

**Crooked River Ranch RFPD
6971 SW Shad Rd
Terrebonne, OR 97760-9250**

**Board Workshop Meeting
March 29, 2022**

A Board Workshop meeting of the Crooked River Ranch Rural Fire Protection District Board of Directors took place on Tuesday, March 29, 2022, at 6:30 pm, at the Crooked River Ranch Fire District Fire Station, located at 6971 SW Shad Road Crooked River Ranch, Oregon.

Board Workshop Minutes

Called to Order by Director Pahl at 6:30 pm. Director Pahl made an opening statement regarding not having to wear a mask in the building and how nice it was to be back inside the Station. He also introduced to everyone how we are now utilizing “the owl” to video and record our meetings so the public can access them through their computers.

Flag Salute – Director Wilson lead the flag salute.

Roll Call by Director Oakley: Directors Pahl, Green (via the Zoom platform), Oakley, Norberg and Wilson were present for the meeting. Those also present were Fire Chief, Harry Ward, Assistant Fire Chief, Sean Hartley and Administrative Assistant, Dana Schulke. There were no members of the public in attendance.

Director Pahl stated he will be switching up the order of the items on the current agenda and started off with the topic additional staffing. He asked who remembers the last conversation they had regarding this topic. It was discussed by the Board and Chief Ward that we were looking into possibly having a 40-hour paramedic and other options. Chief Ward stated that we are working on putting this position into our Budget and we want to make sure this position is sustainable. He does not want to hire someone and then after a year must let them go. We are now working on our budget for next fiscal year and will inform the Board and Budget Committee of this when we have the Budget Committee meeting. Chief Ward is also getting quotes for another Capital project to fix our heating situation on the southside of the Bay floor. Ed Staub and Sons is supposed to come out and do a site evaluation to give us more information. The plan is to replace both boilers with one gas boiler, and we are waiting for the quote on the boilers. The plumber can run gas into the mezzanine in the Station and we can replace them with gas and the infrastructure will already be there to do the changeover. There was no further discussion.

Discussion on Fire Med Membership Fee – Chief Ward stated there are 2 months of statistics from our billing company in their packet, one from 2020 and one from 2021. In 2020 the amount of Fire Med write offs was \$6,589.86 and as of September of 2021 we are already at \$8,909 with

three more months of billing to be completed. He is estimating there will be another \$2,000 added on for the additional three months. He stated that at this time we are solvent, and we are barely breaking even on this program. He also factored in the administrative time to process the membership payments, along with the postage fees and Stripe/PayPal fees. There was a question from Director Norberg regarding the price of envelopes and if a whole box was utilized, per month. Administrative Assistant, Dana Schulke stated “no.” Director Norberg also stated that we could be utilizing the state’s surplus site to order these envelopes and be saving money. Director Norberg stated she is having a tough time justifying increasing the membership fee as she feels an increase of \$10 would be too much. Director Green reviewed the statistical information with the Board and stated in essence it would take two Fire Med memberships per month to cover Dana’s processing of the memberships. He also reviewed the math further with the Board on the costs of the program. Director Wilson stated that most of the surrounding Districts utilize Life Flight or AirMed for the processing of the Fire Med program and they do not have the expense of doing this program through the District. Chief Ward stated that we have looked at this possibility a couple of years back and having them take it over at the suggested \$55/yr. However, Chief Hartley stated to offset the difference we needed an additional 20-30 members, and we would still be getting the same amount of money. Director Oakley asked how profitable this program is for the District. Chief Ward stated it is a cost savings for the residents. Chief Hartley stated that historically looking at just last year we are at that point the Fire Med memberships are not going to cover all the write off’s and we will be in the Red. Further discussion ensued between the Board and the staff on this topic. Director Green stated he would like to increase our fee by only \$5 to cover our backside and Director Pahl agreed. Director Wilson stated he thinks we just need to restructure the program and Director Norberg agreed with him. Director Oakley expressed her concerns on the program. Further discussion ensued between the Board and staff on our ambulance rates and Chief Hartley stated we need to look at revising our rates every four years. Director Green stated that after doing the math again, we will have to investigate increasing our ambulance rates and increase the Fire Med membership by \$5 to keep us solvent. The Board requested that we ask our billing company why charges are being disallowed, as well as asking them about what “uncollected” fees means and what is driving the amount of uncollected fees. Chief Hartley will send an email to them to ask these questions. Further discussion ensued between the Board and staff. It was decided by the Board to continue this topic at April’s Board meeting under Unfinished Business.

Steering Committee Update – Chief Ward stated that at their last meeting, they discussed what information needs to be on the questionnaire. He found a questionnaire from Boise Fire which was helpful, as well as calling SDAO (Special Districts Association of Oregon) for assistance and their time to review the questions he had put together. SDAO also added a few more questions to put on the questionnaire. Chief Ward sent the questions to the Steering Committee members for review, and they will clean it up again before the questionnaire goes out to Survey Monkey. He would like to put out a post card to the residents with a QR code, so they can scan the code and it will automatically take them to the survey. This survey will give us an idea of who the community is as far as demographics. The goal is to get this survey out in April and get them back from the residents in May. The next step would be to have other surrounding districts and businesses answer some questions in a SWOT meeting. Director Wilson asked if it might be better

to contact the residents who have used our services to answer the survey questions. Chief Ward stated that our demographics change depending on how many surveys we receive back. Director Green asked about the QR code and some people not understanding how to utilize it. Chief Ward said we will cater to every demographic to make sure we receive the survey's back. At this time Director Pahl asked all Board members to name off what our weaknesses, strengths and opportunities were, and they all replied with assorted topics and issues we face. Further discussion ensued between the Board regarding our staffing being a weakness and a strength. There was discussion by Director Pahl and Chief Ward regarding the real threat of a wildfire in our area, along with staffing and apparatus needs. A Stakeholders meeting will be held in the future to discuss these topics further. Chief Ward is working with SDAO to get a facilitator for the Stakeholders meeting.

Outreach and Communication to our constituents - Director Pahl asked the Board and staff how we market our District to our constituents. He asked if we need to go knock on doors, do more digital marketing, more yard signs and Director Wilson asked the Board about doing a newsletter. Director Norberg stated in the past they have gone door to door, and we do put a column in the local Telegraph for people to read. Further discussion was ensued by Director Oakley regarding sharing our Facebook post to inform more residents of what we do and what is going on in our District. Administrative Assistant, Dana Schulke asked the Board if an Instagram account could be developed for our District. Chief Hartley stated "yes;" however, it will come down to managing it. Director Norberg stated that in the past, the Board would walk on the 4th of July Parade and shake hands with the people along the route to thank them for their support and let them know who we are. Dana also asked the Board of the possibility of getting a volunteer or someone just to manage our social media, as Sisters Fire is constantly posting things on their Instagram about what is going on with them, their drill nights, etc. She feels that Chief Hartley gets hammered with it all the time and it is difficult to find them time to manage it all. Chief Hartley stated that we would have to find someone who is "savvy" with it and who knows what you can and cannot post. Director Pahl asked about doing a newsletter, possibly quarterly like Redmond Fire does. Dana also asked about the Board attending the HOA meetings and if there was any response from the attendees. Director Pahl stated they have all been virtual and starting next month they will be back in person.

Adjournment by Director Pahl at 7:52 pm

Respectively submitted by:

Dana Schulke, Administrative Assistant.