

Yamhill Communications Agency (YCOM)
E9-1-1 – Police – Fire – EMS

FY 2026-2027 Budget Message

Current Notices

******Please call the Yamhill County burn line at (503) 472-3344 for daily burning status******



[About YCOM](#)

[9-1-1 Calls](#)

[Non-Emergency Calls](#)

[Employment](#)

[Resources](#)

[Contact Us](#)



[Executive Board of Directors](#)

Yamhill Communications Agency (YCOM) **9-1-1 Police Fire Medical** **Emergency Communications Center**

ALL EMERGENCY CALLS: DIAL 9-1-1

Any NON-Emergency Calls: 503-434-6500



**Pulsepoint
Feed**



Budget Message FY 2026-2027

Yamhill Communications Agency (YCOM) was established as an intergovernmental entity in 1988 under ORS 190. YCOM is governed by a five-member Executive Board consisting of the Yamhill County Sheriff, who serves as Chair, a Yamhill County Commissioner, a representative from the City of McMinnville, a representative from other city members, and a representative of fire district members.

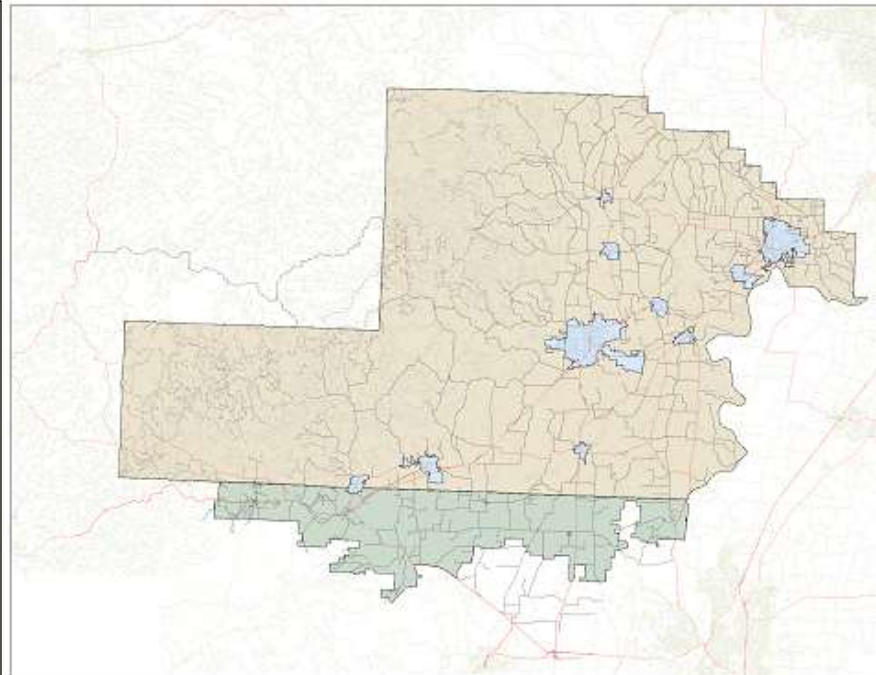
Current Executive Board members are Sheriff Sam Elliott, Chair; Commissioner David “Bubba” King; McMinnville Police Chief Cord Wood; City Representative Branden Dross; and Fire District Representative David VanDeWalle.

YCOM is the larger of two Public Safety Answering Points (PSAP’s) serving Yamhill County. The Agency provides emergency 9-1-1 call answering, dispatch, and non-emergency services to its members through four public safety law enforcement agencies, eight fire districts, and three ambulance service areas.

190 Member Entities

City of Amity
City of Carlton
City of Dayton
City of Lafayette
City of McMinnville
City of Sheridan
City of Willamina
City of Yamhill
Yamhill County

Amity Fire District
New Carlton Fire District
Confederated Tribes of Grand Ronde
Dayton Fire District
Lafayette Fire Department
McMinnville Fire District
Sheridan Fire District
Yamhill Fire Protection District



YCOM’s geographical service area is over 735 square miles.

Jurisdiction Area

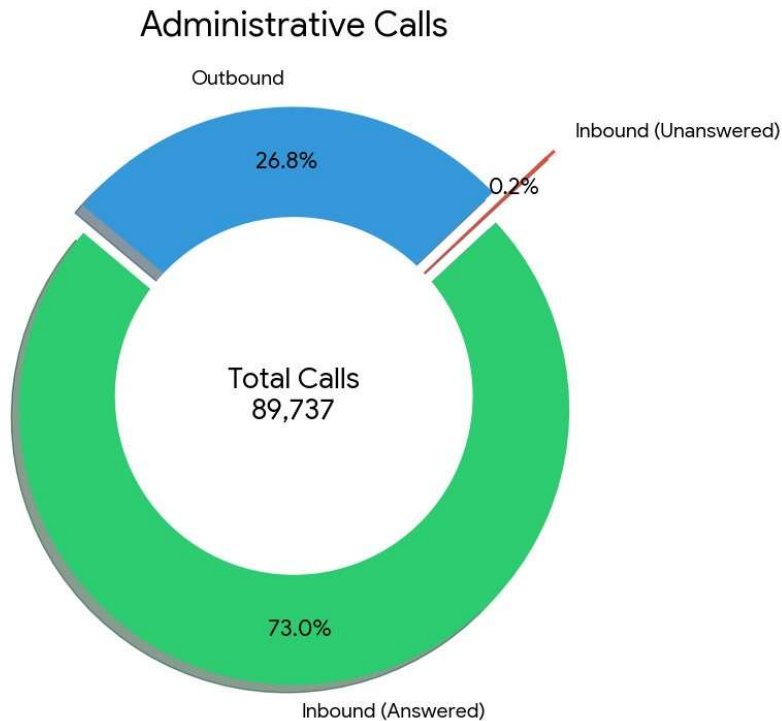
YCOM provides E9-1-1 Call Answering & Police, Fire and EMS Dispatch Service within the communities of Yamhill Region – and those portions of Polk County served by Amity, Confederated Tribes of Grand Ronde, Dayton, and Sheridan Fire Districts.

Support & Notification

YCOM delivers support and/or activation to a variety of inter and multi-agency teams from partner organizations. Examples of these entities include area Interagency Enforcement and Fire Investigation Special Teams, Air Ambulance Services, Community Justice, Health and Human Services, District Attorney, Medical Examiner, County Roads, Courts, Emergency Management, Municipal Public Works, Oregon State Police, Oregon Department of Transportation, Oregon Department of Forestry, Planning Departments, Bureau of Land Management, and various Utility Companies who operate within the service area.

2025 Agency Performance

YCOM processed **116,044** telephone calls in **2025**



Non-Emergency and Placed Calls = **89,737**

- **Inbound Efficiency:** 99.7% of inbound calls were successfully answered.
- **Outbound Engagement:** 23,994 calls were initiated, representing 26.7% of administrative workload.



Master Incidents – Police – Fire – EMS
96,455 Incidents – **79,795** Unique Events
 Validated address + problem code, Unit assigned, enroute time stamp



Budget Message FY 2026-2027

FY 2025-26 Projects

Hands on Chest – American Heart Association (AHA)

YCOM continues to pursue, capture, and track incidents related to the AHA performance recommendation for dispatcher-assisted chest compressions to occur less than 120 seconds from the time the address is acquired and verified. In 2025, YCOM averaged a cumulative 73 seconds over thirty cardiac arrest incidents – to recognize the sudden cardiac arrest; instruct the caller to position the patient; and to deliver the first chest compression. Dispatchers provide a critical, early role in the Chain of Survival.

Six employees were among the emergency responders recognized during McMinnville Fire District's Annual Code Save Ceremony. The event highlighted six incidents during 2025, in which patients received life saving care.



From Left: Angie Eichler and Madison Vrell; and Eichler and Angela Drorbaugh listen to details of their code save event.

From left: Madison Vrell, Kaela Slate, Director Patti Sauers, Angela Drorbaugh, Angie Eichler. Not pictured: Talia Quillen, Josh Wittrock



The 6 links in the adult out-of-hospital Chain of Survival are:

- **Recognition** of cardiac arrest and **activation** of the emergency response system
- Early **cardiopulmonary resuscitation (CPR)** with an emphasis on chest compressions
- Rapid **defibrillation**
- Advanced resuscitation by Emergency Medical Services and other healthcare providers
- Post-cardiac arrest care
- Recovery (including additional treatment, observation, rehabilitation, and psychological support)



Budget Message FY 2026-2027

Integrated Text to 9-1-1

WHEN TO CONTACT 911

ALWAYS CONTACT 911 TO:

- Report a fire
- Stop a crime
- Save a life

NEVER CONTACT 911:

- As a prank.
- For directions.
- For information.

Call if you can. Text if you can't.

Calling, not texting, is the fastest way to relay emergency information.

But, you should text if:

- You're deaf, hard of hearing, or have a speech disability
- You're in a situation where it's not safe to call 911 for help.
- You're having a medical emergency and cannot speak on the phone.

HELP 911 HELP YOU

CALL IF YOU CAN, TEXT IF YOU CAN'T

Voice calls are the fastest way to contact 911

TEXT-TO-911 TIPS

- Be sure to answer all questions and follow instructions.
- Be ready to provide emergency information and location of emergency.
- Keep texts short and to the point. Do not abbreviate or use emoticons.
- Text-to-911 cannot include more than one person, photos, or videos.
- 911 is ONLY for EMERGENCIES - police, fire, or medical.
- Non emergency calls tie up available resources.

911 POLICE - FIRE - EMS YCOM

YAMHILL COMMUNICATIONS AGENCY

www.ycom911.gov

Hosted Technology - US Digital Designs Fire Station Alerting

Advanced fire station alerting interface providing new capabilities for message boards, sleeping quarter alerting, and a variety of notification mediums through virtual private network connection from Confederated Tribes of Grand Ronde Fire Services to YCOM infrastructure.

Continuing Training and Quality Assurance -Govworx Comms Coach

During the first four months of 2026, Comms Coach AI performed call-taking evaluations on thousands of telephone calls processed agency-wide. YCOM staff scored 95.74% compliance over 8,849 individual evaluations for the period. As of last week, nearly 10,000 evaluations have been completed year-to-date. Year one funding was obtained via variance approval from Oregon Department of Emergency Management (ODEM). In turn, YCOM's proof of concept trial has assisted not only our center, but potentially many others throughout the state. The director's budget includes an increase in professional services in anticipation of year two invoicing.

Hosted Technology – Enterprise Records Management System

Through Intergovernmental Agreement, between Yamhill County, City of McMinnville and YCOM - YCOM serves as the customer of record for the implementation of Central Square's Enterprise RMS – a multi-year police records replacement project. The application resides within YCOM's infrastructure and is part of Central Square's public safety suite solution. While initiated to upgrade partner law enforcement records systems (last replaced in 2003) - the large-scale project requires numerous changes and widespread, simultaneous versioning upgrades and coordination within YCOM's test, training, and production environments. The agency is providing dedicated project management, and the director serves as the coordinator of the RMS Upgrade Project, under the agreement. Every member of the administrative team has roles and work tasks dedicated to the project that is slated to go live in 2026. The 80085 line – RMS Replacement Project represents related capital expenses and the revenue line 34168 – RMS Project Reimbursement provides avenue for repayment of cost sharing by City of McMinnville and Yamhill County Sheriff's Office. It is important to denote that due to project milestone requirements and contractual invoicing criteria - over \$200,000 of YCOM's beginning balance represents money that is encumbered to this project. It is one-time project funds carried over from the prior year – and should not be interpreted as operationally available for FY26-27.



Budget Message FY 2026-2027

Geographic Information Systems (GIS)

Maintenance and development of GIS infrastructure remain a critical component of essential service delivery to members and to ready GIS data for Next Generation 9-1-1. Additions for new construction and improvements to data accuracy are occurring throughout the year to ensure the quick validation of caller locations, accurate unit recommendations, and improve response times in the CAD system. Refinements to boundaries for Police, Fire, and EMS response have been made to improve accuracy and to match up to the seamless NG9-1-1 boundaries that have been developed.

YCOM's GIS Systems Administrator is an active member of Oregon's Next Generation 9-1-1 Technical Advisory Committee, the Oregon Geographic Information Council Technical Advisory Committee, and the Oregon Addresses and Building Footprints Framework Implementation Team which developed the data standard for address point data within the State of Oregon.

Statewide Planning for Geographic Routing of Calls

The Oregon State 9-1-1 program has adopted a GIS centric approach to planning and implementing Next Generation 9-1-1 services. YCOM has continued to work with Oregon Department of Emergency Management (ODEM) and surrounding 9-1-1 GIS data providers to develop that GIS data in preparation for NG9-1-1 core services deployment. This has included converting all Road Centerline, Address points, Police/Fire/EMS boundaries, and PSAP boundary layers to use fields and data standards from NENA NG9-1-1 data model. Coordination with neighboring PSAPs and GIS data providers has also been essential to create seamless boundary layers that will be essential for a statewide NG9-1-1 GIS dataset. YCOM has remained in step with efforts by the state and our neighbors to make sure our data is ready and to meet all milestones along the path to NG9-1-1 readiness. The **33533-OEM Reimbursement** line reflects direct reimbursement eligibility anticipated from the work performed by YCOM's GIS Network Administrator.

FY2026-2027

Revenue

30101 - Beginning Balance

Ongoing fiscal conversations over the past year have prepared the board for a declining beginning balance. When reviewing the balance, it is important to differentiate that which is operationally available, versus committed revenue being carried over and will be spent during FY26-27.

In addition to containing over \$200,000 in RMS Project funds, the beginning balance reflects another \$100,000 that will be spent replacing network hardware, in FY26-27, instead of FY25-26. YCOM is unable to complete the work in the current year. The beginning balance reflects \$300,000 of one-time savings for projects extending over to next year and should not be interpreted as operationally available revenue.

9-1-1 Telecommunications Tax Revenue

The **33518 line** reflects the continuation of 9-1-1 tax distribution based upon eight quarters of distribution experience at the \$1.25 per subscriber rate. Future increases would require legislative action, as well as, to avoid sunset of the tax at the end of December 2029.

In addition to Public Safety Answering Point (PSAP) distribution, a portion of the telecommunications tax (35% of each \$1.25) is appropriated to the State of Oregon's 9-1-1 Subaccount. The subaccount is responsible for the entire infrastructure and delivery costs of emergency 9-1-1 calls to its 40 PSAP's. In 2025, \$376,262.27 was paid directly by the State 9-1-1 Program, out of the 9-1-1 Subaccount in support of YCOM call answering infrastructure. This amount is provided over and above the 9-1-1 tax distribution reflected in line 33518.



Budget Message FY 2026-2027

Member Dues – 336XX

In FY 2021-22, the organization used the first 9-1-1 telecommunications tax increase to provide a reduction to police member dues. In doing so, the original 85% Police 15% Fire cost share formula self-adjusted to a ratio of 83.3% paid by Police Agencies and 16.6% paid by Fire Agencies without a significant increase to fire members. The following year, a new base dues schedule was adopted by the Executive Board. The new schedule further adjusted the cost share to an 80% Police, 20% Fire formula and utilized the final increase in 9-1-1 tax revenue to offset fire member liabilities, by reducing costs again for police members. While these actions were successful in providing relief to members during difficult pandemic years, ongoing conversations later began in subsequent budget cycles highlighting the long-term impact of spending down YCOM reserves to absorb rising costs. As hiring and retention successes were realized, positions are filled, less vacancy/one-time savings are being carried over and the beginning balance trends down. This decline without additional revenue creates a challenge to meet demands for service increases and mitigate rising costs.

Expenses

Personnel

People are YCOM's greatest asset, and the personnel lines continue to reflect the largest category of expenses in the budget. Hiring, training, retention and employee satisfaction continue to be priority. Efforts include continued growth through attracting, identifying, hiring, and training quality candidates; focusing resources as workload and requests for additional dispatch services continues to increase; providing ongoing education at all levels of the agency; and developing current and future leaders through employee involvement in decision making, special projects, and leadership roles.

Personnel lines reflect a 2.2% Cost of Living and 2% Market Adjustment, across all lines beginning July 1. The collective bargaining agreement is effective through June 2028.

Industry-wide, health insurance rates continue to rise. Regence not to exceed rates for YCOM plans were announced at a 20% increase for 2027. Dental increase is 2%. Vision increase is 2%. The 49310 line reflects these rates. Plans and cost sharing are defined by the collective bargaining agreement, and all premium costs are distributed now at a cap of 93% employer paid, 7% employee responsibility.

New budget line – 49312 – EAP

CIS has announced the separation of their Employee Assistance Programs from lines of coverage. Employee assistance will become its own rider beginning in 2027. The line is established for EAP services and budgeted with the estimated cost to YCOM from January through June of 2027.

The second year of the PERS biennia is reflected in the 49210 line. The OPSRP total for 25-27 is set at 30.40% and the Tier 1 / 2 rate is 35.94%. These amounts include a 6% employee portion in which YCOM is currently contractually responsible for paying.



Budget Message FY 2026-2027

Technology / IT Infrastructure

The budget provides for continuing investments in the prevention, discovery, and mitigation of attacks on critical infrastructure. Materials and Services reflect increased hardware costs, ongoing maintenance, and contractual escalators for software licensing and support applications and lifecycle replacement. Each technology application used at YCOM includes has a level of 24x7 or eight-by-five support subscription. A notable increase within the 61001 reflects YCOM's responsibility for Govworx, following the conclusion of ODEM's paid for year one trial. The 68307 line provides funding for the licensing and maintenance of technology applications, and rising vendor subscriptions costs. The 69299 line and corresponding revenue line 34167 have been increased by \$65000. This amount will be expended and then billed out as YCOM becomes the customer of record for Central Square's CAD to CAD Unity application. The first two years of funding are being provided by Yamhill County deflection program.

The 99014 Reserve Radio & Phone fund has been zeroed out, and balance transferred into Department Equipment. This action will provide the ability to utilize the funds, if necessary, for aging radio computers and administrative phone infrastructure scenarios. The funds must be moved now to create the ability to spend them in FY26-27.

Recommended Budget

The 2020 decision to pass along rate reductions to members was a turning point in Yamhill Communications Agency. Executive Board and member agency leadership changes have resulted in the faded awareness of the organization's dues schedule history and related long term budgetary impacts of pandemic relief decisions implemented when the 9-1-1 tax was increased.

Today, reserves are insufficient to absorb annual cost drivers. Member dues are the primary mechanism to increase revenue. A marked decline in carryover, in FY24-25, sparked ongoing discussions regarding the newly set, discounted member rates – and a need to adjust them. In lieu of a large one-time FY24-25 base fee correction, the organization opted for year over year increases. Member awareness of these historical decisions has reduced over time.

As a reflection, if the board were to adopt a budget scenario that involves a 16% increase in member dues, the resulting difference between FY26-27 rates and the member dues collected in FY20-21, would total an additional \$258,725. The new dues would amount to an overall 11.5% increase over FY20-21. Had the organization not given discounts and reduced rates but adopted year over year 3% increases – next year's dues would be projected at 18.7% higher than rates paid in FY20-21, without multiple years of savings.

The presented budget seeks to create forward progress by gaining back a portion of lost positions, while presenting a balanced budget. Last year, to achieve a balanced budget, four FTE were cut. Two Emergency Communications Specialists and two Dispatch Supervisor positions were eliminated.



Budget Message FY 2026-2027

Today, YCOM is funded for 11 FTE dispatchers, 1 Dispatch Supervisor, 2 Information Technology, 1 Operations Manager, and a Director. Service level demands continue to grow and overtime expenditure remains high. The director's recommendation includes adding back 27 months of FTE, from the 48 months that was cut. This includes a supervisor position, at 12 months filled, a dispatcher at 9 months filled, and a dispatcher at 6 months filled; with roll ups. These positions are critical to move toward mitigating rising workload, supporting staff, growing leaders, covering shifts, covering paid leave, sick leave, vacations; and sustaining the high performing organization members count on today.

Comms Coach is an incredible tool; however, AI is not a suitable replacement for the guidance, mentorship, correction, debriefing, direction, and support of human leaders while on shift.

Currently, a single dispatcher being on vacation requires overtime to cover most, if not all, of the absence. Dedicated and well-rested personnel are our primary defense against errors in emergency environments where even minor lapses in concentration can have life-threatening consequences.

The recommended budget provides sufficient funding to support the critical emergency 9-1-1 call answering and public safety dispatch services for YCOM member agencies and the public we serve in FY26-27.



Budget Message FY 2026-2027

This page left intentionally blank