

Executive Director's Report for April 2024



TO: Board of Directors
FROM: Mike Fletcher, Executive Director
SUBJECT: April 2024 Board Report

The topics contained here should follow closely with the agenda.

Old Business:

Radio System:

Meissner Construction:

- Nearing Completion
 - Migration of equipment scheduled for the end of this month.
 - Decommissioning of old structures & equipment
 - Installation of new fencing

Phase 3 Microwave Upgrades:

- As a part of the completion of the Meissner site project, Day Wireless is the sub-contractor for MNI. Installation of the MNI equipment and antennas will be accomplished by months end.

NextGen Radio Project:

- Wednesday April 16, The District instructed FE to formally cancel the LMR Project ITB after receiving three no-bid letters. The District recommend the following **individual** notice to **each** solicited vendor, that would read:
- Notice is given that the Columbia 9-1-1 Communications District's ITB solicitation is canceled. This notice is in the public's best interest. In part, this notice is in response to your no-bid letter. But this notice is also given because of violations of the bidding instructions by communicating with third parties. (ORS 279C.395)

PDCC Resiliency Study & Recommendations:

- The District is happy to report that we are the recipients of 2 Motorola "All-In-One" portable Vesta 9-1-1 work stations via the PDCC Reiliency Study preliminary recommendations. The timing of these recommendations happened to coincide with the availability of some UASI - re-programing grant funds that were then used for the purchase. A saving to the District of over \$20,000.00

This new equipment allows us to continue to outfit our 3 dispatch workstations in the extension building. This next FY we will be replacing our operation floor CAD workstations and relocating the surplus machines to the same area as these 9-1-1 positions.

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New Business:

The District has embarked on a training and leadership course with the help of a company called SCGI, Stuart Consulting Group, Inc. of Bremerton, WA.

For those of you who may remember, the District conducted some leadership training with a different provider starting during the summer of 2020. Those sessions lasted 12 months.

With the additions of a host of new staff who are stepping into leadership roles:

- Dannell is still learning and advancing her skills as Operations Manager
- Micki as our new CFO
- Kirby as our new Training & Certification Coordinator
- 3 new Lead Dispatchers

School of Leadership, Class of 2024 (March – November 2024)

Nine (9) 3.5 – hr. sessions, once per month, designed to create clarity and alignment among all leaders within the agency and to enhance leadership, management, and supervisory skills. The course is designed to include anyone with supervisory, management, or lead responsibilities. It covers at least the following:

- *Self-management skills, including how to become resilient*
- *How to lead in the unique work environment of an Emergency Communications Center*
- *How to manage conflict and solve complex problems on the fly*
- *The high cost of a negative workplace*
- *How to create and maintain an intentionally healthy culture*
- *How to address performance problems*
- *Challenges of leading different workplace generations*
- *The Discipline of Direct Communication*

The instructors are a team of Dr. De Hicks, a Neuropsychologist and Donnie Quitugua. Bio's are attached.

Stuart Consulting has provided in-depth study and providing leadership training to hundreds of Emergency Communications Centers across the USA as well as the US Department of Defense and other high-impact, mission-oriented agencies.

Locally, he and his companies have worked with both Oregon & Washington State 9-1-1 centers.



DR. DE HICKS

Dr. De Hicks is the Founder and President of the RMC Group of Companies which includes SCGI, a research firm dedicated to improving performance of high-impact, mission-oriented organizations, and the HILT Academy, a virtual Leadership Development School. SCGI's research, led by Dr. Hicks, has resulted in significant gains in impact and productivity for newly minted and experienced leaders. His research has resulted in breakthroughs in the science of habit formation, effective decision-making, cross-functional, and interdisciplinary communication, conflict management, change management as well as groundbreaking insights into stress management. Dr. Hicks has 40 years of experience in researching, teaching, complex problem solving, conflict resolution, negotiation, mentoring and coaching and strategic change management. Dr. Hicks is a featured speaker at conferences across the United States and works effectively with small and large groups. His firm's clients have included the Department of Defense's Command University and Trident Refit Facility, Multiple Police and Fire Departments, 9-1-1 Emergency Communications Centers, Healthcare consortiums, Universities, Software Development firms, Investment Funds, Broadcast and Print Journalism Enterprises, and International Trade Consortiums.

DONNIE QUITUGUA

Donnie Quitugua is the Executive Vice President and Chief Operating Officer for The RMC Group of Companies, and it's subsidiary SCGI, a nationally recognized performance management research firm and the HILT Academy, a virtual Leadership Development School. As EVP, Donnie operationalizes strategic plans across all RMC companies, heads research teams and leads executive search and placement. He also facilitates executive coaching nationwide and oversees the RMC Group of executives and managers. Donnie joined the leadership of SCGI in 2009 as Talent Development Practice Manager for the West Coast and quickly assumed company-wide responsibilities as Director of Operations. In July of 2014, he became Executive Vice President & COO and took on responsibility for investment and acquisition management and strategic implementation across the RMC Group of Companies.



List of past and current clients:

1. SREC - Spokane Regional Emergency Communications, Lori Markham, Executive Director, Office #: 509-532-8911
2. C-COMM - Clackamas 911, Cheryl Bledsoe, Executive Director, Office #: 503-655-8370
3. K-911 - Kitsap 911, Maria Jameson-Owen, Interim Executive Director, Office #: 360-307-5800
4. SKFR - South Kitsap Fire & Rescue, Cody Goodwin, Deputy Chief of Operations, Office #: 360-871-2411
5. CIFD - Camano Island Fire & Rescue, Levon Yengoyan, Fire Chief, Office #: 360-387-1512

Additional Information:

Link to **HILT Academy**: <https://hiltacademy.thinkific.com>

Link to **YouTube** (free): <https://www.youtube.com/c/Hiltacademy>

*Donnie A. Quitugua, Executive Vice President & COO
SCGI, HILT Academy and the RMC Group of Companies
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