



Cheryl Bledsoe, Director
Clackamas 911 (CCOM)
2200 Kaen Road, Oregon City, OR 97045

MEMORANDUM

TO: Clackamas County Board of Commissioners
FROM: Cheryl Bledsoe, CCOM Director
SUBJECT: Change in CCOM Public Records Fees
DATE: June 7, 2022

Question Presented: CCOM made a change to its fees for CAD Printouts and Audio Recordings. Please explain what occurred.

Short Answer: The fees were changed from \$7 to \$10 for each CAD Printout and Audio Recordings / Hourly Research Rate was changed from \$50 to \$55 to allow for the provision of public records to the public remotely which would not require an in-person cash transaction.

Discussion: CCOM explored the addition of credit card technologies in 2020 with the County Treasurer's Office during the beginning stages of the COVID-19 pandemic. We had explored this technology previously; however, the credit card processing fees for a transaction volume of CCOM's size did not make this fiscally feasible. In 2020, however, CCOM sent its administrative team into remote status in order to ensure the health of its operations employees. This posed a number of challenges for the management of public records as these had all previously been in-person transactions.

CCOM evaluated the public records fees charged by other 911 service providers in the Portland metro area and learned the following about our colleagues in the industry:

- City of Portland / BOEC
 - CAD Printout = \$20 per record
 - Audio Recordings = \$75 minimum per incident
 - Expedited Returns = additional \$50
 - Research Rate = \$50/hour with minimum of 1 hour charged

- Washington County / WCCCA
 - CAD Printout = \$25 per record
 - CAD + Audio Recording = \$50

- CAD + Audio Recording + Radio Recording = \$75
- Research Rate = \$25 per 30 minutes of time

- City of Lake Oswego / LOCOM
 - CAD Printout = \$1 per page
 - Audio Recording = \$50 per incident
 - Research Rate = \$25 per 15 minutes of time

- City of Salem / Willamette Valley Communication Center (WVCC)
 - Audio Recording = \$30 per incident

CCOM was not aware that this fee adjustment required BCC approval. We have received zero complaints from the general public since the advent of these changes in April 2021. We respectfully request approval for these changes.