

DEADLINES

NEWS DEADLINES

For inclusion in the Wednesday edition of the *Itemizer-Observer*:

Social news (weddings, engagements, anniversaries, births, milestones) — 5 p.m. on Thursday.

Community events — Noon on Friday for both the Community Notebook and Community Calendar.

Letters to the editor — 10 a.m. on Monday.

Obituaries — 4 p.m. on Monday.

ADVERTISING DEADLINES

Retail display ads — 3 p.m. Friday.

Classified display ads — 11 a.m. on Monday.

Classified line ads — Noon on Monday. Classified ads are updated daily on www.polkio.com.

Public notices — Noon on Friday.

CORRECTIONS

The *Polk County Itemizer-Observer* is committed to publishing accurate news, feature and sports reports. If you see anything that requires a correction or clarification, call the newsroom at 503-623-2373 or send an email to emmentzer@polkio.com.

WEBSITE

The *Polk County Itemizer-Observer* website, www.polkio.com, is updated each week by Wednesday afternoon. There, you will find nearly every story that appears in the print version of the newspaper, as well as some items, including additional photos, that do not appear in print due to space limitations.

WEATHER

RECORDED	HIGH	LOW	RAIN
May 10.....	80	42	.00
May 11.....	86	45	.00
May 12.....	83	47	.00
May 13.....	82	47	.T
May 14.....	57	53	.45
May 15.....	62	53	.05
May 16.....	61	51	.06

Rainfall during May — 0.61 in.
Rain through May 16 — 19.74 in.



EMILY MENTZER/Itemizer-Observer
Scott Herbert, Rich Miller, TJ Geise and Brock Wallace share a light moment while at work.

FCR on the way to top

Independence call center employs 240 and still hiring

By Emily Mentzer
The Itemizer-Observer

INDEPENDENCE — Potlucks, pirates, races around cones — at FCR, a call center in Independence, it's just another day at the office.

"We try to be fun," said Rich Miller, site director. "We try to be irreverent. We try to be quirky."

The atmosphere at the company is upbeat, with people coming and going, laughing and talking together. The environment is one reason FCR has been voted Best Place to Work by the Oregonian for four years.

The company has been in Independence for about nine months. In that time, it's hired 240 people, Miller said, and is still looking for colleagues to join the staff.

FCR is a call center that serves other companies, and differs from other call centers Miller's worked at.

"You have a lot of interaction with a client on a daily

basis," he said. "We don't like to be the 'outsourcer,' we're just a second outcropping of their own internal business."

When businesses grow, so do their customer service needs, Miller said, and that creates more jobs at FCR.

"If we're doing it right, the customer service is also becoming more successful, then the numbers of opportunities for customer support expand," Miller said.

He has worked for FCR for about a year, and for three months as the site director for the Independence location. One thing he likes about the company is its unique vibe.

"I went from handling one thing to handling different programs," Miller said. "In a way, it's their own business within a business, so that variety is very interesting to me."

Also, FCR is active in the communities they are based in, from March of Dimes to blood drives to cleaning up parks.

"A lot of our colleagues know of charities going on, a place that supports pets, or we'll get involved and see what we can do," Miller said.

He said he has enjoyed working in the Independence and Monmouth communities.

"Independence and Monmouth have been super welcoming," Miller said. "What's unique about this is how well Independence and Monmouth work together. When we go to chamber events, you see the mayors working together to better both communities at the same time. It's exciting to see the downtowns revitalized and grow here."

FCR will have a booth at the Discover MI Town event, which is on Saturday.

Meanwhile, the company continues to accept applications — and even will interview walk-ins, Miller said.

For more information: gofcr.com. For more on Discover MI Town: www.micc-ior.org.

Indy leaders host last-minute Q&A

By Emily Mentzer
The Itemizer-Observer

INDEPENDENCE — A discussion on Facebook led Independence city leaders to hold an impromptu community meeting about the city's water and sewer rates.

About 25 people packed into a room to hear about the water system and how rates are set.

According to a survey of cities, Independence's rates are in the middle. Compared to neighboring Dallas and Monmouth, rates are high.

City Manager David Clyne said those rates differ depending on the needs and resources available to each community, including how water is available, or whether it's gravity fed or pumped from a well.

Citizens were upset that they have to pay a water bill, even if the property is empty. Some spent winters in warmer climates, such as Arizona, and are billed for water in spite of not using the service.

Public Works Supervisor Ken Perkins said some costs are constant and must be spread out between all users of the sys-

tem. One such cost is daily testing for bacteria, chlorine and fluoride.

Other citizens were angry that roughly 10 percent of their water bill went to pay the debt incurred by building Monmouth Independence Networks. A woman asked why water rates paid for cable, phone and data — nothing to do with water.

Clyne said the water fund was put up for collateral for state bonds in 2004 by city leaders to build the system.

The city prides itself on transparency, and all of this information is online, Clyne said.

One lady said the city was not transparent at all, and should include more information in a line-item format on the bill about how money collected for sewer and water is spent.

Clyne said the water rates would continue to go up, but he hoped at a slow, steady pace. He said one of the problems was during a time when the council did not increase rates at all, creating a need for big jumps to get caught up.

To read the full coverage, see the *Itemizer-Observer* online: polkio.com.

West Valley Housing Authority will hold their Work Session Meeting on Wednesday, May 25, 2016 beginning at 11:30 a.m. at 204 SW Walnut in Dallas, Oregon. The Regular Meeting will be held on Wednesday, May 25, 2016 at 1:00 p.m. at 204 SW Walnut in Dallas, Oregon. An Executive Session pursuant to ORS 192.660 will be held immediately following the Regular Meeting, if required.

Agenda for the meeting is posted on the Housing Authority website at www.wvpha.org. The location for the meeting is handicapped accessible. Please advise the West Valley Housing Authority if you need any special accommodations to attend the meeting. For information, please call 503-623-8387, TDD 1-800-735-2900.

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NEW! '16 JAYCO White Hawk 24RKS
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SALE PRICE \$26,899 • MSRP \$35,099 • VIN 450056 • T34570

'14 ITASCA Spirit 25'
\$49,590 ONLY ONE AT THIS PRICE!
VIN 129046 • M31747A

'06 DAMON Astoria 36'
\$69,979 ONLY ONE AT THIS PRICE!
VIN M43823 • M32663A

NEW! '16 HEARTLAND Big Country 3800FL
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SALE PRICE \$72,999 • MSRP \$90,317 • VIN 302139 • T34601

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