chiefs met with the current CERT leadership to discuss the best ways moving forward in providing WLFEA support for the vital role that CERT can play in our community in the event of a disaster. We will be looking at getting someone qualified to be a CERT Program Manager to provide the necessary stable leadership to the group.

### 3) LifeScan physicals

We will be completing annual physicals for all operations and admin personnel over the next week. Those employees wishing to participate have already had blood drawn for laboratory analysis and a chest x-ray. Health care providers will be on site this next week to review lab results with employees and provide a physical exam. This is a new program for us and it follows a nation wide effort to provide early detection and diagnosis for those diseases that first responders are more susceptible for.

---

**4) Department picnic**

We had a wonderful turn out for the annual WLFEA picnic and perfect weather. Special thanks to Chief Rob, Chief Andy, and Mary for getting everything set up and manning the barbecues.

**5) Lane County Local Emergency Planning Committee (LEPC) update**

Lane County has decided to reactivate its Local Emergency Planning Committee. The county LEPC has been inactive for many years. Under the Emergency Planning and Community Right-to-Know Act (EPCRA), Local Emergency Planning Committees (LEPCs) must develop an emergency response plan, review the plan at least annually, and provide information about chemicals in the community to citizens.

**6) Lane County Emergency Management “OK/HELP” sign program**

We will be participating in a program to distribute two sided signs to our residents. These are signs which can be posted outside a home or in a window following a disaster. One side is green and has “OKAY” written on it while the other side is red and has “HELP” written on it. This is a county wide program which you will be hearing more of in the next few weeks.





## Western Lane Fire and EMS Authority

---

### Memorandum

**To:** WLFEA Board of Directors, Chief Schick  
**From:** Deputy Chief Rob Chance  
**CC:** Trish Lutgen  
**RE:** Staff Reports September 2025

#### Call Breakdown: August

Incident Type Category: 1 Fire	9
Incident Type Category: 3 Rescue and EMS Incident	496
Incident Type Category: 4 Hazardous Conditions (no fire)	1
Incident Type Category: 5 Service Call	3
Incident Type Category: 6 Good Intent Call	9
Incident Type Category: 7 False Alarm	9
Incident Type Category: 9 Special Incident	0
<b>Total</b>	<b>527</b>

New DPSST certifications include Tommy, Don, and Geri - Rope Rescue Technician, Tommy - Mobile Water Supply, Chase - Firefighter II and Firefighter Type 1, and Geri – Driver. We are also very excited that we have another Paramedic on our team as Ashley is all done with the program and testing.

WLFEA has its first juvenile cadet first responder that started on 9/18. The cadet will be riding after school and on the weekends and is very interested in learning basic firefighting as well as gaining EMS and ambulance experience.

There is a physician case review with Dr. Poulsen on 9/25 where we will review 18 cases flagged by our crews. We will be joined by our local dispatchers and the new Sexual Assault Nurse Examiner (SANE) to review assault victims and forensic evidence.

We will begin NFPA 1582 compliant physicals with Life Scan for full-time staff and will also be starting 360 reviews for Company Officers and management the week of 9/22.



WLFEA hosted a pumper operator skills day with DPSST on 8/28 and were joined by Swisshome/Deadwood, Reedsport, Winchester Bay, and Gardiner Fire Departments with 28 total in attendance. There were various levels of pumping experience amongst the departments and with such a great turnout, we were able to set up some complex evolutions.



## MIH

Hello,

MIH had 27 visits, including 6 MIH Initial visits and 9 MIH Follow Up visits, last month. About half a dozen visits were rescheduled from the last week of August to September because my mom needed an emergency procedure (she is doing well now!)

MIH and the Western Lane Crisis Response of worked closely on several patients last month and currently, with referrals going in both directions as each team calls in the other when needed.

The break down of referral sources and visit types are found below. In August 2024, there were a total of 22 visits, detailed at the bottom of the email.

Years	2025	▼
Visit date	Aug	▼

	Number of Visits	% of total Visits
Hospital	13	48%
PCP	6	22%
PCinHome	4	15%
WLCR	2	7%
EMS	1	4%
Community Member	1	4%
<b>Grand Total</b>	<b>27</b>	<b>100%</b>

Years	2025	▼
Visit date	Aug	▼

	Number of Visits
MIH	15
Phleb/Lab	4
Quick	2
Phone Call	5
No Show	1
<b>Grand Total</b>	<b>27</b>

Hospital = Discharge Coordinator or Hospitalist  
 ED = Emergency Dept  
 EMS = EMS  
 PCinHome = Primary Care in Home  
 PCP = Primary Care Provider  
 WLCR = Western Lane Crisis Response

Years	2024	▼
Visit date	Aug	▼

Referral ▼	Visits	Percent
Hospital	9	40.9%
EMS	5	22.7%
ED	5	22.7%
PCP	2	9.1%
PCinHome	1	4.5%
<b>Grand Total</b>	<b>22</b>	<b>100.0%</b>

As always, please let me know if there are any questions!

V/R,

Wendy Sullivan

Certified Community Paramedic

Mobile Integrated Healthcare (MIH) Paramedic

Western Lane Fire & EMS

Office: 541-997-3212

Cell: 541-232-8864



# **Operations – Logistics**

## **August**

- Internet upgrades at Substations
- New VOIP phone system installed at all Stations
- Assisted with regional Pump – Op class

### **Apparatus**

- C-605: Electrical repair, new graphics
- R-665: New batteries
- M-614: Service
- BR-654: 5,000-mile OSFM inspection
- M-613: Coolant leak repair
- M-612: Ignition troubleshooting
- R-661: Service
- C-602: New graphics
- C-603: New graphics
- M-611: AC repair

### **Equipment**

- Station 2 copier/scanner repair

### **Facilities**

- All stations annual HVAC inspection and service
- All stations quarterly pest treatment

Report submitted by:

Andy Gray

Division Chief



**WLFEA**

## Western Lane Crisis Response

---

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

September 2025

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

Prepared by Melissa House, QMHA-I

#### General STATS for the month of August

Total of **89** calls of those **21** were phone contacts

Average amount of time spent per call: **1.3** hours

WLCR prevented **54** individuals from being arrested or seen in the hospital

**1** individual was taken to Peace Harbor Hospital

The Justice Department requested WLCR **5** times, and the Hospital requested WLCR **7** times/Clinic **0**

**24** Mental Health calls

**2** Suicidal Ideations

**16** Homelessness

**1** Family Disputes

**13** Welfare Checks

**2** Acute Trauma/Sudden Death

**9** Drug/Alcohol

**1** Structure Fire

**4** Cancelled Enroute

**12** Needing Resources

**5** Other calls

**0** Youth

**7** Veteran

**39** Medicaid

#### Program Update:

We have recently hired two new part-time team members who will be in training over the next month. To support staff development, we've also implemented a new training platform, **Relias**, which offers more relevant and comprehensive training opportunities than our previous system.

In terms of community outreach, keep an eye out for our upcoming billboards—one located just north of Florence and the other in Cushman. We will also have advertisements featured on hand sanitizer stations at both Fred Meyer and Safeway. Additionally, our new promotional slide will be shown at City Light Cinema.

**National Crisis Responders Week 2025 is September 14–20.** This week is dedicated to honoring the dedication, compassion, and strength of crisis responders across the nation. These professionals provide critical support in moments of need, helping individuals and communities through emergencies, trauma, and crisis. Cindy submitted a request to the City for a proclamation recognizing this important week. Join us in celebrating their vital role and expressing gratitude for the work they do every day.

There will be a free community screening of the veteran documentary *Here Is Better* on Sunday, October 5, 2025, @2 p.m. at Three Rivers Casino. The event includes 2.75 Suicide Prevention CEUs and complimentary snacks.

This event is open to the public, and all are welcome to attend.

OHA has released the Adult Suicide Intervention and Prevention Plan (ASIPP) [First Year Progress Report](#). The report provides valuable insights into statewide suicide rates, including detailed breakdowns by county and demographic groups.

The Youth Client Advocate position will be undergoing changes. Initially funded by a DOJ grant and later supported through Year 2 SAMHSA funds, the position cannot be sustained full time as Year 3 (beginning 10/1/2025) SAMHSA has the least funding in the grant cycle.

WLCR will continue serving youth through our Client Advocates and part-time team members. Referrals can still be sent to Cindy and Melissa, and the process remains the same. We extend our gratitude to Donna for her dedicated work and the strong connections she has built over the past two years.

**Lane County:** N/A

**SAMHSA:** Year 2 of the four-year SAMHSA grant concludes on September 30, 2025, with Year 3 beginning on October 1. Funding for Year 3 will be reduced due to how the grant was originally written. Cindy and I will be submitting a request to roll over any remaining Year 2 funds into Year 3. We anticipate confirmation on whether this rollover will be approved sometime between the end of this year and the beginning of next year.

**HRSA:**

We regret to share that WLCR was not awarded the HRSA Outreach Grant. While our application scored 95 out of 100, funding priorities ultimately focused on medically underserved populations.

As a result, we will not be able to hire a part-time Client Advocate for case management at the library and plans to hire transport drivers will be delayed until additional funding is secured. Our current focus will be on obtaining resources to support transportation in preparation for

the opening of the Lane County Stabilization Center as crisis teams and law enforcement will be relied upon to provide transportation for individuals requiring stabilization services.

### **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 25<sup>th</sup> from 4-7pm. We are looking for support in the form of gift or prize basket sponsorships

### **Client Advocate Update:**

49 Clients needing follow-up  
110 Total F/U calls made- 7 were in person  
13 Clients presented with Suicidal Ideations  
26 cases closed successfully (7 of the 26 were SI cases)

**Brief Success Stories:** WLCR Client Advocate recently supported a client struggling with multiple recurring daily challenges. The advocate collaborated with MIH to assist with medication management, connected the client to Charlie Health, and helped navigate DDS paperwork. Additionally, the advocate assisted the client in organizing their living space to promote healthier routines and better management of depression and anxiety. By addressing these barriers, the client is now better able to avoid recurring crises and move forward. WLCR advocate also submitted several referrals to partner agencies, enabling a few clients to enter detox programs immediately.

In another case, an elderly client who was having difficulty managing bills and medications received support, helping her get organized and regain confidence in managing her daily responsibilities independently.

### **Youth Client Advocate Update:**

Donna:

- **Open Cases:** 9
- **Referrals Received:**
  - 2 early suicide intervention referrals from the Mapleton School District
  - 2 suicidal ideation referrals from the Siuslaw Resource Officer
  - 5 suicidal intervention referrals from WLCR

- 6 Cases were closed out
- **Follow-up Support:**
  - 31 follow-up phone calls
  - 9 in-person visits
- **Community Outreach:**
  - 35 Phone contacts
  - 3 in person
  - 12 Community Partner Contacts

**Brief Success Stories:** Through our community partnership with the Siuslaw and Mapleton School Districts, WLCR/YCA was invited to continue providing mental health services to five youth throughout the summer months. This opportunity ensured continuity of care that had previously not been available, preventing clients and their families from experiencing disruption in the midst of a crisis.

Over the summer, I coordinated home visits, emails, texts, and weekly phone calls to provide ongoing support, services, and resources as needed. At the end of the season, all relevant family information and updates on each youth's social and emotional progress were shared with the school districts' mental health counselors. These counselors then carried that information forward into meetings with faculty and administration, allowing schools to plan and implement any necessary accommodations before students returned.

This collaborative, team-based transition process equipped teachers, aides, and administrators to meet each youth where they were, fostering a supportive environment and strengthening their path toward improved mental health outcomes

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



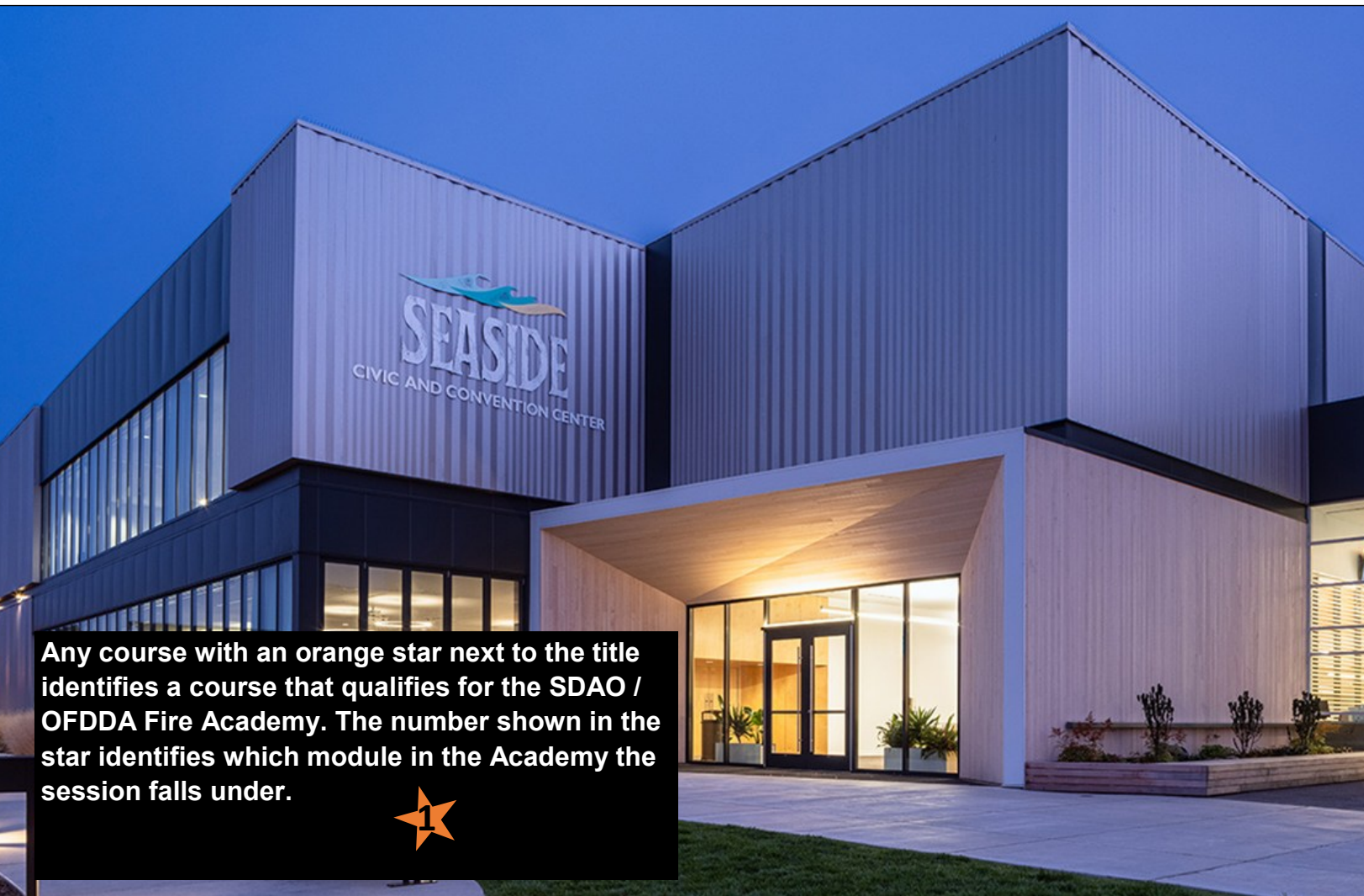
## Western Lane Crisis Response

## COMMUNITY IMPACT

2025	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST
Total number of Calls per Month	65	77	49	59	65	69	68	89
Mental Health/Suicidal Ideations	19	20	9	15	12	20	13	24
Grief/Trauma	4	9	9	7	5	9	5	2
Homelessness	13	13	8	7	12	5	11	16
Family Disputes/Welfare Checks	9	10	8	10	3	15	9	14
Drugs/Alcohol	4	5	0	5	6	0	9	9
"Other" Life Crisis	16	15	12	15	13	14	8	17
Requested to respond to Justice Department	2	2	2	1	7	4	2	5
Requested to Respond to PH Hospital/Clinics	7	4	3	7	8	5	4	7
Prevented from going to PH Hospital or from being detained by Law Enforcement	29	19	22	27	26	35	42	54
Resolved without a higher level of care	48	65	36	46	47	55	54	66
# of Diversions (Relieving LE from scene or preventing LE response)	50	60	40	47	54	51	59	80

# 2025 Oregon Fire Service Conference

## *Oregon Fire Service Excellence in Action*



Any course with an orange star next to the title identifies a course that qualifies for the SDAO / OFDDA Fire Academy. The number shown in the star identifies which module in the Academy the session falls under.



Hosted by Oregon Fire District Directors Association  
November 20-22 • Seaside, Oregon  
Seaside Convention Center - 415 1st Ave

*Come celebrate 75 years with us!*



*It's a Diamond Jubilee Year!*



**We look forward to seeing you at OFDDA's largest training and networking event of the year in beautiful Seaside, Oregon!**

### **MEALS & REFRESHMENTS**

Conference registration includes continental breakfast Thursday through Saturday, lunch on Thursday and Friday, daily break refreshments, and Sponsor Appreciation Night appetizers. Guest meals may be purchased separately.

### **CANCELLATIONS**

All cancellations and refund requests must be received **in writing** via fax, email or mail by Monday, October 28, 2025, to be eligible for a full refund. Cancellations received after October 28, 2025, are not refundable; however, substitutions are encouraged and incur no additional fees.

### **RECOGNITION, CERTIFICATES & CHANCES TO WIN**

- Districts that bring all five board members to the conference will receive special recognition.
- For each OFDDA business meeting you attend, receive one ticket for a chance to win a complimentary 2026 Oregon Fire Service Conference registration.
- Turn in your conference evaluation form and vendor passport at the end of the Conference for your chance to win a prize! *Must be present to win.*

**Remember to bring a donation for the Silent AND Live Auctions! Proceeds from the both Auctions help fund the scholarship program.**







# 2025 Oregon Fire Service Conference Schedule

(SUBJECT TO CHANGE)

## THURSDAY, NOVEMBER 20

- 7:00 a.m. – 5:00 p.m. Registration Desk Open
- 7:00 - 8:15 a.m. Continental Breakfast
- 8:15 – 9:00 a.m. **Opening Ceremonies/Memorial**
- 9:00 – 9:45 a.m. Keynote Address: Oregon State Representative Paul Evans
- 9:45 – 10:00 a.m. Break
- 10:00—11:30 a.m. **CONCURRENT SESSIONS:**
1. Ethics and Board Policy, Stephanie Heffner (OGEC) 
  2. Leadership in the Fire Service, Cheryl Johnson and Chief John Holmes (Illinois Valley Fire District)
- 12:00—1:00 p.m. **OFDDA Business Meeting & Budget Workshop**
- 1:00—2:00 p.m. LUNCH & Vendor/Sponsor Introductions
- 2:30—4:00 p.m. **CONCURRENT SESSIONS**
1. Legislative Update *Part One*
  2. Grant Writing/ Alternate Funding Sources Roundtable *Part One*, Tim Cramblit (Central Cascades Fire and EMS), and Mike Cook (OSFM)
- 4:00—4:15 p.m. Break
- 4:15—5:15 p.m. **CONCURRENT SESSIONS:**
1. Legislative Update *Part Two*
  2. Grant Writing/ Alternate Funding Sources Roundtable *Part Two*, Tim Cramblit (Central Cascades Fire and EMS), and Mike Cook (OSFM)

*Join Us from 5:30-7:00 pm for a **LUAU** THEMED  
Vendor/Sponsor Appreciation Night including  
**BLACK JACK, CARNIVAL GAMES, AND LIVE AUCTION!***

**FAMILY FRIENDLY EVENT—All are Welcome!**

Light hors d'oeuvres and cash bar available (soda, beer, wine). Network with exhibitors and colleagues while enjoying local food, beverages, and an entertaining evening of blackjack and other games!



# 2025 Oregon Fire Service Conference Schedule

(SUBJECT TO CHANGE)

---

## FRIDAY, NOVEMBER 21

---

7:00 a.m. - 5:00 p.m.	Registration Desk Open
7:00 - 8:15 a.m.	Continental Breakfast
8:15 - 9:45 a.m.	<b>CONCURRENT SESSIONS:</b>  1. Budget Law, Jean Jitan (Oregon Department of Revenue)  2. Board Member Duties & Responsibilities 101 - <i>Part One</i> , Carrie Connelly (Local Government Law Group) 
9:45 - 10:00 a.m.	Break
10:00 - 11:30 a.m.	<b>CONCURRENT SESSIONS:</b>  1. Igniting Your Best Self, Cheryl Johnson (Illinois Valley Fire District) 2. Board Member Duties & Responsibilities 101 - <i>Part Two</i> , Carrie Connelly (Local Government Law Group) 
11:30 a.m. - 12:30 p.m.	<b>OFDDA Business Meeting &amp; Elections</b>
12:30 - 1:30 p.m.	LUNCH & Awards Ceremony
1:30 - 3:30 p.m.	<b>GENERAL SESSION:</b> SDAO Presentation
3:45-5:00 p.m.	<b>GENERAL SESSION:</b> Rising from the Ashes: The Story of a Family of First Responders that Loses it All Anna and Brandon Fowler (Chiloquin Fire)

**WHA Insurance Hospitality Suite, Location TBD**

---



# 2025 Oregon Fire Service Conference Schedule

(SUBJECT TO CHANGE)

## SATURDAY, NOVEMBER 22

7:00 a.m. - 12:00 p.m. Registration

7:00 - 8:15 a.m. Continental Breakfast

8:15 - 9:45 a.m. **GENERAL SESSION:**  
**Hiring the Right Fire Chief,**  
George Dunkel (SDAO)

9:45 - 10:00 a.m. Break—**Silent Auction Closes (9:50 a.m. approx.)**

### **GENERAL SESSION:**

10:00 a.m. - 11:30 a.m. **Managing Initiatives in the Fire Service**  
*Cheryl Johnson and Chief John Holmes (Illinois Valley Fire District)*

11:30 a.m. **Conference Concludes**—Turn in Evaluations, Collect Silent Auction Items, and perhaps win fabulous prizes...

## 2025 Oregon Fire Service Conference *Lodging*

<b>Best Western Plus</b> <i>414 N Prom</i>	Starting at <b>\$101</b>	Book online <a href="#">here</a> or call 800-234-8439 and press "0"	Book by <b>October 20</b> for special rate!
<b>Holiday Inn Express</b> <i>34 N. Holloday Dr.</i>	Starting at <b>\$141</b>	Book by calling 1-503-717-8000	Book by <b>October 20</b> for special rate!
<b>Rivertide Suites</b> <i>102 N. Holladay Dr.</i>	Starting at <b>\$141</b>	Book online <a href="#">here</a> or call 877-871-8433	Book by <b>October 18</b> for special rate!

***Be sure to mention OFDDA for the negotiated rate!***  
***\*Please confirm taxes and fees.***



2025 Oregon Fire Service  
*Conference Sponsors*  
THANK YOU!



SPECIAL DISTRICTS  
ASSOCIATION OF OREGON



*Complete  
Wireless  
Solutions*



COURT STREET  
CONSULTING, LLC





## CONFERENCE REGISTRATION FORM

# 2025 Oregon Fire Service Conference

Register online at [www.ofdda.com](http://www.ofdda.com) or complete the registration form below. Fax your completed form to **503-364-9919** or email it to **mandy@ofdda.com**.

Name & Title: \_\_\_\_\_

Agency/District: \_\_\_\_\_

Email Address: \_\_\_\_\_ Cell: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

First Time Conference Attendee?

Yes

No

First Year Director?

Yes

No

### REGISTRATION FEE SCHEDULE

#### By 10/23

#### After 10/23

Member\*: Full-Conference

☐

\$ 375

☐

\$ 425

Member\*: Single-Day

☐

\$ 200

☐

\$ 225

Which Day(s): \_\_\_\_\_

Nonmember: Full-Conference

☐

\$ 475

☐

\$ 525

Nonmember: Single-Day

☐

\$ 300

☐

\$ 325

Which Day(s): \_\_\_\_\_

**Group Discount—Save 10% on five FULL CONFERENCE registrations**

**10% Discount**

Registration Fee Subtotal

Guest Meals # of breakfasts

☐

X \$25.00

# of lunches

☐

X \$30.00

**Total Registration plus Guest Meals**

*\*Member price applies to any personnel who serve or are employed by an agency that is a current OFDDA member. Please contact the OFDDA office at 800-223-9708 if you are unsure of your membership status.*

**Dietary Restrictions**—Please note any dietary restrictions for you and/or your guest:

### PAYMENT OPTIONS

☐

Check enclosed

☐

Bill agency listed above

☐

Send me a link for credit card payment

**CONCURRENT SESSION SELECTIONS** (Please indicate which sessions you plan to attend):

**THURSDAY, NOVEMBER 20**—I will be attending:

10:00 a.m.

☐

Ethics and Board Policy



OR

☐

Leadership in the Fire Service

2:30 p.m.

☐

Legislative Update *Part One*

OR

☐

Grant Writing/ Alternate Funding Roundtable - *Part One*

4:15 p.m.

☐

Legislative Update *Part Two*

OR

☐

Grant Writing/ Alternate Funding Roundtable - *Part Two*

Evening

☐

Vendor/Sponsor Appreciation Night

OR

☐

Not Attending

**FRIDAY, NOVEMBER 21**—I will be attending:

8:15 a.m.

☐

Budget Law



OR

☐

Board Member Duties & Responsibilities 101 - *Part One*



10:00 a.m.

☐

Igniting Your Best Self

OR

☐

Board Member Duties & Responsibilities 101 - *Part Two*



**All cancellations and refund requests must be made in writing via fax, email, or mail.** Cancellations received on or before **October 28, 2025**, are fully refundable. Cancellations received after **October 28, 2025**, are non-refundable; substitutions are encouraged and incur no additional fees.





## OREGON FIRE SERVICE CONFERENCE SCHOLARSHIP APPLICATION

The Oregon Fire Service Conference scholarship covers one conference registration fee for conference events, three breakfasts, two lunches, vendor night refreshments, and conference breaks. Lodging is the responsibility of the attendee. Up to five scholarships may be awarded. Scholarship applicant **must be affiliated with an OFDDA member district** to be eligible.

Submit your completed scholarship application to the OFDDA office by **October 6, 2025**. Scholarship awards will be made by **October 10, 2025**.

**[YOU MAY ALSO FILL OUT AND SUBMIT APPLICATION ONLINE HERE.](#)**

**MAIL:** OFDDA, 1284 Court St. NE, Salem, OR 97301 **FAX:** 503-364-9919

**EMAIL:** [laureal@ofdda.com](mailto:laureal@ofdda.com)

**REMEMBER to make your lodging reservations by October 20.**

**APPLICANT NAME:** \_\_\_\_\_

**DISTRICT/DEPARTMENT:** \_\_\_\_\_

**APPLICANT'S POSITION WITHIN THE DISTRICT/DEPARTMENT (e.g. board member, chief, etc.):**

\_\_\_\_\_

**MAILING ADDRESS:** \_\_\_\_\_

\_\_\_\_\_

**PHONE:** \_\_\_\_\_ **EMAIL:** \_\_\_\_\_

**Is your district currently an OFDDA member? (required)** ☐ Yes ☐ No ☐ Unknown

Have you or a member of your district previously attended the Oregon Fire Service Conference?

☐ Yes ☐ No ☐ Don't Know

Are any other representatives from your district/department planning to attend this year's Oregon Fire Service Conference? ☐ Yes (# attending \_\_\_\_\_) ☐ No ☐ Don't Know

Number of career staff positions in your district/department \_\_\_\_\_

Number of volunteer staff positions in your district/department \_\_\_\_\_

District/Department budget for current fiscal year \_\_\_\_\_

If you have any questions about this application, please contact  
Laureal Williams at [laureal@ofdda.com](mailto:laureal@ofdda.com) or **800-223-9708**.



## OREGON FIRE SERVICE CONFERENCE

# OFDDA BRUCE WILLIAMS SCHOLARSHIP FUND SCHOLARSHIP APPLICATION

### *Bruce Williams Scholarship Fund Assists Small Districts*

Submit your completed scholarship application to the OFDDA office by **October 6, 2025**

Scholarship awards will be made to the **district by October 10, 2025.**

[YOU MAY ALSO FILL OUT AND SUBMIT APPLICATION ONLINE HERE.](#)

**MAIL:** OFDDA, 1284 Court St. NE, Salem, OR 97301 **FAX:** 503-364-9919

**EMAIL:** [Laureal@ofdda.com](mailto:Laureal@ofdda.com)



*Bruce Williams*

On February 26, 2006, the fire service lost a valued and trusted servant with the passing of Bruce Williams, member of the SDAO Legislative Committee and former OFDDA Board Member. He was 73.

In his memory, Bruce's family and OFDDA established the "W. Bruce Williams Scholarship Fund, Honoring our Fire Service Volunteers in Rural Communities." The purpose of the Fund is to provide tuition and travel/lodging expenses for fire district personnel in Oregon to attend conferences and receive training.

*REMEMBER to make your lodging reservations by October 18.*

Scholarship applicants will be notified via phone or email on October 10, 2025.

**To be eligible**, your agency must have a total annual assessed valuation in the **lower 25 percent** of fire districts as determined by the Oregon Department of Revenue. **Membership is not a requirement of eligibility.** Please contact the OFDDA office to determine if your district qualifies.

### NAME AND TITLE OF INDIVIDUAL COMPLETING APPLICATION

(please note scholarship is awarded to district not individual):

\_\_\_\_\_

**DISTRICT:** \_\_\_\_\_

**MAILING ADDRESS:** \_\_\_\_\_

\_\_\_\_\_

**PHONE:** \_\_\_\_\_ **EMAIL:** \_\_\_\_\_

**Is your district currently an OFDDA member?** Yes / No / Unknown

**Indicate number for your district:** Career staff positions \_\_\_\_\_ Volunteer staff \_\_\_\_\_

**District budget for current fiscal year:** \$ \_\_\_\_\_

If you have any questions about this application, please contact Laurel Williams  
at [laureal@ofdda.com](mailto:laureal@ofdda.com) or 800-223-9708.



# 2025 OFDDA BOARD APPLICATION

Fax Completed Form to **503-364-9919**, fill out online [here](#), or email to [genoa@courtstreetconsulting.org](mailto:genoa@courtstreetconsulting.org) by **October 6, 2025**.

Elections for the open board positions below will be conducted at the 2025 Oregon Fire Service Conference in Seaside, Oregon. Only active board members of current OFDDA member districts will be considered eligible for nomination.

[YOU MAY ALSO FILL OUT AND SUBMIT APPLICATION ONLINE HERE.](#)

OPEN POSITION(S)	INCUMBENT
President*	Joe Morneau
1st Vice President*	Jay Cross
2nd Vice President*	Cheryl Johnson
Director—Position #4	Angie Frye
Director—Position #5	Brad King
Director—Position #6	Bobby Meyer

*\*Officer positions require a minimum of two years of prior service as an elected official on the OFDDA Board of Directors.*

For complete information about board nominations and elections, please review Article V of the OFDDA Bylaws, available on the OFDDA website [www.ofdda.com](http://www.ofdda.com).

NAME: \_\_\_\_\_

DISTRICT: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_ CELL: \_\_\_\_\_

EMAIL: \_\_\_\_\_

**On a separate sheet of paper, please respond to the following questions:**

1. Why are you interested in serving on the OFDDA Board?
2. What is your background and what resources will your background bring to the Board?
3. What issues and solutions do you see in the Oregon fire service?
4. What issues and solutions do you see in the United States fire service?
5. How do you envision OFDDA helping board members of fire districts in the state?

**If you have any questions about this application, please contact  
OFDDA Executive Director Genoa Ingram at  
[genoa@courtstreetconsulting.org](mailto:genoa@courtstreetconsulting.org) or 800-223-9708.**





# OREGON FIRE DISTRICT DIRECTORS ASSOCIATION

## FIRE DIRECTOR

### 20-30-40-50 YEAR SERVICE AWARD

The Oregon Fire District Association honors fire district directors with 20, 30, 40, 50 or more years of service as a director for **an OFDDA member fire district**. During this year's Oregon Fire Service Conference, eligible directors will be recognized and receive a special commemorative lapel pin. [YOU MAY ALSO FILL OUT AND SUBMIT ONLINE FORM HERE.](#)

The signature below certifies that \_\_\_\_\_  
(name)

Has served \_\_\_\_\_  
(district name)

as a fire director for ☐ 20 ☐ 30 ☐ 40 ☐ 50 ☐ Other: \_\_\_\_\_ years.

*Must be a period  
of 20 or more years*

SIGNED:

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

Please provide a mailing address for the nominee below. A lapel pin will be mailed to recipients who are unable to attend the conference.

MAILING ADDRESS: \_\_\_\_\_

To ensure recognition of service at this year's conference, please submit your service award application to the OFDDA office **by October 6, 2025**.

**MAIL:** OFDDA, 1284 Court St. NE, Salem, OR 97301 **FAX:** 503-364-9919 **EMAIL:** [laureal@ofdda.com](mailto:laureal@ofdda.com)

[FILL OUT ONLINE HERE](#)

If you have any questions about this application, please contact  
Laureal at [laureal@ofdda.com](mailto:laureal@ofdda.com) or **800-223-9708**.



## OREGON FIRE DISTRICT DIRECTORS ASSOCIATION

### DISTRICT OF THE YEAR NOMINATION FORM

The OFDDA District of the Year award is for the following purpose:

- To provide a means of sharing information, innovative ideas and the variety of activities taking place throughout the state of Oregon.
- To give recognition to those in the fire service who have demonstrated progressive achievement.
- To benefit all fire districts, regardless of size, location, budget, or number of personnel.

**OFDDA member districts** can be nominated by anyone (even themselves) for this recognition. Examples of activities or accomplishments qualifying for special recognition include, but are not limited to, innovative programs (community outreach or public education campaigns), successfully handling challenges (budget crises or personnel losses), successful recruitment/retention/recognition campaigns, etc.

The nominated district **must be a member of OFDDA** to be eligible to receive the award. Please contact the OFDDA office at 800-223-9708 if you are uncertain about the membership status of the nominee.

**NOMINATED DISTRICT:** \_\_\_\_\_

**MAILING ADDRESS:** \_\_\_\_\_

**PHONE:** \_\_\_\_\_ **EMAIL:** \_\_\_\_\_

To complete this nomination, please attach a brief description (no more than 200 words) of the program, activity, or other reasons which you believe qualify the district for special recognition.

#### **Contact Information for Person Submitting Nominee**

*(for contact purposes only—will not be published or announced):*

**Name:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

Please return completed nomination form and supporting documentation to the OFDDA office by **October 6, 2025**. **MAIL:** OFDDA, 1284 Court St. NE, Salem, OR 97301 **FAX:** 503-364-9919

**EMAIL:** [laureal@ofdda.com](mailto:laureal@ofdda.com) **FILL OUT FORM ONLINE HERE**

*If you have any questions about this application, please contact  
Laureal at [laureal@ofdda.com](mailto:laureal@ofdda.com) or 800-223-9708.*



## OREGON FIRE DISTRICT DIRECTORS ASSOCIATION

### Innovative Safety Award

*Please join the Oregon Fire District Directors Association in recognizing districts whose inspiring safety innovations lead to groundbreaking achievements!*

Those who serve in the fire service have long been recognized for their hard work and dedication. Now it's time to celebrate districts moving the fire service forward with new safety innovations. Has your district developed original trainings or programs; created new specialty apparatus, equipment, tools, devices, implements, instruments, etc.; discovered revolutionary ways to use existing equipment; or implemented innovative ideas that have improved the safety of your department, community, Oregonians, or others outside the state? If so, we want to hear about it!

Fire district directors, chiefs, personnel, and volunteers all look to the trailblazers who solve problems, remove obstacles, and lead others to success. If you know of a district that is lighting the path by blazing a new trail, nominate it today!

**How do I submit an application?** Submit the Innovative Safety Award Nomination form to OFDDA, 1284 Court St NE, Salem OR 97301; email to [laureal@ofdda.com](mailto:laureal@ofdda.com); or fax to 503-364-9919. **Applications must be received by October 6, 2025.**

**How are entries judged?** The OFDDA Conference Committee will evaluate all applications then make a recommendation to the OFDDA Board of Directors, who will make the final selection.

**When will the award be presented?** The award will be presented to an **OFDDA member district** by the OFDDA Board President and SDAO Executive Director during the OFDDA Annual Fire Service Conference.

**OFDDA members are eligible to be nominated by anyone, including themselves, for the OFDDA Innovative Safety Award for each successfully implemented innovation that has improved the safety of the department, community, Oregonians, or others outside the state. Examples include but are not limited to:**

- ♦ Development of original trainings or programs
- ♦ Discovery of revolutionary ways to use existing district equipment
- ♦ Creation of specialty apparatus, equipment, tools, devices, implements, instruments, etc.
- ♦ Implementation of innovative ideas



## Oregon Fire District Directors Association

# Innovative Safety Award Nomination

Nominee: \_\_\_\_\_ Nominated by: \_\_\_\_\_

Email: \_\_\_\_\_ Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Phone Number: \_\_\_\_\_

*Attach additional pages if necessary:*

1. Describe, in detail, the specific safety innovation the nominee accomplished.
2. What is the impact of this safety innovation?
3. What resources (time, money, etc.) did this safety innovation take to develop and implement?
4. What steps may other districts need to follow to implement this safety innovation?
5. Any additional comments you would like to share?

**The application deadline is **October 6, 2025**. Submit completed nomination forms to  
OFDDA, 1284 Court St NE, Salem OR 97301; fax to 503-364-9919;  
or email to [laureal@ofdda.com](mailto:laureal@ofdda.com) or [FILL OUT AND SUBMIT ONLINE HERE](#)**



OREGON FIRE DISTRICT  
DIRECTORS ASSOCIATION  
EDUCATION • COORDINATION • LEGISLATION

## Oregon Fire Service Conference

### MEMORIAL SERVICE APPLICATION FORM

In memory of deceased Oregon fire service members, the Oregon Fire District Directors Association conducts a memorial service at the commencement of the Oregon Fire Service Conference every year. Any deceased Oregon fire personnel may be memorialized. Please complete the application and provide the information requested below for any individual you wish to include in the memorial program. Please note, all submissions for the memorial program must be sponsored by an Oregon fire service organization.

DATE OF APPLICATION: \_\_\_\_\_

SPONSORING ORGANIZATION: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

NAME TO BE MEMORIALIZED: \_\_\_\_\_

RANK: \_\_\_\_\_ DATES OF SERVICE: \_\_\_\_\_

**On a separate sheet, please provide details of why the individual is to be memorialized.**

#### General Information:

In addition to remembrance at the memorial service, the name of the person being remembered will be inscribed on a brass plate and added to the memorial plaque at the Oregon Fire Service Center.

Although not required for the memorial service and subsequent remembrance plaque, donations to the OFDDA Memorial Fund are always welcome. All contributions to the fund will be used to provide and maintain the memorial plaque and for the maintenance and improvement of the Oregon Fire Service Center.

To be included in the memorial service at the Oregon Fire Service Conference, return your completed form and supporting documents to the OFDDA office no later than **October 29, 2025**.

MAIL: OFDDA, 1284 Court St NE, Salem, OR 97301    FAX: 503-364-9919    EMAIL: [laureal@ofdda.com](mailto:laureal@ofdda.com)

**[FILL OUT AND SUBMIT FORM ONLINE HERE](#)**

*If you have any questions about this application, please contact  
Laureal Williams at [laureal@ofdda.com](mailto:laureal@ofdda.com) or 800-223-9708.*

Carl & Merrilee Mager  
1988 35<sup>th</sup> St  
Florence OR 97439

September 10, 2025

Western Lane Ambulance District  
Attn: Michael Schick, Fire & EMS Chief  
2625 Hwy 101  
Florence OR 97439

Dear Chief Schick;

When we moved to Florence 11 years ago, we were encouraged to Life Med Program. At the time I thought, we are healthy we don't need this. However, common sense ruled and I joined. Little did I know how greatly we would benefit from that decision.

Over the course of the past 18 months, I have had to call 911 for my husband, Carl. In each instant (seizure, stroke and heart attack) we were blessed with your amazing paramedics who came to our aid. They attended to his emergency and transported him to PeaceHealth for additional care. In the case of his stroke, later that same night, they transported him to Riverbend where he spent 3 weeks. Every individual who we have dealt with was professional, caring, empathic and clearly well trained. We couldn't have asked for better.

Please accept this donation of \$3,200.00 as a small token of our appreciation for all the help provided to us.

Sincerely,





# What to know about taxing district for fire and ambulance

**Alan Torres**

Eugene Register-Guard

USA TODAY NETWORK

As flaws with the merger between the Eugene and Springfield fire departments persist, including brownouts coming this winter, Eugene Springfield firefighters say they want to be governed by a dedicated taxing district instead.

In Oregon, there are two ways to fund a fire department: a city can run a municipal fire department, as is the case in Eugene and Springfield, or a special district focused on fire and/or emergency medical services can run such a department, similar to the school boards that exist around the state.

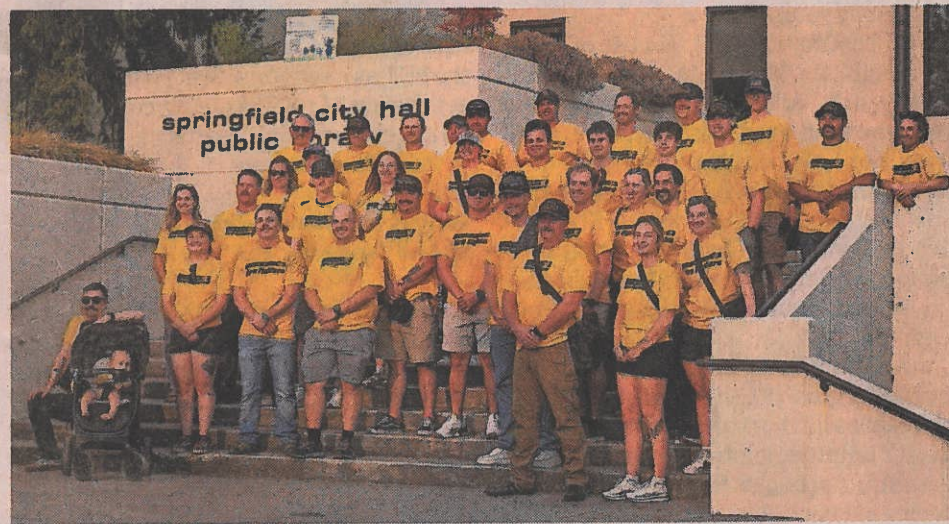
Firefighters believe a change to a district model would result in more resources for the department and a governance model more attentive to Eugene and Springfield's firefighting needs, but city leaders have cast doubt on whether a district really would mean new resources, given the constraints of Oregon's property tax laws.

## Arguments for a fire district - new resources, better governance

The main benefit of a fire district would be to bring new resources to a department that desperately needs them, according to Brett Deedon, president of Lane Professional Firefighters, the labor union that represents firefighters with Eugene Springfield and some of the surrounding departments.

Last year, consulting firm AP Triton presented the cities of Eugene and Springfield its evaluation of how the merger between the two departments was going. Its final report examined five paths forward:

- Continue the current arrangement with slight modifications to the inter-governmental agreement between Eugene and Springfield.
- Have one city run the fire department and contract fire service to the other.
- Establish an "intergovernmental entity" between Eugene and Springfield to run the department.
- Establish a fire district.



**Members of the Lane Professional Firefighters IAFF Local 851 gather for a photo on the steps of Springfield City Hall. Firefighters packed the Sept. 2 city council meeting to advocate for a district model.** BEN LONERGAN/THE REGISTER-GUARD

- Return to the pre-merger status where each city runs its own department.

The way Deedon read the report, a fire district was the only one of those

options that would increase resources to the department and is the one his union has endorsed.

**See DISTRICT, Page 3A**



# District

Continued from Page 1A

"No other option on the table addresses funding, except for the district," Deedon said. "So you can basically take the rest of the options off the table and go to the district. It's the only one that changes the funding for the department and actually would help add resources to it."

The main reason new firefighting resources are unlikely without a district is Oregon property tax law. Ballot Measure 50, passed by voters in the 1990s, froze local property tax rates. Local governments can raise taxes beyond their base rate through operating levies, but these must be renewed every five years. However, a new district establishes its tax rate upon creation, in the same election where voters decide to form it.

One recent example is Pleasant Hill Goshen, a merger of the Pleasant Hill and Goshen fire de-



The House Committee on Revenue holds a public hearing on HB 4702 at the Oregon State Capitol last year in Salem. KEVIN NERI/STATESMAN JOURNAL

partments that set its new tax rate higher than either department had been previously.

The other argument proponents raised is they feel a fire district would be a better governance model. Firefighters would

answer to one entity and avoid the current logistical challenges of answering to two cities, and the people who would run for a fire department board most likely would have a greater level of fire department expertise than

a city council.

With a district "fire people are running a fire organization," said Mike McFarlane, a spokesperson for Lane Professional Firefighters. "You can't expect anybody that's not in the system to under-

stand the system to the level that we need."

For example, McFarlane said, this year the City of Springfield chose to implement brownouts as a cost cutting measure, a decision he doubted a fire district board would

have made.

## Tualatin Valley an example

Proponents of a fire district have pointed to the Tualatin Valley Fire & Rescue District as an example of what they hope to achieve under a district model. TVFR started out as a relatively rural fire district in 1989, and parts of the state have gradually annexed into it to the point that is now the fire district for roughly a half million people in the area west of Portland, including 11 cities.

Patrick Fale, deputy chief of TVFR, was complimentary of the district model.

"Being the taxing authority for the area that we serve is an advantage for us," he said. "Our community, our taxpayers, have a level of expectation and to meet that expectation they need those dollars to stay with the fire department and then we use those accordingly."

See DISTRICT, Page 4A



**EMPIRE TODAY**  
CARPET & FLOORING

UP TO  
**50%**  
YOUR ENTIRE PROJECT OFF\*  
Select Installed Styles

+ We'll beat any competitive offer, guaranteed!

Schedule a **FREE**  
In-Home Estimate!

Call **541-254-8676** or Visit **EmpireToday.com/newspaper**

\*Get 15% off plus up to an additional 35% based on project size and service area. Discount is applied to the regular price of select styles of carpet and flooring, basic installation, standard padding, and materials. Excludes upgrades, stairs, take-up of permanently affixed flooring, non-standard furniture moving, other miscellaneous charges, and prior purchases. Product may not be sold separately from installation. Residential installations only. Ends 09/22/2025. Subject to change.  
†If within 30 days of placing your order, but no later than one business day prior to installation, you receive a lower price for substantially the same product and installation, Empire Today will beat the price. To qualify, you must provide Empire a written estimate on the letterhead of a licensed competitor, including product name and price, product weight, style type and fiber content, thickness, plank width and an itemized listing of applicable warranties and/or services for comparison. Empire has the right, in its sole discretion, to determine whether the written estimate qualifies for the offer. Empire will not match a competitor's bonus or free offer, special offer, rebate, financing offer, clearance or closeout price, or installation special. Subject to change.  
Installation provided by independent contractors. Licensure at EmpireToday.com. CSLB 1047108  
© 2025 Empire Today, LLC

# The Register-Guard

SUNDAY, SEPTEMBER 7, 2025 | REGISTERGUARD.COM

PART OF THE USA TODAY NETWORK

**EUGENE SPRINGFIELD FIRE DEPARTMENT**

## Consolidated, not fully merged

### Local firefighter union calling for the forming of a district model

**Haleigh Kochanski**

Eugene Register-Guard  
USA TODAY NETWORK

In 2007, consolidating fire and emergency medical resources in Lane County just made sense.

Now, over a decade later, the Eugene Springfield Fire Department remains consolidated but not yet fully merged. While it functions as a single entity, the department operates under two forms of governance.

Firefighters working for the joint department wear the same uniform and badges, but are employed by their own respective cities with different benefit plans, HR functions, and workers' compensation.

"We, in the eyes of budgets, financial policy and regulatory agencies, are still two cities, two fire departments," Eugene Springfield Fire Chief Mike Caven told The Register-Guard. "We're two masquerading as one and doing a pretty good job at it."

Now, a local firefighter union is calling for the Eugene Springfield Fire Department to form a district model, which would fully merge the department under a single budget, single employer and single governance to address challenges in service, resources, funding and employee equity.

The International Association of Firefighters Local 851 said ESF regularly runs out of ambulances and engines to respond to emergencies, leaving both cities vulnerable to service gaps.

"We've kind of reached the limit of what we can do in our current configuration and the stress fractures are showing up from that," Caven said.

Here's what you need to know about the history of the Eugene Springfield



**Eugene Springfield Fire Chief Mike Caven said it costs \$80 million to \$90 million to run the fire department each year.**

CHRIS PIETSCH/THE REGISTER-GUARD

Fire Departments and how it got to where it is today.

**Eugene and Springfield fire operations first unified in 2007**

In 2007, Eugene and Springfield's fire departments unified operations into a three-battalion system. According to the city, a battalion is a group of fire suppression companies. At the time, Eugene had the equivalent of two battalions, and Springfield had one. The process of unifying operations allowed the

departments to disregard geopolitical boundaries and employ dispatch protocols, ensuring the nearest appropriate response resources were sent to an emergency.

The first steps to functional consolidation began during the spring of 2010 after the ESCI of Portland conducted a feasibility study about what to do with the fire departments in Eugene and Springfield, and whether operations would be more efficient if the two organizations formed a single union.

"That study concluded we could and

we should consolidate resources and administration with some recommendations about the potential for a regional fire district for the future," Chief Caven said.

Former Eugene Fire and EMS Chief Randy Groves, now a Eugene City Councilor, assumed command over the consolidated department in 2010 and remained chief until he retired in 2016.

By 2012, the departments merged their fire marshals' offices, billing staff,

**See FIRE, Page 3A**



# Fire

Continued from Page 1A

and training divisions and in 2014, operations personnel merged under a single contract.

## How does the fire department operate today?

Caven said the department has moved through the useful life of its current configuration and needs to find alternative funding solutions to maintain stability and grow as an organization. He said it costs \$80 million to \$90 million to run the fire department each year. The department also hasn't changed much despite evolving political climates and changes in services, demands, new programs, community expectations and more.

"They continue to evolve and change and as both cities find themselves in a position where they're trying to deter-

mine what the next iteration of financial stability looks like, it causes them to go in different directions when they think of how to fund the fire department," Caven said, expressing concern about Springfield's budget resources as conversations loom about implementing rolling brownouts in the city.

The fire department is also incredibly busy and does not have sufficient resources to meet increasing calls.

"We have an incredibly dedicated workforce that's incredibly capable and have been managing to cover those gaps for a long time but we've kind of hit a point where we need to grow in different areas and invest," Caven said.

For example, IAFF Local 851 said the city of Eugene, in 1981, had a population of around 106,100 residents, with an average of 37 firefighters working daily and 12 fire suppression units in operation. There was about

one firefighter for every 2,868 residents. In 2025, Eugene's population is nearly 178,000 people, with an average of 38 firefighters working daily and 12 fire suppression units in operation. With little to no change since 1981, that means there is one firefighter for every 4,946 residents in Eugene.

The fire union said that since 1981, calls for service to the fire department have increased 1,000% with zero additional fire suppression units in the city of Eugene.

Caven said the rise in call volume has a lot to do

with emergency medical services and the changing healthcare landscape in the U.S. The department receives a lot of calls for people suffering non-life-threatening conditions.

"As people's health-care or access to care becomes challenging, as the inability to get into an urgent care, you name it, people will default to the 911 system to get a ride to the hospital," Caven said. "Now, our ambulances sit on a wall at the hospital for sometimes 1 to 2 or more hours."

## What's next?

Eugene and Springfield can continue as an operational consolidated department, merge the department into a single budget under a single employer and governance model, or discontinue the consolidation.

Caven said the future of the department is unclear.

"We continue to struggle on not having an answer for what the future looks like for us as a fire department. What that means is the inability to

really do the deep-level planning on community expectations, community needs, as one community and or really embarking on that work with the limited administrative staff we have because as it stands today, we would have to do two separate reports based on values and expectations from the two cities," Caven said.

*Haleigh Kochanski is a breaking news and public safety reporter for The Register-Guard. You may reach her at HKochanski@registerguard.com.*



**EFREN'S  
YARD SERVICE**  
Summer **CLEANUP & Hauling**  
Jobs Big or Small!

- Tree Trimming
- Blackberry & Shrub Removal
- Lawn Care, Pruning, Edge, Weed, etc.
- Leaf Clean-Up
- Pressure Washing
- Berries & Ivy

**BEST PRICE in TOWN!**  
Bonded & Insured. Free Estimates  
**541-735-2558**



**Balance Sheet**  
**For Period Ending 8/31/2025**

---

**Book Value**  
**Aug 2025**  
**Actual**

---

**Assets**

**Current Assets**

**Cash**

Capital Replace Savings 7216	510,145.08
Capital Replace Savings 7224	469,940.35
Checking 1151	264.90
LGIP 6355	766,859.33
Money Market 0832	47,221.14
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

<b>Total Current Assets</b>	<b>\$2,088,455.62</b>
-----------------------------	-----------------------

<b>Total Assets</b>	<b>\$2,088,455.62</b>
---------------------	-----------------------

**Liabilities**

**Current Liabilities**

**Other Current Liabilities**

Deferred Revenue	95,990.43
------------------	-----------

<b>Total Current Liabilities</b>	<b>\$95,990.43</b>
----------------------------------	--------------------

<b>Total Liabilities</b>	<b>\$95,990.43</b>
--------------------------	--------------------

**Fund Balance**

**Accumulated Surplus (Deficit)**

Investment in Capital	980,085.43
Retained Earnings	1,012,379.76

<b>Total Fund Balance</b>	<b>\$1,992,465.19</b>
---------------------------	-----------------------

<b>Total Liabilities and Equity</b>	<b>\$2,088,455.62</b>
-------------------------------------	-----------------------

**SVFR**  
**General Fund**

**Statement of Revenue and Expenditures**

	Current Period Jul 2025 Aug 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
<b>Revenue &amp; Expenditures</b>			
<b>Revenue</b>			
<b>Fee for Service</b>			
OR Dept of Forestry	0.00	500.00	0.00%
Three Rivers Casino	0.00	61,689.00	0.00%
<b>Total Fee for Service</b>	<b>\$0.00</b>	<b>\$62,189.00</b>	
<b>Other Income</b>			
Donations	0.00	500.00	0.00%
Interest	5,931.08	65,000.00	9.12%
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%
<b>Total Other Income</b>	<b>\$5,931.08</b>	<b>\$68,000.00</b>	
<b>Tax Income</b>			
Douglas County Tax Revenue	40.85	4,520.00	0.90%
Lane County Tax Revenue	11,675.71	3,280,667.00	0.36%
Prior Tax Years	4,946.18	35,000.00	14.13%
<b>Total Tax Income</b>	<b>\$16,662.74</b>	<b>\$3,320,187.00</b>	
<b>Revenue</b>	<b>\$22,593.82</b>	<b>\$3,450,376.00</b>	
<b>Gross Profit</b>	<b>\$22,593.82</b>	<b>\$3,450,376.00</b>	
<b>Expenses</b>			
<b>Administrative Expenses</b>			
Administrative & Bank Fees	10.00	1,000.00	1.00%
<b>Total Administrative Expenses</b>	<b>\$10.00</b>	<b>\$1,000.00</b>	
<b>Capital Outlay</b>			
Furniture	0.00	5,000.00	0.00%
Technology/Computers	0.00	10,000.00	0.00%
<b>Total Capital Outlay</b>	<b>\$0.00</b>	<b>\$15,000.00</b>	
<b>Insurance</b>			
Property & Liability	0.00	62,274.00	0.00%
<b>Total Insurance</b>	<b>\$0.00</b>	<b>\$62,274.00</b>	
<b>Non Allocated</b>			
Operating Contingency	0.00	50,000.00	0.00%
PERS UAL	0.00	151,000.00	0.00%
<b>Total Non Allocated</b>	<b>\$0.00</b>	<b>\$201,000.00</b>	
<b>Professional Services</b>			
Audit	1,000.00	11,000.00	9.09%
<b>Total Professional Services</b>	<b>\$1,000.00</b>	<b>\$11,000.00</b>	
<b>Expenses</b>	<b>\$1,010.00</b>	<b>\$290,274.00</b>	
<b>Revenue Less Expenditures</b>	<b>\$21,583.82</b>	<b>\$3,160,102.00</b>	
<b>Net Change in Fund Balance</b>	<b>\$21,583.82</b>	<b>\$3,160,102.00</b>	

**SVFR**  
**General Fund**  
**Statement of Revenue and Expenditures**

	Current Period Jul 2025 Aug 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
<b>Fund Balances</b>			
Beginning Fund Balance	759,702.87		0.00%
Net Change in Fund Balance	21,583.82	3,160,102.00	0.00%
Ending Fund Balance	781,286.69		0.00%

*Report Options*

Fund: General Fund

Period: 7/1/2025 to 8/31/2025

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**  
**Apparatus Fund**  
**Statement of Revenue and Expenditures**

	Current Period Jul 2025 Aug 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
<b>Revenue &amp; Expenditures</b>			
<b>Revenue</b>			
<b>Other Income</b>			
Interest	506.15		0.00%
Sale of Assets	0.00	20,000.00	0.00%
<b>Total Other Income</b>	<b>\$506.15</b>	<b>\$20,000.00</b>	
<b>Transfers In</b>			
Transfers	0.00	50,000.00	0.00%
<b>Total Transfers In</b>	<b>\$0.00</b>	<b>\$50,000.00</b>	
<b>Revenue</b>	<b>\$506.15</b>	<b>\$70,000.00</b>	
<b>Gross Profit</b>	<b>\$506.15</b>	<b>\$70,000.00</b>	
<b>Revenue Less Expenditures</b>	<b>\$506.15</b>	<b>\$70,000.00</b>	
<b>Net Change in Fund Balance</b>	<b>\$506.15</b>	<b>\$70,000.00</b>	
<b>Fund Balances</b>			
Beginning Fund Balance	50,539.91		0.00%
Net Change in Fund Balance	506.15	70,000.00	0.00%
Ending Fund Balance	51,046.06		0.00%

*Report Options*

Fund: Apparatus Fund

Period: 7/1/2025 to 8/31/2025

Detail Level: Level 1 Accounts

Display Account Categories: Yes

Display Subtotals: Yes

Revenue Reporting Method: Budget - Actual

Expense Reporting Method: Budget - Actual

Budget: Apparatus Budget

**SVFR**  
**Equipment Fund**  
**Statement of Revenue and Expenditures**

	Current Period Jul 2025 Aug 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
<b>Revenue &amp; Expenditures</b>			
<b>Revenue</b>			
<b>Other Income</b>			
Interest	540.48	6,200.00	8.72%
<b>Total Other Income</b>	<b>\$540.48</b>	<b>\$6,200.00</b>	
<b>Transfers In</b>			
Transfers	0.00	50,000.00	0.00%
<b>Total Transfers In</b>	<b>\$0.00</b>	<b>\$50,000.00</b>	
<b>Revenue</b>	<b>\$540.48</b>	<b>\$56,200.00</b>	
<b>Gross Profit</b>	<b>\$540.48</b>	<b>\$56,200.00</b>	
<b>Revenue Less Expenditures</b>	<b>\$540.48</b>	<b>\$56,200.00</b>	
<b>Net Change in Fund Balance</b>	<b>\$540.48</b>	<b>\$56,200.00</b>	
<b>Fund Balances</b>			
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 8/31/2025

Detail Level: Level 1 Accounts

Display Account Categories: Yes

Display Subtotals: Yes

Revenue Reporting Method: Budget - Actual

Expense Reporting Method: Budget - Actual

Budget: Equipment Budget



**SVFR**  
**Property & Facilities Fund**  
**Statement of Revenue and Expenditures**

	Current Period Jul 2025 Aug 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
<b>Revenue &amp; Expenditures</b>			
<b>Revenue</b>			
<b>Other Income</b>			
Interest	771.55	5,000.00	15.43%
<b>Total Other Income</b>	<b>\$771.55</b>	<b>\$5,000.00</b>	
<b>Transfers In</b>			
Transfers	0.00	82,000.00	0.00%
<b>Total Transfers In</b>	<b>\$0.00</b>	<b>\$82,000.00</b>	
<b>Revenue</b>	<b>\$771.55</b>	<b>\$87,000.00</b>	
<b>Gross Profit</b>	<b>\$771.55</b>	<b>\$87,000.00</b>	
<b>Revenue Less Expenditures</b>	<b>\$771.55</b>	<b>\$87,000.00</b>	
<b>Net Change in Fund Balance</b>	<b>\$771.55</b>	<b>\$87,000.00</b>	
<b>Fund Balances</b>			
Beginning Fund Balance	600,783.83		0.00%
Net Change in Fund Balance	771.55	87,000.00	0.00%
Ending Fund Balance	601,555.38		0.00%

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

**Bank Register**

**8/1/2025 to 8/31/2025**

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
<b>1001 Checking 1151</b>							
<b>General Fund</b>							
		Beginning Balance			0.00	0.00	269.90
8/22/2025	ACH	Intuit			0.00	1,242.00	(972.10)
8/25/2025	000018	Intuit			1,242.00	0.00	269.90
8/28/2025	ACH	Intuit			0.00	1,242.00	(972.10)
8/29/2025					0.00	5.00	(977.10)
8/29/2025	000019	Intuit			1,242.00	0.00	264.90
<b>General Fund Totals</b>					<b>\$2,484.00</b>	<b>\$2,489.00</b>	<b>\$264.90</b>
<b>1001 Checking 1151 Totals</b>					<b>\$2,484.00</b>	<b>\$2,489.00</b>	<b>\$264.90</b>
<b>1005 Money Market 0832</b>							
<b>General Fund</b>							
		Beginning Balance			0.00	0.00	47,208.01
8/29/2025					13.13	0.00	47,221.14
<b>General Fund Totals</b>					<b>\$13.13</b>	<b>\$0.00</b>	<b>\$47,221.14</b>
<b>1005 Money Market 0832 Totals</b>					<b>\$13.13</b>	<b>\$0.00</b>	<b>\$47,221.14</b>
<b>1010 LGIP 6355</b>							
<b>General Fund</b>							
		Beginning Balance			0.00	0.00	755,597.14
8/12/2025	000015	Lane County Treasurer			8,245.33	0.00	763,842.47
8/15/2025	July 2025	Douglas County Treasury			42.90	0.00	763,885.37
8/29/2025	000017	Douglas County Treasury			1.08	0.00	763,886.45
8/31/2025					2,972.88	0.00	766,859.33
<b>General Fund Totals</b>					<b>\$11,262.19</b>	<b>\$0.00</b>	<b>\$766,859.33</b>
<b>1010 LGIP 6355 Totals</b>					<b>\$11,262.19</b>	<b>\$0.00</b>	<b>\$766,859.33</b>
<b>1050 PERS UAL 6512</b>							
<b>General Fund</b>							
		Beginning Balance			0.00	0.00	153,669.05
<b>General Fund Totals</b>					<b>\$0.00</b>	<b>\$0.00</b>	<b>\$153,669.05</b>
<b>1050 PERS UAL 6512 Totals</b>					<b>\$0.00</b>	<b>\$0.00</b>	<b>\$153,669.05</b>

**SVFR**  
**Apparatus Fund, Equipment Fund, General Fund, Property & Facilities Fund**  
**Bank Register**  
**8/1/2025 to 8/31/2025**

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
<b>1052 Capital Replace Savings 7216</b>							
<b>Apparatus Fund</b>							
		Beginning Balance			0.00	0.00	539.91
8/29/2025					506.15	0.00	1,046.06
		<b>Apparatus Fund Totals</b>			<b>\$506.15</b>	<b>\$0.00</b>	<b>\$1,046.06</b>
<b>Equipment Fund</b>							
		Beginning Balance			0.00	0.00	508,577.06
		<b>Equipment Fund Totals</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$508,577.06</b>
<b>General Fund</b>							
		Beginning Balance			0.00	0.00	521.96
		<b>General Fund Totals</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$521.96</b>
		<b>1052 Capital Replace Savings 7216 Totals</b>			<b>\$506.15</b>	<b>\$0.00</b>	<b>\$510,145.08</b>
<b>1054 Capital Replace Savings 7224</b>							
<b>General Fund</b>							
		Beginning Balance			0.00	0.00	384.97
		<b>General Fund Totals</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$384.97</b>
<b>Property &amp; Facilities Fund</b>							
		Beginning Balance			0.00	0.00	469,182.30
8/29/2025					373.08	0.00	469,555.38
		<b>Property &amp; Facilities Fund Totals</b>			<b>\$373.08</b>	<b>\$0.00</b>	<b>\$469,555.38</b>
		<b>1054 Capital Replace Savings 7224 Totals</b>			<b>\$373.08</b>	<b>\$0.00</b>	<b>\$469,940.35</b>
<b>1111 InterFund Transfer</b>							
<b>Apparatus Fund</b>							
		Beginning Balance			0.00	0.00	50,000.00
		<b>Apparatus Fund Totals</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$50,000.00</b>
<b>Equipment Fund</b>							
		Beginning Balance			0.00	0.00	50,000.00
		<b>Equipment Fund Totals</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$50,000.00</b>
<b>General Fund</b>							
		Beginning Balance			0.00	0.00	(232,000.00)
		<b>General Fund Totals</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>(\$232,000.00)</b>

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

Bank Register

8/1/2025 to 8/31/2025

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
<b>Property &amp; Facilities Fund</b>							
		Beginning Balance			0.00	0.00	132,000.00
		<b>Property &amp; Facilities Fund Totals</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$132,000.00</b>
		<b>1111 InterFund Transfer Totals</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
		<b>Report Totals</b>			<b>\$14,638.55</b>	<b>\$2,489.00</b>	<b>\$1,948,099.85</b>
		<b>Records included in total = 25</b>					

Report Options  
Trans Date: 8/1/2025 to 8/31/2025  
Display Notation: No

WLAD

Balance Sheet

For Period Ending 8/31/2025

---

Book Value  
Aug 2025  
Actual

---

**Assets**

**Current Assets**

**Cash**

Capital Equipment Reserve 1060	196,468.10
Cash with County	3,391.00
Checking 0046	23,683.91
LGIP 6353	1,462,682.41
LifeMed Account 9411	166,892.77
Money Market 9835	79,671.49
PERS UAL 6407	59,795.98

**Accounts Receivable**

Accounts Receivable	9,789.00
---------------------	----------

**Other Receivables**

Patient Accts Receivable	1,350,989.59
Property Tax Receivable	66,336.00

**Other Current Assets**

Allowance for Bad Debt	(216,956.92)
Allowance for Contractual Adj	(526,885.96)
Grant Receivable	50,000.46
Prepaid Health Insurance	12,774.49

**Total Current Assets** \$2,738,632.32

**Total Assets** \$2,738,632.32

**Liabilities**

**Current Liabilities**

**Credit Cards**

Card Services Center 0591	183.00
---------------------------	--------

**Other Current Liabilities**

MIH Deferred Revenue	53,277.00
----------------------	-----------

**Total Current Liabilities** \$53,460.00

**Total Liabilities** \$53,460.00

**Fund Balance**

**Accumulated Surplus (Deficit)**

Capital Reserve	196,468.10
Fund Balance Unrestricted	2,321,811.45
Investment in Capital	166,892.77

**Total Fund Balance** \$2,685,172.32

**Total Liabilities and Equity** \$2,738,632.32

**WLAD**  
**General Fund**

**Statement of Revenue and Expenditures**

	Current Period Jul 2025 Aug 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
<b>Revenue &amp; Expenditures</b>			
<b>Revenue</b>			
<b>Ambulance Income</b>			
Allowance for Contract Adjust	50,822.98	10,000.00	508.23%
Collection Agency	2,044.34	3,000.00	68.14%
GEMT CCO Program	6,411.86	80,000.00	8.01%
Medicaid	59,430.39	200,000.00	29.72%
Medicare	273,515.91	1,500,000.00	18.23%
Private Insurance	71,640.51	500,000.00	14.33%
Private Pay	12,849.98	200,000.00	6.42%
<b>Total Ambulance Income</b>	<b>\$476,715.97</b>	<b>\$2,493,000.00</b>	
<b>Fee for Service</b>			
Three Rivers Casino	0.00	30,792.00	0.00%
<b>Total Fee for Service</b>	<b>\$0.00</b>	<b>\$30,792.00</b>	
<b>Grant Income</b>			
Grant Income	0.00	2,000.00	0.00%
Grant Income - MIH	0.00	50,000.00	0.00%
<b>Total Grant Income</b>	<b>\$0.00</b>	<b>\$52,000.00</b>	
<b>Other Income</b>			
Interest	9,228.55	55,000.00	16.78%
Reimbursements and Refunds	14.94	500.00	2.99%
<b>Total Other Income</b>	<b>\$9,243.49</b>	<b>\$55,500.00</b>	
<b>Tax Income</b>			
Lane County Operation Levy	2,778.02	1,127,856.00	0.25%
Lane County Tax Revenue	7,810.15	811,104.00	0.96%
Prior Tax Years	2,886.59	20,000.00	14.43%
<b>Total Tax Income</b>	<b>\$13,474.76</b>	<b>\$1,958,960.00</b>	
<b>Transfers In</b>			
Transfers	0.00	115,000.00	0.00%
<b>Total Transfers In</b>	<b>\$0.00</b>	<b>\$115,000.00</b>	
<b>Revenue</b>	<b>\$499,434.22</b>	<b>\$4,705,252.00</b>	
<b>Gross Profit</b>	<b>\$499,434.22</b>	<b>\$4,705,252.00</b>	
<b>Expenses</b>			
<b>Administrative Expenses</b>			
Administrative & Bank Fees	60.05	2,500.00	2.40%
Refunds	465.00	10,000.00	4.65%
<b>Total Administrative Expenses</b>	<b>\$525.05</b>	<b>\$12,500.00</b>	
<b>Capital Outlay</b>			
Building Improvements	0.00	50,000.00	0.00%
Equipment	13,022.00		0.00%
Technology/Computers	0.00	5,000.00	0.00%
<b>Total Capital Outlay</b>	<b>\$13,022.00</b>	<b>\$55,000.00</b>	
<b>Insurance</b>			
Property & Liability	0.00	37,800.00	0.00%
<b>Total Insurance</b>	<b>\$0.00</b>	<b>\$37,800.00</b>	
<b>Non Allocated</b>			
Operating Contingency	0.00	50,000.00	0.00%
Transfer Out	0.00	4,925,764.00	0.00%
Transfer to Apparatus Fund	0.00	23,894.00	0.00%

**WLAD**  
**General Fund**

**Statement of Revenue and Expenditures**

	Current Period Jul 2025 Aug 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
Transfer to Building Fund	0.00	50,000.00	0.00%
Transfer to Equipment Fund	0.00	10,000.00	0.00%
<b>Total Non Allocated</b>	<b>\$0.00</b>	<b>\$5,059,658.00</b>	
<b>Operational Supplies</b>			
Operational Supplies	0.00	2,000.00	0.00%
<b>Total Operational Supplies</b>	<b>\$0.00</b>	<b>\$2,000.00</b>	
<b>Payroll Taxes &amp; Benefits</b>			
PERS	116.84		0.00%
<b>Total Payroll Taxes &amp; Benefits</b>	<b>\$116.84</b>		
<b>Professional Services</b>			
Audit	1,000.00	14,000.00	7.14%
GEMT Admin & Consulting Fees	0.00	50,000.00	0.00%
<b>Total Professional Services</b>	<b>\$1,000.00</b>	<b>\$64,000.00</b>	
<b>Technology</b>			
Software & Licenses	1,242.00		0.00%
<b>Total Technology</b>	<b>\$1,242.00</b>		
<b>Expenses</b>	<b>\$15,905.89</b>	<b>\$5,230,958.00</b>	
<b>Revenue Less Expenditures</b>	<b>\$483,528.33</b>	<b>(\$525,706.00)</b>	
<b>Net Change in Fund Balance</b>	<b>\$483,528.33</b>	<b>(\$525,706.00)</b>	

**Fund Balances**

Beginning Fund Balance	1,736,024.80		0.00%
Net Change in Fund Balance	483,528.33	(525,706.00)	0.00%
Ending Fund Balance	2,219,153.13		0.00%

*Report Options*

Fund: General Fund

Period: 7/1/2025 to 8/31/2025

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



**WLAD**  
**Equipment Fund**  
**Statement of Revenue and Expenditures**

	Current Period Jul 2025 Aug 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
<b>Revenue &amp; Expenditures</b>			
<b>Revenue</b>			
<b>Other Income</b>			
Interest	322.56	500.00	64.51%
<b>Total Other Income</b>	<b>\$322.56</b>	<b>\$500.00</b>	
<b>Transfers In</b>			
Transfers	0.00	10,000.00	0.00%
<b>Total Transfers In</b>	<b>\$0.00</b>	<b>\$10,000.00</b>	
<b>Revenue</b>	<b>\$322.56</b>	<b>\$10,500.00</b>	
<b>Gross Profit</b>	<b>\$322.56</b>	<b>\$10,500.00</b>	
<b>Revenue Less Expenditures</b>	<b>\$322.56</b>	<b>\$10,500.00</b>	
<b>Net Change in Fund Balance</b>	<b>\$322.56</b>	<b>\$10,500.00</b>	
<b>Fund Balances</b>			
Beginning Fund Balance	294,426.86		0.00%
Net Change in Fund Balance	322.56	10,500.00	0.00%
Ending Fund Balance	294,749.42		0.00%

## Statement of Revenue and Expenditures

	Current Period Jul 2025 Aug 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
<b>Revenue &amp; Expenditures</b>			
<b>Revenue</b>			
<b>Other Income</b>			
CPR Classes	5,180.00	25,000.00	20.72%
Interest	8.13	25.00	32.52%
LifeMed Subscription	31,069.00	105,000.00	29.59%
<b>Total Other Income</b>	<b>\$36,257.13</b>	<b>\$130,025.00</b>	
<b>Revenue</b>	<b>\$36,257.13</b>	<b>\$130,025.00</b>	
<b>Gross Profit</b>	<b>\$36,257.13</b>	<b>\$130,025.00</b>	
<b>Expenses</b>			
<b>Administrative Expenses</b>			
Administrative & Bank Fees	1,057.20	3,000.00	35.24%
Advertising	2,100.00	7,000.00	30.00%
Membership Dues	0.00	500.00	0.00%
Office Supplies	0.00	5,000.00	0.00%
Refunds	130.00	300.00	43.33%
Shipping/Postage	183.00	4,000.00	4.58%
Training & Conferences	0.00	5,000.00	0.00%
<b>Total Administrative Expenses</b>	<b>\$3,470.20</b>	<b>\$24,800.00</b>	
<b>Operational Supplies</b>			
Operational Supplies	1,952.55		0.00%
<b>Total Operational Supplies</b>	<b>\$1,952.55</b>		
<b>Operations - Training</b>			
Training Equip & Supplies	0.00	5,000.00	0.00%
<b>Total Operations - Training</b>	<b>\$0.00</b>	<b>\$5,000.00</b>	
<b>Expenses</b>	<b>\$5,422.75</b>	<b>\$29,800.00</b>	
<b>Revenue Less Expenditures</b>	<b>\$30,834.38</b>	<b>\$100,225.00</b>	
<b>Net Change in Fund Balance</b>	<b>\$30,834.38</b>	<b>\$100,225.00</b>	
<b>Fund Balances</b>			
Beginning Fund Balance	140,435.39		0.00%
Net Change in Fund Balance	30,834.38	100,225.00	0.00%
Ending Fund Balance	171,269.77		0.00%

### Report Options

Fund: LifeMed Fund

Period: 7/1/2025 to 8/31/2025

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

**Bank Register**  
**8/1/2025 to 8/31/2025**

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
<b>1001 Checking 0046</b>							
<b>Equipment Fund</b>							
		Beginning Balance			0.00	0.00	(1,718.68)
		<b>Equipment Fund Totals</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>(\$1,718.68)</b>
<b>General Fund</b>							
		Beginning Balance			0.00	0.00	55,075.61
8/6/2025	000429	Systems Design			1,823.56	0.00	56,899.17
8/7/2025	000432	Systems Design			6,846.60	0.00	63,745.77
8/7/2025	21191	Butterfly Network, INC			0.00	13,022.00	50,723.77
8/11/2025	000322	State of Oregon - Judicial			7.47	0.00	50,731.24
8/12/2025	000431	Systems Design			2,102.20	0.00	52,833.44
8/13/2025	000430	Systems Design			9,833.40	0.00	62,666.84
8/13/2025	000428	Systems Design			430.48	0.00	63,097.32
8/14/2025	000433	Systems Design			8,668.64	0.00	71,765.96
8/22/2025	ACH	Intuit			0.00	1,242.00	70,523.96
8/27/2025	ACH	PERS			0.00	116.84	70,407.12
8/27/2025	000453	Systems Design			5,001.44	0.00	75,408.56
8/27/2025	ACH	LGIP			0.00	50,000.00	25,408.56
8/29/2025					19.03	0.00	25,427.59
8/29/2025					0.00	25.00	25,402.59
		<b>General Fund Totals</b>			<b>\$34,732.82</b>	<b>\$64,405.84</b>	<b>\$25,402.59</b>
		<b>1001 Checking 0046 Totals</b>			<b>\$34,732.82</b>	<b>\$64,405.84</b>	<b>\$23,683.91</b>
<b>1005 Money Market 9835</b>							
<b>General Fund</b>							
		Beginning Balance			0.00	0.00	217,939.55
8/1/2025	000478	Systems Design			443.25	0.00	218,382.80
8/1/2025	000435	Custom Profile Engraving			1,274.26	0.00	219,657.06
8/1/2025	000387	Systems Design			48.52	0.00	219,705.58
8/3/2025	000348	Systems Design			3,625.92	0.00	223,331.50
8/3/2025	000345	Systems Design			1,763.36	0.00	225,094.86
8/4/2025	000456	PCS GEN Trust			62.88	0.00	225,157.74
8/4/2025	000352	Systems Design			285.63	0.00	225,443.37
8/4/2025	000351	Systems Design			9,928.91	0.00	235,372.28
8/4/2025	000350	Systems Design			499.55	0.00	235,871.83
8/4/2025	000349	Systems Design			3,561.45	0.00	239,433.28
8/5/2025	000434	Systems Design			179.68	0.00	239,612.96

**Bank Register**  
**8/1/2025 to 8/31/2025**

<b>Transaction Date</b>	<b>Transaction Number</b>	<b>Name / Description</b>	<b>Deposit Date</b>	<b>Deposit Number</b>	<b>Receipts &amp; Credits</b>	<b>Checks &amp; Payments</b>	<b>Balance</b>
8/5/2025	000347	Systems Design			1,439.16	0.00	241,052.12
8/5/2025	000346	Systems Design			311.42	0.00	241,363.54
8/5/2025	000344	Systems Design			2,533.07	0.00	243,896.61
8/6/2025	000388	Systems Design			485.24	0.00	244,381.85
8/6/2025	000353	Systems Design			4,825.84	0.00	249,207.69
8/7/2025	000439	Systems Design			2,492.48	0.00	251,700.17
8/7/2025	000389	Systems Design			893.17	0.00	252,593.34
8/7/2025	000343	Systems Design			1,856.72	0.00	254,450.06
8/7/2025	000340	Systems Design			953.01	0.00	255,403.07
8/7/2025	000337	Systems Design			250.84	0.00	255,653.91
8/7/2025	000336	Systems Design			6,533.54	0.00	262,187.45
8/8/2025	000415	Systems Design			1,775.97	0.00	263,963.42
8/8/2025	000390	Systems Design			24.40	0.00	263,987.82
8/11/2025	000391	Systems Design			24.26	0.00	264,012.08
8/11/2025	000342	Systems Design			510.64	0.00	264,522.72
8/11/2025	000341	Systems Design			14,112.99	0.00	278,635.71
8/11/2025	000339	Systems Design			285.35	0.00	278,921.06
8/11/2025	000338	Systems Design			590.44	0.00	279,511.50
8/12/2025	000425	Systems Design			550.00	0.00	280,061.50
8/12/2025	000408	Systems Design			1,066.57	0.00	281,128.07
8/12/2025	000407	Systems Design			1,132.82	0.00	282,260.89
8/12/2025	000398	Systems Design			1,566.93	0.00	283,827.82
8/12/2025	000397	Systems Design			415.40	0.00	284,243.22
8/13/2025	000482	Systems Design			1,609.56	0.00	285,852.78
8/13/2025	000427	Systems Design			3,734.48	0.00	289,587.26
8/13/2025	000424	Systems Design			275.00	0.00	289,862.26
8/13/2025	000414	Systems Design			6,429.13	0.00	296,291.39
8/13/2025	000404	Systems Design			713.71	0.00	297,005.10
8/13/2025	000402	Systems Design			1,105.49	0.00	298,110.59
8/13/2025	000401	Systems Design			581.23	0.00	298,691.82
8/13/2025	000392	Systems Design			296.45	0.00	298,988.27
8/14/2025	000479	Systems Design			1,148.18	0.00	300,136.45
8/14/2025	000436	Systems Design			2,500.05	0.00	302,636.50
8/14/2025	000418	Systems Design			1,992.84	0.00	304,629.34
8/14/2025	000405	Systems Design			3,928.06	0.00	308,557.40
8/14/2025	000393	Systems Design			24.26	0.00	308,581.66
8/15/2025	000480	Systems Design			344.87	0.00	308,926.53
8/15/2025	000421	Systems Design			554.40	0.00	309,480.93

**Bank Register**  
**8/1/2025 to 8/31/2025**

<b>Transaction Date</b>	<b>Transaction Number</b>	<b>Name / Description</b>	<b>Deposit Date</b>	<b>Deposit Number</b>	<b>Receipts &amp; Credits</b>	<b>Checks &amp; Payments</b>	<b>Balance</b>
8/15/2025	000416	Systems Design			2,628.71	0.00	312,109.64
8/15/2025	000412	Systems Design			4,082.11	0.00	316,191.75
8/16/2025	000394	Systems Design			97.05	0.00	316,288.80
8/18/2025	000420	Systems Design			1,658.76	0.00	317,947.56
8/18/2025	000411	Systems Design			3,579.31	0.00	321,526.87
8/18/2025	000399	Systems Design			8,990.19	0.00	330,517.06
8/19/2025	000422	Systems Design			136.16	0.00	330,653.22
8/19/2025	000413	Systems Design			4,325.36	0.00	334,978.58
8/19/2025	000406	Systems Design			436.71	0.00	335,415.29
8/20/2025	000426	Systems Design			582.44	0.00	335,997.73
8/20/2025	000423	Systems Design			138.66	0.00	336,136.39
8/20/2025	000409	Systems Design			1,745.90	0.00	337,882.29
8/20/2025	000403	Systems Design			589.09	0.00	338,471.38
8/20/2025	000400	Systems Design			557.97	0.00	339,029.35
8/20/2025	000395	Systems Design			344.73	0.00	339,374.08
8/21/2025	000473	Systems Design			1,409.61	0.00	340,783.69
8/21/2025	000471	Systems Design			142.78	0.00	340,926.47
8/21/2025	000445	Systems Design			142.78	0.00	341,069.25
8/21/2025	000443	Systems Design			1,409.61	0.00	342,478.86
8/21/2025	000438	Systems Design			3,552.76	0.00	346,031.62
8/21/2025	000437	Systems Design			119.92	0.00	346,151.54
8/21/2025	000419	Systems Design			763.98	0.00	346,915.52
8/21/2025	000417	Systems Design			12,092.98	0.00	359,008.50
8/21/2025	000410	Systems Design			2,980.61	0.00	361,989.11
8/22/2025	000470	Systems Design			4,170.43	0.00	366,159.54
8/22/2025	000467	Systems Design			112.46	0.00	366,272.00
8/22/2025	000449	Systems Design			112.46	0.00	366,384.46
8/22/2025	000446	Systems Design			4,170.43	0.00	370,554.89
8/22/2025	000396	Systems Design			194.10	0.00	370,748.99
8/25/2025	000474	Systems Design			3,764.33	0.00	374,513.32
8/25/2025	000468	Systems Design			8,441.09	0.00	382,954.41
8/25/2025	000466	Systems Design			3,092.49	0.00	386,046.90
8/25/2025	000464	Systems Design			170.40	0.00	386,217.30
8/25/2025	000452	Systems Design			170.40	0.00	386,387.70
8/25/2025	000450	Systems Design			3,092.49	0.00	389,480.19
8/25/2025	000448	Systems Design			8,441.09	0.00	397,921.28
8/25/2025	000442	Systems Design			3,764.33	0.00	401,685.61
8/26/2025	000477	Systems Design			1,567.83	0.00	403,253.44

**Bank Register**  
**8/1/2025 to 8/31/2025**

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
8/26/2025	000472	Systems Design			74.53	0.00	403,327.97
8/26/2025	000469	Systems Design			6,728.65	0.00	410,056.62
8/26/2025	000465	Systems Design			220.84	0.00	410,277.46
8/26/2025	000451	Systems Design			220.84	0.00	410,498.30
8/26/2025	000447	Systems Design			6,728.65	0.00	417,226.95
8/26/2025	000444	Systems Design			74.53	0.00	417,301.48
8/27/2025	000476	Systems Design			136.44	0.00	417,437.92
8/27/2025	000458	Systems Design			136.72	0.00	417,574.64
8/27/2025	000457	Systems Design			367.74	0.00	417,942.38
8/27/2025	000441	Systems Design			388.20	0.00	418,330.58
8/27/2025	ACH	LGIP			0.00	350,000.00	68,330.58
8/28/2025	000462	Systems Design			434.73	0.00	68,765.31
8/28/2025	000460	Systems Design			2,338.95	0.00	71,104.26
8/28/2025	000459	Systems Design			1,485.00	0.00	72,589.26
8/28/2025	000440	Systems Design			1,760.88	0.00	74,350.14
8/29/2025					204.53	0.00	74,554.67
8/29/2025	000481	Systems Design			116.07	0.00	74,670.74
8/29/2025	000475	Systems Design			67.93	0.00	74,738.67
8/29/2025	000463	Systems Design			2,420.80	0.00	77,159.47
8/29/2025	000461	Systems Design			270.11	0.00	77,429.58
8/29/2025	000456	Systems Design			2,241.91	0.00	79,671.49
<b>General Fund Totals</b>					<b>\$211,731.94</b>	<b>\$350,000.00</b>	<b>\$79,671.49</b>
<b>1005 Money Market 9835 Totals</b>					<b>\$211,731.94</b>	<b>\$350,000.00</b>	<b>\$79,671.49</b>

**1010 LGIP 6353**

**General Fund**

		Beginning Balance			0.00	0.00	1,049,712.37
8/12/2025	000323	Lane County Treasurer			8,595.25	0.00	1,058,307.62
8/27/2025	ACH	LGIP			50,000.00	0.00	1,108,307.62
8/27/2025	ACH	LGIP			350,000.00	0.00	1,458,307.62
8/31/2025					4,374.79	0.00	1,462,682.41
<b>General Fund Totals</b>					<b>\$412,970.04</b>	<b>\$0.00</b>	<b>\$1,462,682.41</b>
<b>1010 LGIP 6353 Totals</b>					<b>\$412,970.04</b>	<b>\$0.00</b>	<b>\$1,462,682.41</b>

**Bank Register**  
**8/1/2025 to 8/31/2025**

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
<b>1030 LifeMed Account 9411</b>							
<b>LifeMed Fund</b>							
		Beginning Balance			0.00	0.00	167,035.05
8/1/2025	CC ONLINE 7-	LifeMed Membership			65.00	0.00	167,100.05
8/1/2025	ACH Refund	LifeMed Membership			0.00	65.00	167,035.05
8/1/2025	CC #621 7-30	LifeMed Membership			65.00	0.00	167,100.05
8/1/2025	CC REFUND	LifeMed Membership			0.00	65.00	167,035.05
8/2/2025	cc #622 8-1	LifeMed Membership			130.00	0.00	167,165.05
8/4/2025	LM 8-4-25	LifeMed Membership	8/4/2025	000026	910.00	0.00	168,075.05
8/7/2025	CC #623 8-7	LifeMed Membership			130.00	0.00	168,205.05
8/7/2025	04193	Coast Broadcasting			0.00	500.00	167,705.05
8/7/2025	04192	Siuslaw Consulting, LLC			0.00	200.00	167,505.05
8/8/2025	CC #624 8-8	USFS - Siuslaw National			960.00	0.00	168,465.05
8/11/2025	CC #625 8-11	LifeMed Membership			65.00	0.00	168,530.05
8/11/2025	CC #625 CPR	CPR class			360.00	0.00	168,890.05
8/11/2025	LM1 8-11-25	LifeMed Membership	8/20/2025	LM 8-11-25	325.00	0.00	169,215.05
8/13/2025	CC #626 8-13	LifeMed Membership			65.00	0.00	169,280.05
8/14/2025	04194	Lane Fire Authority			0.00	1,952.55	167,327.50
8/15/2025	CC #627 8-15	LifeMed Membership			65.00	0.00	167,392.50
8/18/2025	CC #628 8-18	LifeMed Membership			65.00	0.00	167,457.50
8/20/2025	LM 8-20-25	LifeMed Membership	8/20/2025	000027	195.00	0.00	167,652.50
8/21/2025	CC #629 8-21	LifeMed Membership			65.00	0.00	167,717.50
8/25/2025	CC ONLINE	LifeMed Membership			65.00	0.00	167,782.50
8/25/2025	CC #630 8/25	LifeMed Membership			65.00	0.00	167,847.50
8/25/2025	LM CHKS 8-25	LifeMed Membership			390.00	0.00	168,237.50
8/26/2025	CC #631 8/26	LifeMed Membership			65.00	0.00	168,302.50
8/27/2025	CC #632 8/27	LifeMed Membership			65.00	0.00	168,367.50
8/28/2025	CC ONLINE	LifeMed Membership			130.00	0.00	168,497.50
8/28/2025	04195	Viking Club			0.00	1,200.00	167,297.50
8/29/2025					4.01	0.00	167,301.51
8/29/2025					0.00	408.74	166,892.77
<b>LifeMed Fund Totals</b>					<b>\$4,249.01</b>	<b>\$4,391.29</b>	<b>\$166,892.77</b>
<b>1030 LifeMed Account 9411 Totals</b>					<b>\$4,249.01</b>	<b>\$4,391.29</b>	<b>\$166,892.77</b>



**Bank Register**  
**8/1/2025 to 8/31/2025**

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
<b>1050 PERS UAL 6407</b>							
<b>General Fund</b>							
		Beginning Balance			0.00	0.00	59,795.98
		<b>General Fund Totals</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$59,795.98</b>
		<b>1050 PERS UAL 6407 Totals</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$59,795.98</b>
<b>1090 Capital Equipment Reserve 1060</b>							
<b>Equipment Fund</b>							
		Beginning Balance			0.00	0.00	196,312.13
8/29/2025					155.97	0.00	196,468.10
		<b>Equipment Fund Totals</b>			<b>\$155.97</b>	<b>\$0.00</b>	<b>\$196,468.10</b>
		<b>1090 Capital Equipment Reserve 1060 Totals</b>			<b>\$155.97</b>	<b>\$0.00</b>	<b>\$196,468.10</b>
<b>1111 InterFund Transfer</b>							
<b>Equipment Fund</b>							
		Beginning Balance			0.00	0.00	100,000.00
		<b>Equipment Fund Totals</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$100,000.00</b>
<b>General Fund</b>							
		Beginning Balance			0.00	0.00	(100,000.00)
		<b>General Fund Totals</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>(\$100,000.00)</b>
		<b>1111 InterFund Transfer Totals</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>1245 Cash with County</b>							
<b>General Fund</b>							
		Beginning Balance			0.00	0.00	3,391.00
		<b>General Fund Totals</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$3,391.00</b>
		<b>1245 Cash with County Totals</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$3,391.00</b>
		<b>Report Totals</b>			<b>\$663,839.78</b>	<b>\$418,797.13</b>	<b>\$1,992,585.66</b>
<b>Records included in total = 165</b>							

*Report Options*

Trans Date: 8/1/2025 to 8/31/2025

Display Notation: No

Western Lane Ambulance District

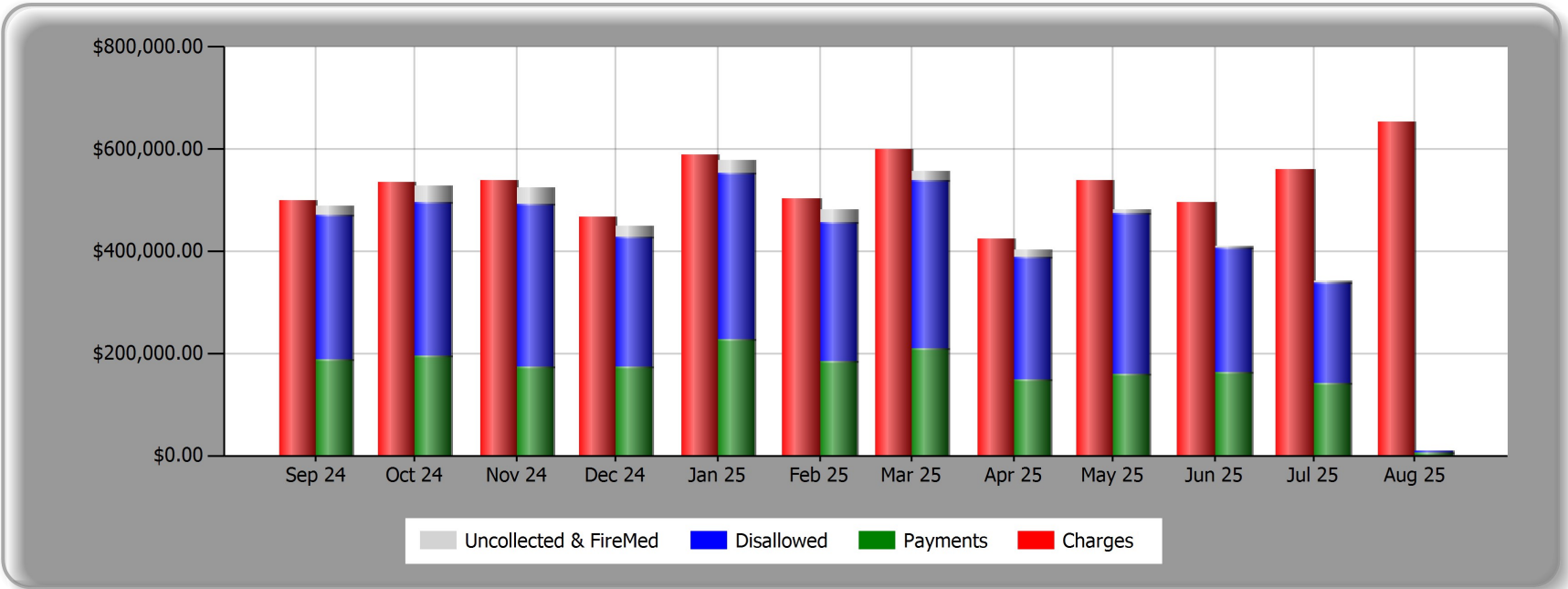
ANNUAL COLLECTION STATISTICS

Company	Western Lane Ambulance District
Date Of Service	9/1/2024
Date Of Service	8/31/2025
Invoices	0

Month	Tickets	Charges	Payments	%	FireMed	%	Disallowed	%	Uncollected	%	Pending	%
Sep 24	239	500,923.40	-189,752.50	38 %	-9,114.31	2 %	-279,705.65	56 %	-8,683.63	2 %	13,667.31	3 %
Oct 24	263	535,425.08	-195,445.78	37 %	-7,713.34	1 %	-300,689.86	56 %	-22,889.59	4 %	8,686.51	2 %
Nov 24	262	540,238.34	-174,885.58	32 %	-7,540.37	1 %	-317,636.46	59 %	-24,210.01	4 %	15,965.92	3 %
Dec 24	259	468,952.98	-173,953.19	37 %	-6,482.02	1 %	-254,526.47	54 %	-12,861.51	3 %	21,129.79	5 %
Jan 25	301	588,506.41	-226,629.69	39 %	-10,455.50	2 %	-327,245.85	56 %	-12,661.67	2 %	11,513.70	2 %
Feb 25	250	502,752.20	-185,375.13	37 %	-14,103.95	3 %	-270,660.96	54 %	-12,048.34	2 %	20,563.82	4 %
Mar 25	304	601,353.68	-211,188.58	35 %	-9,137.96	2 %	-327,629.14	54 %	-8,231.30	1 %	45,166.70	8 %
Apr 25	211	424,496.76	-149,016.79	35 %	-10,739.51	3 %	-241,252.22	57 %	-580.00	0 %	22,908.24	5 %
May 25	284	538,613.28	-159,072.87	30 %	-7,997.98	1 %	-314,747.35	58 %	-680.76	0 %	56,114.32	10 %
Jun 25	243	497,699.44	-161,376.99	32 %	-6,244.08	1 %	-244,168.95	49 %	0.00	0 %	85,909.42	17 %
Jul 25	261	559,029.44	-142,088.78	25 %	-1,438.09	0 %	-197,597.44	35 %	-1.25	0 %	217,903.88	39 %
Aug 25	317	653,022.00	-5,483.10	1 %	0.00	0 %	-2,228.66	0 %	0.00	0 %	645,310.24	99 %

3,194      6,411,013.01      -1,974,268.98      -90,967.11      -3,078,089.01      -102,848.06      1,164,839.85

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



**Western Lane Ambulance District  
MONTH END SUMMARY**

Company Code	Western Lane Ambulance District
Transaction Date	8/1/2025
Transaction Date	8/31/2025

<b>Balance Forward</b>	<b>1,261,635.09</b>
------------------------	---------------------

<b>Charges by Level of Service</b>	<b>653,022.00</b>
------------------------------------	-------------------

Batch #	ALS 1 E	ALS 1 NE	ALS 2	BLS E	BLS NE	SCT	TNT	Total
AUG25	284,979.16	49,316.68	9,536.72	180,385.52	37,726.80	90,177.12	900.00	653,022.00
DEC24				0.00				0.00
OCT24	0.00				0.00			0.00
<b>Total</b>	284,979.16	49,316.68	9,536.72	180,385.52	37,726.80	90,177.12	900.00	<b>653,022.00</b>

<b>Payments - ALL</b>	<b>-218,546.51</b>
-----------------------	--------------------

**Payments - EFT**

<u>Trans Date</u>	<u>Payer</u>	<u>Ref #</u>	<u>Amount</u>
8/1/2025	XO ChampVA Office of Comm Care		-328.87
8/1/2025	Peace Health Hospice	70928	-450.00
8/1/2025	Atrio Health MedAdv	90014188	-1,274.26
8/1/2025	Champus Tricare West Region	K255X4HK80370	-451.42
8/1/2025	UHC West/Secure Horizons	T5741540	278.06
8/1/2025	UHC West/Secure Horizons	T5800245	-278.06
8/3/2025	Pacific Source MedAdvantage	25215B1000019812	-1,763.36
8/3/2025	Pacific Source Community Solutions	25215B1000096437	-3,625.92
8/4/2025	BCBS OR Blue Card MedAdv	0155859707	-3,561.45
8/4/2025	XO Regence Federal Oregon	0340068807	-285.63
8/4/2025	XO Regence Blue Card	0420019735	-499.55
8/4/2025	UHC West/Secure Horizons	T6929329	-9,928.91
8/5/2025	XO Kaiser Health Plans of WA	38259402	-179.68
8/5/2025	Oregon Medicaid	600353936	-311.42
8/5/2025	UHC West/Secure Horizons	T7000935	-1,439.16
8/6/2025	VA Regional Payment Center	1211050	-1,823.56
8/6/2025	Medicare B Oregon	895680111	-4,825.84
8/6/2025	UHC West/Secure Horizons	T7070764	-2,533.07

**Western Lane Ambulance District  
MONTH END SUMMARY**

8/7/2025	Trillium Community Health Plan	0900262228	-953.01
8/7/2025	XO AARP Medicare Supplemental	11294602916	-250.84
8/7/2025	VA Regional Payment Center	1389640	-6,846.60
8/7/2025	Aetna	825216000229051	-1,856.72
8/7/2025	UHC West/Secure Horizons	T7169411	-6,533.54
8/8/2025	XO MODA	25220B1000039191	-1,775.97
8/8/2025	Atrio Health MedAdv	90014509	-1,566.93
8/10/2025	Pacific Source Community Solutions	25222B1000094460	-1,992.84
8/11/2025	Blue Cross Blue Shield Oregon	0155870240	-14,112.99
8/11/2025	XO AARP Medicare Supplemental	11296338123	-285.35
8/11/2025	Aetna Medadvantage HMO	882521701054623	-590.44
8/12/2025	XO AARP Medicare Supplemental	11296948980	-510.64
8/12/2025	VA Regional Payment Center	1896090	-2,102.20
8/12/2025	Tricare for Life	2515564666	-550.00
8/12/2025	Oregon Medicaid	600356123	-1,132.82
8/12/2025	Medicare B Oregon	895695421	-1,066.57
8/12/2025	Atrio Health MedAdv	90014741	-415.40
8/13/2025	Trillium MedAdvantage	0900056391	-713.71
8/13/2025	Health Net Med Advantage	0900355557	-1,105.49
8/13/2025	Trillium MedAdvantage	0900409598	-581.23
8/13/2025	VA Regional Payment Center	2146722	-9,833.40
8/13/2025	Tricare for Life	2515598639	-275.00
8/13/2025	Aetna Medadvantage HMO	882522001055431	-1,609.56
8/13/2025	Medicare B Oregon	895699543	-6,429.13
8/13/2025	UHC West/Secure Horizons	T7428879	0.00
8/13/2025	Empire Plan UHC	W331943909	-3,734.48
8/14/2025	Trillium Community Health Plan	0900263258	-3,928.06
8/14/2025	VA Regional Payment Center	2406527	-8,668.64
8/14/2025	Aetna	825223000216104	-1,148.18
8/15/2025	MODA	25227B1000040185	-2,628.71
8/15/2025	VA Community Care	2704848	-430.48
8/15/2025	OPTUM Care MedAdvantage	3116820750	-344.87
8/15/2025	Railroad Medicare	820724213	-554.40
8/15/2025	Medicare B Oregon	895707397	-4,082.11

**Western Lane Ambulance District  
MONTH END SUMMARY**

8/17/2025	Pacific Source MedAdvantage	25229B1000021047	-763.98
8/17/2025	Pacific Source Community Solutions	25229B1000103465	-12,092.98
8/18/2025	Blue Cross Blue Shield Oregon	0155880893	-8,990.19
8/18/2025	Regence Federal Oregon	0340073400	-1,658.76
8/18/2025	Medicare B Oregon	895711327	-3,579.31
8/19/2025	XO Tricare for Life	2515746857	-136.16
8/19/2025	Oregon Medicaid	600358267	-436.71
8/19/2025	Medicare B Oregon	895715155	-4,325.36
8/19/2025	UHC West/Secure Horizons	T7714005	0.00
8/20/2025	Trillium MedAdvantage	0900056553	-589.09
8/20/2025	Health Net Med Advantage	0900356369	-557.97
8/20/2025	XO Tricare for Life	2515803372	-138.66
8/20/2025	Medicare B Oregon	895718993	-1,745.90
8/20/2025	UHC West/Secure Horizons	T7784643	-582.44
8/21/2025	Trillium Community Health Plan	0900264288	-1,409.61
8/21/2025	WA State DSHS	153661	-142.78
8/21/2025	Medicare B Oregon	895722951	-2,980.61
8/22/2025	XO MODA	25234B1000038527	-112.46
8/22/2025	Medicare B Oregon	895726784	-4,170.43
8/24/2025	Pacific Source MedAdvantage	25236B1000019220	-1,485.00
8/24/2025	Pacific Source Community Solutions	25236B1000100846	-2,338.95
8/25/2025	BCBS OR Blue Card MedAdv	0155892055	-3,764.33
8/25/2025	Intercommunity Health Network	38639804	-3,092.49
8/25/2025	Medicare B Oregon	895730921	-8,441.09
8/25/2025	UHC West/Secure Horizons	T8007107	-170.40
8/26/2025	XO Tricare for Life	2515931593	-220.84
8/26/2025	Oregon Medicaid	600360390	-74.53
8/26/2025	Medicare B Oregon	895734719	-6,728.65
8/26/2025	Atrio Health MedAdv	90015393	-1,567.83
8/27/2025	Tricare for Life	2515967312	-136.72
8/27/2025	XO Tricare for Life	2515979862	-367.74
8/27/2025	VA Regional Payment Center	4254703	-5,001.44
8/27/2025	XO GEHA	CN1741911412985	-136.44
8/28/2025	XO Trillium Community Health Plan	0900265298	-434.73

**Western Lane Ambulance District  
MONTH END SUMMARY**

8/29/2025	Blue Cross Blue Shield Oregon	0197857967	-2,420.80
8/29/2025	XO MODA	25241B1000038614	-270.11
8/29/2025	UHC West/Secure Horizons	T8249652	-2,241.91

<b>EFT TOTAL</b>	<b>-205,199.81</b>
------------------	--------------------

**Payments - Credit Card***(VISA, MC, AMX, Disc)*

<u>Trans Date</u>	<u>Amount</u>
8/2/2025	-460.00
8/4/2025	-40.00
8/5/2025	-920.32
8/6/2025	-25.00
8/7/2025	-25.00
8/10/2025	-200.00
8/11/2025	-100.00
8/12/2025	-25.00
8/15/2025	-100.00
8/18/2025	-355.21
8/20/2025	-200.00
8/25/2025	-400.00
8/27/2025	-70.00
8/28/2025	-70.00
8/30/2025	-50.00

<b>CREDIT CARD TOTAL</b>	<b>-3,040.53</b>
--------------------------	------------------

**Payments - Bank Deposit***(Cash, Chk Ins, Chk Pvt, Coll Pmt, MO)*

<u>Trans Date</u>	<u>Amount</u>
8/5/2025	-2,492.48
8/12/2025	-2,500.05
8/19/2025	-3,552.76
8/26/2025	-1,760.88

<b>BANK DEPOSIT TOTAL</b>	<b>-10,306.17</b>
---------------------------	-------------------

**Payments by Level of Service**

Date	ALS 1 E	ALS 1 NE	ALS 2	BLS E	BLS NE	SCT	TNT	Total
------	---------	----------	-------	-------	--------	-----	-----	-------



**Western Lane Ambulance District  
MONTH END SUMMARY**

Date	ALS 1 E	ALS 1 NE	ALS 2	BLS E	BLS NE	SCT	TNT	Total
8/1/2025	-418.11	-856.15		-569.15	-661.14			-2,504.55
8/2/2025	-290.00			-170.00				-460.00
8/3/2025	-2,996.30		-596.90	-1,292.51	-503.57			-5,389.28
8/4/2025	-7,145.18	-1,916.68	-1,313.54	-2,576.88	-518.75	-844.51		-14,315.54
8/5/2025	-3,339.29	-1,077.12		-311.42	-565.23	-50.00		-5,343.06
8/6/2025	-5,539.39	-25.00		-2,747.66	-895.42			-9,207.47
8/7/2025	-7,400.72	-3,225.40		-4,011.92	-312.62	-1,515.05		-16,465.71
8/8/2025	-1,551.05			-224.92	0.00	-1,566.93		-3,342.90
8/10/2025	-1,261.86	-361.12	-200.00	-369.86				-2,192.84
8/11/2025	-4,560.39	-4,898.25	-957.78	-590.44		-4,081.92		-15,088.78
8/12/2025	-4,675.24	-1,577.45	-626.77	-1,423.22	0.00	0.00	0.00	-8,302.68
8/13/2025	-9,761.56	-7,006.12	-1,340.33	-806.69	-1,763.94	-3,603.36		-24,282.00
8/14/2025	-5,443.66		-376.77	-311.42		-7,613.03	0.00	-13,744.88
8/15/2025	-3,535.54		-2,471.76	-1,161.53	-69.87	-901.87		-8,140.57
8/17/2025	-2,878.33			-1,245.68	-289.82	-8,443.13		-12,856.96
8/18/2025	-8,074.13			-3,557.87	-1,505.55	-1,445.92		-14,583.47
8/19/2025	-3,754.17	0.00	-2,509.69	-1,250.40	-936.73	0.00		-8,450.99
8/20/2025	-821.10	-1,745.90		-1,247.06				-3,814.06
8/21/2025	-1,637.13			-1,486.26	-144.91	-423.46	-841.24	-4,533.00
8/22/2025	-1,839.25	-889.61		-112.46	0.00	-1,441.57		-4,282.89
8/24/2025	-1,274.49		-631.13	0.00		-1,918.33		-3,823.95
8/25/2025	-6,785.54	-1,109.30		-3,927.04	-1,395.93	-2,650.50		-15,868.31
8/26/2025	-2,473.93	-610.84		-778.91	-590.00	-5,899.05		-10,352.73
8/27/2025	-343.16		-3,193.00	-1,808.44	0.00	-367.74		-5,712.34
8/28/2025	-25.00			-45.00	-434.73	0.00		-504.73
8/29/2025	-1,889.40		-2,420.80	-545.94	-76.68			-4,932.82
8/30/2025	-50.00							-50.00
<b>Total</b>	-89,763.92	-25,298.94	-16,638.47	-32,572.68	-10,664.89	-42,766.37	-841.24	<b>-218,546.51</b>

**Transaction Adjustments by Level of Service****-345,120.99**

	ALS 1 E	ALS 1 NE	ALS 2	BLS E	BLS NE	SCT	TNT	Total
Bad Debt Adjustment Reversal			-783.43					-783.43

**Western Lane Ambulance District  
MONTH END SUMMARY**

	<b>ALS 1 E</b>	<b>ALS 1 NE</b>	<b>ALS 2</b>	<b>BLS E</b>	<b>BLS NE</b>	<b>SCT</b>	<b>TNT</b>	<b>Total</b>
Financial Assist/Charity	-3,444.04		-325.00		-240.00			-4,009.04
Fire Med Adjustment	-10,842.43	-290.00	-290.00	-3,069.66	-325.00	-1,010.30		-15,827.39
Small Balance				-1.25				-1.25
Uncollectible	-25.00			-75.00				-100.00
W/O Fee Schedule	-133,839.48	-24,463.27	-11,938.89	-86,139.67	-16,844.58	-33,558.10	-58.76	-306,842.75
W/O Patient Deceased					-325.00			-325.00
W/O to collections	-9,006.46	-945.57		-5,566.54	-475.92	-275.00		-16,269.49
Waiver per FD					-962.64			-962.64
<b>Total</b>	-157,157.41	-25,698.84	-13,337.32	-94,852.12	-19,173.14	-34,843.40	-58.76	<b>-345,120.99</b>

**Ending Balance****1,350,989.59**

**WLFEA**  
**General Fund, WLCR Fund**  
**Balance Sheet**  
**For Period Ending 8/31/2025**

**Book Value**  
**Aug 2025**  
**Actual**

**Assets**

**Current Assets**

**Cash**

Checking 5400	795,882.57
LGIP 6553	476,399.84
WLFEA - WLCR 2199	2.48

**Accounts Receivable**

Accounts Receivable	42,413.14
---------------------	-----------

**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

<b>Total Current Assets</b>	<b>\$4,866,587.29</b>
-----------------------------	-----------------------

<b>Total Assets</b>	<b>\$4,866,587.29</b>
---------------------	-----------------------

**Liabilities**

**Current Liabilities**

**Accounts Payable**

Accounts Payable	(508.33)
------------------	----------

**Credit Cards**

US Bank CC 5241	20,067.12
-----------------	-----------

**Short Term Debt**

AFLAC Payable	2,213.31
Clearing Account	1,706.33
Flex Spending Payable	(580.00)
IAFF Union Dues	(18.14)
Medical Care Payable	3,073.12
OSGP Payable	(92.80)
PERS Payable	(304.20)
PLO Payable	50.74

**Other Current Liabilities**

Credit Card	(255.16)
-------------	----------

<b>Total Current Liabilities</b>	<b>\$25,351.99</b>
----------------------------------	--------------------

<b>Total Liabilities</b>	<b>\$25,351.99</b>
--------------------------	--------------------

**Fund Balance**

**Accumulated Surplus (Deficit)**

Investment in Capital	12,150.00
Retained Earnings	4,829,085.30

<b>Total Fund Balance</b>	<b>\$4,841,235.30</b>
---------------------------	-----------------------

<b>Total Liabilities and Equity</b>	<b>\$4,866,587.29</b>
-------------------------------------	-----------------------

**WLFEA**  
**General Fund**

**Statement of Revenue and Expenditures**

	Current Period Jul 2025 Aug 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
<b>Revenue &amp; Expenditures</b>			
<b>Revenue</b>			
<b>Other Income</b>			
Conflag Receipts	0.00	213,656.00	0.00%
Donations	240.00	500.00	48.00%
Grant Admin	0.00	81,102.00	0.00%
Interest	13,518.07	60,000.00	22.53%
Office Fees	1,166.26		0.00%
Reimbursements and Refunds	1,354.06	20,000.00	6.77%
Rental Income	582.76	3,660.00	15.92%
Smoke Alarm Donations	1,184.00	10,000.00	11.84%
<b>Total Other Income</b>	<b>\$18,045.15</b>	<b>\$388,918.00</b>	
<b>Transfers In</b>			
Transfer from SVFR	0.00	3,581,543.00	0.00%
Transfers from WLAD	0.00	4,925,764.00	0.00%
<b>Total Transfers In</b>	<b>\$0.00</b>	<b>\$8,507,307.00</b>	
<b>Revenue</b>	<b>\$18,045.15</b>	<b>\$8,896,225.00</b>	
<b>Gross Profit</b>	<b>\$18,045.15</b>	<b>\$8,896,225.00</b>	
<b>Expenses</b>			
<b>Administrative Expenses</b>			
Administrative & Bank Fees	468.10	10,000.00	4.68%
Advertising	1,552.31	5,000.00	31.05%
Break Room/Hospitality	1,011.00	3,000.00	33.70%
Education Reimbursement	0.00	5,000.00	0.00%
Employee Recognition	0.00	31,000.00	0.00%
Membership Dues	10,006.88	35,000.00	28.59%
Office Equipment Agreements	1,395.74	11,000.00	12.69%
Shipping/Postage	5.18	2,000.00	0.26%
Supplies	429.73		0.00%
Training & Conferences	284.00	10,000.00	2.84%
Travel Expenses	50.40	10,000.00	0.50%
<b>Total Administrative Expenses</b>	<b>\$15,203.34</b>	<b>\$122,000.00</b>	
<b>Board of Directors</b>			
Board Conferences	85.00	10,000.00	0.85%
Board Elections/Lane County EI	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%
<b>Total Board of Directors</b>	<b>\$7,764.37</b>	<b>\$36,000.00</b>	
<b>Building Property &amp; Maintenance</b>			
Maintenance	4,214.12	97,000.00	4.34%
Utilities	8,034.36	91,123.00	8.82%
<b>Total Building Property &amp; Maintenance</b>	<b>\$12,248.48</b>	<b>\$188,123.00</b>	
<b>Insurance</b>			
Property & Liability	0.00	32,686.00	0.00%
Workers Compensation	255,189.51	233,612.00	109.24%
<b>Total Insurance</b>	<b>\$255,189.51</b>	<b>\$266,298.00</b>	
<b>Non Allocated</b>			
Operating Contingency	0.00	50,000.00	0.00%
PERS UAL	151,000.00		0.00%

**WLFEA**  
**General Fund**

**Statement of Revenue and Expenditures**

	Current Period Jul 2025 Aug 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
Reserved for Future Expenditur	0.00	811,104.00	0.00%
<b>Total Non Allocated</b>	<b>\$151,000.00</b>	<b>\$861,104.00</b>	
<b>Operational Supplies</b>			
Equipment Maintenance	18,984.18	35,000.00	54.24%
iPads & Mounting Supplies	2,870.80	3,000.00	95.69%
Operational Supplies	432.13		0.00%
Personal Protection Equipment	1,237.54	35,000.00	3.54%
Small Tools	0.00	10,000.00	0.00%
Supply Room Cleaning Supplies	3,183.11	15,000.00	21.22%
Uniforms	886.24	30,000.00	2.95%
<b>Total Operational Supplies</b>	<b>\$27,594.00</b>	<b>\$128,000.00</b>	
<b>Operations - Emergency Services</b>			
Asset Management Services	0.00	8,000.00	0.00%
First Arriving	3,784.22	5,000.00	75.68%
ImageTrend	0.00	22,200.00	0.00%
Public Safety Answering Point	206,106.00	206,106.00	100.00%
<b>Total Operations - Emergency Services</b>	<b>\$209,890.22</b>	<b>\$241,306.00</b>	
<b>Operations - Medical</b>			
Hospital Transfer Meals	77.03	1,000.00	7.70%
Medical Gas/O2	2,806.31	25,000.00	11.23%
Medical Supplies	12,634.60	110,000.00	11.49%
MIH Expenses	30.78	1,000.00	3.08%
Pharmacy Expense	2,266.01	37,500.00	6.04%
Physician Advisor	4,000.00	24,000.00	16.67%
<b>Total Operations - Medical</b>	<b>\$21,814.73</b>	<b>\$198,500.00</b>	
<b>Operations - Prevention/ Fire Investigation</b>			
Fire Marshal Dues & Subscript	65.00	2,500.00	2.60%
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	1,409.91	11,000.00	12.82%
Smoke Detector Expense	0.00	10,000.00	0.00%
<b>Total Operations - Prevention/ Fire Investigation</b>	<b>\$5,463.74</b>	<b>\$35,250.00</b>	
<b>Operations - Recruitment</b>			
Advertising & NTN Testing	0.00	1,000.00	0.00%
Pre-Employment Testing	0.00	7,000.00	0.00%
<b>Total Operations - Recruitment</b>	<b>\$0.00</b>	<b>\$8,000.00</b>	
<b>Operations - Training</b>			
Academy & EMT Scholarships	0.00	5,000.00	0.00%
Certification Renewals	300.00	7,650.00	3.92%
Conference & Travel	1,987.99	12,000.00	16.57%
Critical Care Paramedic Train	2,811.03	15,000.00	18.74%
MIH Training	0.00	1,500.00	0.00%
Misc Training	0.00	700.00	0.00%
On Site Training	53.33	9,000.00	0.59%
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%
<b>Total Operations - Training</b>	<b>\$5,702.35</b>	<b>\$77,195.00</b>	

**WLFEA**  
**General Fund**

**Statement of Revenue and Expenditures**

	Current Period Jul 2025 Aug 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
<b>Operations - Vehicles</b>			
Fuel	11,300.59	70,000.00	16.14%
Repairs & Maintenance -Vehicle	14,726.66	180,000.00	8.18%
<b>Total Operations - Vehicles</b>	<b>\$26,027.25</b>	<b>\$250,000.00</b>	
<b>Payroll Taxes &amp; Benefits</b>			
457 Plans	654.58		0.00%
AFLAC	1,275.39		0.00%
Cell Phone Stipend	3,150.00	25,800.00	12.21%
Health & Wellness	3,352.20	43,469.00	7.71%
Health Insurance	139,310.83	921,938.00	15.11%
HRA VEBA	106,000.00	96,000.00	110.42%
Life & Accident	0.00	24,633.00	0.00%
LOSAP	7,200.40	3,000.00	240.01%
Paid Leave OR	4,785.90	27,185.00	17.60%
Payroll Taxes	55,819.70	316,785.00	17.62%
PERS	220,742.87	1,252,371.00	17.63%
Provident AD & D- A & H	0.00	17,526.00	0.00%
<b>Total Payroll Taxes &amp; Benefits</b>	<b>\$542,291.87</b>	<b>\$2,728,707.00</b>	
<b>Personnel Services</b>			
Administrative Staff	30,374.86	214,414.00	14.17%
Captains	37,024.26	314,213.00	11.78%
Conflagration	597.65	50,000.00	1.20%
Deputy Chief	40,850.54	140,421.00	29.09%
Duty Chief Stipends	3,500.00	18,200.00	19.23%
Fire & EMS Chief	29,274.03	145,451.00	20.13%
Fire Inspector	6,541.64		0.00%
Fire Prevention	0.00	58,891.00	0.00%
Firefighter/Engineers	58,311.97	336,425.00	17.33%
Firefighter/Paramedics	136,772.30	936,367.00	14.61%
Lieutenants	61,647.19	271,133.00	22.74%
Logistics Chief	21,036.41	105,455.00	19.95%
Mobile Integrated Health	12,045.22	68,930.00	17.47%
Office Manager	15,921.36	96,103.00	16.57%
Overtime - Wages	131,402.29	550,000.00	23.89%
Part Time EMT/Paramedics	27,782.60	250,000.00	11.11%
Part Time Firefighters	51,886.60	250,000.00	20.75%
Reserve Volunteers	622.50	30,000.00	2.08%
Shift Stipends	3,050.00		0.00%
Single Role Paramedic	24,961.97	174,200.00	14.33%
Training Division Chief	0.00	130,784.00	0.00%
<b>Total Personnel Services</b>	<b>\$693,603.39</b>	<b>\$4,140,987.00</b>	
<b>Professional Services</b>			
Audit	1,000.00	11,500.00	8.70%
Billing Service	12,580.43	84,666.00	14.86%
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%
Other Professional Services	(50.40)		0.00%
Payroll Service	1,415.60	12,000.00	11.80%
Peer Support/ Temporaray Service	850.00	10,000.00	8.50%
<b>Total Professional Services</b>	<b>\$15,795.63</b>	<b>\$207,166.00</b>	

**WLFEA**  
**General Fund**  
**Statement of Revenue and Expenditures**

	Current Period Jul 2025 Aug 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
<b>Technology</b>			
Computers	0.00	10,000.00	0.00%
Internet	2,904.80	16,000.00	18.16%
IT Services	9,195.99	65,000.00	14.15%
Software & Licenses	11,666.33	50,000.00	23.33%
Telephones & Cell Phones	3,773.66	29,892.00	12.62%
Website	400.00	5,000.00	8.00%
<b>Total Technology</b>	<b>\$27,940.78</b>	<b>\$175,892.00</b>	
<b>Expenses</b>	<b>\$2,017,529.66</b>	<b>\$9,664,528.00</b>	
<b>Revenue Less Expenditures</b>	<b>(\$1,999,484.51)</b>	<b>(\$768,303.00)</b>	
<b>Net Change in Fund Balance</b>	<b>(\$1,999,484.51)</b>	<b>(\$768,303.00)</b>	

**Fund Balances**

Beginning Fund Balance	6,900,107.66		0.00%
Net Change in Fund Balance	(1,999,484.51)	(768,303.00)	0.00%
Ending Fund Balance	4,900,623.15		0.00%

*Report Options*

Fund: General Fund

Period: 7/1/2025 to 8/31/2025

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 Jul 2025 Aug 2025 Actual	Annual Budget Jul 2025 Jun 2026	Jul 2025 Jun 2026 Percent of Budget
Revenue & Expenditures				
Revenue				
Lane County Health & Human Services				
4450	Grant Admin	3,124.50		0.00%
4300	Grant Income	70,271.47	388,270.00	18.10%
Lane County Health & Human Services Totals		\$73,395.97	\$388,270.00	
Unallocated				
4450	Grant Admin	3,125.62		0.00%
4405	Reimbursements and Refunds	15.00		0.00%
Unallocated Totals		\$3,140.62		
WLCR				
4450	Grant Admin	1.00		0.00%
WLCR Totals		\$1.00		
Revenue		\$76,537.59	\$388,270.00	
Gross Profit		\$76,537.59	\$388,270.00	
Expenses				
Lane County Health & Human Services				
7420	Business Consulting	9,649.10	90,000.00	10.72%
5671	Cell Phone Stipend	400.00	4,350.00	9.20%
6101	Conference & Travel	14.95		0.00%
6005	Fuel	214.58	3,000.00	7.15%
5610	Health Insurance	56.02	23,974.00	0.23%
5620	HRA VEBA	4,000.00		0.00%
7205	IT Services	45.24		0.00%
6111	Misc Training	0.00	12,000.00	0.00%
7900	Other Expenses	0.00	600.00	0.00%
5600	Payroll Taxes	3,514.79	33,633.00	10.45%
5605	PERS	4,475.09	60,684.00	7.37%
6602	Pre-Employment Testing	64.00		0.00%
7204	Software & Licenses	45.24		0.00%
7200	Technology/Computers	0.00	48,217.00	0.00%
7202	Telephones & Cell Phones	64.45	5,700.00	1.13%
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	11,492.00	84,972.00	13.52%
5325	WLCR Workers - Hourly	11,601.15	64,237.00	18.06%
5330	WLCR Workers - Shifts	26,850.00	136,875.00	19.62%
Lane County Health & Human Services Totals		\$72,486.61	\$621,773.00	
SAMHSA Grant				
7130	Advertising	10,740.00		0.00%
6601	Advertising & NTN Testing	5,400.00		0.00%
7420	Business Consulting	12,134.20		0.00%
5671	Cell Phone Stipend	150.00		0.00%
6101	Conference & Travel	5,824.61		0.00%
7106	Education Reimbursement	317.51		0.00%
6005	Fuel	73.30		0.00%
5610	Health Insurance	2,734.48		0.00%
5620	HRA VEBA	6,600.00		0.00%
7205	IT Services	75.00		0.00%
7102	Membership Dues	273.65		0.00%

## Statement of Revenue and Expenditures

		Current Period	Annual Budget	Jul 2025
		Jul 2025	Jul 2025	Jun 2026
		Aug 2025	Jun 2026	Percent of
Account Number		Actual		Budget
5600	Payroll Taxes	3,160.77		0.00%
5605	PERS	10,665.24		0.00%
7204	Software & Licenses	75.00		0.00%
7115	Supplies	407.80		0.00%
7202	Telephones & Cell Phones	44.16		0.00%
7110	Travel Expenses	705.76		0.00%
5310	WLCR Full Time Staff	4,729.41		0.00%
5325	WLCR Workers - Hourly	20,246.71		0.00%
<b>SAMHSA Grant Totals</b>		<b>\$84,357.60</b>		
<b>Unallocated</b>				
7101	Administrative & Bank Fees	0.05		0.00%
5610	Health Insurance	56.02		0.00%
5330	WLCR Workers - Shifts	(635.87)		0.00%
<b>Unallocated Totals</b>		<b>(\$579.80)</b>		
<b>Expenses</b>		<b>\$156,264.41</b>	<b>\$621,773.00</b>	
<b>Revenue Less Expenditures</b>		<b>(\$79,726.82)</b>	<b>(\$233,503.00)</b>	
<b>Net Change in Fund Balance</b>		<b>(\$79,726.82)</b>	<b>(\$233,503.00)</b>	

### Fund Balances

Beginning Fund Balance	20,338.97		0.00%
Net Change in Fund Balance	(79,726.82)	(233,503.00)	0.00%
Ending Fund Balance	(59,387.85)		0.00%

**WLFEA**  
**General Fund, WLCR Fund**  
**Bank Register**  
**8/1/2025 to 8/31/2025**

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
<b>1001 Checking 5400</b>							
<b>General Fund</b>							
		Beginning Balance			0.00	0.00	855,232.71
8/4/2025	ACH 8-4-25	Taxes JE			3,274.55	0.00	858,507.26
8/4/2025	ACH CL IAP 08-	CL IAP JE			304.04	0.00	858,811.30
8/4/2025	CL 08-04-25	CL JE			0.00	411,291.34	447,519.96
8/4/2025	ACH 08042025	PAYROLL JE			37,794.23	0.00	485,314.19
8/4/2025	ACH	U.S. Bank Credit Card			0.00	15,391.95	469,922.24
8/4/2025	July 2025	Oregon Savings Growth			0.00	3,479.58	466,442.66
8/4/2025	July 2025	IAFF Local 851			0.00	3,351.12	463,091.54
8/4/2025	July 2025	VALIC			0.00	525.00	462,566.54
8/4/2025	July 2025 PAC	IAFF Local 851			0.00	99.50	462,467.04
8/4/2025	July 2025	VOYA			0.00	5,816.00	456,651.04
8/7/2025	12523	Systems Design			0.00	488.55	456,162.49
8/7/2025	12499	AFLAC			0.00	678.50	455,483.99
8/7/2025	12518	Shervin's Automotive, Inc.			0.00	239.00	455,244.99
8/7/2025	12504	Coast Broadcasting			0.00	250.00	454,994.99
8/7/2025	12510	Jennifer Graham			0.00	550.00	454,444.99
8/7/2025	12526	Westcoast Media Group,			0.00	200.00	454,244.99
8/7/2025	12525	Vend West Services Inc			0.00	101.00	454,143.99
8/7/2025	12524	U.S. Bank Equipment			0.00	191.00	453,952.99
8/7/2025	12522	Stepup IT Services LLC			0.00	4,978.49	448,974.50
8/7/2025	12521	Special Districts Insurance			0.00	72,985.51	375,988.99
8/7/2025	12520	South Coast Water			0.00	50.80	375,938.19
8/7/2025	12519	Siuslaw Valley Firefighter			0.00	36.00	375,902.19
8/7/2025	12515	Oregon State Ambulance			0.00	630.00	375,272.19
8/7/2025	12514	OFDDA-LOSAP TRUST			0.00	225.00	375,047.19
8/7/2025	12512	MacKenzie Jeffcott			0.00	213.08	374,834.11
8/7/2025	12511	Joseph G Mirvis			0.00	155.00	374,679.11
8/7/2025	12509	Henry Schein, Inc.			0.00	202.36	374,476.75
8/7/2025	12508	Florence Welding &			0.00	250.25	374,226.50
8/7/2025	12507	Dade DuVall			0.00	150.00	374,076.50
8/7/2025	12506	Country Media, Inc.			0.00	24.91	374,051.59
8/7/2025	12505	Coastal Paper & Supply			0.00	1,668.80	372,382.79
8/7/2025	12503	Christoffer Poulsen			0.00	2,000.00	370,382.79
8/7/2025	12502	CARSON (CECO)			0.00	2,939.81	367,442.98

**WLFEA**  
**General Fund, WLCR Fund**  
**Bank Register**  
**8/1/2025 to 8/31/2025**

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
8/7/2025	12501	Benjamin Taylor			0.00	337.98	367,105.00
8/7/2025	12500	Airgas USA LLC			0.00	960.64	366,144.36
8/11/2025	000031	OFDDA-LOSAP TRUST	8/11/2025	000016	0.00	25.83	366,118.53
8/11/2025	ACH	ADP Payroll Services			0.00	707.80	365,410.73
8/11/2025	000030	Michael Lalor	8/11/2025	000016	121.07	0.00	365,531.80
8/11/2025	000032	Michael R Schick	8/11/2025	000016	30.00	0.00	365,561.80
8/11/2025	000029	City of Florence	8/11/2025	000016	127.80	0.00	365,689.60
8/12/2025	ACH	PERS			0.00	269.78	365,419.82
8/14/2025	12535	WLFEA Petty Cash			0.00	147.03	365,272.79
8/14/2025	12534	OFDDA-LOSAP TRUST			0.00	6,949.57	358,323.22
8/14/2025	12539	Systems Design			0.00	6,349.56	351,973.66
8/14/2025	12528	Bryan Card - Card Heating			0.00	931.00	351,042.66
8/14/2025	12541	Vend West Services Inc			0.00	60.00	350,982.66
8/14/2025	12540	TNT Sales & Repair Inc			0.00	325.00	350,657.66
8/14/2025	12538	Shervin's Automotive, Inc.			0.00	575.00	350,082.66
8/14/2025	12537	RICOH			0.00	70.93	350,011.73
8/14/2025	12536	Phil's Saw Shop			0.00	22.00	349,989.73
8/14/2025	12533	National Hose Testing			0.00	10,565.05	339,424.68
8/14/2025	12532	L.N. Curtis and Sons			0.00	628.09	338,796.59
8/14/2025	12531	Florence True Value			0.00	7.98	338,788.61
8/14/2025	12530	Davison Auto Parts			0.00	56.27	338,732.34
8/14/2025	12529	Coastal Fitness Inc			0.00	1,044.00	337,688.34
8/14/2025	12527	Airgas USA LLC			0.00	564.34	337,124.00
8/20/2025	Rewards Chk	U.S. Bank Credit Card			1,166.26	0.00	338,290.26
8/20/2025	000038	Multiple Income	8/20/2025	000019	830.00	0.00	339,120.26
8/20/2025	12545	Matthew House			0.00	16,995.22	322,125.04
8/20/2025	Void AP	Matthew House			0.00	0.00	322,125.04
8/21/2025	12554	Henry Schein, Inc.			0.00	726.87	321,398.17
8/21/2025	12564	Zoll Medical Corporation			0.00	1,520.00	319,878.17
8/21/2025	12563	W.L.E.O.G			0.00	5,651.88	314,226.29
8/21/2025	12562	Vend West Services Inc			0.00	272.72	313,953.57
8/21/2025	12561	Standard Insurance			0.00	4,763.03	309,190.54
8/21/2025	12560	Shervin's Automotive, Inc.			0.00	230.00	308,960.54
8/21/2025	12558	Pest Tech			0.00	270.00	308,690.54
8/21/2025	12557	Oregon State Ambulance			0.00	630.00	308,060.54
8/21/2025	12556	MY-COMM, Inc			0.00	100.00	307,960.54
8/21/2025	12553	Florence True Value			0.00	17.18	307,943.36

**WLFEA**  
**General Fund, WLCR Fund**  
**Bank Register**  
**8/1/2025 to 8/31/2025**

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
8/21/2025	12552	First Arriving IO, Inc.			0.00	3,784.22	304,159.14
8/21/2025	12551	Dustin Pearson			0.00	50.40	304,108.74
8/21/2025	12550	Dunes City			0.00	103.00	304,005.74
8/21/2025	12549	Coastal Paper & Supply			0.00	342.36	303,663.38
8/21/2025	12547	CARSON (CECO)			0.00	2,858.82	300,804.56
8/21/2025	VOID 11867.	OUTSTANDING CHECK			50.40	0.00	300,854.96
8/22/2025	ACH	CTX-Xerox			0.00	1,392.87	299,462.09
8/25/2025	WLAD - LM	Western Lane Ambulance			390.00	0.00	299,852.09
8/27/2025	ACH	PERS			0.00	115,766.32	184,085.77
8/27/2025	ACH	Oregon Pacific Bank			800,000.00	0.00	984,085.77
8/28/2025	12578	Vend West Services Inc			0.00	94.50	983,991.27
8/28/2025	12577	Special Districts Association			0.00	1,264.20	982,727.07
8/28/2025	12576	Siuslaw Valley Firefighter			0.00	32.00	982,695.07
8/28/2025	12575	Shervin's Automotive, Inc.			0.00	154.00	982,541.07
8/28/2025	12574	PERS			0.00	151,000.00	831,541.07
8/28/2025	12573	PacificSource			0.00	285.00	831,256.07
8/28/2025	12572	MY-COMM, Inc			0.00	640.00	830,616.07
8/28/2025	12570	L.N. Curtis and Sons			0.00	609.45	830,006.62
8/28/2025	12567	Henry Schein, Inc.			0.00	2,525.02	827,481.60
8/28/2025	12566	Florence True Value			0.00	17.18	827,464.42
8/28/2025	12565	Coastal Paper & Supply			0.00	47.68	827,416.74
8/29/2025					17.41	0.00	827,434.15
<b>General Fund Totals</b>					<b>\$844,105.76</b>	<b>\$871,904.32</b>	<b>\$827,434.15</b>

**WLCR Fund**

		Beginning Balance			0.00	0.00	11,669.10
8/4/2025	ACH 8-4-25	Taxes JE			0.00	3,274.55	8,394.55
8/4/2025	ACH 08042025	PAYROLL JE			0.00	37,794.23	(29,399.68)
8/4/2025	ACH	U.S. Bank Credit Card			0.00	2,266.82	(31,666.50)
8/7/2025	12522	Stepup IT Services LLC			0.00	120.24	(31,786.74)
8/7/2025	12521	Special Districts Insurance			0.00	2,790.50	(34,577.24)
8/7/2025	12517	Qualifacts Systems LLC			0.00	1,247.10	(35,824.34)
8/7/2025	12513	Montana G Trotta			0.00	1,050.00	(36,874.34)
8/7/2025	12502	CARSON (CECO)			0.00	36.93	(36,911.27)
8/14/2025	ACH	HRA VEBA Trust			0.00	600.00	(37,511.27)
8/14/2025	12542	Karen Wilhite			0.00	1,050.00	(38,561.27)
8/14/2025	ACH	terraboost			0.00	5,400.00	(43,961.27)

**WLFEA**  
**General Fund, WLCR Fund**  
**Bank Register**  
**8/1/2025 to 8/31/2025**

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
8/21/2025	12559	Qualifacts Systems LLC			0.00	1,500.00	(45,461.27)
8/21/2025	12555	Melissa House			0.00	541.00	(46,002.27)
8/21/2025	12548	Cindy Gentry			0.00	853.08	(46,855.35)
8/21/2025	12547	CARSON (CECO)			0.00	147.55	(47,002.90)
8/21/2025	12546	bio-MED			0.00	32.00	(47,034.90)
8/25/2025	000039	Lane County Health &	8/25/2025	000017	34,683.33	0.00	(12,351.57)
8/27/2025	ACH	PERS			0.00	7,878.31	(20,229.88)
8/28/2025	12571	Melissa House			0.00	1,092.91	(21,322.79)
8/28/2025	12569	Kristy Simmons			0.00	85.68	(21,408.47)
8/28/2025	12568	J R Zukin Corp - dba			0.00	10,740.00	(32,148.47)
<b>WLCR Fund Totals</b>					<b>\$34,683.33</b>	<b>\$78,500.90</b>	<b>(\$32,148.47)</b>
<b>1001 Checking 5400 Totals</b>					<b>\$878,789.09</b>	<b>\$950,405.22</b>	<b>\$795,285.68</b>

**1010 LGIP 6553**

**General Fund**

		Beginning Balance	0.00	0.00	1,271,934.84
8/27/2025	ACH	Oregon Pacific Bank	0.00	800,000.00	471,934.84
8/31/2025			4,465.15	0.00	476,399.99
8/31/2025			0.00	0.10	476,399.89
<b>General Fund Totals</b>			<b>\$4,465.15</b>	<b>\$800,000.10</b>	<b>\$476,399.89</b>

**WLCR Fund**

		Beginning Balance	0.00	0.00	(0.05)
<b>WLCR Fund Totals</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>(\$0.05)</b>
<b>1010 LGIP 6553 Totals</b>			<b>\$4,465.15</b>	<b>\$800,000.10</b>	<b>\$476,399.84</b>

**WLFEA**  
**General Fund, WLCR Fund**  
**Bank Register**  
**8/1/2025 to 8/31/2025**

Transaction Date	Transaction Number	Name / Description	Deposit Date	Deposit Number	Receipts & Credits	Checks & Payments	Balance
<b>1060 WLFEA - WLCR 2199</b>							
<b>WLCR Fund</b>							
		Beginning Balance			0.00	0.00	1.36
8/7/2025	000041	Pacific Source Community			0.23	0.00	1.59
8/21/2025	000042	Pacific Source Community			0.41	0.00	2.00
8/28/2025	000043	Pacific Source Community			0.48	0.00	2.48
<b>WLCR Fund Totals</b>					<b>\$1.12</b>	<b>\$0.00</b>	<b>\$2.48</b>
<b>1060 WLFEA - WLCR 2199 Totals</b>					<b>\$1.12</b>	<b>\$0.00</b>	<b>\$2.48</b>
<b>Report Totals</b>					<b>\$883,255.36</b>	<b>\$1,750,405.32</b>	<b>\$1,271,688.00</b>
<b>Records included in total = 124</b>							

*Report Options*

Trans Date: 8/1/2025 to 8/31/2025

Display Notation: No





## 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 &amp; 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 &amp; Content Filtering, Email Protection &amp; Spam Filtering, VC3 Security Team</p> <p>Proactive Monitoring, Maintenance &amp; 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 &amp; 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
<b>SUMMARY</b>			
Monthly subtotal			\$6,380.40
One-time subtotal			\$10,766.65
<div><b>Comments</b><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"><li>• 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.</li><li>• 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.</li><li>• 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.</li><li>• Client has enterprise grade firewalls with active support agreements at all locations.</li><li>• 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.</li><li>• 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.</li></ul><p><b>Promotional Billing Abatement - 3 months Free (Q3 2025 Promo) - \$16,124.70</b></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](mailto: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**





## Table of Contents

<b>COVER LETTER.....</b>	<b>3</b>
<b>COMPANY PROFILE .....</b>	<b>4</b>
<b>Business Overview.....</b>	<b>4</b>
<b>Why VC3? .....</b>	<b>5</b>
<b>Proposed solution overview.....</b>	<b>8</b>
VC3 Fully managed key features .....	8
<b>What does our fully managed solution look like in practice? .....</b>	<b>9</b>
1 - Endpoint and Printer Management.....	9
2- Server Management.....	10
3- Network Maintenance and Management .....	11
4- Helpdesk Support .....	12
5- Cybersecurity .....	13
6- Vendor Management .....	14
7- Network Architecture and Design .....	15
8 - Service Desk Priorities .....	15
<b>How do we deliver special projects?.....</b>	<b>17</b>
Proactive Services (Project Management).....	17
<b>References.....</b>	<b>19</b>
<b>Appendix 1- Hourly Service Rates .....</b>	<b>21</b>
<b>Appendix 2 – Cost of Service .....</b>	<b>22</b>
<b>Appendix 3 – Service Level Agreements (SLAs).....</b>	<b>25</b>
Deliverables & Services .....	25
Assumptions .....	29
Client Responsibilities .....	30
<b>Appendix 4 – onboarding process .....</b>	<b>34</b>
<b>Appendix 5: What will you get? An enterprise class IT Team. ....</b>	<b>37</b>
Support Staff Categories and Domain Expertise .....	37
<b>What qualifications do key personnel have?.....</b>	<b>37</b>
Example of Certifications.....	37
VC3 Employee Background Checks .....	38



## 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](http://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](mailto: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](mailto: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](mailto: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.

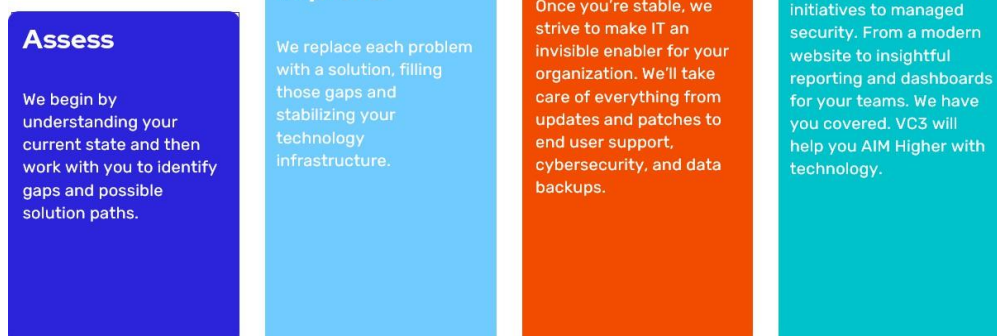
A dedication to excellent client service is the key ingredient in our partnerships. Your local VC3 team will be led by a highly skilled Strategic Advisor (SA) and a Customer Relationship Manager (CRM) who understands your goals, advocates for your organization, and provides IT guidance.

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](mailto: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](mailto: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](mailto: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

Industry ▼

Topic ▲  
AI (Artificial Intelligence)

SEARCH

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
<b>SUMMARY</b>			
Monthly subtotal			\$6,380.40
<p><b>Comments</b></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"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• Client has enterprise grade firewalls with active support agreements at all locations.</li> <li>• 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.</li> </ul>			

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
<b>SUMMARY</b>			
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](mailto: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
---	-----	-----

#### 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
<b>“Day One” On-site Visit</b>	VC3 will visit your site(s) to facilitate the onboarding.  We will need all known administrative passwords, a user contact list, invoices for internet / telecom and recent hardware or software purchases.
<b>Information Gathering</b>	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.
<b>What We Heard</b>	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.
<b>Critical Risks</b>	



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:

# Western Lane Fire and EMS Authority

## Policy Manual

### *Emergency Action Plan and Fire Prevention Plan Training*

---

- (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.



# Western Lane Fire and EMS Authority

## Policy Manual

### *Firefighter and Paramedic Health, Safety and Survival Training*

---

- (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

## *Live-Fire Training*

---

- (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:

## *Live-Fire Training*

---

- (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.

# Use of Authority-Owned and Personal Property

## 700.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines for the care and maintenance of authority property entrusted to authority members and the return of authority property upon separation from employment or affiliation with the Authority. This policy also provides guidelines for members to claim damage to or loss of personal property used in an occupational capacity.

## 700.2 POLICY

It is the policy of the Western Lane Fire and EMS Authority to issue equipment to members for the purpose of performing their assigned duties. Members shall be responsible for the safekeeping, serviceable condition, proper care, use and request for replacement of all authority property issued or entrusted to their care. A member's intentional or negligent abuse or misuse of authority property may lead to discipline, including, but not limited to, the cost of repair or replacement of the property, and up to and including termination.

## 700.3 PROCEDURE

The following procedures shall be in effect regarding authority property issued to members:

- (a) Members shall promptly report via the chain of command any loss, damage to, or unserviceable condition of authority-issued property or equipment assigned for member use.
- (b) The use of damaged or unserviceable authority property should be discontinued as soon as practicable and a supervisor notified so that the item may be replaced.
- (c) No member should attempt to repair damaged or unserviceable authority property without supervisory approval.
- (d) Use of authority property should be limited to official purposes in the capacity for which it was designed. Except when otherwise directed and/or required by circumstances, authority property shall only be used by the member to whom it was assigned.
- (e) Authority property should not be discarded, sold, traded, donated, destroyed or otherwise disposed of without supervisory approval.

### 700.3.1 SURRENDERING DEPARTMENT PROPERTY UPON SEPARATION

Members who separate from the Authority shall return all authority property, regardless of its condition. The following guidelines should apply:

- (a) All authority property, including keys, identification cards, electronic devices and system access cards shall be returned to the Authority no later than the member's departure date or as directed by the Fire & EMS Chief or the authorized designee.
- (b) Badge surrender shall be consistent with the Badges Policy.

## *Use of Authority-Owned and Personal Property*

---

- (c) A member who fails to return all authority property in his/her possession may be required to reimburse the Authority for the value of the property or may be subject to legal action brought by the Authority.

### **700.4 FILING CLAIMS FOR PERSONAL PROPERTY**

Members are responsible for exercising reasonable care and caution to avoid damage to or loss of personal property while on-duty. However, consistent with collective bargaining agreements, and Authority and authority rules, personal property that is lost or damaged during the proper performance of a member's job duties may be replaced or the cost reimbursed by the Authority or authority when such loss or damage is not the result of intentional or negligent abuse or misuse by the member.

Any claim for the replacement or cost reimbursement for damage to or loss of a member's personal property must be submitted on the proper claim form, to the member's immediate supervisor.

The supervisor is responsible for reviewing the claim to assess whether the lost or damaged property was reasonably required for the proper performance of the member's job duties. The supervisor will make a determination as to whether reasonable care was taken to prevent loss or damage and whether proper procedures were followed just prior to the occurrence of the loss or damage. A supervisor may direct a member to submit additional details in a separate written report, if needed.

If approved, the supervisor will forward the claim and related reports to a Chief Officer, who will determine the appropriate reimbursement value of the property and will forward the claim for payment to the proper entity.

#### **700.4.1 COVERED PERSONAL PROPERTY**

Property that is necessary in the performance of the member's job duties or has been specifically stipulated by a collective bargaining agreement should be considered a covered item. The age and condition of the damaged or lost property should be considered when determining replacement or reimbursement value.

The member must demonstrate that the damaged or lost property is directly related to the proper performance of the member's duties.

#### **700.4.2 EXCLUDED PERSONAL PROPERTY ITEMS**

Members are discouraged from wearing expensive jewelry or watches or bringing personal property items to the workplace that may be damaged, lost or stolen. Personal property that is not eligible for replacement or reimbursement includes:

- (a) Any personal property that is lost or damaged directly or indirectly due to negligence of the member.
- (b) Personal computers, communication devices, cell phones, MP3 players, GPS devices or any other electronic devices that the member voluntarily brings to the workplace and that are not required by the Authority for the performance of the member's duties.

### *Use of Authority-Owned and Personal Property*

---

- (c) Any personal property used in place of authority-issued property, unless required by the Authority.
- (d) Any jewelry, with the exception of watches, which should not exceed a \$100 reimbursement.

#### 700.4.3 PERSONAL VEHICLES

The Authority will not provide vehicle insurance coverage for members who use their personal vehicles for authority business. All members must rely on their personal vehicle insurance carrier for replacement or cost reimbursement of damage to or loss of a personal vehicle. Members using a personal vehicle for authority business shall have the minimum evidence of financial responsibility required for that vehicle (ORS 806.070: ORS 806.080).

#### 700.4.4 LOSS OR DAMAGE OF PROPERTY OF ANOTHER

Members intentionally or unintentionally may cause damage to the real or personal property of another while performing their duties. Any member who damages or causes to be damaged any real or personal property of another while performing any authority function, regardless of jurisdiction, shall report it as provided below:

- (a) A verbal report should be made to the member's immediate supervisor as soon as practicable.
- (b) A written report should be submitted before the member goes off-duty or within the time frame directed by the supervisor to whom the verbal report was made.

#### 700.4.5 DAMAGE BY PERSON OF ANOTHER AGENCY

If members of another jurisdiction cause damage to real or personal property belonging to the Authority, it shall be the responsibility of the member present or the member responsible for the property to make a verbal report to his/her immediate supervisor as soon as practicable. The member shall submit a written report before going off-duty or as otherwise directed by the supervisor.

All reports should be completed immediately after the incident or as soon as practicable if extenuating circumstances delay the member's ability to complete the report.

All reports, including the supervisor's written report, shall promptly be forwarded to the appropriate Division Chief.

## Personal Communication Devices

### 701.1 PURPOSE AND SCOPE

The purpose of this policy is to establish guidelines for the use of mobile telephones and communication devices, whether issued or funded by the Authority or personally owned, while on-duty or when used for authorized work-related purposes.

This policy generically refers to all such devices as Personal Communication Devices (PCDs) but is intended to include all mobile telephones, personal digital assistants (PDAs), and similar wireless two-way communications and/or portable internet access devices. PCD use includes but is not limited to placing and receiving calls, text messaging, blogging and microblogging, emailing, using video or camera features, playing games, and accessing sites or services on the internet.

### 701.2 POLICY

The Western Lane Fire and EMS Authority allows members to utilize authority-issued or funded PCDs and to possess personally owned PCDs in the workplace, subject to certain limitations. Any PCD used while on- or off-duty for business-related purposes, or reasonably associated with work-related misconduct, will be subject to monitoring and inspection consistent with applicable law and this policy.

Additionally, the use of a PCD either on-duty or off-duty for business-related purposes, or reasonably associated with work-related misconduct, may subject the member and the member's PCD records to civil or criminal discovery or disclosure under applicable public records laws.

Members who have questions regarding the application of this policy or the guidelines contained herein are encouraged to seek clarification from supervisory staff.

### 701.3 PRIVACY EXPECTATION

Members forfeit any expectation of privacy with regard to emails, texts, or anything published, shared, transmitted, or maintained through file-sharing software or any internet site that is accessed, transmitted, received, or reviewed on any PCD issued by the Authority and shall have no expectation of privacy in their location should the device be equipped with location-detection capabilities. This includes records of all keystrokes or web-browsing history made on the PCD. The fact that access to a database, service, or website requires a username or password will not create an expectation of privacy if it is accessed through authority PCDs or networks.

The Authority reserves the right to access, audit, and disclose, for whatever reason, any message, including attachments, and any information accessed, transmitted, received, or reviewed over any technology that is issued or maintained by the Authority.

Members have no expectation of privacy regarding any communications while using a personally owned PCD for authority-related business or when the use reasonably implicates work-related misconduct.



## *Personal Communication Devices*

---

### **701.4 AUTHORITY-ISSUED PCD**

Depending on a member's assignment and the needs of the position, the Authority may, at its discretion, issue or fund a PCD for the member's use to facilitate on-duty performance. Authority-issued or funded PCDs may not be used for personal business either on- or off-duty unless authorized by the Fire & EMS Chief or the authorized designee. Such devices and the associated telephone number, if any, shall remain the sole property of the Authority and shall be subject to inspection or monitoring (including all related records and content) at any time without notice and without cause.

Unless a member is expressly authorized by the Fire & EMS Chief or the authorized designee for off-duty use of the PCD, the PCD will either be secured in the workplace at the completion of duty or will be turned off when leaving the workplace.

### **701.5 PERSONALLY OWNED PCD**

Members may carry a personally owned PCD while on-duty, subject to the following conditions and limitations:

- (a) Permission to carry a personally owned PCD may be revoked if it is used contrary to provisions of this policy.
- (b) The Authority accepts no responsibility for loss of or damage to a personally owned PCD.
- (c) The PCD and any associated services shall be purchased, used, and maintained solely at the member's expense.
- (d) The device should not be used for work-related purposes except in exigent circumstances (e.g., unavailability of radio communications) or as otherwise authorized by authority procedures.
  - 1. Use of a personally owned PCD for work-related business constitutes consent for the Authority to access the PCD to inspect and copy the work-related data (e.g., for litigation purposes, public records retention and release obligations, internal investigations).
  - 2. Use of and data within a personally owned PCD may be discoverable in cases when there is reason to believe it is associated with work-related misconduct.
  - 3. Searches of a personally owned PCD by the Authority should be limited to those matters reasonably associated with the work-related business or work-related misconduct.
- (e) The device shall not be utilized to record or disclose any authority business-related information, including photographs, video, or the recording or transmittal of any information or material obtained or made accessible as a result of employment or appointment with the Authority, without the express authorization of the Fire & EMS Chief or the authorized designee.
- (f) If the PCD is carried on-duty, members will provide the Authority with the telephone number of the device.

### *Personal Communication Devices*

---

- (g) All work-related documents, emails, photographs, recordings, and other public records created or received on a member's personally owned PCD should be transferred to the Western Lane Fire and EMS Authority no later than the end of the member's shift and deleted from the member's PCD as soon as reasonably practicable.

Except with prior express authorization from their supervisors, members are not obligated or required to carry, access, monitor, or respond to electronic communications using a personally owned PCD while off-duty. If a member is in an authorized status that allows for appropriate compensation consistent with policy or existing collective bargaining agreements, or if the member has prior express authorization from their supervisor, the member may engage in authority business-related communications. Should members engage in such approved off-duty communications or work, members entitled to compensation shall promptly document the time worked and communicate the information to their supervisors to ensure appropriate compensation. Members who independently document off-duty authority-related business activities in any manner shall promptly provide the Authority with a copy of such records to ensure accurate recordkeeping.

#### **701.6 USE OF PCD**

The following protocols shall apply to all PCDs that are carried while on-duty or used to conduct authority business:

- (a) A PCD shall not be carried in a manner that allows it to be visible while in uniform unless it is in an approved carrier.
- (b) All PCDs in the workplace shall be set to silent or vibrate mode.
- (c) A PCD may not be used to conduct personal business while on-duty except for brief personal communications (e.g., informing family of extended hours). Members shall endeavor to limit their use of PCDs to authorized break times unless an emergency exists.
- (d) Members may use a PCD to communicate with other personnel in situations where the use of radio communications is either impracticable or not feasible. PCDs should not be used as a substitute for, as a way to avoid, or in lieu of regular radio communications.
- (e) Members are prohibited from taking pictures, audio or video recordings, or making copies of any such picture or recording media unless it is directly related to official authority business. Disclosure of any such information to any third party through any means requires express authorization of the Fire & EMS Chief or the authorized designee.
- (f) Members will not access social networking sites for any purpose that is not official authority business. This restriction does not apply to a personally owned PCD used during authorized break times.
- (g) Using PCDs to harass, threaten, coerce, or otherwise engage in inappropriate conduct with any third party is prohibited. Any member having knowledge of such conduct shall promptly notify a supervisor.

## *Personal Communication Devices*

---

### **701.7 SUPERVISOR RESPONSIBILITIES**

The responsibilities of supervisors include but are not limited to:

- (a) Ensuring that members under their command are provided appropriate training on the use of PCDs consistent with this policy.
- (b) Monitoring, to the extent practicable, PCD use in the workplace and taking prompt corrective action if a member is observed or reported to be improperly using a PCD.
  - 1. An investigation into improper conduct should be promptly initiated when circumstances warrant.
  - 2. Before conducting any administrative search of a member's personally owned device, supervisors should consult with the Fire & EMS Chief or the authorized designee.

### **701.8 OFFICIAL USE**

Members are reminded that PCDs are not secure devices and conversations may be intercepted or overheard. Caution should be exercised while utilizing PCDs to ensure that sensitive information is not inadvertently transmitted. As soon as reasonably possible, members shall conduct sensitive or private communications on a land-based or other authority communications network.

### **701.9 USE WHILE DRIVING**

The use of a PCD while driving can adversely affect safety, cause unnecessary distractions, and present a negative image to the public. Firefighters operating emergency vehicles should restrict the use of these devices to matters of an urgent nature and should, where practicable, stop the vehicle at an appropriate location to use the PCD.

Except in an emergency, members who are operating vehicles that are not equipped with lights and siren shall not use a PCD while driving unless the device is specifically designed and configured to allow hands-free use (ORS 811.507). Hands-free use should be restricted to business-related calls or calls of an urgent nature.

# Vehicle Inspections, Testing, Repair and Maintenance

## 702.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the inspection, testing, repair and maintenance responsibilities of members with regard to authority vehicles and apparatus. Vehicles and apparatus shall comply with all regulations and statutes specified in Oregon law. Inspections also ensure that vehicles and apparatus are properly equipped, maintained and refueled and present a professional appearance (OAR 437-002-0182).

### 702.1.1 DEFINITIONS

Definitions related to this policy include (OAR 437-002-0182(3)):

**Aerial device** - An aerial ladder, elevating platform, aerial ladder platform or water tower that is designed to position personnel, handle materials, provide egress and discharge water.

**Apparatus** - A mobile piece of firefighting or EMS equipment (e.g. pumper, water tender, ambulance).

**In-reserve** - Any emergency vehicle that, while not currently staffed, is ready for service or deployment as needed, regardless of whether it is fully equipped with tools and equipment.

**In-service** - Any vehicle or apparatus that is either staffed or cross-staffed by members of the DivisionFireSuppression Division or that is pre-positioned to be readily available to on-duty DivisionFireSuppression personnel for calls for service (e.g., airport rescue, firefighting apparatus).

**Staff vehicles** - Authority vehicles, emergency or not, assigned to members for their use during official authority business.

## 702.2 POLICY

It is the policy of the Western Lane Fire and EMS Authority that all vehicles and apparatus comply with the applicable federal and state vehicle operating and safety criteria. All vehicles and apparatus should be inspected, tested, maintained and repaired, including in-service and in-reserve apparatus in accordance with OAR 437-002-0182. Vehicles and apparatus that are out of service for testing, maintenance or repair need not be inspected until they are returned to service or released to in-reserve status.

## 702.3 PROCEDURE

### 702.3.1 APPARATUS DAILY INSPECTIONS

Operators should be responsible for conducting a daily inspection of all apparatus that has been established by the Authority and includes all of the items and provisions identified to ensure safe operational status. An inspection list is detailed in the current version of the Oregon Commercial Driver Manual or in the applicable sections of NFPA 1002, 2009 edition. The authority apparatus daily inspection list shall be approved by the Fire & EMS Chief.

### *Vehicle Inspections, Testing, Repair and Maintenance*

---

When an apparatus becomes inoperative or in need of a repair that affects safe operation, the Company Officer shall be immediately notified. Based on the determination of the Company Officer, if the apparatus cannot be used in a safe manner, it shall be immediately removed from service (OAR 437-002-0182(25)).

An apparatus shall be considered unsafe and placed out of service if deficiencies are detected in one or more of the following areas:

- Brake system
- Cab and/or body mounting
- Steering
- Door latches
- Suspension
- Safety belts
- Wheels or tires (OAR 437-002-0182(27))
- Windshield, windshield wipers or defroster
- Throttle
- Transmission or driveline

Other deficiencies may or may not require an apparatus to be placed out of service. Any safety-related deficiency that does not require the apparatus to be taken out of service shall be repaired as quickly as possible.

#### 702.3.2 STAFF VEHICLE DAILY INSPECTIONS

Members who are assigned staff vehicles should be responsible for the inspection and daily maintenance of their assigned vehicles. Daily maintenance should include checking and maintaining engine and transmission fluids, checking and maintaining tire inflation pressure, monitoring tire wear and any other inspection needed to ensure the safe operation of the vehicle.

Any vehicle issues discovered during inspection should be promptly addressed. When a vehicle becomes inoperative or in need of a repair that affects the safe operation of the vehicle, it should be immediately removed from service for repair.

#### 702.3.3 MONTHLY INSPECTIONS

Apparatus shall be inspected pursuant to a scheduled monthly maintenance check. Additionally, a maintenance check on apparatus should occur each time the apparatus is returned to the Western Lane Fire and EMS Authority following an emergency response, drill or test drive (OAR 437-002-0182(26)).

Members also are responsible for completing a monthly inspection and equipment inventory for each assigned apparatus and vehicle and documenting it on the appropriate inspection form.

# Western Lane Fire and EMS Authority

## Policy Manual

### *Vehicle Inspections, Testing, Repair and Maintenance*

---

When completed, the form should be forwarded to the Division Chief in the member's chain of command.

#### **702.3.4 ANNUAL SERVICE, TESTING AND REPAIR**

Fire pumps on apparatus shall be tested as specified in NFPA 1911. Annual inspections and service tests required for aerial devices shall be performed by a qualified person according to the recommendations of NFPA 1911 (OAR 437-002-0182(28)).

All repairs and preventive maintenance to apparatus shall be made by personnel deemed qualified by the registered owner of the apparatus. Where structural defects are found in critical components of an aerial device, the repairs must be tested and certified according to NFPA 1911 (OAR 437-002-0182(28)).

#### **702.4 RECORDS**

The Authority shall maintain a written record of inspections, testing, repairs and maintenance for each vehicle or apparatus using the appropriate forms for the vehicle type. Completed inspection forms should be forwarded to the Operations Division Chief and retained by the Authority based on established records retention schedules (OAR 437-002-0182(26)).

A permanent record of tests and repairs of all aerial devices shall be maintained (OAR 437-002-0182(28)).

## Use of Authority Vehicles

### 703.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the procedures for the off-duty use of authority assigned emergency response vehicles. The use of assigned emergency response vehicles is an essential component of the authority's recall program, which ensures resources are available in the event of an emergency or critical incident. To facilitate faster response to recalls or for other legitimate authority needs, members may be allowed to take authority assigned emergency response vehicles home. These vehicles provide the means to respond directly to an incident without first diverting to a station to retrieve a vehicle and/or needed equipment.

#### 703.1.1 DEFINITIONS

Definitions related to this policy include:

**Emergency response vehicle** - A vehicle owned by the Authority that is authorized for commuting between work and home and/or off-duty use. Authority vehicles secured at a location other than the member's assigned work location for the purpose of shortening a member's commute shall also be considered emergency response vehicles.

**Emergency recall** - A member's assignment requires immediate response during off-duty hours to other than the member's normal work location to handle an emergency action.

**Investigative recall** - A member's assignment requires timely response during off-duty hours to other than the member's normal work location to handle a fire investigation.

### 703.2 POLICY

The Authority provides vehicles for official business use and may assign emergency response vehicles based on its determination of operational efficiency, economic impact to the Authority, emergency and investigative recall, and other considerations.

### 703.3 PROCEDURE

Authority members authorized to use assigned emergency response vehicles must adhere to the following guidelines:

- (a) Vehicles shall only be used for official business and, when approved, for commuting to allow members to respond to authority-related business and recall to duty outside their regular work hours. The Fire & EMS Chief and Operations Chief are expected to use their assigned vehicle whenever possible when in the District including running errands or other personal trips.
- (b) Members authorized to use assigned emergency response vehicles are to monitor the radio whenever they are operating the vehicle. They are to make appropriate notification or take appropriate action on any fire or EMS-related matter that may come to their attention via the radio or through personal observation.

## *Use of Authority Vehicles*

---

- (c) Authority members are prohibited from driving authority vehicles any time their driving ability may be impaired by prescription or non-prescription drugs or alcoholic beverages.
- (d) Members operating authority-owned vehicles shall not permit persons other than authority members or persons required to be conveyed in the performance of duty, or as otherwise authorized, to ride as a passenger in their vehicle.
- (e) Authority assigned emergency response vehicles are to be left at an Authority facility during vacations or other periods of leave in excess of seven days unless approved by the Fire & EMS Chief or the authorized designee.
- (f) Authority members shall not relinquish control of, nor allow any person to operate, authority vehicles if that person is not a member of the Authority, except in the case of an emergency where the member is unable to drive him/herself.

### 703.3.1 ASSIGNED VEHICLE AGREEMENT

Members who have been assigned an emergency response vehicle may use the vehicle to commute to their workplace and for authority-related business. The member must be approved for an assigned vehicle by the Fire & EMS Chief and shall sign an agreement that includes the following criteria:

- (a) The member must live within a 30-minute commute of his/her regularly assigned work location (based on average traffic flow). A longer response time may be allowed based on special assignment of the member.
- (b) Except as may be provided by a collective bargaining agreement, time spent during normal commuting is not compensable.
- (c) Authority-owned vehicles shall not be used for personal errands or other personal business unless approved by a supervisor for exceptional circumstances. The Authority should provide necessary care and maintenance supplies.
- (d) Off-street parking shall be available at the member's residence.
- (e) Vehicles shall be locked when not attended.
- (f) All authority identification, portable radios and equipment should be secured.

Members are cautioned that under Internal Revenue Service (IRS) rules, personal use of a authority-owned vehicle may create an income tax liability to the member. Questions regarding IRS rules should be directed to the member's tax adviser.

The assignment of vehicles is at the discretion of the Fire & EMS Chief. Assigned vehicles may be changed at any time. Permission to take home a vehicle may be withdrawn at any time.

### 703.3.2 VEHICLES SUBJECT TO INSPECTION

All authority-owned vehicles are subject to inspection and/or search at any time by a supervisor. No member assigned to or operating such a vehicle shall be entitled to any expectation of privacy with respect to the vehicle or its contents.



# Western Lane Fire and EMS Authority

## Policy Manual

### *Use of Authority Vehicles*

---

#### 703.3.3 ACCESSORIES AND/OR MODIFICATIONS

No modifications, additions or deletions of any equipment or accessories shall be made to authority vehicles without written permission from the designated vehicle manager.

# Information Technology Use

## 704.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines for the proper use of authority information technology resources, including computers, electronic devices, hardware, software and systems.

### 704.1.1 DEFINITIONS

Definitions related to this policy include:

**Computer system** - All computers (on-site and portable), electronic devices, hardware, software, and resources owned, leased, rented or licensed by the Western Lane Fire and EMS Authority that are provided for official use by its members. This includes all access to, and use of, Internet Service Providers (ISP) or other service providers provided by or through the Authority or authority funding.

**Hardware** - Includes, but is not limited to, computers, computer terminals, network equipment, electronic devices, telephones (including cellular and satellite), pagers, modems or any other tangible computer device generally understood to comprise hardware.

**Software** - Includes, but is not limited to, all computer programs, systems and applications, including shareware. This does not include files created by the individual user.

**Temporary file, permanent file or file** - Any electronic document, information or data residing or located, in whole or in part, on the system, including, but not limited to, spreadsheets, calendar entries, appointments, tasks, notes, letters, reports, messages, photographs or videos.

## 704.2 POLICY

Western Lane Fire and EMS Authority members shall use information technology resources, including computers, software and systems, that are issued or maintained by the Authority in a professional manner and in accordance with this policy.

## 704.3 PRIVACY EXPECTATION

Members forfeit any expectation of privacy with regard to emails, texts or anything published, shared, transmitted or maintained through file-sharing software or any Internet site that is accessed, transmitted, received or reviewed on any authority technology system.

The Authority reserves the right to access, audit and disclose, for whatever reason, any message, including attachments, and any information accessed, transmitted, received or reviewed over any technology that is issued or maintained by the Authority, including the authority email system, computer network or any information placed into storage on any authority system or device. This includes records of all keystrokes or Web-browsing history made at any authority computer or over any authority network. The fact that access to a database, service or website requires a username or password will not create an expectation of privacy if it is accessed through authority computers, electronic devices or networks.

### *Information Technology Use*

---

Members may not be asked for or required to provide access through their username, password or other means of authentication that provides access to their personal social media accounts unless otherwise allowed under ORS 659A.330.

#### **704.4 RESTRICTED USE**

Members shall not access computers, devices, software or systems for which they have not received prior authorization or the required training. Members shall immediately report unauthorized access or use of computers, devices, software or systems by another member to their supervisor or Fire & EMS Chief.

Members shall not use another person's access passwords, logon information and other individual security data, protocols and procedures unless directed to do so by a supervisor.

##### **704.4.1 SOFTWARE**

Members shall not copy or duplicate any copyrighted or licensed software except for a single copy for backup purposes, in accordance with the software company's copyright and license agreement.

To reduce the risk of a computer virus or malicious software infection, members shall not install any unlicensed or unauthorized software on any authority computer. Members shall not install personal copies of any software on any authority computer.

No member shall knowingly make, acquire or use unauthorized copies of computer software that is not licensed to the Authority while on authority premises, computer systems or electronic devices. Such unauthorized use of software exposes the Authority and involved members to severe civil and criminal penalties.

Introduction of software by members should only occur as a part of the automated maintenance or update process of authority- or Authority-approved or installed programs by the original manufacturer, producer or developer of the software. Any other introduction of software requires prior authorization from IT staff.

##### **704.4.2 HARDWARE**

Access to technology resources provided by or through the Authority shall be strictly limited to authority-related activities. Data stored on or available through authority computer systems shall only be accessed by authorized members who are engaged in an approved authority-related project or program or who otherwise have a legitimate authority-related purpose to access such data. Any exceptions to this policy must be approved by a supervisor.

##### **704.4.3 INTERNET USE**

Internet access provided by or through the Authority shall be strictly limited to authority-related activities. Internet sites containing information that is not appropriate or applicable to authority use and which shall not be intentionally accessed include, but are not limited to, adult forums, pornography, gambling, chat rooms, and similar or related Internet sites. Certain exceptions may be permitted with the express approval of a supervisor as a function of a member's assignment.

### *Information Technology Use*

---

Downloaded information from the Internet shall be limited to messages, mail and data files.

#### **704.4.4 OFF-DUTY USE**

Members shall only use technological resources related to their job while on-duty or in conjunction with specific on-call assignments unless specifically authorized by a supervisor. This includes the use of telephones, cell phones, texting, email or any other off-the-clock work-related activities. This also applies to personally owned devices that are used to access authority resources.

Refer to the Personal Communication Devices Policy for guidelines regarding off-duty use of personally owned technology.

#### **704.5 PROTECTION OF SYSTEMS AND FILES**

All members have a duty to protect the computer system and related systems and devices from physical and environmental damage and are responsible for the correct use, operation, care and maintenance of the computer system.

Members shall ensure authority computers and access terminals are not viewable by persons who are not authorized users. Computers and terminals should be secured, users logged off and password protections enabled whenever the user is not present. Access passwords, logon information and other individual security data, protocols and procedures are confidential information and are not to be shared. Password length, format, structure and content shall meet the prescribed standards required by the computer system or as directed by a supervisor and shall be changed at intervals as directed by IT staff or a supervisor.

It is prohibited for a member to allow an unauthorized user to access the computer system at any time or for any reason. Members shall promptly report any unauthorized access to the computer system or suspected intrusion from outside sources (including the Internet) to a supervisor.

#### **704.6 INSPECTION AND REVIEW**

A supervisor or the authorized designee has the express authority to inspect or review the computer system, all temporary or permanent files, related electronic systems or devices, and any contents thereof, whether such inspection or review is in the ordinary course of his/her supervisory duties or based on cause.

Reasons for inspection or review may include, but are not limited to, computer system malfunctions, problems or general computer system failure, a lawsuit against the Authority involving one of its members or a member's duties, an alleged or suspected violation of any authority policy, a request for disclosure of data, or a need to perform or provide a service.

The IT staff may extract, download or otherwise obtain any and all temporary or permanent files residing or located in or on the authority computer system when requested by a supervisor or during the course of regular duties that require such information.