

**Telecommunications Policy Committee**  
**Minutes**  
**February 6, 2013**

The Telecommunications Policy Committee of the Board on Public Safety Standards and Training held a regular meeting on February 6, 2013 at the Oregon Public Safety Academy in Salem, Oregon. Chair Robert Poirier called the meeting to order at 10:00 a.m.

**Attendees:**

**Committee Members:**

Robert Poirier, Public Safety Telecommunicators, Chair  
Pamela Brost, Association of Public Safety Communications Officers  
Eric Bush, Oregon Chiefs of Police  
Richard Culley, Oregon State Police  
Rick Eiesland, Oregon State Sheriff's Association  
Rich Leipfert, Oregon Fire Chiefs Association  
Joe Raade, Emergency Medical Services Section of the Oregon Fire Chiefs Association

**Committee Members Absent:**

Rachel Brudnock, Telecommunicator  
Pam Collett, Association of Public Safety Communications Officers  
Elizabeth Morgan, Emergency Medical Services and Trauma Systems  
Brian Oeder, Line-Level Telecommunicator

**DPSST Staff:**

Eriks Gabliks, Director  
Todd Anderson, Training Division Director  
Linsay Hale, Certification Coordinator  
Kristy Witherell, Administrative Support



1. **Minutes from August 1, 2012 Meeting**  
Approve meeting minutes from August 1, 2012.

*See Appendix A for details.*

*Rick Eiesland moved to approve the minutes from the August 1, 2012 Telecommunications Policy Committee meeting. Rich Culley seconded the motion. The motion carried unanimously.*

2. **Minutes from September 28, 2012 Special Meeting**  
Approve meeting minutes from September 28, 2012 Special Meeting.

*See Appendix B for details.*

*Pamela Brost moved to approve the minutes from the September 28, 2012 Telecommunications Policy Committee special meeting. Rick Eiesland seconded the motion. The motion carried unanimously.*

**3. 259-008-0025 Proposed Rule**

Presented by Linsay Hale

See Appendix C for details.

- *Eric Bush moved that the Telecommunications Policy Committee recommends to the Board filing the proposed language for OAR 259-008-0025 with the Secretary of State as a proposed rule and as a permanent rule if no comments are received. Rich Leipfert seconded the motion. The motion carried unanimously.*
- *It is the consensus of the committee there is no fiscal impact on small business.*

**4. Advanced Certification Portfolio – Jeanine E. Dilley, DPSST #28770**

Presented by Linsay Hale

See Appendix D for details.

- *The policy committee is only looking at the competency portion of the portfolio. The minimum training and the education experience has already been checked before it reaches the committee.*
- *The policy committee determines if the portfolio and competency meets the requirements.*
- *It is the consensus of the committee that the format of DILLEY's portfolio was presented well. The committee would like to use her portfolio as an example for presentation.*
- *It is the consensus of the committee that DILLEY met the three separate categories for advanced certification.*
- *It is the consensus of the committee that DILLEY met the six points in her portfolio for advanced certification.*
- *Rick Eiesland moved that the Telecommunications Policy Committee recommend to the Board that DILLEY has met the minimum competency requirements necessary to be awarded advanced certification in the Telecommunications discipline. Pamela Brost seconded the motion. The motion carried unanimously.*

*Chair Poirier will send an email to APCO/NENA members giving a summary of the process on reviewing certification portfolios and the policy provided by Pamela Brost.*

**5. Additional Business**

**Director's Report**

Legislature is in session. DPSST is watching the 9-1-1 telephone tax bill which funds the Telecommunications and Emergency Medical Dispatch training program.

There is an increased demand for active shooter training around the state. Director Gabliks and Training Division Director Anderson were invited to witness Washington County's active shooter training exercise. It started with the initial call coming into the call center and went through the conclusion of the incident. The training was very detail oriented. It involved all of the responding organizations as well as mutual aid partners. One of the individuals that was handling calls at the call center during training also handled the incident in Forest Grove with the officer involved shooting. That event triggered her to be unable to finish her shift. It stresses the importance of the ongoing employee assistance/mental health training to make sure employees get the assistance they need to cope with high stress incidents.

Cameron Smith, who currently is the Governors policy advisor for Military and Emergency Management issues, has been nominated to be the new Director of the Oregon Department of Veteran's Affairs.

**Chair Poirier**

One of the bills being watched is SB134, which deals with the Kimball report and PSAP consolidation, has been scheduled for April 4, 2012.

**6. Next Telecommunications Policy Committee Meeting Date**

May 1, 2013 at 10:00 a.m.

*With no further business before the committee, the meeting adjourned at 10:46 a.m.*

Appendix A

**Telecommunications Policy Committee  
Minutes  
August 1, 2012**

The Telecommunications Policy Committee of the Board on Public Safety Standards and Training held a regular meeting on August 1, 2012 at the Oregon Public Safety Academy in Salem, Oregon. Chair Robert Poirier called the meeting to order at 10:05 a.m.

**Attendees:**

Committee Members:

Robert Poirier, Public Safety Telecommunicators, Chair  
Rachel Brudnock, Telecommunicator  
Pam Collett, Association of Public Safety Communications Officers  
Rick Eiesland, Oregon State Sheriffs' Association  
Corinna Jacobs, Line-Level Telecommunicator  
Elizabeth Morgan, Emergency Medical Services and Trauma Systems  
Joe Raade, Emergency Medical Services Section of the Oregon Fire Chiefs Association

Committee Members Absent:

Pamela Brost, Association of Public Safety Communications Officers  
Rich Leipfert, Oregon Fire Chiefs Association

**DPSST Staff:**

Eriks Gabliks, Director  
Jan Myers, Telecommunications Class Training Coordinator  
Marilyn Lorance, Standards and Certification Supervisor  
Leon Colas, Professional Standards Investigator/Coordinator  
Linsay Hale, Certification Coordinator  
Kristy Witherell, Administrative Support



**7. Minutes from May 2, 2012 Meeting**

Approve meeting minutes from May 2, 2012.

*See Appendix A for details.*

*Rick Eiesland moved to approve the minutes from the May 2, 2012 Telecommunications Policy Committee meeting. Corrina Jacobs seconded the motion. The motion carried unanimously.*

**8. OAR 259-008-0005, 259-008-0060 & 259-008-0064 Proposed Rule**

Presented by, Linsay Hale

See Appendix B for details.

- *Rick Eiesland moved that the Telecommunications Policy Committee recommends to the Board filing the proposed language for OAR 259-008-0005, 259-008-0060, & 259-008-0064 with the Secretary of State as a proposed rule and make it permanent if no comments are received. Pam Collett seconded the motion. The motion carried unanimously.*
- *It is the consensus of the committee there is no significant impact on small business.*

9. House Bill 2712

Presented by, Leon Colas

See Appendix C for details.

- *DPSST requests the Telecommunications Policy Committee identify two members to participate in a single workgroup meeting to review the recommendations and report back to the Policy Committee in November.*
- *Elizabeth Morgan and Rich Culley volunteered to participate in the workgroup.*
- *Marilyn Lorange will contact everyone involved in the workgroup to set up a meeting. Lorraine Anglemier grouped the crimes by categories so the workgroup can address them efficiently.*
- *The proposal will come back to the committee for formal approval of the proposed rule.*

10. Rebecca A. Hassler - DPSST #49392

Presented by, Leon Colas

See Appendix D for details.

- *Elizabeth Morgan moved that the Policy Committee adopts the staff report as the record upon which its recommendations are based. Joe Raade seconded the motion. The motion carried unanimously.*
  - a. Identify and articulate the **misconduct that is specific to this case.**  
*HASSLER's 2009 DUII conviction in Washington.*
  - b. The identified conduct did not involve **Dishonesty**
  - c. The identified conduct did involve a **Disregard for the Rights of Others based on HASSLER putting others in jeopardy while driving under the influence.**

- d. The identified conduct did not involve **Misuse of Authority**
- e. The identified conduct did involve **Gross Misconduct based on the elements in the crime stated in the staff report.**
- f. The identified conduct did involve **Misconduct based on the same issues stated above under Gross Misconduct.**
- g. The identified conduct did not involve **Insubordination**
- By discussion and consensus, the Policy Committee must identify and consider any mitigating and aggravating circumstances.

*The committee noted as aggravating circumstances HASSLER's BAC was nearly three times the legal limit. HASSLER mixed narcotics and alcohol.*

*The committee noted as mitigating circumstances the letter HASSLER wrote to the committee. HASSLER took responsibility for her actions. She had no previous criminal or traffic violations. HASSLER followed through with the terms of her conviction.*

- *Rick Eiesland moved that the Policy Committee finds HASSLER's conduct does not rise to the level to warrant the revocation of her certification(s), and, therefore, recommends to the Board that these certification(s) not be revoked. Corrina Jacobs seconded the motion. The motion carried unanimously.*

## **11. Additional Business**

### Director's Report

Todd Anderson joins DPSST as the new Training Division Director. He was formerly the Sheriff of Tillamook County. He also served as an elected Board member of the Tillamook County Emergency Communications District.

DPSST will be updating the field training manuals for Telecommunications and EMD. Jan Myers will be enlisting the committee for workgroup members.

We continue to work with APCO/NENA on grants to provide advanced and leadership training for the 9-1-1 community.

We are working on our budget packages for the 2013-2015 biennium. We had our first appearance in front of the new buying team which is a five-person citizen member group who give the governor guidance.

The most important issue DPSST is tracking legislatively is the 9-1-1 telephone tax Sunset which funds our 9-1-1 training program.

All of the 9-1-1 equipment has been replaced on campus. It was beta-tested with the last telecommunications class with no issues.

**Marilyn:**

There has been a partnership with Clatsop Community College and Standards and Certification to have the basic telecommunications classes evaluated to see if it can be eligible for college credits.

**12. Next Telecommunications Policy Committee Meeting Date**

November 7, 2012 at 10:00 a.m.

*With no further business before the committee, the meeting adjourned at 10:35 a.m.*

Appendix B

**Telecommunications Policy Committee**  
**Special Meeting**  
**Minutes**  
**September 28, 2012**

The Telecommunications Policy Committee of the Board on Public Safety Standards and Training held a *special meeting* on September 28, 2012 at the Oregon Public Safety Academy in Salem, Oregon. Chair Rob Poirier called the meeting to order at 10:35 a.m.

**Attendees**

Committee Members:

Robert Poirier, Public Safety Telecommunicators, Chair  
Pamela Brost, Association of Public Safety Communications Officers  
Rachel Brudnock, Telecommunicator  
Rick Eiesland, Oregon State Sheriffs' Association  
Corinna Jacobs, Telecommunicator  
Rich Leipfert, Oregon Fire Chiefs Association  
Joe Raade, Emergency Medical Services Section of the Oregon Fire Association

Committee Members Absent

Pam Collett, Association of Public Safety Communications Officers  
Richard Culley, Oregon State Police  
Elizabeth Morgan, Emergency Medical Services and Trauma Systems

**DPSST Staff:**

Eriks Gabliks, Director  
Marilyn Lorance, Standards and Certification Supervisor  
Linsay Hale, Rules and Compliance Coordinator  
Kristy Witherell, Administrative Support



**13. OAR 259-008-0060 – Proposed Rule COMMENT**

Presented by Linsay Hale

See Appendix A for details

*Rick Eiesland moved that the Telecommunications Policy Committee recommends to the Board filing the proposed rules as originally proposed as a permanent rule with the Secretary of State. Pam Collett seconded the motion. The motion carried unanimously.*

**14. Next Regular Telecommunications Policy Committee Meeting Date**

November 7, 2012 at 10:00 a.m.

*With no further business before the committee, the meeting adjourned at 10:43 a.m.*

Appendix C

**Department of Public Safety Standards and Training  
Memo**

**Date:** February 6, 2013  
**To:** Telecommunications Policy Committee  
**From:** Linsay Hale  
Rules Coordinator  
**Subject:** OAR 259-008-0025 – Proposed Rule  
Minimum Standards for Training

**Issue:** Current administrative rule requires law enforcement officers who have not been employed in a full-time law enforcement position for an extended period of time to complete additional training before becoming recertified. Specifically, telecommunicators/emergency medical dispatchers away from the profession for 2 ½ years or more must repeat the full Basic Course. These requirements are in place to ensure that all certified, active law enforcement officers are current in the knowledge and abilities of their profession.

In rare instances, an officer's employment history may not require additional training to retain certification, but the periods of employment are so limited and sporadic, not requiring additional training could potentially create a liability for the employing agency and the Department. Staff is requesting to add an exception to rule to address these unusual situations.

The following revised language for OAR 259-008-0025 contains recommended additions (**bold and underlined**) and deletions (~~strikethrough text~~).

259-008-0025

### Minimum Standards for Training

\*\*\*

**(8) Notwithstanding this rule, the Department may prescribe additional training for Basic certification, up to and including completion of the full Basic course, in situations in which previous periods of employment have been limited.**

\*\*\*

**ACTION ITEM 1:** Determine whether to recommend filing the proposed language for OAR 259-008-0025 with the Secretary of State as a proposed rule.

**ACTION ITEM 2:** Determine whether to recommend filing the proposed language for OAR 259-008-0025 with the Secretary of State as a permanent rule if no comments are received.

**ACTION ITEM 3:** Determine whether there is a significant fiscal impact on small businesses.

Appendix D

**Department of Public Safety Standards and Training  
Memo**

**Date:** February 6, 2013  
**To:** Telecommunications Policy Committee Memo  
**From:** Linsay Hale  
Rules & Compliance Coordinator  
**Subject:** Advanced Certification Portfolio  
DILLEY, Jeanine E #28770

**Background:** A recent update to OAR 259-008-0060 (Public Safety Officer Certification) allows telecommunicators to qualify for an intermediate or advanced level of certification by satisfying a combination of years' experience in the telecommunicator field, training hours, college education credits, as well as a minimum competency requirement (Att. A.) To satisfy the competency requirement, a non-inclusive portfolio point chart was developed (Att. B.)

An applicant must submit to their agency head or authorized representative a completed Form F-7 (Application for Certification) and a completed portfolio, which includes documentation of all applicable portfolio items (including detailed descriptions, transcripts, recordings of calls for service and other supporting documentation.) Portfolio items must be from at least two separate categories and three separate categories for advanced certification requests.

The agency head reviews the packet and submits a recommendation to DPSST. DPSST, through the Telecommunications Policy Committee, will review the portfolio and agency recommendation and vote whether to accept the portfolio as submitted.

**Issue:** An application for advanced certification and portfolio were submitted by Klamath County on behalf of Jeanine Dilley (Att. C & D.) An initial staff review of the submitted packet confirms that all the requirements to apply for advanced certification have been met.

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ATTACHMENT A – Intermediate/Advanced Telecommunication Charts  
ATTACHMENT B – Intermediate/Advanced Telecommunication Portfolio  
ATTACHMENT C – Form F-7 Application for Certification – DILLEY  
ATTACHMENT D – Advanced Certification Portfolio – DILLEY

**ACTION ITEM 1:** Determine by consensus the best way to present future portfolio information for Policy Committee consideration.

**ACTION ITEM 2:** Determine whether Jeanine Dilley has met the minimum competence requirements necessary to be awarded advanced certification in the telecommunications discipline.

**ATTACHMENT A** – Intermediate/Advanced Telecommunication Charts

<b>Intermediate Certification</b>		
Minimum Years of Experience	6 years	5 years
Minimum Training Hours, Including DPSST Basic Course	DPSST Basic Course + 200 hours post certificate training	DPSST Basic Course + 160 hours post certificate training
Minimum College Education Credits	None	45
Minimum Competency	3 portfolio points	3 portfolio points

<b>Advanced Certification</b>				
Minimum Years of Experience	10 years	9 years	8 years	7 years
Minimum Training Hours, Including DPSST Basic Course	Intermediate Certificate + 240 hours post certificate training	Intermediate Certificate + 200 hours post certificate training	Intermediate Certificate + 160 hours post certificate training	Intermediate Certificate + 120 hours post certificate training
Minimum College Education Credits	None	45	Assoc. Degree	Bachelor Degree
Minimum Competency	6 portfolio points	6 portfolio points	6 portfolio points	6 portfolio points

## ATTACHMENT B – Intermediate/Advanced Telecommunication Portfolio

CATEGORY	PORTFOLIO ITEM	POINTS
Leadership	Policy Writing/Revision	1 point
Leadership	APCO/NENA Membership (active participation within past 2 years)	½ point
Leadership	APCO/NENA Leadership (Hold Office, Committee Chair, National Committee, etc. within past 5 years)	1 point
Leadership	Agency Leadership Role (agency defined)	1 point
Leadership	Professional Development (agency defined)	1 point
Calls for Service*	Multi-jurisdictional (cross-dispatch) events	¼ point
Calls for Service*	Mass casualty events	¼ point
Calls for Service*	Major Media Events	¼ point
Calls for Service*	Incident dispatch team member	¼ point
Calls for Service*	Unusual or Exemplary call for service (agency defined)	¼ point
Awards	Agency/local award recipient	½ point
Awards	State award recipient	1 point
Awards	National award recipient	2 points
Training	1 year Communications Training Officer (within past 5 years)	½ point
Training	2+ years Communications Training Officer (within past 5 years)	1 point
Training	Industry, DPSST or Agency Instructor (within past 2 years)	1 point
Training	Attend industry related training course – 8 hour minimum (does not count toward yearly certification hours)	1 point
Longevity	Every year as an Agency Head	1 point
Longevity	Every two years as a mid-level manager	1 point
Longevity	Every three years as a first line supervisor	1 point
Longevity	Every four years as a lead worker	1 point

\* Calls for Service Category: (Requires significant participation in high impact calls for service)

DPSST

APPLICATION FOR CERTIFICATION

F-7

Requirements for Basic Certification listed on reverse

2. Name: Last First MI Dilley, Jeanine E.			3. Date of Birth 12/11/1956	1. DPSST Number 28770
4. Social Security Number 541-70-0466		5. Agency Klamath 9-1-1		6. Division/Branch Agency Head
7. Rank or Position Director			8. Discipline in which certification requested: <input type="checkbox"/> Police <input type="checkbox"/> Corrections <input checked="" type="checkbox"/> Telecommunications <input type="checkbox"/> Emergency Medical Dispatch <input type="checkbox"/> Parole & Probation	
9. Check one: <input checked="" type="checkbox"/> Full Time or <input type="checkbox"/> Part Time				
10. Are you currently in a certifiable position in more than one discipline? <input checked="" type="checkbox"/> Yes (If yes, check all that apply) <input type="checkbox"/> Police <input type="checkbox"/> Corrections <input checked="" type="checkbox"/> Telecommunications <input checked="" type="checkbox"/> Emergency Medical Dispatch <input type="checkbox"/> Parole & Probation				
11. Level(s) Requested <input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input checked="" type="checkbox"/> Advanced <input type="checkbox"/> Supervisory <input type="checkbox"/> Management <input type="checkbox"/> Executive				
12. First Aid/CPR (Required for all Basic Certifications and all levels of Police Certification) Expiration Date of First Aid (M/D/Y) <u>02/28/2014</u> Expiration Date of CPR Card (M/D/Y) <u>02/28/2014</u>				

NOTE: To document college education, submit official transcripts with the registrar's signature.

If the applicant has received college credit for their public safety training, the applicant may apply EITHER college credits OR training hours towards requirements for upper levels of certification, applicant may not apply credit from the same training event towards both training and education requirements. See OAR 259-008-0060(10) on back of this form.

13. Have you ever received college credit for training hours for a DPSST Basic course or other training that is recorded on your DPSST training record?  Yes  No

If answer is "Yes," identify all credit(s) and college(s) that were obtained by transfer of training hours below (additional space provided on the back of this form)

I obtained \_\_\_\_\_ college credits from \_\_\_\_\_  
# of credit(s) Name of College

14. Have you ever been convicted of a crime, including traffic crimes in ANY jurisdiction, including local, state, federal, or tribal?  
 Yes  No (Under ORS 161.515, a crime is defined as either a felony or a misdemeanor offense.)

15. Have you ever been discharged for cause from a public safety agency?  Yes  No

16. Have you ever been convicted of unlawful possession of less than one ounce of Marijuana?  Yes  No

If answer is yes to 14, 15 or 16, show date, place, disposition, reason and which agency on the back of this form.

17.  Yes  No I swear/affirm that I am a citizen of the United States\*\*.

I have read and subscribed to the Code of Ethics. The information contained in this application is true and correct to the best of my knowledge. I understand that falsification of this document makes my certification(s) subject to denial or revocation under ORS 181.662 and OAR 259-008-0070.

Applicant's Signature Jeanine E. Dilley Date 11/8/12

\*\* U.S. Citizenship not required for Telecommunicators\*\*

SWORN STATEMENT

VERIFY/RECOMMEND

18. I hereby recommend that the requested certification(s) be issued based on my determination that the applicant meets the minimum standards for employment, training, education and experience, and is competent to hold the level of certification applied for. I certify that the information entered on this form has been verified and is substantiated by records maintained by this agency. I understand that falsification of this document makes my certification(s) subject to denial or revocation under ORS 181.662 and OAR 259-008-0070.

Signature Robert L. Bennett Title Vice Chairman  
Agency Head or Authorized Representative  
Printed Name Robert L. Bennett Date 11-14-12  
Phone Number 541/891-0621 Extension \_\_\_\_\_

FOR DPSST USE ONLY

OSP ID Number <u>✓ 10698873</u>	Fingerprint/OJIN Check <u>Leds</u> <u>OSW</u> <u>Bo</u>	Discipline(s) <u>Tele</u>	Level(s) <u>Advanced</u>	Date Issued <u>12/11/12</u>	Cert. Mailed By
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Executive Director  
Jeanine E Dilley



Operations Manager  
Keith Endacott

Klamath 9-1-1 Emergency Communications District  
Board of Directors

Jeanine Dilley  
Executive Director

Regarding Portfolio Item: Leadership Category – Policy Writing/Revision – 1 portfolio point

As of November 1<sup>st</sup>, DPSST initiated changes in their certification criteria. That change now includes submissions for portfolio points based on projects, performance, etc. falling within a list of categories. I am submitting these to the board for review and approval, upon which I can forward them to DPSST.

In October of 2011 I identified that our District Policies were in need of update. There were outdated policies, concerns with language in the policy, as well as, policies that were not consistent with best practices. I reviewed the District Policies, addressing first the more critical, and then ultimately all of them updating and correcting them to present to our District Board for approval. I utilized best practices from our insurance carrier, as well as researching industry standards in order to provide the District with a working set of policies to protect both the district and its employees. I completed those revisions in March of 2012.

Executive Director  
Jeanine E Dilley



Operations Manager  
Keith Endacott

Klamath 9-1-1 Emergency Communications District  
Board of Directors

Jeanine Dilley  
Executive Director

Regarding Portfolio Item: Longevity Category - Agency Head -- 7 portfolio points (1 per year)

As of November 1<sup>st</sup>, DPSST initiated changes in their certification criteria. That change now includes submissions for portfolio points based on projects, performance, etc falling within a list of categories. I am submitting these to the board for review and approval, upon which I can forward them to DPSST.

As Executive Director, I have been the Agency Head of Klamath 9-1-1 Communications District since May of 2005. I have been performing in that role for more than 7 years.

Executive Director  
Jeanine E Dilley



Operations Manager  
Keith Endacott

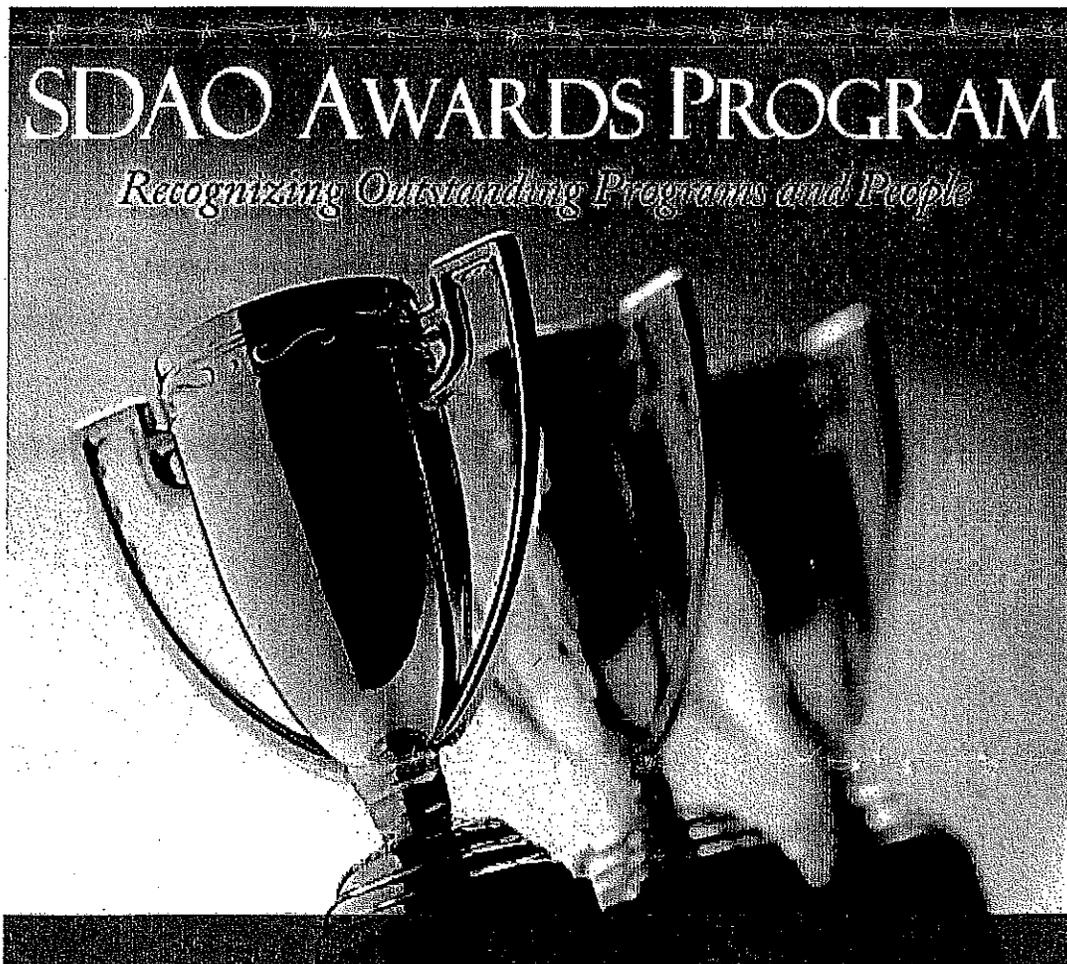
Klamath 9-1-1 Emergency Communications District  
Board of Directors

Jeanine Dilley  
Executive Director

Regarding Portfolio Item: Awards Category - State Award - 1 portfolio point

As of November 1<sup>st</sup>, DPSST initiated changes in their certification criteria. That change now includes submissions for portfolio points based on projects, performance, etc falling within a list of categories. I am submitting these to the board for review and approval, upon which I can forward them to DPSST.

I was awarded the SDAO 2011/2012 Outstanding Special District Service Award for a Manager at the SDAO conference in February 2012. There is one manager that receives this statewide award annually, See attached.



The SDAO Awards Program gives recognition to member districts for accomplishments which allow them to provide better service to the public and honors individuals who have greatly contributed to the success of their organization. These awards celebrate the Ingenuity, creativity, and diversity of our members. Within this program are two special recognition award categories; the **Outstanding Special District Program** award, and the **Outstanding Special District Service** award.

**OUTSTANDING SPECIAL DISTRICT SERVICE AWARD**

This award category recognizes individuals who have contributed substantially to the improvement and successful operation of his or her special district. Four subcategories have been established for this award, including Board Member, Manager, Employee, and Volunteer.

MANAGER

**Jeanine Dilley**

Klamath 9-1-1 Communications District

Jeanine Dilley was hired as the Executive Director of the Klamath 9-1-1 Communications District in May 2005. At that time, the district was in what is best described as disarray. Hiring, training, and retention of qualified dispatched trainees was a problem affecting operations as well as morale and teamwork. Communications equipment needed upgrade and/or replacement. The rented building housing the center was in deplorable condition and was not in a safe and secure location. Relations with users, emergency service organizations, county officials, and the general public were generally neither positive nor productive. There was no plan in place to address future operational needs much less current deficiencies.

Jeanine revamped the District's operational structure to clarify supervisory lines, responsibilities, and accountability. Necessary equipment was replaced. Inadequate funding streams were evaluated. Policies and procedures governing all facets of the operation were critically reviewed and upgraded. To the extent possible, corrective action was taken or planned to deal with violations found by OR-OSHA and the state fire marshal during facility inspections. Jeanine also researched options to obtain funding for a new center. A USDA loan was obtained that allowed for the building of a new facility, coming in almost \$60,000 below estimate. Every aspect of the operation and management of the District has shown significant improvement because of Jeanine's commitment to excellence in professionalism and work ethic.

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***NOMINATIONS FOR THE 2012-2013 AWARDS PROGRAM ARE CURRENTLY BEING ACCEPTED.***

*[Click here for more information.](#)*

*Submit completed nomination form(s) to: SDAO, PO Box 12613, Salem, Oregon 97309-0613 by October 5, 2012.*

[Download the March/April 2012 News and Risk Management Review](#)

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