

Crook County Board of County Commissioners Minutes of December 9, 2025, Special Session

Be It Remembered that the Crook County Board of County Commissioners met in a Special Session on December 9, 2025, at 3:00 PM in the Crook County Annex, located at 320 NE Court Street, Prineville, Oregon 97754.

Special Session Agenda

Board Members Present: Seth Crawford, Susan Hermreck, Brian Barney

Board Members Absent:

Others Present in Person or Via Zoom: County Manager Will Van Vactor; IT Director Blaine Cheney; Facilities Director James Preuss; Executive Assistant Breyanna Cupp; HR Director Meghan McKee; Human Resources; Systems Engineer Chelsea Watson; GIS Tech Kyla Statum; and members of the public.

The meeting was called to order at 03:00 PM.

Public Comment

Details: None

Discussion

1. Review of Core Services for the Facilities and Information Technology Departments

Requester:

Will Van Vactor, County Manager

Details:

Will Van Vactor opened the meeting by explaining the concept of core services in the public sector. He described core services as the essential and mission-critical functions that government departments must provide to serve the community and meet legal and operational responsibilities. These services ensure public welfare, security, and effective administration. He noted that core services are typically legally mandated, essential to mission fulfillment, and necessary for operational sustainability. Key characteristics include alignment with community needs, high public expectation, prioritization in strategic and financial planning, and their role as the foundation of public trust and accountability.

IT Director Blaine Cheney presented an overview of the IT Department's Core Services. He stated that the department's mission is to support County operations by providing reliable, secure, and user-friendly technology. Essential functions include managing the County's networks, servers, and communication systems; providing hardware, software, and technical support; ensuring cybersecurity and data integrity; maintaining regulatory compliance; supporting GIS; and overseeing long-term technology planning.

Blaine summarized the department's five service areas. Infrastructure and Operations ensures stable and efficient systems through networking, service desk support, asset management, and business continuity planning. Security and Privacy protects the County data and systems, maintains compliance with standards such as HIPAA, CJIS, and PCI, and supports threat prevention. Data and Application Management oversees software, vendor contracts, and data accessibility while reducing costs and improving consistency. Project and Vendor Management ensures projects are delivered on time and within budget and oversees vendor relationships. Strategy, Governance, and Compliance ensures technology investments align with the County's goals, supports policy development, and manages IT resources.

Blaine highlighted key performance metrics including 99.9% uptime for critical systems, timely incident response, 80% ticket resolution within two business days, 90% on-time project completion, zero major security breaches, and user satisfaction of 85% or higher. He noted key partnerships with internal departments, the City of Prineville, and the Sheriff's Office. Budget considerations include staffing, hardware, software licensing, cloud services, cybersecurity tools, telecommunications, maintenance contracts, and capital projects such as the Justice Center data center migration.

Commissioner Hermreck commented that his predecessor believed the County needed to purchase numerous programs, prompting discussion about current needs. Blaine Cheney explained that his focus is on operational delivery and ensuring the County has the technology required to support its direction and initiatives, emphasizing that this process provides an opportunity to move forward strategically. Commissioner Crawford added that he appreciates Blaine's work and noted that he is doing a great job.

IT Director Blaine Cheney presented an overview of the Crook County GIS Department, explaining that its mission is to provide accurate, accessible geographic data that supports informed decision-making, efficient county operations, and public transparency. He described GIS's essential functions, including maintaining accurate parcel, address, and spatial data used for property assessment, planning, zoning, environmental compliance, infrastructure management, and 911 emergency response. Blaine outlined the department's core service areas, which include data maintenance and spatial accuracy; emergency services support; zoning, surveying, land use, and permitting; public access and transparency through online mapping tools; infrastructure and asset management; and population representation and districting. These services ensure accurate tax data, faster emergency response, compliant development, transparent public access to information, and reliable long-term planning for infrastructure and voting districts. He highlighted performance metrics such as reliability of GIS web services, user satisfaction, and public use of mapping applications, and noted key partnerships with internal County departments, the City of Prineville, emergency responders, and state agencies. Blaine also reviewed budget considerations, including staffing, software licensing (ESRI and related tools), hardware and infrastructure needs, data acquisition, compliance requirements, and support for strategic initiatives such as redistricting and 911 upgrades.

Commissioner Hermreck noted that the GIS system is very user-friendly, and Commissioner Crawford agreed, commending Blaine for his hard work. Commissioner Barney expressed that he is very pleased with both the IT and GIS departments and thanked them for their efforts. Commissioner Crawford then asked about population data and whether the County uses Portland State University figures; Will confirmed that GIS provides accurate population numbers and that the Building Department has recently consulted GIS with this information.

Facilities Director James Preuss presented an overview of the Facilities Department, which is responsible for managing and maintaining all County-owned buildings—excluding the Fairgrounds and Road Department—as well as landscaping and parking lots to ensure safe, functional, and cost-efficient environments for public service delivery. He emphasized that the department’s essential role is to provide clean, accessible, comfortable, and well-maintained facilities, uphold ADA standards, and effectively manage capital projects that enhance safety, appearance, and long-term value. Preuss outlined four core service areas: daily operations and maintenance, which ensures uninterrupted County operations through preventative and emergency maintenance, grounds and custodial care, utility management, and building security systems; long-range facilities planning and capital project management, including master planning, asset management, and oversight of renovations, major maintenance, and new construction; vendor contracting and operational support, which manages service contracts, regulatory compliance, and facility transitions such as new or repurposed buildings; and facilities administration, which manages the Facilities Fund, allocates building costs, tracks occupancy, supports space planning, and provides internal customer service. He noted key performance targets—including achieving 55% of facilities rated “Good” in the Facilities Condition Index, maintaining a 60% scheduled-to-unscheduled maintenance ratio, and reaching 90% customer satisfaction—and highlighted partnerships with internal departments, contractors, utilities, and public safety agencies. James concluded with budget considerations, citing increasing staffing demands and overtime pressures, rising utility and material costs, ongoing maintenance needs for aging buildings, and long-term capital improvements guided by the Facilities Master Plan and coordinated with Finance and the Board.

Commissioner Hermreck commended the Facilities Department for the recent repair of the library sidewalks, noting that the work not only improved accessibility but also prevented a significant liability risk for the County. She praised the department’s employees for consistently being pleasant, professional, and supportive, stating that their positive attitudes reflect strong leadership within the department. She also expressed appreciation for the holiday decorations, sharing that she was very happy to see Santa displayed once again, and closed her comments by wishing everyone a Merry Christmas.

County Manager Will Van Vactor outlined the next steps in the core services review process, noting that staff will continue refining core service descriptions for all

departments. The next review session is scheduled for December 19th and will include the Clerk, Assessor, and Road Department. Following these discussions, department descriptions will be updated based on Board feedback. Once all departments have completed their reviews, the full set of core service descriptions will be brought back to the Board for formal acceptance.

Executive Session

2. None scheduled.

MOTION: Susan Hermreck moved to adjourn. Seth Crawford seconded. No discussion. Susan Hermreck votes Aye, Seth Crawford votes Aye, Brian Barney votes Aye. Motion Passed 3-0.

There being no further business before the Board of Commissioners, the meeting was **adjourned at 03:39 PM.**

Respectfully submitted,