



Deschutes County 9-1-1 Service District User Board Meeting Minutes

Date & Time: Tuesday, July 17, 2018, at 1000 hours

Location: Deschutes County 9-1-1, 20355 Poe Sholes Drive, #300, Bend

Attendees: Sara Crosswhite, Chris Perry, Megan Craig, Tim Beuschlein, Jonathan Spring, Kim Morse, Tony DeBone, Phil Henderson, Tom Anderson, Dave Doyle, Cecilie Carlsson, David Givans, Shane Nelson, Paul Garrison, Jim Porter, Ben Gregory, Paul Kansky, Bob Madden, Denney Kelley, Dave Tarbet, Dave Pickhardt, Dave Phillips, Tim Moor, Cory Darling, Gary Marshall, Harry Ward, Bill Boos, Matt Ziebol, Garrett Andrews, James Cook, Scot Brees, and Nanette Howard.

1. Call to Order and Introductions – Sara Crosswhite, Interim Director

2. Approval of the June 19, 2018 Meeting Minutes

Shane Nelson moved to approve the June 19, 2018 meeting minutes, as presented. Motion seconded by Jim Porter; motion carried.

3. Public Comment – Scot Brees expressed continued concern over fire agencies migrating to the radio system before all of the current issues are resolved. Outside of the radio system issues, he has heard positive comments about the District and believes the addition of a Deputy Director of Technical Services will be beneficial to the District.

4. Staff Reports

Administration

Sara Crosswhite distributed a draft of the Request for Statement of Qualifications (RFQ) for the Project Management / Radio System Consultant After-Action Review of the Deschutes County 9-1-1 Service District. She asked members to review the draft and submit any changes to her before she finalizes it in the upcoming week. She is also drafting an RFQ for an internal organization review which, when completed, will also be forwarded to user agencies for review and feedback.

Tom Anderson announced the proposed amendment to the Deschutes County 9-1-1 Service District Operating Agreement (No. 2015-109) was revised as requested at the June 19, 2018 User Board Meeting. He will send signature pages to each agency by Wednesday, July 18th. Once the agencies' governing bodies have approved the amendment and returned the signature pages to him, he will present the amendment to the Board of County Commissioners for their approval. If approved, each agency will receive a complete copy of the original agreement and the amendment.

Sara Crosswhite announced 24 applications have been received to-date for the Deputy Director of Technical Services' position; however, applications will continue to be accepted as the position

will remain open until filled. Of the 24 applicants, only six have radio experience. All applications will be forwarded to Joe Sadony, Deschutes County IT Director, for his review. Initial interviews will then be scheduled for those applicants selected. Because the majority of the applicants are out of state, initial interviews will be conducted via Skype. She will follow up with Joe Sadony to find out when he will be reviewing the applications, but anticipates the Skype interviews will be conducted within the next two weeks.

In response to Shane Nelson's inquiry in regards to outside review of the candidates' qualifications, Sara Crosswhite indicated she would request ADCOMM Engineering (ADCOMM) be a part of the interview process and solicit user group review, as well.

Commissioner Tony DeBone advised the Board of County Commissioners will be conducting a work session on Wednesday, July 18th, and suggested this could be further discussed at that time.

Operations

Chris Perry advised things are going well operationally. Since the last User Board meeting, there have been 2,500 fire and EMS calls, over 26,000 CAD calls, and over 27,000 phone calls. Staffing has included two full-time fire dispatchers and only nine overtime shifts have been posted. He and Jonathan Spring are finalizing plans for an in-house group to conduct CAD function testing. The group will help identify issues that may need to be addressed before formal user training is conducted.

Training and Hiring

Megan Craig reported 18 applicants were selected for interview from the recent recruitment. Interviews began Monday, July 16th, and will continue through Tuesday, July 17th. Presently there is only one new hire that has not yet been fully released, but is in Phase 2 of police dispatch training.

Technical Systems

CAD Project – Jonathan Spring announced law enforcement CAD function testing as well as testing and training for Crew Force was conducted during the last month. A list of open support tickets is going to be sent to Tyler this afternoon, which identify function gaps with the CAD project, with the expectation Tyler will provide a timeline for when each issue will be fixed.

Radio System –Tim Beuschlein stated the site survey and Geotech report for Overturf Butte are expected by the end of the day and, upon receipt, will be forwarded to ADCOMM for their review. Some minor changes were made to the programming of the fire agencies' radios for their functional testing on the P25 system. Radios will be distributed to the agencies by the end of the month. Harris Corporation (Harris) engineer Jim Ramsay has been on site since last Tuesday addressing the missing audio issue. He was able to replicate the problem and sent the information to Lynchburg, Virginia for analysis. Both the cause of the issue and a resolution are expected by the end of the week. District staff are continuing to conduct site visits and evaluate in-building coverage issues.

In reply to Commissioner Phil Henderson's inquiries about the tower height for the permanent site at Overturf Butte, Tim Beuschlein stated the height will be 35 feet from the ground level, starting at the top of the tank level. Engineers are currently making mock-ups of the site for a visual aid.

Jim Porter asked that Bend PD be kept apprised of the progress so as the time for the public process nears, officers can begin going "door-to-door" gathering public support for the site. He also raised the Bend downtown area in-building penetration issue and questioned whether a plan was in place to address those issues and whether additional antennas would be needed.

Tim Beuschlein explained the site visits, including the Bend downtown area, are a part of the process towards finding solutions to those problems. The District has been focusing on public buildings first, but if Bend PD has a list of any privately-owned buildings with known concerns, he would like to add those to the District's list to help identify what the best solution is.

Jim Porter questioned whether the District was doing any geolocation mapping of the trouble areas. Sara Crosswhite will have Rick Silbaugh create a geolocation map.

In response to Jim Porter's further inquiries, Sara Crosswhite stated the District's three immediate priorities are resolving Bend PD's radio issues, resolving the missed radio transmissions issue, and maximizing in-building coverage. At his request, she will provide Bend PD with written documentation outlining the District's priorities in the upcoming week along with the plan going forward to address in-building coverage.

Tom Anderson proposed it would be more appropriate to incorporate the District's priorities and plan going forward into the strategic plan. Doing so would ensure all parties involved would be on the same page and understand comprehensively what the priority "punch list" is in regards to the radio system issues. Jim Porter was agreeable to the proposal, but conveyed he would also like to have a separate project timeline. Sara Crosswhite will update the District's strategic plan to include an outline of priorities and projected timeline.

Commission Henderson suggested a strategic plan be established for just the radio system. Both Tom Anderson, Jim Porter, and Shane Nelson expressed support for this suggestion.

5. Other Items or Good of the Order

Paul Kansky asked Tim Beuschlein to review the audio from the Bend PD pursuit which occurred on Monday, July 16th. He advised there were garbled transmissions during the pursuit and would like it reviewed further. Tim Beuschlein indicated he would do so.

6. Adjournment

There being no further business, the meeting adjourned at 1030 hours.

Minutes respectfully submitted by Sara Crosswhite and Nanette Howard.